



# OWNER MANUAL

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# Welcome

Thank you for choosing Copper Vine 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.

Copper Vine works to achieve the highest professionalism in Real Estate/Property Management Services. Therefore, we have prepared the Copper Vine Owner's 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.

*Special note:* The information provided in the Copper Vine Owner Manual is subject to change. Landlord/Tenant laws, personnel, policies, and procedures change accordingly to events that take place. Copper Vine 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 Copper Vine as your Property Management Company. We look forward to a successful business relationship.

## **Owner Documents**

A copy of your management agreement is available on your Owners Portal with the *Copper Vine Owner Manual*. Refer to it as needed and keep it with this information for a handy reference.

### ***Copper Vine Property Management***

Copper Vine Property Management is operating in Adams, County specializing in full-service property management and residential sales. The company has been operating since 2017 and is actively involved in the Denver Metro community.

CVPM is an abbreviation used in lieu of the full company name and will be used throughout the *Owner Manual*.

#### ***CVPM Mission Statement***

The mission of CVPM is to provide quality service in property management and real estate sales in the Denver Metro community, demonstrating integrity and professionalism.

#### ***CVPM Principals***

The owners/principals of CVPM are Ryan & Desiree Baessler. They are the brokers of Keller Williams Preferred Realty, Team CVPM and collectively have more than 10 years of experience in the real estate industry. They personally oversee all contracts, policies, and procedures, and work to educate their personnel to provide excellent service to their clients.

## **Communication**

Communication is a key to the success in any relationship and the CVPM/Owner relationship is certainly not an exception. We work constantly to improve communications with all of our 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.

CVPM personnel communicate by:

- Telephone
- Owner Web Portal
- Email
- Written correspondence

### CVPM Website

CVPM stays current with business technology. Our website, [www.coppervinepropertymanagement.com](http://www.coppervinepropertymanagement.com) has proved to be a tremendous asset. Here are a few of the benefits for clients on the Copper Vine Property Management website:

- Prospective tenants can search our site for available rentals and complete online applications.
- Tenants can access important information, such as a work order request, or send us an email from the site.
- Owners can obtain forms or view the CVPM monthly communications, online.

### General Office Information

CVPM General Information		
Address information		
Mailing address	11859 N. Pecos St. Ste 200	
	Westminster, CO 80234	
Communication		
Office #	303-750-7070	
Email	<a href="mailto:admin@coppervinepm.com">admin@coppervinepm.com</a>	
Website	<a href="http://www.coppervinepropertymanagement.com">www.coppervinepropertymanagement.com</a>	
Office Hours		
	Monday – Friday	9 AM – 5 PM
	Saturday	By Appointment Only
	Sunday	Closed
	Holidays	Closed
Emergencies		
	Call (303) 750-7070, choose emergency option.	

## ***Teams and Contact Information***

### ***CVPM Staff/Personnel***

We have a complete staff to assist you. CVPM 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:** Copper Vine Property Management has assigned a management team to your account, consisting of a Property Manager.
- **Office/Leasing Team:** The office team supports all Personnel and Management. They handle the everyday business of telephones, taking messages, accepting applications, office details, preparing documents, and coordinating with your management team. The Leasing Team will 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:** CVPM 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	Email
<b>Management &amp; Sales</b>	Property Manager, Owner & Realtor	<b>Ryan Baessler</b>	<b>303-558-5188</b>	<a href="mailto:Ryan@coppervinepm.com">Ryan@coppervinepm.com</a>
<b>Chief Executive Officer</b>	Accounting, Operations, Owner and Realtor	<b>Desiree Baessler</b>	<b>303-351-2323</b>	<a href="mailto:Desiree@coppervinepm.com">Desiree@coppervinepm.com</a>
<b>Management &amp; Sales</b>	Property Manager and Realtor	<b>Brittani Cain</b>	<b>720-885-8727</b>	<a href="mailto:Brittani@coppervinepm.com">Brittani@coppervinepm.com</a>
<b>Office/Leasing Manager</b>	Leasing Manager, Operations/Admin Coordinator and Realtor	<b>Carley Tharpe</b>	<b>720-815-6075</b>	<a href="mailto:Carley@coppervinepm.com">Carley@coppervinepm.com</a>
<b>Keller Williams Office Team</b>	Office Staff	<b>Shared</b>	<b>303-452-3300</b>	<a href="mailto:admin@coppervinepm.com">admin@coppervinepm.com</a> <a href="mailto:leasing@coppervinepm.com">leasing@coppervinepm.com</a> <a href="mailto:billing@coppervinepm.com">billing@coppervinepm.com</a> <a href="mailto:Maintenance@coppervinepm.com">Maintenance@coppervinepm.com</a>

## ***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. CVPM 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. Please use the owner portal or email to notify us of any changes.

### ***Email***

CVPM encourages all owners to use email to contact us. It is fast and effective. Please supply us with your email address on all the CVPM 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***

CVPM respectfully requests that owners notify us 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 we are prepared in the event of an emergency repair or major problem concerning the owner’s property and/or tenant. Please notify us of using the Owner Portal.

## ***Owner Responsibilities***

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

Owner responsibilities are:

- Notify CVPM of any ownership change or eminent owner change for the managed property.
- Supply CVPM with accurate information so we can service the management account properly.
- Review statements monthly and notify CVPM of any discrepancies found as soon as possible.
- If using ACH, check statements monthly for accurate or missing deposits and notify CVPM 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 CVPM personnel with courtesy and notify CVPM principals if there are problems with CVPM personnel so they can be resolved quickly.



## ***The Scope of Property Management***

### ***What is Included in CVPM Property Management Services?***

We want you to know what CVPM does for you, as your property management company. Therefore, CVPM has outlined details on our policies and procedures included in this handbook. 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, please 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 CVPM Property Management Services?***

Because CVPM provides owners with full service, it can be easy to 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:

*Normal property management does not include monthly inspections, representation at court hearings, depositions, homeowner meetings, providing on-site management, property sales, refinancing, preparing Property for sale or refinancing; supervising and coordinating modernization, rehabilitation, fire or major damage restoration projects; obtaining income tax, accounting or legal advice; advising on proposed new construction, debt collection, counseling, or insurance related paperwork and estimates. If Owner desires Broker to perform services not included in normal property management or specified above, a fee shall be agreed upon for these services before work begins.*

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 especially important in the field of Property Management that CVPM 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 Property Management Policy and Procedures Manual and Employee Manual.

### ***Department of Real Estate Requirements***

The Colorado Department of Real Estate requires licensing for all persons conducting Property Management and Real Estate Sales in our state. Copper Vine Property Management requires all personnel, that are Brokers, Property Managers, and Real Estate Agents, to have a Colorado Real Estate license.

### ***Code of Ethics***

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

***Drug-Free Policy***

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

***Legislation***

CVPM 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 we follow:

- Fair Housing (HUD) - CVPM supports and follows Fair Housing laws and guidelines; the CVPM office displays Fair Housing signage
- Equal Opportunity - CVPM is an Equal Opportunity employer; the CVPM 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. CVPM 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 CVPM provides them with the required EPA Pamphlet, *Protect Your Family from Lead in the Home* then forwards the required disclosure with the owner’s 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***

CVPM 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 CVPM takes urgent action if a tenant reports mold. CVPM notifies owners as soon as practical of any mold issues so CVPM and/or the property owner can take the proper steps.

## ***Answers Regarding Funds***

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

### ***Banking***

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

### ***Monthly Statements***

CVPM sends monthly statements to owners on the 11<sup>th</sup> 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***

CVPM disburses available funds to owners on or before the 10th of each month, if funds have been collected. If this day falls on the weekend, CVPM issues funds on the next business day. CVPM does not disburse funds on weekends and holidays. CVPM does NOT issue owner checks 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 CVPM adheres to this schedule to ensure servicing every owner's account.

CVPM distribution of owner funds:

- ACH direct deposit – directly disbursed into an owner's bank account. Instructions to establish your ACH is provided in your Welcome email or can be found on your Owners Portal. ACH processing can take 1-5 business days to deposit into your account after funds are distributed.

### ***End of Year Procedures***

At the end of each year, CVPM 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 CVPM with the necessary Social Security/Tax ID information so the 1099 is accurate. CVPM 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 updated Information via email or written correspondence.

CVPM 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 CVPM 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 owner’s personal account. Owners can submit their last statement to their tax person along with other information for income tax reporting. CVPM does not issue statements to the owner’s tax preparers.

## ***Renting Your Property***

### ***Preparing to Rent the Property***

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

1. CVPM will perform a thorough evaluation by documenting and gathering pictures detailing the current condition of the property.
2. The property must be prepared to our standards and meet all safety guidelines. It is expected that the following items are completed prior to marketing your property:
  - Professionally cleaned.
  - Carpet is steam cleaned.
  - Verify smoke and CO detectors are fully functional with new batteries or replace as needed (devices must be less than 7 years old).
  - New air filters for HVAC.
  - All personal items have been removed.
  - Correct any issues/items identified by the property manager during inspection that do not meet our Property Condition Expectations and Minimum Standards.
  - Duplicate keys need to be provided for each key to the home. We require a minimum of 4 keys per lock.

### ***Setting the Rent***

Supply and demand determine 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 CVPM will advise owners on the “current rental market.”

### ***How Long Will the Property be Vacant?***

This is the most commonly asked question CVPM 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, CVPM 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.”

CVPM, or any other property management company, 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***

CVPM has found that the Internet and the CVPM website, [www.coppervinepropertymanagement.com](http://www.coppervinepropertymanagement.com) receives tremendous exposure, as well as using Hot Pads, Zillow, and many other for rent websites. CVPM takes full advantage of this medium to reduce advertising costs and gain more exposure for your property.

### ***Signage***

CVPM may display a “For Rent” sign prominently, and each sign carries the appropriate extension for the property. Signs promote calls. The caller can immediately access the property information and showings 24 hours a day.

### ***Showings and Applications***

The CVPM property managers conduct showings for each vacant unit. We arrange showing times for your property in advance through our showing scheduling system, and/or appointments made by contacting the CVPM office directly. When prospective tenants see the property, the management team answers questions, prescreens, and shares access to applications. Applications are available on our CVPM website and are emailed directly to potential tenants after property showings.

## ***Processing Tenant Applications***

### ***Tenant Screening***

Thorough screening is crucial to successful Property Management. CVPM 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***

CVPM normally does not accept cosigners. CVPM policy is that the applicants should have the ability to rent on their own merits. However, there are sometimes conditions that may warrant taking a cosigner on a property.

### ***Pets***

If an CVPM authorizes a pet, CVPM increases the deposit required. CVPM can use the amount of the entire security deposit when there is animal/pet damage. Although the CVPM policy is to increase the security deposit, the amount cannot exceed Colorado landlord/tenant law.

Many tenants have or want pets, especially in Colorado. 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 CVPM 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, CVPM does not place inappropriate pets in a property.

CVPM 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’s preference on pets, CVPM 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 and Support Animals***

Special note: “Service and/or Support 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, Landlords 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***

CVPM does not accept personal checks prior to renting the property and does not allow “payments” on security deposits unless allowed by the Colorado landlord/tenant laws. 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 security deposit, in certified funds. It is normally CVPM policy to require a higher security deposit than the rent if the tenants’ combined credit score is below 650. However, CVPM does not exceed the maximum-security deposit allowed by the Colorado landlord/tenant laws.

### ***Rental/Lease Agreements***

A thorough rental/lease agreement is reviewed and signed by approved applicant via DocuSign.

All persons 18 and over, including adult children, are required to read and sign all rental/lease agreements. If the accepted applicants 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 performed by the tenant, and our team, documenting the condition of the property when they move in. Unless extenuating circumstances prevail, the CVPM team completes the walk-through prior to the tenant taking possession and then the tenant completes their documentation within 3 days of taking 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. CVPM and tenants document the move in with digital photos.



### ***Tenant Handbook***

Tenants receive the “CVPM 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 “CVPM Tenant Handbook.” CVPM wants both owners and tenants to be well informed.

## ***Working with Your Tenants***

### ***Collecting Rent***

Rents are due on the 1st day of the month and late if not received in the CVPM office by the 8th of the month.

CVPM 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 CVPM receives the rent prior to issuing owner funds, CVPM does not contact the owner unless the CVPM management team determines there is an ongoing rent issue.

### ***Notice to Pay or Quit***

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

### ***Other Notices***

There are other notices that may be involved with tenants. CVPM 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, CVPM contacts the owner with the information to discuss the situation.

### ***Tenant Problems***

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

Our company policy is to take a “what if” approach. CVPM 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 CVPM recognizes and works to prevent legal issues from arising.

## **Legal Action**

Although CVPM 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, CVPM 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 CVPM policy.

First, CVPM has already started with educating the tenant by:

- Completing a detailed CVPM Resident Lease Agreement, which includes the maintenance addendum that outlines what tenant responsibilities are regarding maintenance, as well as owner obligations.
- Completing Move in Documentation, documenting the condition of the property before the tenant takes possession.
- Supplying tenants with the “*CVPM Tenant Handbook*,” which provides additional instructions on the care of the property and how to report maintenance concerns.

We want the tenant to know from the beginning of their tenancy, the CVPM 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 CVPM management teams contact owners regarding maintenance above the \$500 minimum that is listed in the CVPM Management contract, unless the situation is an emergency or deemed necessary to abide by Habitability Laws.

### **Emergencies/Disaster**

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

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 CVPM moves in a tenant. The preparation for this really began when the tenant moved in with a detailed Lease Agreement, applicable addendums, Move in documentation, and *CVPM Tenant Handbook*. All of these documents gave instructions to the tenant on how to move out.

### ***Communication with Owners and Tenants***

CVPM notifies the owner via email prior to the lease expiration to see how they prefer to proceed with the tenant and re-renting the property. CVPM will work with the tenant to determine their intentions. If needed CVPM will immediately place the property on the market to rent once vacant and market ready unless the owner notifies CVPM to take other measures.

CVPM 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***

CVPM conducts Move Out Documentation similar to the one performed when the tenant moved into the property. CVPM records any maintenance required and discloses a list of damages to the vacating tenant. Digital photographs are taken when the tenant move out to document the condition of the property and support any deductions from the security deposit.

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

### ***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 receive details on their monthly statement, showing any deductions and monies refunded.

### ***Collections***

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

## ***Additional Services***

The following are “additional services” offered by CVPM 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 Denver Metro Area? If so, then notify your management team. CVPM values their client business and believes in rewarding referrals from clients.

**Annual Property Inspection (Optional 136 Point Inspection)**

CVPM maintains properties as part of their property management services. This survey goes beyond overseeing normal maintenance. A contractor performs this survey/inspection, and the purpose is to check the property thoroughly each year in order to perform necessary or preventative maintenance.

**Supervision of Extraordinary Maintenance**

CVPM may charge for supervising work requiring extraordinary maintenance and the definition of extraordinary maintenance is as follows:

*CVPM defines extraordinary maintenance as rehabilitation work that exceeds \$500.00, insurance claims, and major systems replacements.*

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

**Eviction Protection Plan**

Many owners worry about the financial burden of evicting a tenant and paying the legal fees. The CVPM Eviction Protection Plan is available to you for a monthly fee agreed upon in your Management Agreement. Our screening process reduces this possibility, but evictions can happen. Should this occur, this plan covers the cost of eviction process. If you are interested, ask your management team for more information.

**Real Estate Services**

The CVPM 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 to provide you with the information or services you need.

## ***Cancellation of Management***

It is the goal of CVPM 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, our cancellation policy is to resolve your account in a professional, timely, and pleasant manner.

Please review the following policies for cancellation.

**Written Notice**

- The CVPM management contract accepts 30 days written notice, but this excludes the minimum management period. Please refer to your management contract.
- The CVPM policy is to give cancellation of management by US Mail or email.
- If an owner sends a cancellation of management by US mail, CVPM must receive the notice within **5** business days of the date of the notice.

**Notice to Current Tenants**

- CVPM will notify current tenants of the date CVPM will no longer manage the property and that we will forward 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***

- CVPM 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 CVPM office.

#### ***Final Distribution of Funds***

- CVPM 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.
- CVPM will issue a 1099 for funds collected during the current tax year when the tax year ends.

### ***Conclusion***

We hope you have found the *Copper Vine Owner Manual* informative and useful. If so, please inform your management team. If you feel there is any other information CVPM can provide, let us know so we can include it in the future.

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