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# Commercial Property Manager System Manual



## Mission Statement:

To improve the lives of real estate investors and residents through property management solutions.

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- 2. Owner Relations – p8
- 3. Prepare / Advertising Vacant Properties –p10
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**Templates:**

**1. Office Docs**

- a. Behavioral Values
- b. Office Policy
- c. Letterhead
- d. Fax cover sheet
- e. Reoccurring monthly calendar

**2. Commercial Docs**

- a. Property Inspection Form
- b. Commercial Rental Application - docx
- bb. Commercial Rental Application - pdf
- c. Personal Guarantee for Commercial Lease
- d. Account termination checklist
- e. Showing info
- f. Commercial Management Agreement
- g. Tenant Retention Tips
- h. Lease Violation / Complaint Form

- i. Repair Request Confirmation – EM
- j. Commercial M/R Log
- k. Tenant Welcome Letter
- l. Commercial Renewal Spreadsheet
- m. Advertising Logins

**3. TCS Industrial – 1800 E. 69th**

- a. Lease Agreement
- b. Lease Extension letter
- c. Lease Extension
- d. Lease fee invoice
- e. Lease renewal invoice
- f. Site Map
- g. Internet advertising info page

**4. Westminster Storage – 3311 W. 71<sup>st</sup> Pl.**

- a. Lease Agreement
- b. Site Map
- c. Internet advertising info page
- d. Advertising invoice
- e. Rent Increase letter
- f. App fee waived invoice
- g. Rent Increase info -folder

**5. Clay Industrial – 2830 W. 64th**

- a. Lease Agreement
- b. Lease Extension letter
- c. Lease Extension
- d. Lease fee invoice
- e. Lease renewal invoice
- f. Internet advertising info page

**6. 71<sup>st</sup> Ave – 3301 W. 71<sup>st</sup> Ave.**

- a. Lease Agreement
- b. Lease Extension letter
- c. Lease Extension
- d. Lease fee invoice
- e. Lease renewal invoice
- f. Internet advertising info page
- g. List of units and square footage

**7. Fremar Industrial – 5160 Parfet**

- a. Lease Agreement
- b. Lease Extension letter
- c. Lease Extension

- d. Lease fee invoice
- e. Lease renewal invoice
- f. Tenant List
- g. Internet advertising info page
- h. Annual tax bill to tenant
- i. Lease Addendum

**8. Yorkshire Plaza – 2200 E. 104<sup>th</sup>**

- a. Lease Agreement
- b. Lease Extension
- c. Lease fee invoice
- d. Internet advertising info page
- e. Monthly billing to owner due GM
- f. Sign Criteria
- g. Lease Addendum
- h. Misc Folder

**9. Hillcrest Plaza – 1412-1490 W. 104th**

- a. Lease Agreement
- b. Lease Agreement first page fill in
- c. Lease Extension letter
- d. Lease Extension
- e. Lease fee invoice
- f. Lease renewal invoice
- g. Tenant List
- h. Lease assignment
- i. Sign criteria
- j. Lease exhibit C
- k. NNN Calculations - folder
- l. Signs – folder
- m. Tenant letters – folder

**10. A&K – 750 E. 83rd**

- a. Lease Agreement
- b. Lease Extension letter
- c. Lease Extension
- d. Lease fee invoice
- e. Lease renewal invoice
- f. NNN Info – folder

**11. Cherokee – 11450 Cherokee**

- a. Tenant List
- b. CAM Spreadhsheet
- c. NNN
- d. Tenant letter

**12. Other**

## **Position Overview – CPM**

The Commercial Property Manager (CPM) will be the primary contact point for all Commercial Landlords. The CPM shall always represent Grace Management as “North Denver’s Premier Property Management Firm” and themselves as one of North Denver’s “Premier Property Managers”.

The CPM must be able to relate to all type of people and must have critical thinking and decision making skills.

The CPM shall comply with all rules, regulations, and commission position statements as required and defined in the Colorado Real Estate Manual.

### **System Manual Overview:**

The system shall run the business, and the team members shall run the system. Systems are simply road maps or instructions that allow the Grace Management processes to be repeated and easily duplicated.

Property management done on a large scale is an extremely complex business with many moving parts. In order for Grace Property Management to be successful, it must be consistent.

The purpose of the system manual is to provide a consistent and specific way of doing business, and to ensure that each property, resident, owner, and as much as possible, each situation, are treated the same. Also to define HOW Grace Property Management will do property management.

The System Manual will provide each team member with specific KRA's (Key Result Areas) for which they are responsible and a specific measure of success for each KRA, so that each team member always knows whether or not they are succeeding.

Team members should always refer to their specific system manual to determine the answer to a question before bringing that question to the Director of Operations.

Any deviation outside of the system must be recognized as an exception to the system. While exceptions are necessary from time to time, each exception is by nature inefficient, and should therefore be avoided.

Each team member shall constantly work to improve the system. One purpose of the monthly Performance / Evaluation meeting with the Director of Operations is to ensure that on-going system improvements are suggested, discussed and implemented.

## 1- Tenant Relations

### **Measure of Success: Receive 1 written compliment and no complaints per month.**

1. The GM office policy states that all calls and e-mails shall be returned within no more than 24 business hours from the time the call or e-mail was made. However, for our commercial management program to be successful– as much as possible we must be immediate in response time.
2. All resident questions should be directed to the CPM.
  - a. Should a tenant become verbally abusive, make the CPM feel threatened in any way, or escalate beyond the control of the CPM, the tenant should be passed to the DO.
  - b. When appropriate, E-mail contact shall be the preferred method of contact between tenant, CPM and RSC.
  - c. If the CPM is not able to adequately resolve the issue, it should be passed to the Director of Operations (DO).
3. For tenant questions pertaining to late payments of rent, the first contact should be forwarded to the Director of Accounting (DA) and the DA shall follow existing GM office policy for collection.
4. The CPM shall meet with the DA weekly on Wed to review all late paying accounts.
  - a. Follow standard GM late rent collection policy for each resident as defined in DA system manual KRA #4.
  - b. The CPM should actively engage a resident when that resident is paying late. The CPM should contact the resident by phone and inform them of the severity of the late payment and explain the consequences. The CPM can be more forceful than the DA and should act with prudence to determine when to get involved and the extent of their involvement, but in ALL cases the CPM should make contact before a the legal eviction process is initiated.
  - c. If the CPM instructs the DA to initiate the eviction process on a resident, the DA will print and initiate the ‘Eviction Checklist’ (DA template 4F). After the DA has completed their specific items on this checklist, the checklist will be passed to the CPM for them to work the eviction process to completion.

- d. The PM shall have the authority to waive late and posting fees for any resident 1 time per year. Any waiving of late or posting fees more than 1 time per year must first be approved by the DO.
  - e. To waive a late fee or posting fee that has already been charged and collected by Grace Management, a “misc payment form” (DA template 5B), should be filled out as the money must be paid from Grace Management to the ‘N’ trust account.
5. In the case of any reported lease violation, a Lease Violation / Complaint Form (template 2H) shall be filled out and worked by the CPM.
6. It is imperative to document in writing anything outside of the ordinary.
- a. When communicating with a tenant by phone and a decision is made through a conversation, the CPM should follow up with an e-mail to the tenant to confirm in writing the decision made, or course of action that is going to be taken.

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