

ACCOUNTING ADMINISTRATOR

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RESPONSIBILITIES

Accounting

Accounts Payable

Processing vendor invoices, Respond to inquiries

Perform payment runs (cheques, wires, EFT).

Accounts Receivable

Invoice customers, deposit and record incoming money. Follow up with managers for collections. Handle company credit cards –code and match receipts to statements. Prepare file for upload into ERP system.

Payroll support

Month end journal entries, bank reconciliations

Administrative Assistant/Receptionist

JOB DUTIES

- Reply to emails, telephone or face to face inquiries
- Prepare product proposals
- Work with suppliers, vendors and customers to manage receivables and payables
- Basic bookkeeping duties (Invoicing, Accts Receivable/Payable, processing payments, bank deposits.

Well versed in Quickbooks and general accounting principles

ACCOUNTING | BOOKKEEPING

Administration Support

Perform Process | Procedures

Financial Statements | Expenses | Receipts | Invoices

Legal Files | Compliance | Contracts

Administrative duties relative to managing revenues, controlling expenses reporting on results.

OFFICE BROKERAGE

Brokerage Compliance | Licensing

- September Annually
- Coordinator Broker | Agents to renew real estate licenses .
- Complete any brokerage course required, renew and pay for brokerage license before RECA deadline.

Brokerage Annual Auditing

- Roughly around November, email our Chartered Accountant to start the annual auditing process required by RECA.
- Provide required documents to Chartered Accountant.
- Complete the annual auditing process before the RECA deadline

PROPERTY OWNERS

- Management Agreement Signed
- Review Management Agreement for Accuracy
- Introducing the RPM Team to the Property Owner
- Create File in AppFolio
- Prepare Keys Received by Office
- Property Evaluation/Inspection at Takeover
- Notify Property Owner of Evaluation/Inspection
- Communicate Recommendations
- Lease Only
- Property Owner Notification
- Management Agreement Ends
- Termination Notice from Property Owner
- Insurance Claims
- Balances Owning from Property Owners

- Non-Resident Owners

New Owners | New Management Agreements

- Property Information
- Property Management Agreements
- Fee Agreements
- New Owner Identification Forms
- Management Authorization | Change of Management Forms

New Management Agreement Signed

- Assign tasks to Property Coordinator to arrange to pick up keys from the owner

Termination of Management Agreements

- When owners decide to terminate management for whatever reasons, ask owner to send us an email stating the effective date and reason of termination (ie. listing property for sale, managing their own, etc...).
- Once email is received, set the reserved funds amount in appfolio to zero.
- Inform tenants, and assign move out inspection to Kari or Bridgit (if required).
- Assign task to Bridgit to return all keys to owner after termination date or tenants' move out.
- On the last day of the month following the final rent pay out, close out the property in appfolio.
- Answer all new owner questions relating to accounting statements, balances and fess.
- Work with owners to provide required documents for conveyancing.
- Once all information is verified, send Management Agreement and related documents to owners via DocuSign to review, complete, initial and sign electronically.

Tenant Rental Applications

- When someone submits a rental application, I review the information on the application. Then email prospects to obtain more information (if required), confirm lease terms, and advise prospects that we will be contacting their current employers and landlords for verification as our standard process.
- Once the verification process is complete, email owners detailing prospect background and lease terms, and ask if an owner wants to proceed with application
- Once an owner approves an application, run a credit check on the prospect (if required) to ensure there's no red flags.
- Once confirmed no red flags, draft up a lease agreement with agreed terms, send lease and pre-authorized pad form to prospect and owner via DocuSign to review, complete, initial and sign electronically.
- Rental Application
- Once lease is signed and security deposit received via etransfer, then update owner that we have secured new tenants and we will update again with first rent pay out details roughly a week before the 15th of the month.
- Enter new tenant information into appfolio and set up pre-authorized debit for rent payments for PAD

- pre authorized debit

PROPERTIES

- Vacant Property
- Furnished Property
- Marketing of Properties
- Print Advertising
- Online Marketing
- Owner Reports
- Periodic Evaluations/Inspections
- Purpose of the Evaluation/Inspection
- The Evaluation/Inspection
- Repairs and Maintenance
- Maintenance Requests
- Emergency Repairs
- Vendor Confirmation
- Sending Work Orders to Vendors
- Billing for Maintenance
- Appfolio Database Management

New Property Preparation for Marketing and Leasing

New Property Ready for Marketing | Leasing

- Arrange marketing photos and video tour of property.
- Create owner and property information in appfolio.
- Edit and brand marketing photos and video tour.
- Create listing information.
- List new property on RentFaster.
- Upload listing information, marketing photos and video tour onto appfolio. Once information is synced to RentSync, then publish property on our website and a few free rental listing sites.
- Every Tuesday, send leasing updates to owners. If required, adjust listing price on RentFaster and appfolio.

Move Ins

- Email new tenants with “Move In Preparation” detailing all requirements such as condo forms, move booking, utility set up, tenant insurance, etc...
- Assign move in inspection task to either Kari or Bridgit.
- Ensure new tenants send all required documents before move in.
- Upload all new tenant documents into Google Drive.
- Roughly 10 to 15 days after move in, review the move in inspection report in appfolio, and ensure all deficiencies are properly recorded so that tenants are not charged for these when they move out.
- Send new tenants an email providing them with the signed lease and move in inspection report, and advise them to contact us via our company number or ace email if they require assistance.
- Send owners an email providing them with the signed management and lease agreements and move in inspection report, details of first rent pay out, and how to log onto their owner portal.

Maintenance Coordination

Move Outs

- Roughly between the 5th to the 15th of the month, check appfolio to obtain a list of all upcoming tenant move outs.
- Email tenants informing them of their upcoming move out, move booking (if required), cleaning, etc...
- If tenants are set up for pre-authorized debit, ensure the pre-authorized rent payments are disabled.
- Assign **Property Administrator** move out property inspection tasks, property inspection photo report
- Review, ensure completion and thoroughness of Move out inspection
- Ensure sufficient photos are uploaded into appfolio report 2 to 4 days after the tenant moves out, review
- Ensure all re-cleaning and/or tenant damaged items (if any) are documented properly.
- Email move in and out inspection reports to owners and confirm if owners require to deduct anything from the tenants.
- Email tenants to inform them of the security deposit refund and if any deduction is required and why. If tenants dispute against the deductions, then communicate back and forth and with owners and tenants to resolve.
- Refund security deposit in appfolio and bank transfer.

- Upload the inspection report, security deposit refund, bank confirmation and disposition letter to Google Drive.

RESIDENT/TENANT

- New Resident/Tenant Procedure
- Resident/Tenant Inquiries
- Showings
- Rental Application
- Receiving the Rental Application
- Processing the Rental Application
- Approval or Denial of the Rental Application
- Communicating the Approval or Denial
- Move In
- Resident/Tenant Welcome Package
- Resident/Tenant Lease Compliance Issues
- Issue Reported about the Resident/Tenant
- Notifying the Resident/Tenant
- Late Rent
- Tracking Delinquent Rent
- Late Fees
- Eviction Notice
- Advising Property Owners during Eviction Proceedings
- Corrected Violation - Follow Up
- End of Lease Term
- Move Out

Tenant | Notices | Reminders

- Leadsimple | Contacts Prospect Management
- January, send a reminder to all tenants for them to close all balcony doors and windows and set the thermostat to at least 19 degrees to prepare for the cold weather.
- When we receive notices from condo management, forward notices to appropriate tenants accordingly.
- When we receive emails or phone calls from tenants, if issues can be resolved without dispatching a contractor, then provide instructions to tenants on how to resolve issues. If a contractor is required, then ask tenants to provide detail and location of the issue, photos and/or short video of the issue.
- Email owners to obtain approval to dispatch a contractor with detail and location of issue, photos and/or short video of issue, and a rough cost estimate.
- Once the owner approves, then dispatch work order to contractors via appfolio or email or phone call, depending on what type of contractor is required.

- Once work is completed, review contractor invoice, then update owners with contractor invoice and photos of completed work (if any).
- Roughly around October, send a reminder to all appropriate tenants for them to replace the furnace filter and turn off all outdoor water valves and drain the water pipes to prepare for the winter.

Tenant Lease Renewals

- Roughly on the 20th of the month, check appfolio to obtain a list of all leases expiring in 2 months' time.
- Email tenants informing them of their upcoming lease expiry and ask what their plans are and if they would like to renew for another fixed term.
- If tenants do not intend to renew lease, then enter into appfolio their move out date, and update owners

Tenants Renewing

- If tenants would like to renew the lease, confirm with tenants how long they would like to renew for. Then update owners to confirm if they would like to renew at the same rent or suggest to increase rent? Include current comparable listings to owners so they can decide whether they would like to increase rent or not.
- Continue communicating back and forth with tenants and owners to arrive at agreeable renewal terms. Then draft a lease extension and send it to tenants and owners via DocuSign to review and sign electronically.
- Once lease extension is signed, update extension information in appfolio and upload signed extension to Google Drive.

Rent Collection

- Between the 20th to the 25th of the month, ensure all upcoming pre-authorized rent payments are correct in the rent payment system.
- On the 1st of the month, enter all pre-authorized rent payments into the Appfolio database.
- On the 2nd of the month, if the tenants that selected to e-transfer rent payments still have not e-transferred, then email tenants to remind them.
- Roughly between the 3rd to the 7th of the month, check pre-authorized rent payment system daily to see if there's any NSF transactions. If there is, then inform the tenant of the NSF

transaction; request e-transfer rent payment instead.

- On the 8th of the month, for any tenants that still have not paid rent and have not responded via phone call, text or email, then update owners

Delinquencies | In the Even of an Eviction Process

- Assign task to Property Administrator to post 14 day eviction notice and 24 hour notice of entry to inspect property to check if tenant has abandoned property. After 48 hours of eviction notice, if the tenant still has not paid rent and has not abandoned property, then file for a court hearing with the Residential Tenancy Dispute Resolution Service (RTDRS) to evict the tenant, because it can take roughly 4 to 6 weeks for the court hearing. And update the owner of the situation. Coordinate the eviction process and continue next steps as necessary.

RPM ACE | RSO Remote Support Program Coordinator

LIAISON for RPM Canada's Head Office RSO Remote Support Program

RPM Canada's Head Office Remote Support Program, part of our RPM office to help with the "pain points" offices have with bookkeeping and trust accounting

The purpose of RSO is to support Franchise offices in ensuring that the bookkeeping and trust accounting is up-to-date and balanced for the Franchise offices to concentrate on the day-to-day growth and operations.

This handbook and the guides will prepare and assist you with most questions. For prompt support and/or questions, EMAIL RPM Canada Head office for questions, support and directions.

ACE RSO Coordinator | Designated Point of Contact

To ensure effective communication between your office and RSO, it is necessary that you designate someone in your office to be the Designated Point of Contact for all RSO communications

RSO Property Management Administrator/ Bookkeeper Accounting Services

Role & Responsibilities Designated Point of Contact for all RSO communications

RPM CANADA Remote Support Program

RPM RSO Remote Support Office support

Ensures bookkeeping and trust accounting remain up-to-date and balanced.

concentrate on the day-to-day growth and operations of your office.

- Accounts Payable Invoices
- Bank Reconciliations

- End of Month Unit Counts
- Monthly Sales Reports
- Move Outs
- Non-Resident Documents
- Year End Income Statement Tracking (if applicable)
- Running Cash Log Reconciliation

RSO Workflows

Property Management has many situations that impact your financial books. Below is a list of common workflows that RSO is able to assist you with, and document suggestions to help guide you. With a solid understanding of these workflows and responsibilities, RSO will be better able to support your office effectively and efficiently.

**These documents only cover responsibilities that impact financial reporting in AppFolio and your interactions with RSO; they are intended only to supplement any licensing requirements, franchisee commitments, or legal regulations.*

WORKFLOW	DOCUMENTATION
New Owner(s)	<input type="checkbox"/> New Owner Guide New Owner Checklist
New Properties	<input type="checkbox"/> New Property Guide <input type="checkbox"/> New Property - Single Family Checklist <input type="checkbox"/> New Property - Multi-Family and New Unit Checklist
New Tenant Move Ins	<input type="checkbox"/> New Move In Guide New Move In Checklist
Receipting funds from Owners	<input type="checkbox"/> Owner Receipt Guide Owner Receipt Checklist
Tenant Move Outs	<input type="checkbox"/> Tenant Move Out Guide Tenant Move Out Checklist <input type="checkbox"/> Security Deposit Disposition Statement and Assignment of Security Deposit
Losing a Property	<input type="checkbox"/> Lost Property Guide Lost Property Checklist
Using Work Orders	<input type="checkbox"/> Work Orders Guide

General Monthly Timeline

This is a general timeline for monthly tasks. Please confirm dates in the RSO Google calendar monthly.

Dates	Franchisee Responsibilities	RSO Responsibilities
Mondays	<input type="checkbox"/> Submit Vendor Invoices to RSO via Email	
Tuesdays	<input type="checkbox"/> Review Delinquency Report	<input type="checkbox"/> Post Vendor Invoices submitted
Wednesdays – Fridays		<input type="checkbox"/> Post Vendor Invoices submitted (if additional time needed)

Monthly Accounting Responsibilities

The following are some of the major events in the Monthly Accounting Cycle and some information to help explain what you can expect from us and what we will need from you for a successful cycle, as well as which documents to refer to for guidance.

TENANTS PAY RENT/ DEPOSITS	
Franchisee Responsibilities	RSO Responsibilities
<ul style="list-style-type: none"> <input type="checkbox"/> Receipt into AppFolio all payments received (Letus, Cheque, E-Transfers, Direct Deposits, etc) <input type="checkbox"/> Please see Receipting Tenant Payment Guide and Checklist, and Letus Guide <input type="checkbox"/> Review Delinquency report regularly <input type="checkbox"/> Please see Delinquencies Reporting Guide 	

VENDORS PROVIDE INVOICES

Franchisee Responsibilities	RSO Responsibilities
<ul style="list-style-type: none"> <input type="checkbox"/> Enter the vendor information into AppFolio <input type="checkbox"/> Send the invoices to RSO each Monday with the necessary information via email <input type="checkbox"/> Please see the Submitting Invoices Guide, <input type="checkbox"/> Submitting Invoices - Billed to Owners/Tenants Checklist, Submitting Invoices - Operating Checklist, and Invoice Annotation Templates <input type="checkbox"/> If we are also handling your Credit Card reconciliations, please also see Submitting Credit Card Receipts (and Related Invoices) Checklist for Credit Card specific submission criteria 	<ul style="list-style-type: none"> <input type="checkbox"/> Post the invoices as instructed <input type="checkbox"/> Upload each invoice to appropriate AppFolio payment processor. Save all invoices to Google Drive <input type="checkbox"/> Process payments for Vendors during Owner <input type="checkbox"/> Statements/ Payout each month, just prior to the 15th

MONTHLY RECURRING BILLS FOR PROPERTIES

Franchisee Responsibilities	RSO Responsibilities
<ul style="list-style-type: none"> <input type="checkbox"/> Provide RSO with instructions regarding necessary recurring bills for properties (start date, amount, frequency, end date, etc.) <input type="checkbox"/> Examples of Monthly Recurring Bills are: <input type="checkbox"/> Eviction Protection Programs <input type="checkbox"/> Non-Resident Withholding Taxes 	<ul style="list-style-type: none"> <input type="checkbox"/> Setup Recurring Bills in AppFolio <input type="checkbox"/> Ensure correct monthly posting and payment of recurring bills based on Franchisee's instructions

RENT ROLL FOR NEXT MONTH

Franchisee Responsibilities
<ul style="list-style-type: none"> <input type="checkbox"/> Go over the Monthly Rent Roll and compare to Letus payments to be pulled: <input type="checkbox"/> Compare the amounts to be pulled in Letus to what is listed on the rent roll <input type="checkbox"/> If the amount to be pulled is different from the rent amount, confirm amount to pull, what charges it should be applied to, and adjust in Letus as needed <input type="checkbox"/> Verify dates to pull funds in Letus and adjust if needed <input type="checkbox"/> Verify tenants who should be in Letus <input type="checkbox"/> Remove tenants in Letus as needed <input type="checkbox"/> Add new tenants to Letus using PAD and banking information <input type="checkbox"/> Suspend tenants in Letus who are pausing Letus payments but may resume in the future <input type="checkbox"/> After the payments are processed in Letus and receipted in AppFolio, review the Delinquency Report <input type="checkbox"/> Monthly Rent Roll Guide and Checklist

OWNER STATEMENTS/ PAYOUT

Franchisee Responsibilities	RSO Responsibilities
<ul style="list-style-type: none"> <input type="checkbox"/> Ensure management fee policies are up-to-date for each property <input type="checkbox"/> Submit all vendor invoices to be included by the cutoff date each month (around the 8th) <input type="checkbox"/> Receipt all tenant payments received by the cutoff date each month (around the 8th) <input type="checkbox"/> Not post in AppFolio during Owner Statements (from Cutoff until approximately the 14th) until RSO advises that you can resume posting <input type="checkbox"/> Collect any outstanding amounts from owners if property doesn't have funds to cover all expenses, and receipting to AppFolio <input type="checkbox"/> Perform bank transfers and online bank payments, print and mail cheques, perform Owner Payouts, and mail Owner Statements as necessary once instructions are received from RSO <input type="checkbox"/> Pay Non-Resident Withholding fees according to amounts provided to RSO for posting <input type="checkbox"/> Please see Viewing Owner Statements Guide 	<ul style="list-style-type: none"> <input type="checkbox"/> Reconcile the bank against the book balances in AppFolio <input type="checkbox"/> Post the management fees and GST/HST <input type="checkbox"/> Determine what can be paid by each property to cover amounts owing to the management company and vendors <input type="checkbox"/> Provide you with information and/or documents necessary to pay bills (Follow example template of monthly email) <input type="checkbox"/> PDFs of cheques for the office to print on actual cheques <input type="checkbox"/> Amounts to transfer in the bank <input type="checkbox"/> Amounts to pay through online bank payments <input type="checkbox"/> Post Owner Draws as required and create cheques to be printed, or provide EFT information to allow you to complete EFT payment to your owners <input type="checkbox"/> Inform you of any properties that couldn't cover their bills <input type="checkbox"/> Create Owner Statements and upload to the Owner Portals, or provide you with copies to send to Owners if any don't have an email address in AppFolio

MONTHLY SALES REPORTING TO HEAD OFFICE

Franchisee Responsibilities	RSO Responsibilities
<ul style="list-style-type: none"> <input type="checkbox"/> Review your Corporate Property Income Statement for the previous month and ask RSO any questions necessary 	<ul style="list-style-type: none"> <input type="checkbox"/> Receipt Management Company Income paid during Owner Statements to Corporate Property each month <input type="checkbox"/> Pull Corporate Property Income Statement for previous month <input type="checkbox"/> Submit appropriate income figures and unit counts, along with Corporate Property Income Statement, to Head Office

Monthly Accounting Cycle

Dates	Franchisee Responsibilities	RSO Responsibilities
1 st business day of the month	<input type="checkbox"/> Enter All Payments into AppFolio (beginning of month and then as received)	
1 st week of month		<input type="checkbox"/> Reconcile Rent and Security Trust Accounts <input type="checkbox"/> Saved to Drive for access by Franchisee
~ 8 th of month	<input type="checkbox"/> Cut off for all Rent Payments until after Owner statements are completed <input type="checkbox"/> No further receipts in AppFolio until after Owner Statements sent <input type="checkbox"/> Vendor Invoice Submission cut off for statements	<input type="checkbox"/> Post all Vendor Invoices submitted by cut off for inclusion on Owner Statements
~12 th – 14 th of month		<input type="checkbox"/> Preparation of Owner Statements <input type="checkbox"/> Management company, vendor, and owner payouts processed
~13 th – 14 th of month, depending on banking requirements	<input type="checkbox"/> Write cheques, process Owner Payouts, and perform bank transfers according to information provided by RSO	<input type="checkbox"/> Provide Franchisee with cheques to print and amounts for owner payouts and management company payment
~14 th – 15 th of month		<input type="checkbox"/> Send Owner Statements via email, or send PDF to franchisee to provide to owner if email unavailable
~15 th of month	<input type="checkbox"/> Non-resident withholding filing	
~15 th of month	<input type="checkbox"/> Review Expiring Leases, in accordance with Provincial Guidelines	
~15 th – 19 th of month		<input type="checkbox"/> Reconcile Operating and Credit Card Accounts <input type="checkbox"/> Saved to Drive for access by Franchisee
~19 th of month		<input type="checkbox"/> Submit Monthly Sales Reporting information to Head Office
~3 rd Tuesday of month	<input type="checkbox"/> RSO Monthly Meeting	<input type="checkbox"/> Meet with Franchisee Offices
~3 rd Tuesday of month		<input type="checkbox"/> Second owner payment starts
~3 rd Tuesday of month		<input type="checkbox"/> Second owner payments are sent for payout
~26 th of month	<input type="checkbox"/> Review Monthly Rent Roll and check Letus to ensure accuracy in payments to be pulled	

RPM Canada | Head Office | RSO TEAM

Ashleigh Tichkowsky

RSO and Administrative Services Manager

Diana Abella

RSO Property Management Administrator/ Bookkeeper

RPM Canada RSO Team | Hours of Operation

Our general hours of operation are:

Monday - Friday

8:00am - 4:30pm Saskatchewan Time

Closed Weekends and Holidays

RSO Google Calendar

- We will share the RSO Google Calendar with you and it will represent the timelines and tasks for the current month. We update it at the end of each month to be accurate for the next month.

How to Reach RPM Canada RSO Team

The best way to get in touch with your RSO team is through **Email**. We route all emails into a centralized system that allows all team members to access and work on cases so your request won't be missed.

Please enter your **Office Code** in the subject line **followed by a quick description** of your request.

- For example: **SK010 - Tenant Move Out**

Email: rso@realpropertymgt.ca

We also have the ability to arrange virtual meetings via Google Meets. If you would like to connect virtually, send us an email to set up a time.

We strive to respond to all requests within 1 business day.

If you require urgent attention for a request (something that is preventing continuation of business for you), please add **Urgent** after your Office Code in the subject line.

- For example: **SK010 - Urgent - Owner Payout concern**

Remote Access | Permissions Required by RSO

In order for RSO to accurately provide accounting services, we will need access to the following:

- Presidential access to your AppFolio database
- This will be arranged during your AppFolio setup
- Read Only access to all bank accounts we will be handling

RSO Training Documentation

This is a list of available RSO documentation to assist you with day to day property management events that affect your books. These are available on the RSO Google Drive for perusal at your convenience.

**These documents only cover responsibilities that impact financial reporting in AppFolio and your interactions with RSO; they are intended only to supplement any licensing requirements, franchisee commitments, or legal regulations.*

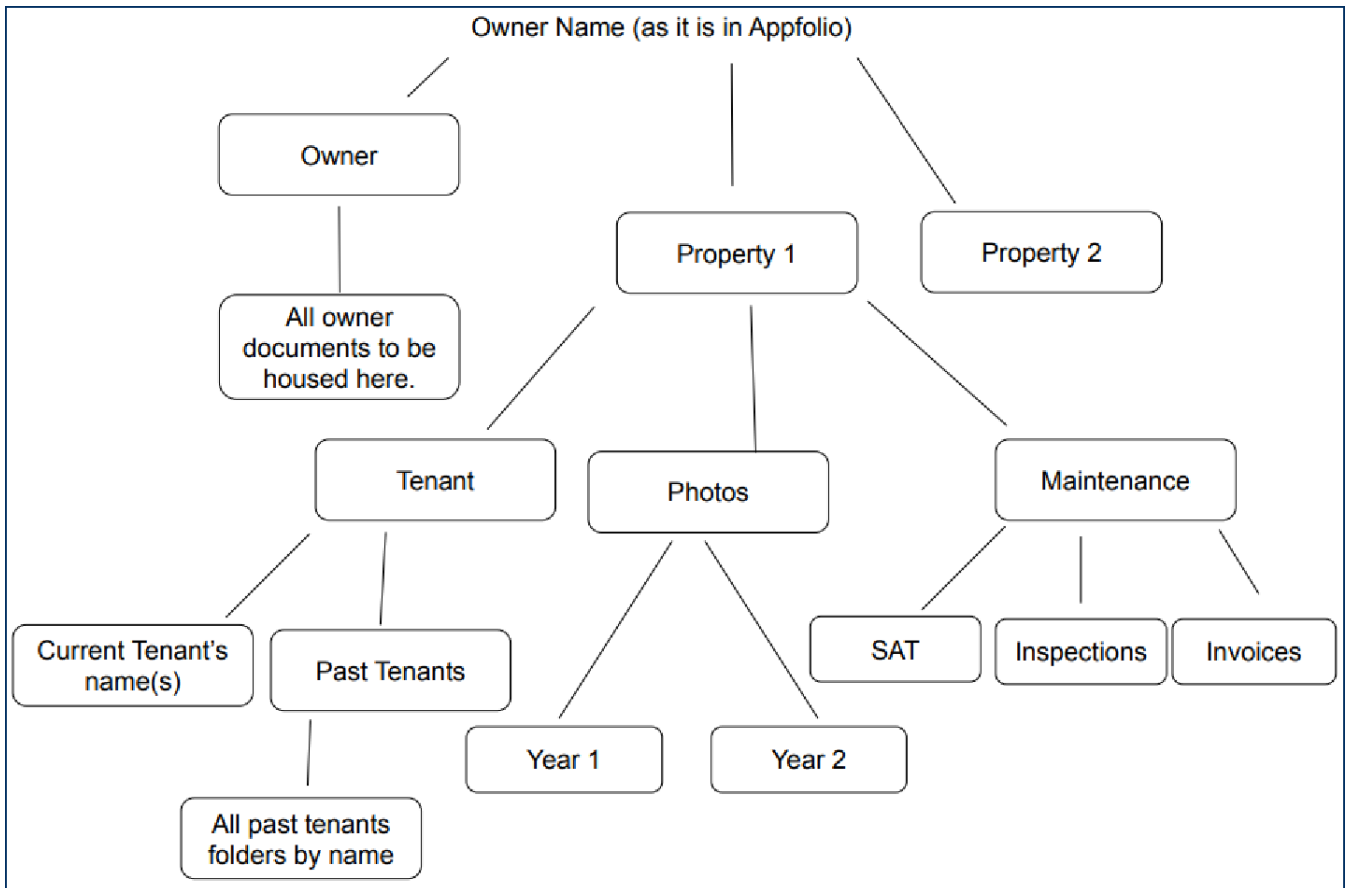
GUIDE NAME	ASSOCIATED CHECKLISTS/ OTHER DOCUMENTS
Delinquencies Reporting Guide	
Entering a Vendor Guide	Entering a Vendor Checklist
Letus Guide	
Letus Training Guide (Provided by Letus)	
Lost Property Guide	Lost Property Checklist
Monthly Rent Roll Guide	Monthly Rent Roll Checklist
New Move In Guide	New Move In Checklist
New Owner Guide	New Owner Checklist
New Property Guide	New Property - Single Family Checklist New Property - Multi-Family and New Unit Checklist
Owner Draw Guide	Owner Draw Checklist
Owner Receipt Guide	Owner Receipt Checklist
Property Groups Guide	
Receipting Tenant Payment Guide	Receipting Tenant Payment Checklist
Submitting Invoices Guide	Invoice Annotation Templates Submitting Credit Card Receipts (and Related Invoices) Checklist Submitting Invoices - Billed to Owners/Tenants Checklist Submitting Invoices - Operating Checklist
Tenant Charges Guide	
Tenant Ledgers Guide	

Tenant Move Out Guide	Security Deposit Disposition Statement and Assignment of Security Deposit Tenant Move Out Checklist
Viewing Owner Statements Guide	
Work Orders Guide	

Appendix A: Storage Structure and Naming Conventions

Please see below for our suggestions related to Storage Structure and Naming Conventions.

Storage Structure - Folder Setup



Naming Conventions - Folders and Documents

Tenant Documents

No extra spacing, underscores, etc.

All Documents relating to a tenant should be named as follows:

- First and Last Name - Tenant Document** (Letus PAD, Applications, ID Forms)
- Example: Jennifer Mercredi - Letus PAD

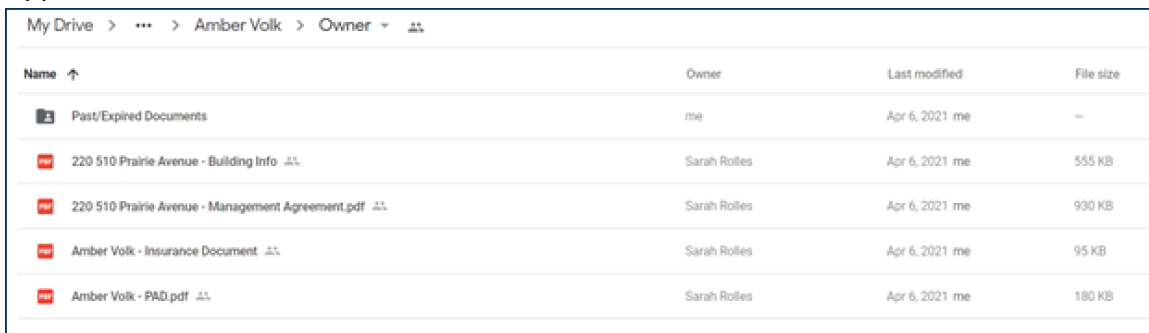
Lease Agreement Document named as:

- Property Address - Executed Lease Agreement (Dates)
- Example: 4024 Taylor Street - Executed Lease Agreement (Lease Dates)

The Tenant folder should be named as follows:

Current Tenants - First and Last Name

-*If there is more than one tenant, please list the first two tenants first and last names listed in Appfolio



Name ↑	Owner	Last modified	File size
Past/Expired Documents	me	Apr 6, 2021 me	—
220 510 Prairie Avenue - Building Info .xlsx	Sarah Rolles	Apr 6, 2021 me	555 KB
220 510 Prairie Avenue - Management Agreement.pdf .pdf	Sarah Rolles	Apr 6, 2021 me	930 KB
Amber Volk - Insurance Document .xlsx	Sarah Rolles	Apr 6, 2021 me	95 KB
Amber Volk - PAD.pdf .pdf	Sarah Rolles	Apr 6, 2021 me	180 KB

Owner Documents | *No extra spacing, underscores, etc.*

All Documents relating to an owner should be named as follows:

- First and Last Name - Owner Document** (PAD, ID Form, Insurance, etc)
- Example: Amber Volk - Insurance

Management Agreement Documents Or Documents Relating to the Property Named As:

Property Address - Executed Management Agreement

- Examples:
- 220 510 Prairie Ave - Executed Management Agreement
- 220 510 Prairie Ave - Management Agreement

General Notes:

If you are uploading a new document in place of an expired one, please make a folder called Past/Expired Documents. Move the old documents into this folder as it will be easiest to decipher the current tenant documents. Do not use abbreviations for naming files. Use AppFolio for proper names and property addresses. Capitals should only be used when necessary

Document Storage

RSO will store any documents on Google Drive and upload them to AppFolio as necessary, both of which your office will have access to.

Send all invoices to RSP through Email and not upload them to Google Drive unless requested, so we can ensure nothing gets missed.

The basic structure that RSO will set up in your Google Drive will contain the following:

- Accounts Payable Invoices
- Bank Reconciliations
- End of Month Unit Counts
- Monthly Sales Reports
- Move Outs
- Non-Resident Documents
- Year End Income Statement Tracking (if applicable)
- Running Cash Log Reconciliation

RSO OWNER PAYOUT INFORMATION EMAIL EXAMPLE

Hello RSO , Here is the information for this month's Owner Payouts:

***All Cheques are written from the Rent Trust Account* Non-Residents**

[Owner Name - Amount - Payment Method (PAD, Cheque, Online Banking, etc) - NRK account number]

Management Company

Please transfer \$_____ from the Rent Trust account to your Operating account. This is the money due to your company from management fees, coordination fees, invoices, etc.

Vendors

Please print the attached cheques and mail to the address on the cheque [Vendor - Cheque Number - Amount]

Owners

Attached is the report that references the owner name and total amount they need to be paid by EFT. The total amount you need to pay your owners is \$_____.

_____ owner(s) didn't have enough income to pay their outstanding bills. Please advise if you will be debiting their account 7 days after statements are sent out, or if you are holding off until next month.

[Owner name - Additional amount necessary to cover all bills]

I will send out all statements on the 14th [or business day prior if on a weekend or holiday] (please refrain from posting in AppFolio until I email to let you know statements are finished). Let me know if you have any questions. Attachments may include: Payout amounts by owner | PDF of cheques to be printed on cheque stock in your office **The email will be tailored to your office and adjusted based on how you pay yourself, your vendors, your NR accounts, and your owners.*