HR&FOX
REAL ESTATE

HR & Fox Real Estate Owner's Manual

Managing Your Properties, Maximizing Your Potential



Welcome

*Thank you for allowing us the opportunity to earn your **trust**.*

Managing your investment property isn't just a task, it's a partnership, and we're here to ensure your property thrives every step of the way..

We Maximize Your Potential

At HR&Fox Real Estate , a Horton, Robinson & Fox LLC company, we are committed to delivering the highest standard of professionalism in property management. To support a seamless and successful partnership, we've created this Owner's Manual as a comprehensive guide. We encourage you to take the time to review the enclosed information, as it will provide clarity on our services and procedures. Should you have any questions or concerns after reading, don't hesitate to reach out to your designated representative using the contact details provided in the following pages.

Important Note: The information in this document is subject to change as landlord-tenant laws, personnel, policies, pricing, and procedures evolve—sometimes rapidly. At HR&Fox, we are committed to staying ahead by continuously improving our services, enhancing staff training, and staying current with legislative updates. Rest assured; we will update this document promptly to reflect any changes.

Thank you once again for choosing HR&Fox Real Estate. We look forward to building a strong and successful partnership with you.



General Office Information	
Mailing Address	9861 Broken Land Parkway Suite 100
Communication	Columbia, MD 21046
Office#	(443) 420-3230
Toll Free#	(800) 305-8171
General E-mail	support@hrandfox.com
Website	www.hrandfox.com
Office Hours	
Monday - Friday	8:30 am - 4:30 pm
Saturday, Sunday	By Appointment Only
Emergency#	(202) 578-0845

Horton, Robinson, & Fox LLC

Owner Documents

A copy of your management agreement is included with this guide. Refer to it as needed and keep it with this information for a handy reference.



HR & Fox Real Estate

HR & Fox Real Estate ("HR&Fox") is a full- service brokerage and property management company headquartered in Columbia, Maryland. HR&Fox specializes in managing single-family and multifamily residential properties. We oversee every aspect of property management, from tenant screening and lease administration to maintenance coordination to rent collection. HR & Fox also offers full-service real estate brokerage.

HR & Fox Real Estate Principal Broker



The owner of HR&Fox is Seon Weems. With over 22 years of Property Management experience, Seon is a seasoned professional who brings a multifaceted approach to real estate. As a licensed Property Manager in Washington, D.C., Certified Maryland Residential Property Manager, and Broker in Maryland, Virginia, and D.C., he has partnered with many property owners to maximize their investments. Beyond property management, Seon is an active real estate investor and landlord, with hands-on experience in property rehabs and value-add projects. He also has a background as a loan officer (NMLS# 2616373), offering valuable financial insight to clients navigating complex investment decisions.

A Master's in Real Estate Development from the University of Maryland further strengthens Seon's ability to analyze markets and develop strategic solutions. This combination of market knowledge, practical experience, and financial expertise helps his clients achieve exceptional results.

HR &Fox Communication & Website



We prioritize clear, direct communication with owners, tenants, applicants, vendors, and the public. Our website is a powerful resource, offering users the following benefits:

- Prospective tenants can search our site for available rentals and submit an application online.
- We can run credit reports and background screening in a matter of minutes after the application is received and make recommendations based on the information received.
- Tenants can access our management software and make maintenance requests.
- Owners can log in to their "owner's portal" and download reports, review financials and view work orders.



Owner Communication

To serve you best, we rely on accurate and timely communication from you, the owner. It's essential to inform us of any significant changes that could impact your account. Whether you're moving, transitioning from a Social Security number to a Tax ID, or encountering an issue with your account, we need to know promptly. Please use the owner portal or email us directly to update us on any changes. Keeping us informed ensures we can continue managing your property seamlessly and efficiently.

Email
HR&Fox encourages all owners to use email or their Owner Portal to contact us. It is fast, effective, and documents our correspondence. Please supply us with your email address on all the HR&Fox forms. We will enter your email address in our database.

Special Note
When emailing us, please include the property address in the subject line. This helps ensure your inquiry reaches the right representative promptly and allows us to provide a faster, more efficient response.

Keep us in the Loop
If you're planning a vacation lasting three weeks or more, HR&Fox requests that you notify us in advance. Alternatively, you can update the emergency contact information on your Owner Information Form. This ensures we're prepared to handle any urgent repairs or significant issues involving your property or tenant. For your convenience, please provide this information through the Owner Portal or via email.

Owner Responsibilities

At HR&Fox, we take our management responsibilities seriously and believe success is a two-way street. We ask that owners approach their responsibilities with the same level of commitment to ensure a strong and effective partnership.

Owner Responsibilities Are:

- Notify HR&Fox of any ownership change or pending owner change for the managed property.
- Supply us with accurate information so we can service the management account properly.
- Review statements monthly and notify HR&Fox of any discrepancies found as soon as possible.
- If using ACH, check statements monthly for accurate or missing deposits and notify us 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 and name HR&Fox as an additional insured.
- Exercise responsibility for required maintenance and the safety of your tenants.
- At HR&Fox, we're here to be your primary point of contact for your property. To ensure smooth operations, we ask that all initial communications with tenants go through us. You've entrusted us with managing your property, and we're committed to handling every detail professionally and efficiently.

The Scope of Property Management

The property owner(s) authorize(s) HR&Fox Property Management to perform the following services: rental analysis, coordinating any needed minor rehabilitation to make the property rent ready, marketing, advertising, tenant screening, lease preparation, day- to-day management, lease enforcement, monthly accounting, disbursements, and annual renewals.

Company Policies
It is critical that HR&Fox follow all 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). Additionally, we train all personnel and staff by requiring them to read our own Property Management Policy and Procedures Manual and to stay in compliance with all laws and regulations.

Drug-Free Policy



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

Respect Builds Trust

We pride ourselves on treating *all* clients, tenants, and owners with respect, fairness, and professionalism – and we believe our staff deserves the same in return. Mutual respect is the foundation for trust, cooperation, and a thriving community."

Legislation

HR&Fox 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 HR&Fox follows:

- **Fair Housing {HUD)-**HR&Fox supports and follows Fair Housing laws and guidelines; the office displays Fair Housing signage.
- **Equal Opportunity** - HR&Fox is an Equal Opportunity employer; our office displays Equal Opportunity signage.
- **VRLTA-** Virginia Residential Landlord-Tenant Act
- **FCRA** - Fair Credit Reporting Act
- **FTC** - Federal Trade Commission.
- **EPA-** Environmental Protection Agency.

Lead-Based Paint

Lead-based paint emerged as a significant issue in the 1990s, leading to mandatory regulations for residential housing that remain in effect today. At HR&Fox, we adhere strictly to all federal and state guidelines regarding lead-based paint. For properties built before January 1, 1978, disclosures are mandatory for both tenants and owners. Tenants must sign disclosures before renting and HR&Fox ensures they receive the EPA's Pamphlet" Protect Your Family from Lead in the Home". We ensure required disclosures are completed before tenants are bound by the lease.



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



HR&Fox 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 resulted in millions of dollars in damages being awarded to tenants.



Bed Bugs

Bed bugs can be a very serious issue, and owner(s) must disclose the existence of them, and eradicate them in compliance with state law if they infest the property.

Smoke Detector(s) & Carbon Monoxide Detector(s)

According to most state laws, smoke detectors are required on every level of a home, including outside sleeping areas and inside each bedroom, while carbon monoxide detectors should be installed on every level of the home, particularly outside sleeping areas. However, specific regulations may vary by state and local building codes. HR&Fox will comply with these regulations.

Answers Regarding Deposits

When you sign a management agreement with HR&Fox, we set up a dedicated account for you and your property. Precision in fund collection and disbursement isn't just important—***it's non-negotiable***. We leverage Innago, specialized property management software built for comprehensive record keeping. It supports property management and recordkeeping under applicable laws and regulations.

HR&Fox maintains trust accounts with Truist Bank. Security deposits are held separately from rent funds in FDIC-insured escrow accounts, subject to applicable coverage limits. After rents are received, we forward the owner proceeds after our fee and any monthly expenses have been deducted. All security deposits remain in the escrow accounts, earning interest. After tenancy ends, we return security deposits and applicable interest, less lawful deductions, and provide required notices and accounting within applicable legal deadlines.

Monthly Statements

We utilize Innago management software, giving you access to real-time and monthly reports through your Owner Portal. For owners opting to receive monthly disbursements by check, we include a printed monthly statement along with the proceeds.

Disbursement of Monthly Funds

HR&Fox disburses available funds to owners within 5 days of receipt of "good" funds, this means if a tenant pays by the fifth of the month, our owners should receive their funds from 9th to the 15th of the month depending on holidays and weekends, when banks do not operate. It is recommended that you maintain a contingency fund in your rent account to cover any unexpected repairs or maintenance. HR&Fox distributes the owner's funds in two ways:

1. Check disbursed directly to the owner accompanied by their monthly statement.

2. Most commonly, when an owner uses direct deposit, proceeds are directly disbursed into an owner's bank account; HR&Fox then mails and/or emails the monthly statement by month end to the owner.

End of Year Procedures

At the end of the year, HR&Fox files 1099s for reportable rents totaling at least $2,000. This amount reflects "total income received," not the total of owner disbursements, as required by the IRS. Security deposits are excluded from this calculation.



You must provide HR&Fox with a completed W9, including your Social Security or Tax ID, to ensure accurate 1099 reporting. We issue 1099s for rent by January 31 for the prior tax year. Notify us promptly of any changes to your tax information, such as a new trust or address, using the Owner Change of Information form. Need another W9? Contact us directly.

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HR&Fox also issues required 1099s for reportable vendor payments totaling at least $2,000.. Therefore, owners do not have to issue 1099s for work completed and paid through our trust account. Owners are responsible for issuing 1099s to any vendor paid through the owner's personal account.

The year-end statement will summarize total income and expenses for the year, including management fees, leasing fees, landscaping, utilities, repairs, and maintenance. Owners can provide this statement to their tax professional for income tax reporting. HR&Fox does not send statements directly to tax preparers



Improved Property. Improved Returns.

Preparing to Rent the Property

When you have a vacancy, our goal is to attract the best possible tenant for your property.

To do that:

- We conduct a move-out evaluation of your property and determine if repairs or maintenance are required to make it "rent ready" and maximize your return on investment.
- We run a competitive market analysis report to ensure your rents are priced right for the market.
- We subject your property to our extensive marketing program including submitting it to rental websites in your market, as well as promoting it on our website. We will also use Craig's List, Rent.com and other sites as necessary.

Tenant Acquisition (Leasing) Fee

This fee will be 75% of the first month's rent. Here is what we do for that one-time fee:

- Prepare your property for the market.
- Post your property on our website and other websites with photos
- We will screen and vet all applicants to determine if they meet our leasing criteria.
- Execute a lease agreement on your behalf with your consultation and approval.
- HR&Fox will conduct the move-in and transfer of keys.

Showing and Applications

The HR&Fox Property Managers conduct showings for each vacant unit via appointments, open houses and in some cases, secured self-showings. When prospective tenants see the property, the management team answers questions and prequalified potential candidates. Online applications are available on the HR&Fox website.

Processing Tenant Applications

Tenant Screening

Thorough screening is crucial to successful property management. HR&Fox requires all applicants to fill out a detailed application online from our website and submit it for processing and approval. A simple credit check is not enough. We conduct a careful review of their credit, verify income, conduct a background check and seek previous landlord references. We also document the number of occupants, earliest move-in date, pets and their motivation. Here is our minimum criteria:

- Verifiable income, including lawful housing assistance.
- Credit evaluated case by case; no universal score.
- Eviction history evaluated as permitted by law; no automatic disqualification.
- Rental payment history considered individually.

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 by requiring the applicant to register their pet with Pet-screening.com.

Co-signers

HR & Fox considers cosigners case by case, subject to applicable law and owner approval. Approved cosigners share responsibility for all lease obligations. Each cosigner's financial qualifications are reviewed during screening.

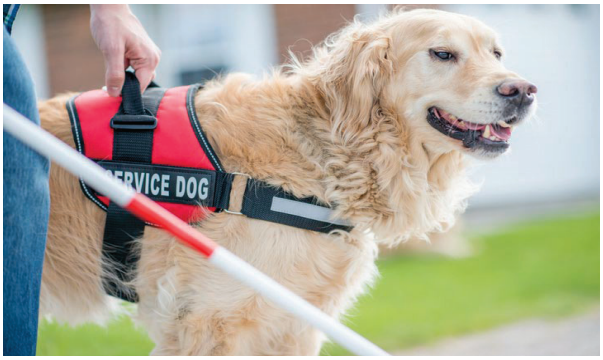
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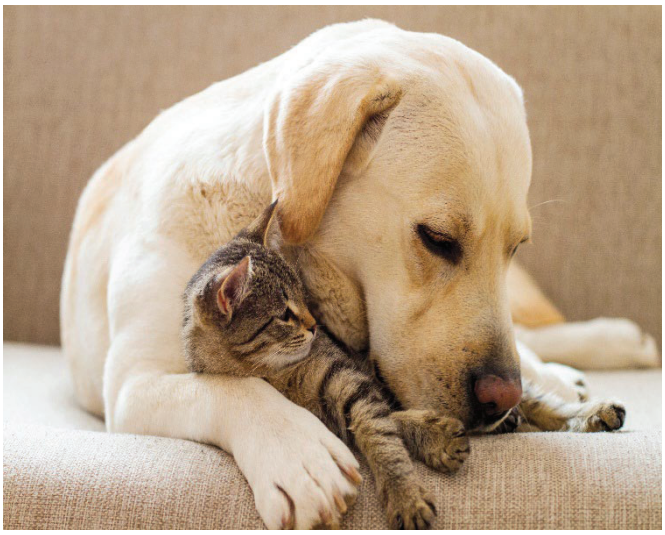
Pets

If an owner authorizes a pet on the premises, HR&Fox requires the following:

- The applicant must submit the following information:
  - Type of Breed
  - Weight
  - Vaccination History
  - License Information
- We then charge the tenant a monthly fee as follows:
  - If the tenant would like to avoid the complexity and cost of submitting their information for Petscreening.com, we charge a per-pet application fee and monthly fee to participate in our Pet Protection Program, as disclosed in the lease. HR&Fox-approved pets qualify for up to $1,000 in pet-damage protection beyond the security deposit, subject to our published guarantee terms.
  - We will also perform an annual pet inspection of the premises to make sure the pet is not causing additional damage to the property

Many tenants have or want pets and it is estimated that 70% of all households have a pet. It is perfectly legal for property owners to discriminate against pets and not allow them in their rental. You may wish to allow pets though, to make your property more attractive to prospective tenants. Even if a tenant wants a pet and you allow it, there are certain breeds that may be restricted by your insurance an unwise to allow on your premises.





HR&Fox recommends to owners that when a property is vacant on the market, that pets are "negotiable". This solves a couple of problems:

I. This encourages prospective applicants to be honest and disclose their pets. Once disclosed, HR&Fox can notify the applicant that the owner doesn't allow that specific pet. If the listing says "no pets allowed", applicants with pets (especially those eager to rent) might be tempted to hide the truth rather than part with their pet. this could lead to complications once they move in.

2. By listing the possession of a pet as negotiable, it avoids eliminating automatically an excellent applicant that does care for their pet, has an excellent tenant history, owns a pet suitable for your property and is willing to pay a monthly fee to guarantee that pet.

Service, Comfort & Emotional Support Animals

IMPORTANT: Assistance animals are not pets. We consider accommodation requests under applicable fair housing laws. Pet fees, pet rent, and pet deposits do not apply to approved assistance animals. Supporting information may be requested when legally permitted.



The Tenant Move-in

Rent and Security Deposits

HR&Fox 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 taking possession of the property.

Rent/Lease Agreements

At the execution of the lease, HR&Fox will collect all required funds. All persons 18 and over, including adult children, are required to read and sign all lease agreements, addendum and disclosures and complete an application. Applicants needing language assistance may bring an adult interpreter or ask us about available resources. HR&Fox ensures all lease agreements comply with local, state, and federal laws, providing clarity and protection for both landlords and tenants. Tenants are required to provide valid identification and proof of income during the lease signing process.



Walk Through

A vital part of the rental agreement is a detailed walk-through documenting the condition of the property when they move-in. Unless extenuating circumstances prevail, your Property Manager (or their assigned) completes the walk-through before the tenant takes possession of the property. Photos are taken to document the condition of the rental and any damage to the property.

Working with Your Tenants

Collecting Rent

Rent is due as stated in the lease. Late fees apply only as permitted by the lease and applicable law.



Tenants pay rent through our secure Innago portal. HR&Fox recognizes that payment delays can occur because of payroll issues, emergencies, or other circumstances. We make a serious effort to understand the reason for nonpayment. If rent is received before the required payment notice expires, we do not contact the owner. If the notice expires without payment, we contact the owner to determine the next steps.

Notice to Quit or Pay Rent

If rent remains unpaid, HR&Fox issues and serves the required notice under applicable law. If payment is not received within the required notice period, we consult the owner regarding further action, including possible eviction.

Other Notices

There are other notices that may be involved with the tenants. HR&Fox serves notices as situations warrant, such as a notice to comply with the rules and regulations of a homeowner's association, a notice to enter the property, a notice to perform inspection or a notice to allow vendors access for necessary repairs. These tenant violations may be in the form of a certified letter or a legal notice "form". Often these notices are simply to correct minor tenant problems and most tenants quickly comply. However, if necessary, may contact the owner with the information to discuss the situation.

Tenant Problems

HR&Fox has years of experience handling the myriads of tenant difficulties that may occur. Our policy is to obtain good tenants which eliminates many tenant problems. However, even good tenants have problems. HR&Fox treats each problem with a common-sense approach, follows all landlord and tenant laws, and uses the appropriate documentation. If the situation turns serious, we will contact the owner and work to find a solution to the problem.



Legal Action

Although HR&Fox works diligently to avoid the necessity to begin legal action, such as an eviction action or eviction proceeding, it can happen. In the event any legal action is required, HR&Fox will contact the owner prior to taking action, discuss the situation and obtain owner authorization.

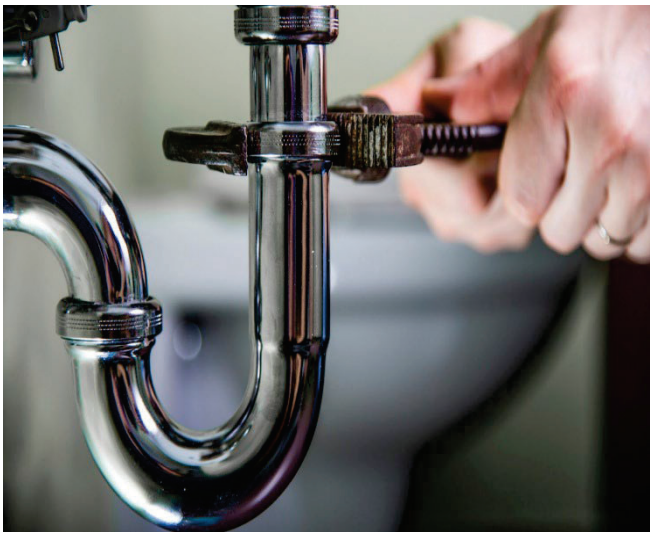
Maintenance

Preventative Maintenance

The best approach to maintenance is "preventative maintenance", and this is the HR&Fox policy.

First, HR&Fox has already started educating the tenant by:

- Including a Lease Addendum outlining tenant responsibilities regarding maintenance as well as owner obligations.
- Completing a walk-through documenting the condition of the property before the tenant takes possession.
- Giving the tenant two weeks after move-in to bring up any issues with the property which can be immediately addressed.



We want the tenant to know from the beginning of their tenancy that the HR&Fox landlord 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 issues and more. Then of course, there are 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 and expensive 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 because a tenant does not report a leak in the toilet, there is major damage to the flooring? Avoiding major maintenance costs are certainly more favorable is such cases.

The HR&Fox management team contacts owners regarding maintenance above the minimum that is listed in the management contract, unless the situation is an emergency.

Emergencies/Disaster

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

There are times when a property manager must "act" quickly 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 HR&Fox moves in a tenant. The preparation for this really began when the tenant moved in with a detailed lease agreement, Move-In Checklist and walk-through. All of these documents gave instructions to the tenant on how to move out.

Communication with Owners and Tenants

It is critical that HR&Fox follow a standardized renewal and/or notice to vacate, so here is the process:

- Approximately 90 days prior to the lease expiration the owner is contacted and asked two questions:
  - Does the owner want to continue renting, sell, or move back in? HR&Fox reviews the available options and provides any legally permitted termination notice, following applicable grounds and notice requirements.
  - If the property remains a rental, does the owner want to renew with this tenant? HR&Fox reviews lease compliance and renewal options. Any decision to end the tenancy must follow applicable law; lease expiration alone does not end a DC tenancy.



- If the owner is open to retaining this tenant, the Property Manager will visit the property, conduct a visual inspection of the property, and report back to the owner on two issues:
  - Is the property in adequate condition and merits allowing the tenant to renew the lease? and;
  - Is the tenant interested in renewing the lease?
- The Property Manager reports findings to the owner. Lease violations are addressed through legally required notices and procedures. If renewal is appropriate, we discuss rent or term changes and prepare an addendum. Any termination follows applicable law.
- Before lease expiration we provide renewal documents or legally permitted termination notices within applicable deadlines. Renewal offers specify a response date. Failure to sign does not automatically require the tenant to vacate; further action follows the lease and applicable law.
- Please note if your property is impacted by state or local rent control laws, we follow these laws diligently.

Once the owner decides to secure a new tenant, HR&Fox will immediately place the property on the market to rent unless the owner notifies us to take other measures. HR&Fox also responds to the tenant notice with a move-out check list to complete a successful move. Rent is required until the end of the notice unless otherwise stated in the lease agreement.

Tenant Move Out
HR&Fox conducts a walk-through similar to the one performed when the tenant moved into the property. We record any maintenance required and disclose a list of damages to the vacating tenant. Photographs are taken when the tenant moves out to document the condition of the property and support any deductions from the security deposit. After assessing the tenant move out, HR&Fox advises owners of any tenant damages or any maintenance required to re-rent the property.

Security Deposit Refunds
Proper handling of the security deposit 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 a copy of the transmittal with their monthly statement, showing any deductions and monies refunded.

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

Owner & Tenant Fees

OWNER FEES- HR&Fox strives to keep our fees fair and reasonable and do not seek to "nickel and dime" our owners. Here is a list of all fees we may potentially charge our owners:

- **Base Management** - Management Fees are 8%–11% of collected rent, with a $150 monthly minimum per door, or as otherwise agreed in your management agreement
- **Tenant Acquisition** - For single family homes, condominiums. apartments and townhomes, we charge a one-time fee of **75%** of the first month's rent as a tenant acquisition (or leasing) fee. For this fee we do the following:
  - Prepare your rental for the market
  - Advertise your property



  - Show your property to prospective tenants
  - Screen all applicants
  - Execute the contract
  - Conduct the move-in
  - Document the condition of your property
- **We keep 0% of Late Fees** - If the tenant is late but pays within the allowed time, we charge 5% of the monthly rent as a late fee, where permitted by law and the lease; we retain none of the late fee and forward the entire late fee to you.
- **Eviction Assistance-** In the event of Eviction, Eviction-assistance fees are agreed upon separately in writing before services begin
- **Work "Outside the Scope"** - If you request us to assist you for work not included in our contract, e.g., meeting an appraiser, meeting an association representative, etc., we charge $35 an hour (with a $70 minimum) for such work.
- **Preventative Maintenance Program** – One annual property inspection with photos is included. Additional inspections are $95 each.
- **Tenant Transfer** - We charge $75 to tansfer an existing tenant to our system and review the lease, inspect the property, on-board the tenant.
- **Non-Standard Owner Bill Payment** - We typically don't pay your mortgage, property taxes, home-owner dues or insurance premiums. If you request that we pay any of these bills, we charge $7 per bill per month.

- **Contract Close Out** - If you terminate our services, which you can do at any time with 60-day notice, we charge a $100 close out fee.
- **Home Warranty Coordination** - If you have a home warranty policy in effect, we charge $125 annually to coordinate every home warranty service call.

TENANT FEES- All our potential tenant fees are presented to them in our lease agreement and represent additional work performed on their behalf.

- **Late Fee**- Up to 5% of monthly rent, as permitted by lease and applicable law.
- **NSF** - If the tenant delivers "non-sufficient funds" and we must contact them to pay with good funds, we charge $25 to the tenant.
- **Posting** - If the tenant does not pay or abide by the contract a s agreed, and we must post a "Notice to Quit or Pay" or a " Notice to Quit or Cure" we charge them $40 for each notice.
- **Renewal** - At the time of lease renewal, if the owner and tenant agree to renew, no renewal fee applies. For month-to-month conversion, a $250 fee applies only where permitted by law and specified in the lease.
- **Month-to-Month Administration** - If tenant requests a month-to-month lease and the owner agrees, a $25 monthly administration fee applies only where permitted by law and specified in the lease.
- **Lease Change** - It is not uncommon for tenants to request a change in the terms of their lease, and most commonly, this is a change of tenants. We will investigate the new tenant for credit and income worthiness, amend the lease with an addendum, and charge a $75 lease change fee.
- **Lost Key Administration** - If the tenant loses their key o r lock themselves out of the rental, we charge $85 fee t o provide additional key to the tenant and travel to the property.
- **Owner Liability I nsurance** - If the tenant cannot provide proof of required liability coverage, HR&Fox may arrange available coverage at the prevailing rate, as permitted by law and the lease. Coverage terms vary; renters insurance is not included.



- **Lease Termination** - If the tenant decides to terminate their lease prior to its expiration, we charge $250 to mitigate damages, but the tenant is responsible for all financial damages incurred by you.
- **Lease Reinstatement** - If Tenant cures an unlawful detainer and the eviction process is stopped, we charge the $250 for the time spent initiating the eviction.
- **Security Deposit Processing** - If any deductions need to be made to the security deposit which includes calculating deductions, coordinating vendors and making repairs, the tenant shall pay a $25 administration fee.
- **Utility Disconnection** - If the tenant neglects to keep utilities on through and past the move-out date and the utilities must be put in your name, we charge the tenant $100.



Cancellation of Management

It is the goal of HR&Fox to satisfy completely your management needs and engage in a successful business relationship, but circumstances can change over time. Owners sell properties, or choose to re-occupy the property and sometime owners simply give notice to terminate the contract. If this happens, the HR&Fox cancellation policy is to resolve your account in a professional, timely and pleasant manner.

Please review the following policies for cancellation.

Owner must provide HR & Fox with at least 60 days written notice via mail or email for cancellation.

- HR&Fox will notify current tenants the date we 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 the tenants where to make future rental payments and work requests after the notice period.
- All optional owner and tenant programs will not be in effect after the cancellation date.

Distribution of Documents

- HR&Fox 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 HR&Fox office.

Final Distribution of Funds

- HR&Fox will distribute all remaining funds, including security deposits, and final owner statements to the owner, less any outstanding fees or balances, within 15 days of the terminating date of management, as agreed in the management contract.
- HR&Fox will issue a 1099 for funds collected during the current tax year when the tax year ends.

Conclusion

We hope you have found this guide informative and useful. If there is anything we can do to improve the guide, please let us know.

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

Seon Weems
Principal Broker

BBB

NARPM™ National Association of Residential Property Managers

REALTOR®

MARYLAND RESIDENTIAL PROPERTY MANAGEMENT CERTIFICATION

Managing Your Properties, Maximizing Your Potential

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