



OWNER MANUAL

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Thank you for choosing T2M Real Estate (T2MRE) to manage your investment. We are aware that you had many choices and we appreciate that you have selected us as your property management company.

T2MRE works to achieve the highest professionalism in Real Estate/Property Management Services. Therefore, we have prepared the T2M Real Estate Owner Manual to assist you in a successful business relationship with our company. We urge you to take the time to review the information enclosed. We feel this will further clarify many of the procedures for our Property Management services. After reading the material, if you have questions or any concerns, contact your management team immediately, using the company contact information provided in the following pages.

T2MRE forms have also been included with this manual. There are some to fill out upon receipt unless you have already completed them. There are additional forms to assist you in the future. Completing and using the forms assists T2M Real Estate in setting up and maintaining an accurate account for you and your investment.

Special note: the information provided in the T2MRE Owner Manual is subject to change. Landlord/Tenant laws, personnel, policies, and procedures change accordingly to events that take place. T2MRE works diligently and continually to improve services and personnel training as well as remaining current with all landlord/tenant legislation.

Once again, thank you for choosing T2M Real Estate as your Property Management Company. We look forward to a successful business relationship.

OWNER DOCUMENTS

A copy of your management agreement is included with the *T2MRE Owner Manual*. Refer to it as needed and keep it with this information for a handy reference.

It is important that T2MRE receive all critical information as we begin management. You may have completed the documents listed below. If not, we need you to fill out and return the following documents. Please return the appropriate forms with the self-addressed envelope included for your convenience.

Owner Information

This information enables T2MRE to set up your account.

Electronic Banking Authorization - ACH form

This form enables T2MRE to send your funds directly to your bank. If you do not wish to start ACH at this time, you can use this form in the future.

Owner Inventory and Condition Form

This form enables T2MRE to get an owner account of inventory and property condition. This document will stay with your file, and be used for future reference over time. Please complete to the best of knowledge.

Insurance Authorization

This form requests the insurance company issue a copy of your property insurance to T2MRE and that they name T2MRE as “additional insured” on your policy. Please send this directly to the insurance company and forward a copy of your request to T2MRE.

As your management continues, information can change. We have included several forms for your convenience, along with self-addressed envelopes.

Change of owner inform

Notify T2MRE of any important change when it happens - address, telephone, fax, email, etc.

Owner Vacation Notice

This is for notifying T2MRE when you will be unavailable for more than two weeks so that T2MRE is prepared in the event of an emergency.

T2M REAL ESTATE

T2M Real Estate is a veteran owned/independent brokerage, operating in San Antonio, TX (and surrounding areas) **specializing** in full-service property management and residential sales. The company has been operating since 2009, and is actively involved in the local community.

T2MRE is an abbreviation used in lieu of the full company name, T2M Real Estate, and will be used throughout the *T2MRE Owner Manual*.

T2MRE mission statement

The mission of T2MRE is to provide quality service in property management and real estate sales in the San Antonio community, demonstrating integrity and professionalism.

T2MRE principal(s)

The owner(s)/principal(s) of T2MRE is Randy A. Pereira. He is the broker of T2MRE and has over 8 years of experience in the real estate industry. Randy A. Pereira provides the guidance and direction of T2MRE. He personally oversees all contract reviews, policies, and procedures, and work to educate personnel to provide excellent service to their clients.

T2MRE COMMUNICATION

Communication is a key to the success in any relationship and the T2MRE/Owner relationship is certainly not an exception. We work constantly to improve communications with all of our clients or prospective clients. This includes everyone - owners, tenants, applicants, vendors, buyer, sellers, and the public.

Company communication

On the next page, you will find all general office information such as addresses, telephone numbers, email address, website, and office hours.

T2MRE personnel communicate by:

- Telephone
- Fax
- Email
- Written correspondence

T2MRE website

T2MRE stays current with business technology. The T2MRE website, www.t2mre.com, has proved to be a tremendous asset. Here are a few of the benefits for clients on the T2MRE website:

- Prospective tenants can search our site for available rentals and complete our online rental application.
- Tenants can access important information, such as a maintenance request, tenant online portal access, or send T2MRE an email from the site
- Tenants have access to online forms, and a step-by-step guide
- Owners can complete routine forms online, submit requests, access owner portal, and review or step-by-step guide.

General office information

T2M Real Estate General Information	
Address information	
Mailing Address	11844 Bandera Rd #132
	Helotes, TX 78023
Street address	11844 Bandera Rd #132
	Helotes, TX 78023
Communication	
Business #	210-442-9178
FAX #	210-428-6438
Email	info@t2mre.com
Website	www.t2mre.com
Office Hours	
Monday - Friday AM	9-12 am
Monday - Friday PM	1-5 pm
Saturday	By appointment only
Sunday	Closed
Holidays	Closed

TEAMS AND CONTACT INFORMATION

T2MRE staff/personnel

We have a complete team to assist you. T2MRE has found that "Teamwork" is effective for servicing resident's needs. Together Everyone Achieves More. There is a convenient chart of the teams and their contact information below.

- **Management Team:** T2MRE has assigned a management team to your account, consisting of a Property Manager and Assistant Property Manager. They focus on showing your property, processing applications, renting, managing all the many facets of tenancy, and handling the details when the tenant moves.
- **Sales Team:** T2MRE also has a sales team that can assist you with Real Estate, buying or selling. The sales team consists of experienced and licensed Real Estate agents. There is no obligation when you ask for a market analysis for the value of your current property, information for purchasing a new investment property, or available financing.

Team	Position	Name	Phone + Ext.	Email
Mgmt. Team A	Property Manager	Randy Pereira	210-442-9178	randy@t2mre.com
	Asst. Property Manager	Not Assigned at This Time		
Mgmt. Team B	Property Manager	Jackie Hunter	210-573-2133	jackie.hunter@t2mre.com
	Asst. Property Manager	Not Assigned at This Time		
Mgmt. Team C	Property Manager	TBD	TBD	TBD
	Asst. Property Manager			
Sales Team	Real Estate Specialist	Joe Gomez	210-326-5117	joe.gomez@t2mre.com
	Real Estate Specialist	Daryl Hunter	210-385-5931	daryl.hunter@t2mre.com
	Real Estate Specialist	Adriana Garza	210-418-5754	adriana.garza@t2mre.com
Broker	T2MRE Broker	Randy Pereira	210-442-9178	randy@t2mre.com

OWNER COMMUNICATION

Communication works both ways. We need communication from you, the owner. It is important that you let us know of any significant change that can affect your account. T2MRE needs to know when you are moving, if you have a problem with your account, if your social security number has changed to a Tax ID, or any other important information. To assist in communicating any changes to us, we have provided the “Change of Owner Information” form with this manual that is easy to use.

Email

T2MRE encourages all owners to use email to contact us. It is fast and effective. Please supply us with your email address on all the T2MRE forms. We will enter your email address in our database.

Special note: When using email, we request that you put the “property address” in the subject line. With the problems of spam, worms, viruses, Trojans, and more in the Internet world, this helps us identify the importance of your message, and avoids oversights or deletions of messages.

Owner vacation notice

T2MRE respectfully requests that owners notify T2MRE of vacations that are two weeks and over. Another alternative is to inform your Emergency contact listed on the Owner Information Form. The purpose in asking for this information is only so T2MRE is prepared in the event of an emergency repair or major problem concerning the owner’s property and/or tenant. A convenient Vacation Notification Form is included with this manual.

OWNER RESPONSIBILITIES

A successful business relationship works both ways. T2MRE takes their management responsibilities seriously, and requests owners to do the same.

Owner responsibilities are:

- Notify T2MRE of any ownership change or eminent owner change for the managed property.
- Supply T2MRE with accurate information so T2MRE can service the management account properly.
- Review statements monthly and notify T2MRE of any discrepancies found as soon as possible.
- Check statements monthly for accurate information and notify T2MRE if there are problems immediately.
- Support Fair Housing Laws and guidelines, as well as all necessary legislation.
- Maintain a current insurance policy for their property.
- Review their property insurance yearly and update as needed.
- Exercise responsibility for required maintenance and the safety of their tenants.

- Treat T2MRE personnel with courtesy and notify T2MRE principals if there are problems with T2MRE personnel so they can be resolved quickly
- Do not enter into any agreements to lease or sell property, without first consulting with T2MRE

THE SCOPE OF PROPERTY MANAGEMENT

What is included in T2MRE Property Management services

We want you to know what T2MRE does for you as your property management company. Therefore, T2MRE has outlined details on our policies and procedures in future pages of this information. There are so many details and aspects of managing property, that we can only include the basics in this manual. If you have more questions, contact your management team.

Again, these are general guidelines and when necessary, policies will change. Please bear in mind that we are unable to do “everything” that is required to service a property under our management fees.

What is not included in T2MRE Property Management services

Because T2MRE provides owners with full service, you may request something that we cannot perform. Some tasks go beyond the normal scope of property management or require additional fees/services (see below). There are also areas licensed real estate agents dare not tread, unless they have obtained the proper licensing or degrees. We ask that you remember this when making a request, and review a paragraph that was included in your Management Agreement:

Owner understands and agrees that normal Property Management does not include providing on-site management services, property sales, refinancing, preparing property for sale or refinancing, modernization, fire or major damage restoration, rehabilitation, obtaining or giving income tax, accounting, or legal advice, representation before public agencies, advising on proposed new construction, debt collection, counseling, or attending Homeowner Association meetings.

If you have any questions on what is included or not included in property management, please let us know. We have more information on additional services later in this manual.

COMPANY POLICIES

It is very important in the field of Property Management, that T2MRE follow local, state, and federal legislation and guidelines. Our company takes pride in our industry, and we further implement guidelines and policies of several organizations, such as the National Association of Residential Property Managers, NARPM, and the National Association of Realtors, NAR®. Additionally, we train all personnel by requiring them to read and follow the T2MRE Property Management Policy and Procedures Manual and T2MRE Employee Manual.

Department of real estate requirements

The Texas Real Estate Commission requires licensing for all persons conducting Property Management and Real Estate Sales in our state. T2MRE requires all personnel that are Brokers, Property Managers, and Real Estate Agents to have a Texas Real Estate license.

Code of ethics

T2MRE follows the Code of Ethics outlined by both NARPM and NAR®. T2MRE considers this a top priority in conducting business, and is required of all T2MRE personnel.

Drug-free policy

T2MRE has a drug-free policy for all personnel, vendors, and tenants. T2MRE incorporates this policy into T2MRE rental/lease agreements, tenant, personnel, and vendor documentation.

Legislation

T2MRE adheres to the laws and guidelines of federal, state, and local legislation, and incorporates this into all documentation, policies, and procedures. Here are some of the agencies and acts T2MRE follows:

- Fair Housing (HUD) - T2MRE supports and follows Fair Housing laws and guidelines; the T2MRE office displays Fair Housing signage
- Equal Opportunity - T2MRE is an Equal Opportunity employer; the T2MRE office displays Equal Opportunity signage.
- SCRA Act - Serviceman's Civil Relief Act, which has replaced the Soldiers' and Sailors' Act of 1940
- URLTA - Uniform Residential Landlord Tenant Act
- FCRA - Fair Credit Reporting Act
- FTC - Fair Trade Commission
- EPA - Environment Protection Agency

Lead-based paint

Lead-based paint became a major issue in the 1990s that prompted mandatory requirements for residential housing and continues today. T2MRE follows all mandated federal and state guidelines for lead-based paint. All properties prior to January 1, 1978 require disclosures to all tenants and owners. Tenants sign lead-based paint disclosures prior to renting a property and T2MRE provides them with the required EPA Pamphlet, *Protect Your Family from Lead in the Home*. T2MRE then forwards the required disclosure to owners for signature.

Property owners and/or Property Managers must also notify tenants, in writing, of any scheduled work necessary for lead-based paint on the property. Legislation now provides that owners and managers must use certified vendors to work on lead-based paint.

Mold issues

T2MRE regards mold issues as a top priority in property management. Owners should be aware that mold is another leading issue in the property management industry and

failure to act if tenants report or discover mold can lead to costly lawsuits. Several cases regarding mold have awarded damages to tenants in the millions of dollars.

This is an area of extreme liability and T2MRE takes action if a tenant reports mold. T2MRE notifies owners as soon as practical of any mold issues so T2MRE and/or the property owner can take the proper steps.

ANSWERS REGARDING FUNDS

When you entered into a management agreement, T2MRE established an account for you and your property. T2MRE recognizes the importance of accurately collecting and disbursing funds. The bookkeeping program used by T2MRE is specialized software designed to handle the many facets of property management and accurate record keeping, and complies with the requirements of the Texas Real Estate Commission (TREC).

Banking

T2MRE holds your account in a trust fund mandated by the state of Texas. This account does earn interest under TREC. T2MRE accounts for each owner's funds separately in the trust account and does not co-mingle funds with broker monies, following TREC requirements.

Monthly statements

T2MRE sends monthly statements to owners on, or before, the 8th of each month. If you have difficulty reading your monthly statement, please contact your management team. We are happy to assist you and answer your questions.

Disbursement of monthly funds

T2MRE disburses available funds to owners on, or before the 8th day of each month. If this day falls on the weekend, T2MRE issues funds on the next business day. T2MRE does not disburse funds on weekends and holidays. T2MRE does NOT issue owner disbursement unless there are sufficient funds in the owner's account. It is vital to accurately post rents, pay vendors, and disburse funds for your account. Therefore, it is vital that T2MRE adhere to this schedule to ensure servicing every owner's account.

T2MRE distributes owner funds in one way:

- ACH direct deposit - directly disbursed into an owner's bank account; T2MRE emails monthly statements immediately after emailed disbursement notification. A form to start ACH is included with this information.

End of year procedures

At the end of each year, T2MRE is required to file 1099's for income received over \$600. Please note that this amount is for "total income received," and not the yearly total of owner disbursements. The Internal Revenue Service dictates the "total income received" requirement. Please note that security deposits are not included in this amount.

It is necessary that you supply T2MRE with the necessary Social Security/Tax ID information so the 1099 is accurate. T2MRE will send the 1099 for the rent by January 31 for the previous tax year. If there is a change in your tax information such as a new trust or address, please notify us with the Owner Change of Information form. If you need another change form, please contact us.

T2MRE also issues 1099s for disbursements to vendors for work over \$600.00. Therefore, owners do not have to issue 1099s for work completed and paid through the T2MRE trust account. Owners are responsible for issuing 1099s to any vendor paid through the owner's personal account.

The last statement of the year will reflect "total amounts" for income and expenses that have transpired throughout the year, such as management fees, leasing fees, landscape, utilities, repairs and maintenance, etc. The amounts will not reflect any funds issued through the owners personal account. Owners can submit their last statement to their tax person along with other information for income tax reporting. T2MRE does not issue statements to the owner's tax preparers.

RENTING YOUR PROPERTY

Preparing to rent the property

When prospective tenants view your vacancy, T2MRE wants the property to look its best and compete with area rentals. A property maintenance report and rental market survey is completed. The T2MRE management team will contact you to discuss the details of your vacant property and any necessary maintenance.

Setting the rent

Supply and demand determines rent. If there are multiple rentals available in the area of your property, it is necessary to be very competitive. If very few are "for rent" in the same area, it can make it easier to rent the property. Markets change and T2MRE advises owners on the "current rental market."

How long will the property be vacant?

This is the most commonly asked question T2MRE receives from owners. Unfortunately, there is no way to predict how long a property will remain on the market, even in the best market conditions. However, we can research and determine what other homes have rented for and their time on market. This will help us to provide you some averages and what it may take to secure a qualified tenant in a timely manner. T2MRE works diligently to rent the property as quickly as possible. What is important to remember is that the most important objective is to have "a quality tenant."

Anyone can rent properties "quickly" if they do not have standards for obtaining good tenancy. However, bad tenants will only create more expense and another unwanted vacancy; therefore, waiting for the "right tenant" is worth the additional time it can take to rent the property.

ADVERTISING/MARKETING

Internet/website

T2MRE has found that the Internet and the T2MRE website, www.t2mre.com receives tremendous exposure, as well as using major third party sites and social media. T2MRE takes full advantage of this medium to reduce advertising costs and gain more exposure for your property.

Dedicated Call/Email Inquiry System

T2MRE has a dedicated call center to handle inquiries, and to help schedule showings. It also ties into our online systems which respond to email inquiries. When calling, prospective tenants receive all the information, including when and how they can see it. Twenty-four hours a day, seven days a week, prospects can find out the property details, the directions, showing times, required funds, etc. and the convenience of scheduling showings online. We can also pre-screen prospective applicants and ensure each inquiry is followed up with in a timely manner.

Signage

T2MRE displays “For Rent” signs prominently, and each sign carries the number for the call center. Signs promote calls. The caller can immediately access the property information and showings 24 hours a day.

Showings and applications

The T2MRE property managers and our leasing agents, conduct showings for each vacant unit. We also have other agents from outside companies that are able to show your home to their clients. We arrange showing times for your property in advance. When prospective tenants see the property, the management team answers questions and distributes applications. Applications can be easily completed online.

PROCESSING TENANT APPLICATIONS

Tenant screening

Thorough screening is crucial to successful Property Management. T2MRE requires all applicants to fill out a detailed application and submit it for processing/approval. A credit check is NOT enough! Our company conducts a careful review of their credit, income, and tenant history or ownership.

All applicants must submit verifiable information on their income to show they can support the property. Rental history or previous home ownership is carefully checked. Cross-referencing all three areas - credit, tenant history, and income - provides the answers to qualify or disqualify prospective applicants. If a pet is allowed on the property, the screening includes the pet (please review the upcoming pet policies).

Cosigners

T2MRE does not accept cosigners. T2MRE policy is that the applicants should have the ability to rent on their own merits.

Pets

If an owner authorizes a pet, T2MRE charges a pet fee, and/or charges a monthly pet rent. T2MRE does not use the term “pet deposit” as it is not a refundable charge to tenant.

Many tenants have or want pets. It is legal for property owners to discriminate against pets. You may wish to do so. However, whether you have or have not decided to allow a pet in your property, the T2MRE application has a place for prospective tenants to list pets and how many. It is important NOT to discourage full disclosure on pets while taking an application. If you do allow a pet, T2MRE does not place inappropriate pets in a property.

T2MRE recommends to owners that when the property is on the market, that pets are “negotiable.” This can solve two problems.

1. First, this encourages prospective applicant to disclose any pets. Then, based on the owner preference on pets, T2MRE can automatically notify the applicant that the owner does not allow pets.
2. Second, by listing pets as negotiable, it avoids eliminating an excellent tenant that does care for their pet, has an excellent tenant history, and owns a pet that is suitable to your property.

Service animals

Special note: service animals for handicapped/disabled persons are NOT pets by Federal law, and owners cannot discriminate against handicapped/disabled persons with a service animal. Fair Housing legislation does NOT allow owners or property managers to collect deposits of any kind for service animals.

However, property managers and property owners can still process applicants who are handicapped or disabled on the same criteria as other applicants: income, credit, and tenant history. If they fail to qualify in these areas, the landlord/manager can still deny the application, handicapped or not.

THE TENANT MOVE IN

Rent and security deposits

T2MRE does not accept personal checks prior to renting the property and does not allow “payments” on security deposits - we require all funds paid in full prior to renting the property. This eliminates prospective tenants who really do NOT have the necessary funds for renting.

Once approved, all applicants must pay in full, the first month’s rent, and a high security deposit.

Rental/lease agreements

Once T2MRE receives funds, a thorough rental/lease agreement with the applicant is completed. The T2MRE Tenant Handbook Addendum and all necessary addenda are included with this documentation.

If the accepted applicants are a foreign nationality and cannot read and understand the documentation, they must supply an interpreter of legal age for signing the rental/lease agreements.

Walk-through

A vital part of the rental agreement is a detailed walk-through addendum performed prior to and with the tenant, documenting the condition of the property when they move in. Unless extenuating circumstances prevail, the T2MRE team completes the walk-through with the tenant before the tenant takes possession of the property.

The walk-through documents the condition of the property. When the tenant moves out of the property, there is a sound basis for the security deposit refund. T2MRE also documents the move in with digital photos.

Tenant handbook

Tenants immediately receive the “*T2MRE Tenant Handbook*.” This detailed booklet gives them additional information on how to care for the property, report repairs, maintain the property, make timely payments, how to give proper notice to vacate, leave the property in good condition, and more.

Tenant education and preparation

Taking the time to prepare tenants for their residency is another step toward a successful tenant/landlord relationship. Additional forms that the tenants may need are included with the “*T2MRE Tenant Handbook*.” T2MRE wants both owners and tenants well informed

Resident Emergency/Disaster Handbook

We now provide tenants with a handbook to help them to prepare for emergencies or disasters. There are conditions where T2M Real Estate cannot immediately assist them if there is a major emergency or disaster. We want them to be prepared.

WORKING WITH YOUR TENANTS

Collecting rent

Rents are due on the 1st day of the month and late if not received in the T2MRE office by the 3rd day of the month.

T2MRE recognizes that many things can happen where it concerns rent; rent can really be lost “in the mail”; employers can delay the tenant’s paycheck, there are real tenant emergencies, and more. Therefore, we make a serious effort to determine why the tenant is having a problem. If T2MRE receives the rent prior to issuing owner funds, T2MRE does not contact the owner unless the T2MRE management team determines there is an ongoing rent issue.

Notice to pay or quit

If T2MRE does not receive rent by the 5th day of each month, T2MRE prepares and delivers a timely notice to pay or quit on the 6th day of each month, as the law allows. T2MRE makes every effort to mail and post notices properly should legal action be required. If T2MRE determines the tenant is not going to pay the rent during the notice to pay or quit period, or shortly thereafter, T2MRE contacts the property owner and works out a plan of action.

Other notices

There are other notices that may be involved with tenants. T2MRE serves notices as situations warrant, such as a notice to clean up the landscape, a notice to enter the property, a notice to perform survey/inspections, a notice regarding an illegal pet, illegal tenants, etc. These tenant violations may be in the form of a letter or a legal Notice “form.” Often, these notices are simply to correct minor tenant problems and most tenants comply. However, if necessary, T2MRE contacts the owner with the information to discuss the situation.

Tenant problems

T2MRE has years of experience handling the myriad of tenant difficulties that can occur. The T2MRE policy is to obtain good tenants, eliminating many tenant problems. However, even good tenants have problems. T2MRE treats each problem with common sense approach, follows landlord/tenant law, and uses the appropriate documentation. If the situation is serious, T2MRE contacts the owner, and works to find a solution for the problem.

Our company policy is to take a “what if” approach. T2MRE documents tenant problems in the event that it becomes a legal problem. One of the reasons you hired a property

manager is for “peace of mind.” This is what T2MRE recognizes and works to prevent legal issues from arising.

Legal action

Although T2MRE works diligently to avoid the necessity to begin an action, such as an unlawful detainer or eviction proceeding, it can happen. In the event any legal action is required, T2MRE will contact the owner prior to taking action, discuss what is needed, and obtain owner authorization.

MAINTENANCE

Preventative maintenance

The best approach to maintenance is “preventative maintenance,” and this is the T2MRE policy.

T2MRE has already started with educating the tenant by:

- Completing a detailed T2MRE Rental Agreement which outlines what are tenant responsibilities regarding maintenance as well as owner obligations
- Completing a walk-through documenting the condition of the property before the tenant takes possession, and going over items in-person at move-in.
- Supplying tenants with the “*T2MRE Tenant Handbook*,” which provides additional instructions on the care of the property and how to report maintenance

We want the tenant to know from the beginning of their tenancy that the T2MRE/ property owner expectations are to “care for the property.” This approach can prevent costly maintenance.

Next, we use “preventative maintenance” techniques when work is required and utilize competent contractors. Often the minor expenditures save the most money such as doorstops, new filters, checking appliances, testing smoke alarms, adjusting doors, window latches, deadbolts, and more. Many small repair items can prevent maintenance that is more expensive.

Consider the cost of repairs like holes behind doors, clogged heaters and air-conditioners, appliance problems, dry rot, safety issue and more. Then of course, there are the major issues in a home such as the roof, the exterior condition of the building, carpeting, interior, and exterior paint, etc. When left to deteriorate, it usually means the owner will have to spend more in the future.

It is equally important to keep up with maintenance while the tenant occupies the property. Often people think no news is good news; this can be just the opposite. Instead, “delayed news can become very bad news.”

This is why, in our tenant instructions, we require them to report maintenance. For example, what is worse than finding out dry rot could have been prevented or discoloration of the linoleum if the tenant had reported the leaking toilet in the bathroom? Avoiding major maintenance costs are certainly more favorable in such cases.

The T2MRE management teams contact owners regarding maintenance above the \$200 minimum that is listed in the T2MRE Management contract, unless the situation is an emergency.

Emergencies/Disaster

When an emergency and/or disaster strikes, T2MRE has policies in place for the property and tenants. T2MRE notifies the property owner as soon as practical. The nature of the emergency and/or disaster determines the action needed by T2MRE.

There are times when a property manager must “act” in order to prevent great financial risk to the owner. For example, when a property is flooding, action is necessary, particularly if the property owner is not immediately available.

WHEN THE TENANT VACATES

Notice to vacate

When there is a notice to vacate, the move out procedures with tenants are as critical as when T2MRE moves in a tenant. The preparation for this really began when the tenant moved in with a detailed rental agreement, maintenance addendum, walk-through, and *T2MRE Tenant Handbook*. All of these documents gave instructions to the tenant on how to move out.

Communication with owners and tenants

T2MRE notifies the owner in writing giving recommendations on how they will proceed with the tenant and re-renting the property. T2MRE immediately places the property on the market the last 30 days of lease, unless the owner notifies T2MRE to take other measures.

T2MRE also responds to the tenant notice with a detailed letter detailing the steps to complete a successful move. Rent is required until the end of the notice unless otherwise stated in the rental/lease agreement.

Tenant move out

T2MRE conducts an assessment similar to the one performed when the tenant moved into the property. T2MRE records any maintenance required and discloses a list of damages to the vacating tenant. Digital photographs are taken when the tenant moves out to document the condition of the property and support any deductions from the security deposit.

After assessment of the tenant move out, T2MRE advises owners of any tenant damages or any maintenance required to re-rent the property, if applicable.

Security deposit refunds

Proper handling of the security deposit refund is crucial. Any tenant deductions are determined in a timely manner, and a security deposit transmittal is prepared in

accordance with state laws. Owners will see what charges are applied to tenant's deposit on their monthly statement.

Collections

If collecting damages is required, T2MRE will refer the matter to a qualified consumer collection service at the instruction and authorization of the owner. T2MRE management does not include recovering tenant damages, but leaves this to companies with expertise in debt collection. T2MRE will supply consumer collection companies with the necessary documentation needed.

ADDITIONAL SERVICES

The following are "additional services" offered by T2MRE to each property owner. They are not included in the fees for managing and/or leasing the property.

Referrals

Do you know someone who is looking for management services in the **name of area**? If so, then notify your management team. T2MRE values their client business and believes in rewarding referrals from clients. **Include any information on rewarding clients.**

Professional Inspection Services

T2MRE maintains properties as part of their property management services. We conduct assessments every 6-8 months to determine condition and preventative maintenance needs, however we are not license inspectors. Professional inspection services go beyond overseeing normal maintenance. A licensed inspector is required, and the purpose is to check the property thoroughly for any defects. Prices vary depending on size, age, features, etc... but typically average \$300 - \$400.

Supervision of extraordinary maintenance

T2MRE charges a \$175 fee for supervising work requiring extraordinary maintenance and the definition of extraordinary maintenance is as follows:

T2MRE defines extraordinary maintenance as rehabilitation work that exceeds \$5000.00, insurance claims, and major systems replacements. (Examples are roof replacement, major tree work, exterior painting, vandalism, insurance claims, etc.)

The T2MRE policy is to consult licensed contractors for bids and solutions. Then T2MRE contacts the property owner for authorization and/or decision regarding the maintenance.

Real Estate services

The T2MRE Sales Division is available to assist you in buying more investment property or selling your property when ready, including those requiring 1031 exchanges.

A free market analysis is available at any time with no obligation. Please contact your property management team or one of our sales team listed to provide you with the information or services you need.

CANCELLATION OF MANAGEMENT

It is the goal of T2MRE to satisfy your management needs and engage in a successful business relationship, but all things do change over time. Owners sell properties; people give notices. If this happens, the T2MRE cancellation policy is to resolve your account in a professional, timely, and pleasant manner.

Please review the following policies for cancellation.

Written notice

- The T2MRE management contract accepts a 30 days written notice by either party, but this excludes the minimum management period. Please refer to your management contract. Notice must be given the month prior to final month.

Notice to current tenants

- T2MRE will notify current tenants the date T2MRE will no longer manage the property and that T2MRE forwards all security deposits to the owner.
- It is the owner's responsibility to advise tenants where to make future rental payments and work requests after the notice period.

Distribution of documents

- T2MRE will supply current tenant documentation to the owner.
- If the owner has employed new management, it is the owner's responsibility to instruct them to pick up documents, keys, and any other necessary materials at the T2MRE office.

Final distribution of funds

- T2MRE will distribute funds, including security deposits, and final statements to the owner within 30 days of the terminating date of management, as agreed in the management contract
- T2MRE will issue a 1099 for funds collected during the current tax year when the tax year ends.

CONCLUSION

We hope you have found *T2MRE Owner Manual* informative and useful. If so, please inform your management team. If you feel there is any other information T2MRE can provide, let us know so we can include it in the future. A reminder - do not forget to fill

out the necessary T2MRE forms online and use the others when needed in the future. Call/Email T2MRE at any time when you need any forms.

Again, we want to thank you for your business and we look forward to a successful management relationship.



OWNER INFORMATION



Last Name			
First name (formal)			
Nickname			
Home #			
Home fax #			
Business #		Extension	
Work fax			
Pager #			
Mobile #		E-mail address	
Address			
City			
State		Zip code	
List Social Security # for 1099		Or Tax I.D.	
Name of spouse		Spouse nickname	
Is spouse a co-owner?	(yes) (no)		
Spouse work		Extension	
Spouse work fax #			
Spouse pager #			
Spouse cellular #			
Spouse email			
Co-owner(s)			
Split of owner ship (list name & %)		% =	% =
Split of owner ship (list name & %)		% =	% =
Co-owner(s) home #			
Co-owner(s) business #			
Co-owner address			

Is property in a trust?	(yes) (no)	Trust name
Is property in a business name?	(yes) (no)	Name
Emergency contact #		
Emergency contact home #		
Emergency relationship - (i.e. son, niece)		
Insurance company for property		
Insurance policy number		
Insurance agent name		
Insurance agent's telephone		

AUTOMATED CLEARING HOUSE (ACH)



I authorize T2M Real Estate (originator) and _____
 (originating depository financial institution) as listed below to initiate
 electronic entries to my account.

I accept full responsibility for the accuracy of the information given
 below to T2M Real Estate

This authority will remain in effect until I have cancelled this agreement
 in writing.

I, the undersigned, take full responsibility for the account listed below
 on a monthly basis and reporting any discrepancies to T2M Real Estate

I, the undersigned, understand it is my responsibility to contact T2M Real
 Estate immediately if I fail to receive my monthly disbursement in the
 account listed below.

Owner name	
Financial institution	
Type of account	Checking Savings
Full name on account (print)	
Account number	
Signature	
Date	

**Please include a voided check or copy of a check; deposit slips are
 NOT accepted. Thank you.**

Originating depository financial institution	
Routing number	

Accepted by:	
Date	

INSURANCE AUTHORIZATION

Date: _____

To: _____

From: _____

Re: Property located at

Acct: _____

I am requesting that your company modify my rental insurance policy to add T2M Real Estate as “additional insured.”

I am also requesting that you supply T2M Real Estate with a copy of my insurance policy.

T2M Real Estate
11844 Bandera Rd #132
Helotes, TX 78023
Bus: (210) 442-9178
Fax: (210) 428-6438
Email: info@t2mre.com

This will remain in effect until I cancel this request in writing.
I, the undersigned, understand I still bear responsibility for all insurance payments.

Owner name	
Owner address	
Owner signature	
Date	

Please use this form to notify T2M Real Estate of information change
 Check appropriate box for change, and fill in new information, Thank You

Owner Name			
Date of change			
Change of address:		List new address below	
Emergency contact change		New contact:	
Change of home #		New home #:	
Change of home fax #		New fax #	
Change of mobile #		New mobile #	
Change of cellular #		New cellular number	
E-mail address		New email address:	
Social security # changes to tax ID		New tax ID #	
New trust for 1099		Name of trust	
Insurance company change		New insurance co.	
Insurance company for property		New insurance co. add	
Insurance policy number		New policy #	
Insurance agent name		New ins. Agent name	
Insurance agent's telephone		New ins. Business #	
Mortgage company change		New mortgage company	
Mortgage policy # change		New policy #	
Mortgage address change		New mortgage address	
Mortgage company business #		New mortgage co. #	
Please list any other significant change			

Send form to: info@t2mre.com or Fax: 210-428-6438

OWNER VACATION NOTICE

Date: _____

To: T2M Real Estate

Attention: (Property Manager) _____

From: _____

This is information regarding a pending vacation.

Vacation time period From _____ To _____

Vacation location _____

Emergency contact # _____

Other information/instructions _____

Property Owner Signature