

RESIDENTIAL OUTLINE OF SERVICES

ADVERTISING: Your property will be advertised on our day/night display case as well as the "World Wide Web" (www.221propertyservices.com). We provide "For Rent" signs on the property when appropriate. All newspaper advertisements (and other media, if used) are paid by the property owner on a pro-rated share of the total cost of the ad.

TENANT SCREENING/PLACEMENT: After the prospect views your property and elects to rent it, they complete a rental application which is thoroughly verified. 221 Property Services, Inc. will run a credit check on the prospect, which determines the manner in which they handle their financial responsibilities. We also check landlord references and verify income, **PLUS**, 221 will also run a "National Criminal Background Check". This extensive process ensures the best possible resident for your rental property. Upon renting the premises, you will be notified that a tenant has been placed.

MONTHLY RENT COLLECTION: Notices are mailed to tenants who have not paid their rent by the 7th of the month. (an additional 3 days is allowed for mailing). If any legal action is necessary based on non payment of rent, 221 Property Services, Inc. will act as your agent through the FED (Eviction) process (there will be an additional charge for properties not located in Josephine County for eviction proceedings). Unpaid moneys owing by the tenant after the security deposit has been drawn down will be turned over to a local collection agency for collection. ANY legal action necessary for other issues will have to be turned over to an attorney for completion (this will be an additional charge to the Owner).

REPAIRS: 221 Property Services, Inc. will supervise and administrate necessary repairs (if you have a specific licensed/bonded person/firm for maintenance this will be noted in the management paperwork which will be contacted unless there is an condition constituting an emergency and it is not practical to contact this party). Single items of repair over \$500 will be brought to your attention for approval. Should we be unable to reach you for approval and the repair constitutes an emergency, or is necessary to maintain safe essential services, the repair will be authorized by this office. We have a full time maintenance service for "day to day" type repairs and our current hourly rate is \$49.50/hour (plus fuel surcharge). Whether it is ongoing maintenance or occasional repairs, we have an "extra set of eyes" at the property to help keep an eye on things. *NOTE: 221 will offer oversight of unit "rehab" (i.e. insurance claims, flooring repair/replacement, painting, etc) which will require a 7% administrative fee (this is not considered "normal" management duties).

DRIVE BY INSPECTIONS: A periodic exterior inspection is conducted to help to regulate that the property is being properly cared for. If there is an unacceptable condition, the tenant is notified in writing to correct the problem. Should the correction be incomplete on a follow-up inspection, we will have the correction made and the tenant will be billed for reimbursement. If an owner chooses to have Manager do a walk thru inspection during a tenancy there will be a \$50.00 charge.

INSPECTION UPON VACATING: We will inspect your unit after each tenant for the purpose of determining condition and security deposit refund. If there is any work needed above "ordinary wear and tear", we will arrange to have it completed. Any work done which is not "ordinary wear and tear" will be deducted from the tenant security deposit. All "normal wear and tear" is charged to the owner (i.e. there will be a portion of "cleaning" charged to the owner as this is considered "normal wear and tear" as well as occasional replacement of toilet seats, screens, etc. as examples).

MONTHLY FINANCIAL STATEMENT: You will receive a monthly statement showing all rents collected and all expenses paid **through appx. the 25th of the month**. These are mailed on or before the 1st of the following month (unless falling on a weekend or holiday). Each account is required to hold a "minimum" \$500 "Owner Reserve" (money that is maintained in the trust account for repairs/filing fees if needed-this is refunded when we no longer under contract). This reserve will be increased on a single family home upon pending vacancy. Monthly disbursements will be done by "ACH" (we will need voided check).

CORRESPONDENCE: Communication with you, the property owner, is of obvious importance. Any matters, questions or concerns regarding your property will be discussed and resolved either by telephone and/or by letter.

We are thankful to be able to submit this information to you and are confident that if it's professional property management you are looking for you have come to the right place!!

Management Worksheet

(please tell us how you found us? _____)

Property Owner Name _____ Address _____

City _____ State _____ Zip _____

Fax # _____ e-mail address _____ Home# _____

Wk # _____ Cell # _____ Alternate contact# _____

Property Address _____ Unit(s) # _____

SS# or ID# _____ Insurance Co. & Phone # _____

Policy # _____ Agent _____

CURRENT TENANT INFORMATION:

(use additional pages to list multi-family units)

Tenant Name _____ Telephone _____

Monthly rent _____ Security Deposit _____ Due Date _____ Other _____

INSTRUCTIONS TO MANAGER:

1. DISBURSE MONTHLY NET INCOME:

- a) Hold all funds received in owner reserve OR
- b) ACH Deposit into bank account:

Bank Name: _____
Routing# _____ Acct#: _____

(please circle your choice - if you choose (b), please include a voided check to ensure proper credit to your account).

IT IS UNDERSTOOD THAT THE ACCOUNTING CYCLE IS FOR THE CURRENT MONTHS ACTIVITIES THROUGH THE 25TH OF THE MONTH AND WILL BE SENT OUT ON OR BEFORE THE FIRST (1ST) OF THE FOLLOWING MONTH _____ (please initial)

IT IS UNDERSTOOD THAT THERE WILL BE A \$1.00 FEE PER ACH TRANSACTION IN ADDITION TO THE MONTHLY MANAGEMENT FEE _____ (please initial)

2. How would you like to receive your accounting statements each month? Please initial next to your choice/s:
Online Portal: _____ E-Mail: _____ Paper Statement: _____

IT IS UNDERSTOOD THAT THERE WILL BE A \$1.00 SOFTWARE FEE PER MONTH PER UNIT _____ (please initial)

3. Who is responsible for grounds maintenance? _____ What area? _____
(if Owner provides, what is the day of service? _____ (221 can obtain grounds maintenance bids)

- 3 Is there a spa or swimming pool? _____ (Disclosure: 221 will not take responsibility for pool/spa)
Wood Stove _____ Fireplace _____ Date of last cleaning _____ By _____ Water Heater Elec or gas? _____
Heat Source _____ Garage/Carport _____ Openers? _____ Outbuildings _____

4. Who will be responsible for the payment of the following? (please designate "O" for Owner or "M" for Manager - Owner will be responsible to see that the billings are sent in care of 221 for payment)

Insurance _____ Mortgage** _____ Taxes _____ Other _____

**if Manager is to make mortgage payments, there will be an additional charge of \$10.00 per month. Owner will hold a reserve equal to one months mortgage payment in the property trust account in addition to the base owner reserve requirement. Manager will not be responsible for any late payments for any reason (i.e. lack of funds, postal delays, etc.)

5. Maximum number of occupants _____ # of bedrooms _____ # of baths _____
(Standard of two occupants per bedroom "plus one" - based on recommended HUD guidelines - if this is not acceptable, please call to discuss)

6. May tenant have pets? _____ Restrictions? _____ Additional Deposit? _____
(NOTE: **Tenants with "prescription" for assistance animal(s) MUST be allowed per ADA regulation**)

7. Is this a NON-SMOKING property? _____ Other? _____

8. Preference of **licensed/bonded** person/firm as first choice to do repairs? _____

Phone _____ (MUST be licensed/bonded - MUST have W-9 and insurance information for 1099 reporting) - 221 can provide general maintenance-currently \$49.50/hr + materials/fuel surcharge

9. Have carpets been professionally cleaned? _____ (if "no", Owner authorizes 221 to have carpets professionally cleaned prior to tenant taking occupancy? _____, if "no", please call office to discuss).

10. Do you authorize 221 to have necessary cleaning/minor repairs taken care of to get the property in "rent ready" condition? _____ (if "no", please contact office to discuss).

11. Services and utilities (please designate "O" for Owner or "T" for Tenant):

Electricity _____ Water _____ Sewer** _____ Garbage _____ Gas _____ Propane _____

Other utilities _____ Utility disclosure (shared meter) _____

****If tenant is responsible for sewer**, this is in addition to rent in the amount of: \$ _____
(City of Grants Pass does not allow a tenant to sign up for sewer - must be in owner name)

12. Appliances furnished (must be kept in good working order) _____

13. Does your home have a **carbon monoxide source**? (gas, propane, wood, oil, attached garage, etc.)
YES _____ or NO _____.

If yes, do you have a properly installed carbon monoxide detector(s)? YES _____ or NO _____

If yes, where is the location(s)? _____

If no, do you authorize 221 Property Services, Inc. to make the necessary installation(s)? Yes _____ No _____

14: Is there a locking mailbox?: _____ Mailbox #: _____

Mailbox location in relation to home: _____

15. Is there an alarm system at the home?: _____

15: Description of property (be descriptive - list amenities - for advertisement of your home- provide special instructions to be provided to the tenant on a separate sheet):

15. Personal property _____

(*NOTE: 221 will NOT claim ANY responsibility for ANY personal property left on the property)

16. Approx. sq. footage _____ Age of home _____ Mailbox key? _____ Mailbox #: _____

17. School District: _____

18. Is this home on a well or hooked up to city water: _____

18. Location of Septic _____

Date last pumped _____ By Whom? _____

19. IS YOUR PROPERTY LOCATED WITHIN THE 100 YEAR FLOOD PLAIN*: Yes _____ No _____

* it is the responsibility of the OWNER to verify this information and provide it to Manager - Owner is liable for any damages as a result of this property being in the 100 Year Flood Plain to the tenant (this information will become a part of the tenant rental agreement as required by HB 2614 from the 2009 Legislature)

20. Is your property in jeopardy of foreclosure or any other action in the near or foreseeable future? _____

(owner MUST notify Manager of any pending actions that could result in ANY change relating to this rental property so the tenant can be properly notified - 221 will not manage a home in foreclosure).

OFFICE USE (revised 11/19)

Base fee _____ Placement fee _____ Mileage _____ "For Sale" _____ Other _____ Total _____

Set up fee _____ Owner Reserve _____ Commencement Date _____ Account # _____

City of Grants Pass
Customer Service and Utility Billing
Utility Billing Application



ACCOUNT INFO

Property Address: _____

Account Type: Residential _____ Multi-Family _____ Commercial _____

Wastewater only _____ * Note if this is a wastewater only account the account must remain in the owner's name. A billing document copy can be sent to a tenant. Please be aware that these charges are lienable to the Josephine County tax rolls.

Have you had services with us before? _____

If yes, Previous Address _____

*If no, a deposit will be required and billed on the first bill. Deposit is refundable to the account after one year of good payment history. In lieu of a deposit the customer may provide a letter of good credit from another utility documenting a minimum of 1 year of positive payment history.

Primary Customer Information:

Name 1: _____ DL#: _____

Last 4 of SSN: _____ Phone # _____ Date of Birth: _____

Name 2: _____ DL#: _____

Last 4 of SSN: _____ Phone # _____ Date of Birth: _____

Mailing Address: _____

Email Address: _____

If the customer is a business entity, please provide the following:

Business Name: _____

Mailing Address: _____

Tax ID # _____ Phone # _____

*****This application must be filled out in full and signed to be valid. Please be aware that as the owner of the property you are responsible for all charges incurred by the property regardless of the individual who incurred the charges. If your tenant(s) become delinquent you will receive a third party notification documenting the past due amount and when further delinquency processing will occur.*****

Signature Date

Signature Date

Pacific Power Landlord Interim Billing Agreement

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OFFICE USE ONLY
Input By: _____ Employee Number
Date: _____

By signing this agreement, I understand that I am responsible for paying the electric bill (for the properties listed on the attached sheet) whenever the bill is not in another customer's name. Generally, this will be the interim period between the occupancy of tenants; however, this may include time when the property is occupied by the tenant but they have failed to establish service with Pacific Power. Therefore, I accept responsibility for ensuring the renters of my properties put the bill into their name on dates specified between myself and my tenants.

While the billing is in my name, I understand that I will be considered a customer with regards to rules and regulations established by the utility. I understand that failure to pay the electric bill may result in termination of this agreement.

While the billing is in the name of the tenant, this landlord agreement becomes inactive. I have the right to make changes and request information for my own account; however, I will not be able to make changes to my tenants' accounts without their prior consent.

Please read the following two statements and place your initials by your preferred option. Then, please sign the form, below.

YES By initialing Yes, I authorize Pacific Power to disconnect the electric service(s) if payments become past due. I agree that I will not hold the company liable for any damages incurred should the company need to discontinue power during the course of routine collections. The company will not notify me of the disconnection. The company will reconnect the power after (A) the tenant has provided suitable payment of any past due billings and related charges and has requested a reconnection, or (B) I have requested a reconnection. If I have requested the reconnection, the landlord agreement becomes "active" and I will assume the role of a customer. The tenant's unpaid charges do not apply to me but I will become responsible for future billings.

NO By initialing No, I do not authorize Pacific Power to disconnect the electric service(s) for my tenant(s) if payments become past due. On the date and time the service would have been disconnected, the landlord agreement becomes "active" and the electric service will be placed into my name. The tenant's unpaid charges do not apply to me. However, regardless of occupancy I will continue to be responsible for future billings even if the tenant still occupies the property. The electricity will remain in my name until the tenant has provided suitable payment of any past due billings and related charges and requested a reconnection.

Landlord Agreement Account Number: _____ (Note: If you do not have an existing account number, please complete an Application for Service on our Web site, pacificpower.net , or call us toll free any time at 1-888-221-7070.)	
Owner's Name: _____	Owner's Name: _____
Signature: _____	Signature: _____
Date: _____	Date: _____
Primary Phone #: (____) _____	Primary Phone #: (____) _____
Property Manager Name: <u>221 Property Services</u> Phone #: <u>(541) 474-2881</u>	
<ul style="list-style-type: none"> • I authorize the property manager/management company listed above to discuss my account with Pacific Power. • I authorize the property manager/management company listed above to make changes to my account with Pacific Power. <input checked="" type="checkbox"/> • For multiple properties, I would like separate bills for each property. • For multiple properties, I would like a master bill, which shows each property as a separate line item. 	

MAILING ADDRESS FOR BILLINGS:

C/O 221 Property Services, Inc
303 N.W. 'E' Street
GRANTS PASS, OR 97526

