



Residential Property Management Contract

The undersigned owner hereby employs Gunn Property Services, LLC exclusively to rent, lease, operate and manage. With the authority to collect rents, deposits and other money from the tenants and issue receipts for the real property located at:

Street Address: _____ Unit# _____

City: _____ State: FL Zip: _____

to be effective beginning _____ for a initial term of one year and automatically renewable for yearly periods unless terminated by either party by giving written notice at any time. The relationship of the parties to this agreement shall be that of principal and agent, and all duties performed by Agent under this agreement shall be on the behalf of the owner, in the owners name and for owners account. Gunn Property Services, LLC will act in the best interest of the property owner in all actions performed.

Leasing and Renting

Agent will make all reasonable efforts to keep the premises rented when vacant. Agent will use written selection criteria to screen and accept tenants. Agent is authorized to negotiate, prepare and sign all leases, renewals or extensions relating to the property. Agent shall sign all leases, lease extensions and renewals as agent for owner. Agent will negotiate with tenant for lease renewals or month to month agreements after the initial lease term at current market value. Unless given written notice by owner 90 days in advance of lease end date. (Owner will be notified of all lease expirations at 110 Days before end date by email)

To perform in the name of the owner, legal actions to evict tenants and recover rents and other sums due, to settle, compromise and release such actions. To terminate tenancies and serve legal notices to tenants.

In case of eviction or other suit all filing fees, lawyer fees and court costs are the owners responsibility.

To deposit money collected and hold security deposit funds in a secure non interest bearing trust account as required by law. Broker shall not be liable for bad checks or money not collected from a tenant but will make every effort to collect. Agent may collect from tenants, retain and not account for the following administrative charges. Late Fees, NSF fees, returned check fees and application fees.

Maintenance

To contract and supervise repairs, to purchase necessary supplies and to pay bills from the owner’s funds.

Gunn Property Services will seek approval for all repairs and improvements that are estimated to exceed \$200.00 in cost that are considered elective cosmetic or non emergency items. Repairs considered emergencies include air conditioning, heating, running water, hot water, plumbing and any type of water leak are excluded and will be handled at the brokers discretion.

Gunn Property Services, LLC will use contractors and service personnel as well as in-house maintenance of their choice unless owner provides written instructions otherwise. Owner agrees he will not attempt to make any repairs to the property himself while the property is occupied and only licensed insured vendors will be used. Owners using there own vendors will pay said vendors directly.

Inspections : Agent to provide property inspections at move in and move out and annual inspections at lease renewal or move out. To provide written report of recommendations for needed repairs, improvements and preventive maintenance items to insure premium return on investment. Agent to provide quarterly exterior drive by inspections. Move in and Move out inspections will be documented by video and provided to owner.

Building Compliance

Owners agrees to up keep and maintain property at owners expense. To meet all federal housing authority, local zoning and building codes as well as Gunn Property Services, LLC minimum property standards. Smoke Detectors will be provided and installed at the owners expense at all times in accordance with the law.

Re keying, Owner agrees to have locks re-keyed at both the beginning of the lease for the first tenant and between each tenant thereafter. At owners expense to be billed at the time of re-keying. Only two sets of keys will be made. 1 set of keys will be provided to tenants upon move in. 1 set of keys will be kept at our office in secure location. Copy provided to owner upon request.

Lead Based Paint Disclosure Required for homes built before 1978 Date home Built _____

Complete only if your property was built in 1978 or prior Initial accordingly
Presence of lead-based paint and/or lead-based paint hazards:

_____ Known lead-based paint and/or lead-based paint hazards are present in the housing (explain).

_____ Lessor has no knowledge of lead-based paint and/or lead-based paint hazards in the housing.

(b) Records and reports available to the lessor:

_____ Lessor has provided the lessee with all available records and reports pertaining to lead-based paint and/or lead-based paint hazards in the housing (list documents below).

_____ Lessor has no reports or records pertaining to lead-based paint and/or lead-based paint hazards in the housing.

Brokerage Fees

Owner agrees to pay Broker a fee for services rendered at the rate set forth below. Owner recognizes Broker as an independent contractor and as the agent relative to the property during the term of this agreement. Broker will deduct the fees due from the monthly rent collected.

Management Fee: 10% of gross rent collected monthly.

Leasing Fee: Owner agrees to fee of 50% of one months rent, to be collected from first months rent along with management fee for all new leases. If a tenant moves out in the first 8 months no leasing fee will be charged to procure new tenant.

In the event a that a tenant is approved but fails to sign a lease and Agent is in possession of the deposit to hold, All funds will be turned over to Owner.

Lease Renewals: No Fee will be collected for lease renewals.

Owners Draws (check One)

All Owner draws will be sent by ACH E Payment to owners account. A email alert will be sent when each item is processed. Year end statement for all income, balances, expenses and Form 1099 showing gross income per calendar year will also be provided. Form 1099 will be provided to Owner and IRS per current IRS regulations. Real Time accounting is available 24hrs a day via online Owners Portal

Option 1 Full Month Accounting (Preferred)

Operating on a full month accounting system you will receive a Owners draw on the last business day of each month along with a statement for that month. This is our preferred draw schedule. Allows for easier accounting.

Option 2 10th of the month Draw If rent has been paid by the tenant under Option 2 Owner

draws will be sent out on the 10th of every month (or next business day) along with a statement from the 1st to the 10th of that month. On the last business day of each month a revised statement will posted to the owners portal covering the entire month. .Option 2 will allow you to receive your money earlier but make accounting more difficult and can cause issues if the tenant pays late.

Outstanding Bills- Owner agrees to initiate payment for all outstanding bills exceeding incoming rental funds for current month and or during vacancies within 72 hrs upon written request. Under most circumstances all bills can be paid from rental funds. No balance will be kept in reserves.

Hold Harmless---Owner agrees to hold the Broker harmless from all damage suits in connection with the management of the described property with the exception of willful negligence. Owner is strongly recommended to carry at his own expense adequate liability and homeowners insurance naming Gunn Property Services, LLC as additional insured. If suit is brought to collect the Brokers fees or if Broker successfully defends any action brought against Broker by the Owner, the Owner agrees to pay all costs incurred by the Broker in connection with such an action, including but not limited to a reasonable attorney's fee. Broker shall not be responsible for any injury to any person at the owners property.

Solvency Statement: Owners agrees that all bills and money due on the premises are paid, current or not in a state of delinquency. Bills to include but not limited to Liability insurance, taxes, mortgage payments, utilities, assessments liens, condo and or HOA fees. Owner agrees that in the event any dispute arises between a tenant and the owner or agent as a result of owners failure to make payments, Owners agrees to completely indemnify and hold harmless broker, agent for any and all damages or litigation.

Additional attached agreements and or documents: _____

Governing Law---This agreement shall be governed by, and interpreted and enforced in accordance with the laws of the State of Florida. By Signing below owner represents and warrants that he or she is has sole power and authority to enter into this agreement.

By Signing below Owner represents and warrants he/she has full power and authority to enter into this agreement. I have read and understand all parts of this agreement along with the Owner Handbook.

Owner _____ Date _____
(print) *(sign)*

Owner _____ Date _____
(print) *(sign)*

Agent _____ Date _____
(print) *(sign)*

Broker _____ Date _____

Jeremy Gunn
Gunn Property Services, LLC
(352) 314-2668
Jeremy@gunnpropertyservices.com

Owners Contact Information

Owners Name _____
Mailing Address _____
Email Address _____
Home # _____
Work# _____
Cell# _____
Emergency Contact Name and Number # _____

Owners Name _____
Mailing Address _____
Email Address _____
Home # _____
Work# _____
Cell# _____
Emergency Contact Name and Number # _____

How did you hear about our company _____

Request for Taxpayer Identification Number and Certification

**Give Form to the
requester. Do not
send to the IRS.**

Print or type See Specific Instructions on page 2.	1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.	
	2 Business name/disregarded entity name, if different from above	
	3 Check appropriate box for federal tax classification; check only one of the following seven boxes: <input type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____ Note. For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner. <input type="checkbox"/> Other (see instructions) ▶ _____	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ <small>(Applies to accounts maintained outside the U.S.)</small>
	5 Address (number, street, and apt. or suite no.)	Requester's name and address (optional)
	6 City, state, and ZIP code	
	7 List account number(s) here (optional)	

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Social security number									
				-					
or									
Employer identification number									
				-					

Note. If the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

Sign Here	Signature of U.S. person ▶	Date ▶
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General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. Information about developments affecting Form W-9 (such as legislation enacted after we release it) is at www.irs.gov/fw9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)

- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding? on page 2.

By signing the filled-out form, you:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting?* on page 2 for further information.

Property Information Sheet

Rental Property Address _____ Unit _____

Bedrooms _____ Bathrooms _____ Garage _____ Square Ft _____ Year Built _____

Rental Terms 12 month _____ 6 month _____

Neighborhood Amenities _____

Equipment/Appliances

Dishwasher _____ Alarm _____ Disposal _____ Washer _____ Dryer _____ Hookups only _____

Oven/Range _____ Fridge _____ TV Antenna _____ TV Cable _____ Other _____

Utility Provider _____

Septic System or City Sewer _____ (if septic list location) _____

Trash Service Company _____ Pick-up Days _____

Is this property located in a HOA Community? _____ If Yes Please Provide HOA Contact information

Contact: _____ Phone: _____ Email: _____

Target Monthly rent _____ Security Deposits(\$25 less rent)

Pet Restrictions Beyond Standard Policy _____

Inter Office Use

Lock box Mechanical Code _____ CodeBox# _____



Property Management & Maintenance
Phone: 352-314-2668 Web: GunnPropertyServices.com
Office: 2204 Citrus Blvd Suite 9 Leesburg Fl 34748

Direct Deposit Authorization

I hereby authorize Gunn Property Services, LLC to initiate ACH Deposits to my checking account per the terms of my Property Management Agreement.
This authority will remain in effect until I notify Gunn Property Services, LLC otherwise.
I acknowledge that the origination of ACH transactions to my account must comply with the provisions of U.S. law governing such transactions.

Name of Bank: _____

Bank Account Number: _____

Bank's Routing/Transit Number: _____

(9-digit number found on lower left side of check)

Name: _____ (Please Print)

Address (as listed on Bank Account): _____

Signature(s): _____

Date: _____

Owner Handbook



Office: 2204 Citrus Blvd Suite 9
Leesburg Fl, 34748
Office Hours Monday thru Friday 9:00AM-6:00PM

Office: 352-314-2668

Email: Management@gunnpropertyservices.com

Fax # 1800-874-0521

Emergency Line : 352-314-2668

Website: Gunnpropertyservices.com

Thank you for choosing Gunn Property Services to manage your property.

At Gunn Property Services, LLC we strive to provide the highest quality comprehensive property management services. Treating every property as if it were our own. This handbook was created for our new clients to answer any questions you might have before, during and after acquiring our services. As well as a long-term manual to refer back to when needed. We look forward to servicing your needs and providing outstanding customer service.

What will be covered in this handbook

Communication

- Contact us
- Our Blog
- Owners Portal
- Your Contact information

Accounting

- Owner Draws
- Bills and Work Orders
- Statements
- Owner contingency & reserve

Your property and Tenants

- Property Condition
- Inspections
- IN house Maintenance
- Turn Overs
- Advertising & Renting
- Screening
- Leases
- Tenant relations
- Rent collection policies and evictions
- End of Lease Renewal Tenant Vacating or Renewing
- Security deposits

Communication

Contact Us

As we take care of your property on a day to day basis following the guidelines set out in this handbook, the management contract and our company policies there will be limited reasons for us to contact you. You will receive monthly statements, annual statements, Invoices and detailed work orders of any expenses and they will be made available 24/7 within your owner portal.

We will always contact you ASAP when any of the following items happen.

Tenant breaks lease and moves out

Non-payment of rent if the tenant has not paid the rent by the end of the 3 day Notice.

Any repair that is estimated to exceed the set spending cap.

With this in mind, you are always welcome to contact us anytime. We believe communication is the key to any great relationship and are always happy to answer any questions or concerns you might have.

The most efficient way to contact us is by email with your property address in the subject line. Emails are addressed on a daily basis during business hours. You will receive a reply from us within 24hours if not sooner. Emails allow us to track and expedite issues in an efficient manner. If you need immediate or emergency assistance please feel free to call us.

Management@gunnpropertyservices.com

Office: 352-314-2668

Our Blog

To keep you updated of the happenings in our company and the property management industry, we regularly distribute blog posts on our website and social pages. If you use Facebook or Google+ please connect with us. We value your feedback if you think we are doing a good job please let us know by leaving a review on your favorite social media page.

Owners Portal

The online portal is the best way for an owner to keep track of the happenings at your property it can be accessed 24 hrs a day 7 days a week via our website. It is a great resource for all owners and should be checked on a regular basis. We post monthly statements, annual statements, inspection videos, leases, bills, work orders and all important documents to the portal. All documents are uploaded and saved for your convenience and future reference.

Your Contact Information

Your contact information can be easily updated via the owners portal. Once logged in on the My Account page click edit. Please help us by keeping all of your information up to date.

Accounting

Owner Draws

Owner draws are paid monthly on the last business day of each month. ACH Direct deposit is safe and secure the funds will go directly into your account each month with no additional cost to you.

Deposit details can be changed anytime via the owner portal. For initial set up please complete the Direct Deposit Authorization form attached.

Rent (minus) Outstanding bills = Owner Draw

Bills and Work Orders

Bills will be posted to the portal as they are completed. Most bills will be paid from rent collected you will not need to do anything on your end. If any work exceeds your maintenance spending limit and is not considered an Emergency you will always be notified in advance.

Bills posted to the portal will list the \$ amount and reference a Work Order #.

The work order can be found under the Maintenance tab and will list all work completed and details about the work performed. If the work was performed by an outside vendor then the invoice will be attached to the bill. If the work was performed by our in-house maintenance staff then Gunn Property Services will be listed as the vendor and no additional invoice will be attached.

Statements

Monthly statements are posted on the last business day of every month. A year-end statement will be posted by the end of January for the past year. Statements will be posted in PDF format and can be viewed or downloaded and printed at anytime on your portal. We will also provide an IRS form 1099, Please note the amount listed on the 1099 is gross rent collected. Does not reflect any deductions or account for the security deposit.

Your Property and Tenants

Property Condition

Properties can be rented in any condition with a few exceptions. Properties must be sanitary, pest free, safe from hazards and secure. With that being said your properties condition will have a direct connection with the amount of rent we are able to charge and type of tenants your property will attract. Your property will be in competition with other properties on the market and should be in similar condition or better condition to attract market rent and qualified tenants.

Inspections

Your property will be inspected at move in, move out and at all renewals. Move in and Move out inspections will be documented in HD video.

All video inspections will be posted and can be found under the maintenance tab with <http://youtu.be> as the description. Copy and Paste the link into your browser window to view.

In House Maintenance

Gunn Property Services, LLC employs a full time maintenance staff that are trained and qualified in a wide array of maintenance issues and repairs. Providing better service at a better price than using hired contractors. There are many benefits to having a in house maintenance department.

Here are just a few reason we feel it is important to have in house maintenance staff. 1 Year Warranty on all workmanship for any items completed by our maintenance staff. We carry general liability insurance and Workers Comp insurance. Discounted Hourly Rates Our techs are available 24/7 for

emergency service at the same rates. Fast Service we are able to take care of issues much faster. Tenants deal with the same person at each contact. Company shirts and drive company vehicles with our business clearly visible.

This adds up to happy tenants that stay longer and take better care of your property. Plus Quality work completed at a discount price to you.

RATES We have set our rates to be below what is available in the market place.

Service Calls Service Charge \$65.00 (Which includes the first Hour of Labor.) Hourly Labor Charge after First hour \$45.00

Turn Overs (tenant moves out and property is prepared for new tenant) Turn Overs or Larger Projects will be completed on a per job quoted basis. We can typically offer reduce hourly rates over our Service Call rates.

No Mark up on Parts and Material we charge you what we pay for it. ALWAYS

Turn Overs

After the tenant has vacated the property we will complete a move out inspection and rekey the locks immediately. The property will be inspected and a turn over bid will be provided to you along with the video inspection. Time is of the essence during this process since the property is vacant it will be given priority in our scheduling to have the property back on the market ASAP. Our goal is to have the property turned over within 10 business days. The bid will include all repairs or maintenance items as suggested by your property manager. Your immediate attention and approval of the provided bid will be necessary as to not slow down the turn over process. Once we have approval work will begin immediately.

Advertising and Renting your Property

Once the property is in rent ready condition we will begin advertising. We have one of the largest advertising networks in the industry with each listing being syndicated to multiple sites at once. It is not uncommon for listings to be viewed 100+ times a day. Each listing will contain multiple wide angle pictures and HD video. A sign will also be posted in the yard or window if allowed by the neighborhood. Depending on your property and market conditions you should expect your property to be rent withing 30 days and it is not uncommon to only be on the market a few days.

Prospective tenants will be shown the property by a property manager. Tenants are never allowed to see properties un attended.

Screening Applicants

Once a application is received the tenants are then screened in 3 stages. Stage 1 Employment and income. Each tenant must meet our minim requirements. Stage 2 Background and credit. This screening includes a full background check for local and national criminal databases, identity check and a full credit screening including any past evictions or landlord collections.

Stage 3 Rental History. Past landlords are contacted for tenants rental history a minimum of 3 years is required. If approved the applicant is notified in writing with specific instructions. A non refundable deposit to hold equal to half of one months rent is collected before the property will be taken off the market. The balance of rent and security deposit will be collected before the move in date. See our website for our tenant qualification and application process.

Leases

All of our leases are prepared by a Florida Attorney. Once a new lease is fully executed it will be posted to the owner and tenant portals. The lease is always between the tenant and you the property owner. The property manager will sign the lease on your behalf as Agent for the owner.

Tenant Relations

We work for you the property owner with your best interests in mind at all times. In doing so our job is to keep the tenant happy, paying the rent and taking care of your property. We treat all tenants with respect and provide great customer service to each tenant. At the same time we are firm in our policies and enforce the lease at all times.

We strongly recommend owners not do their own maintenance, repairs or inspections while the property is occupied. We strongly recommend this policy for the benefit of the owner tenant relationship and the OWNERS LIABILITY.

Rent Collection Policy and Evictions

Rent is Due on the 1st of each month unless written otherwise on the lease.

On the 2nd, a Late Rent Email Reminder is sent out to all tenants with an email address on file.

On the 10th or next business day, a Legal Notice to Pay rent or Deliver Possession will be hand delivered to the tenant, posted on the door or mailed.

Multiple attempts will be made to collect rent from the tenant and an eviction will only be used as a last resort.

If the tenant does not pay the rent in full by the end of the notice you will be contacted and an eviction will be filed.

End of Lease Renewal Policy and Procedures

You will receive an email notice from us with 105 days remain before lease end date reminding you the lease will be ending and requesting written notice if you will NOT be re-renting the property within 15 days of receiving this notice. If we do not receive notice from you we will begin negotiations with the tenants 90-days before the lease end date. We will complete an annual inspection and the lease will be renewed at market rental rate at agents discretion. If the tenant does not elect to renew their lease they are required to submit a 60-Day written Notice to Vacate. If the tenant elects not to renew we will begin advertising the property for a new tenant and you will be notified.

Security deposits

Security deposits are considered the tenants money and must be held according to FL Statutes. Gunn Property Services will hold all security deposits in a trust account on the tenants behalf until the end of the lease term. At the end of lease term after all tenants have moved out and the keys have been turned in we will perform a move out inspection. All items considered beyond normal wear and tear by the tenant will be deducted from the tenants security deposit Per FL Statutes.

This manual is subject to change new versions will be posted to the owners portal. Last update 051817