



Do you have a Policies and Procedures Manual?

If so, have you updated it in the past 6 months?

Do you have the most updated forms with State and Local laws?

If you answered **NO** to any of these questions, this Policy and Procedure Class is for you.

Chapters 1-8 cover the Policies of your company or what the business is all about:

- Company Structure and Brokerage Agency
- Mission Statement, Goals, Purpose, Motto, Standards of Conduct and Niche
- Real Estate Commission Position Statement, Code of Ethics for NARPM and CAA-FC
- Employment- Status, Ethics, Benefits, Time off, Time Cards
- Office work operations- Overtime, Advertising, Correspondence, Computer usage
- Leave of Absence- Medical, Military and Personal
- Employee Conduct and Rules- Attendance, Appearance, Discipline and Problem Resolution

Chapter 9 will address Procedures with detailed explanation of how you do what you do:

- New Investors- Presentation folder, Management Contract, Lease Only Agreement
- Advertising and Marketing- Where and how to advertise and market
- Showing Available Property- Scheduling, Safety, Tracking Clients, Vacant Properties
- Application Process- Qualifying Clients, Co-Signer or Lease Guarantors, Double deposits
- Leases- Types of Tenancy, What to include in a Lease Packet and all the forms
- Rent Collection and Eviction- Timely rent payments and Process for nonpayment of rent
- Maintenance- 4 Categories of Maintenance: Routine, Emergency, Preventative and Turnover
- Lease Renewal- Pricing, Renewal Time Line, Non- Renewal, Renewal Packet to Tenants
- Lease Assignments and Roommate Transfers- What to do if residents want to move before the end of the lease
- Moving Tenants- Notice to Vacate, Move Out Process, Move Out Inspection Packet
- Security Deposit Returns- Time Line, Summary, Mailing and Disputes .
- Accounting- Software, Set Ups, Filing Systems, Payments Received and Bill Paying

Chapter 10 outlines:

- Job Descriptions from the Broker and/or Owner of the Company to your Receptionist.

Also included is an Employee Handbook Acknowledgment Form and Resources Guide.

This two day, fun filled class is accredited with the Colorado Real Estate Commission for 12 CREC credits.

Cost: \$425 per person

Time: 12 Hr CREC

Please contact Bev Perina, Property Management Maven, at 970.556.0887 to sign up.

521 N. Taft Hill Road Fort Collins, CO 80521 armadillo@rentfortcollins.com