

Owner Book

Angel Global Management
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Welcome!

Thank you for choosing Angel Global Management to manage your investment!

We are aware that you had many choices to select among property management companies in the area. And, we appreciate that you have chosen us as your company! Angel Global Management specialize in managing single family homes and condominiums leased for a long term or rented for short-term. Our everyday goal is to provide worry free experience to owners.

We prepared this owner manual to assist you in a successful business relationship with our company. It has a great deal of useful information. With this book we intend to clarify many of the procedures for our services and answer common questions. Please contact us immediately if you have any questions, using the company contact information provided in the following pages.

Special Note: the information provided in the Angel Global Management Owner Manual is subject to change. Landlord/tenant laws, personnel, policies, and procedures change from time to time. Angel Global Management works diligently and continually to improve services and personnel training and remain current with all landlord/tenant legislation.

Angel Global Management Team

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OVERVIEW OF SERVICES AND FEES

Management Fees

- Tenant procurement fee: 50% of one month of rent,
- Ongoing monthly management fee while the property is vacant is, 7% of monthly rent for Single Family Homes, 7% of monthly rent for Condominiums.
- Renewal fee:
\$150.00 for Redrafting the Lease,
\$100.00 for a Change in Terms.

Electronic Payment

- Owners have the ability to be paid by direct deposit,
- Tenants may pay rent by personal check send by U.S. mail, delivering it to the office, sending electronic check or certified funds.

Owner Payments and Statements

- Each owner has a secure folder on our website provider Buildium. This folder contains downloadable copies of the management agreement, paid invoices, and monthly and annual financial reports,
- Owner funds are disbursed between the 12th and 14th of each month, or the next business day,
- Owners receive a 1099 form at year-end for tax preparation. Along with a Year End Cash Flow for tax purposes.

Tenant Screening

- Income verification,
- Rental history,
- Prior eviction actions,
- Credit history,
- Criminal background check.

Property Marketing

- Each Property is marketed on our website featuring a professionally taken photos, detailed description of the home and application instructions,
- We collaborate with local real estate agents to speed the process of finding qualified tenants,
- Rental properties are marketed on a variety of free and paid websites, currently over 35 sites,
- Rental applications are received and processed online,
- Application fees, first month's rent and security deposits may be paid online,
- Nearly all our leases are executed via electronic signature.

Maintenance

- Our vendors/contractors can handle most of any repair,
- We monitor an emergency maintenance hotline 24/7,
- We require reserves of \$1500 per property.

Rent Collection and Evictions

- We insist on timely rent payment from tenants by the 3rd of the month,
- We act promptly when rent is not paid,
- We can assist the owner in selecting an eviction services attorney.

What Is Included in The Monthly Management Fee?

For your monthly management fee Angel Global Management provides the following:

- Collection of the rent,
- Disburse owner funds between the 12th and 14th of the month,
- We keep accurate records for your property and send you monthly reports,
- Be the sole point of contact for the tenant about the property,
- Deal with the situation when the tenant does not pay the rent,
- Correspondence with the tenant regarding notices of violation or other problems,
- We are available 24/7 to handle emergency repairs at the property.

What Is Not Included In The Monthly Management Fee?

- Site visits to the property,
- Annual Inspections of the property, interior and exterior,
- Meeting the City or County Inspectors at the property,
- Trips to the property to file police reports or meet insurance adjusters,
- Trips to court to handle litigation with tenants.

GETTING STARTED WITH ANGEL GLOBAL

Initial Site Visit

An Angel Global Management property manager or representative must visit your property before we can price it or agree to manage it. The site visit must include interior access.

Proposal

Immediately following the initial site visit, Angel Global Management will prepare a proposal consisting of a market rent survey of rents for comparable properties in the area, a draft management agreement, and various property input forms. We will deliver these documents to you via email attachment.

Before we can get started, we must receive these things to begin the management engagement process:

- Signed management with input documents must be completely filled out,
- Receive key to the property,

- Receive New Property input fee of \$500.00.

Property Survey

When we have received the management agreement, input fee, and keys, we will survey the property. Angel Global Management does this to ensure that we can accept the risk of placing a tenant in the property and that the property is ready to market. We are not licensed home inspectors, but we do take a very high-level look at the property.

When we survey the property, we will:

- Test all electrical outlets,
- Verify that all light fixtures work and have light bulbs,
- Verify that all appliances work,
- Verify that the furnace and air conditioning work,
- Verify that all plumbing fixtures work,
- Verify that windows are operable,
- Verify that all utilities are turned on,
- Verify that pool and patio equipment work,
- Verify that lawn/garden are in good condition,
- Look for obvious structural defects,
- Verify that the property is in showing condition inside and out,
- Verify that the property meets Angel Global Management requirements to move in.
- Verify that all external doors are operated by a single key.

Necessary Work Is Completed

After the property survey Angel Global Management will send you a report of our findings. Sometimes the property is ready to market and does not need additional work. On other occasions extensive work is needed. If work is needed, we will send you a list of repairs along with our bid to complete the work. You may choose to have Angel Global Management complete the work or you may complete the work yourself. Angel Global Management policy is that you may repair the property yourself or with your own vendors while a property is vacant but that we must use our own vendors when the property is tenant-occupied.

Special Issues Regarding Condominiums

Tenant move-ins to condominiums need special attention. There is a high chance that a highly anticipated move-in could become a nightmare. High-rise condominiums usually require preparation.

For example, to ensure proper scheduling and availability of the elevator for the move, you need to contact the manager at least one (1) week prior to your move-in/out to reserve a time(s) for your move-in/out. Sometimes a non-refundable fee and a refundable deposit must be paid in advance before a tenant can move in or out. Often use of the freight or passenger elevator for move-ins and move-outs is limited to business hours during the week. Usually, on Sunday and national holidays move in/outs are not allowed.

To assure uncomplicated tenant move-in, Angel Global Management asks our condo and association owners to provide detailed information about their building HOA information. For example, condo association contact information, pet restrictions, required lease addendums, and move-in/out policies.

Requirements for Keys and Remotes

Angel Global Management requires that one full set of keys, access cards (fobs), remotes, clickers, and any other devices required to enter the property and related amenities (such as the mailbox, pool, parking garage, exercise facility, etc.) be provided at owner expense for each tenant named on the lease, plus one complete copy for the Angel Global Management office. For example, if two tenants are named on the lease, this means that Angel Global Management needs three complete sets of keys, remotes, access cards (fobs), or gate clickers.

Angel Global Management will not market any type of property until all required keys, access cards (fobs) and remotes are in our possession. The tenant's reasonable expectation is to enjoy everything they are entitled to in the lease from the first day of their tenancy.

How The Property Is Prepared for Marketing

After the property is both safe for tenant occupancy and ready to market, we will take professional photographs, a professional video, place a sign in the yard if permitted by HOA regulations, and begin marketing the property.

OWNER DOCUMENTS

A copy of your signed management agreement with various input documents is provided to you along with the Angel Global Management Owner Book. Please refer to the book and documents when you need a reference. Angel Global Management has to receive all critical information to begin proper management. We need the following documents:

Management Agreement

Under California law we cannot manage your property unless authorized by you to do so in a management agreement.

Owner Information

Your complete owner information enables Angel Global Management to set up your account.

Electronic Banking Authorization

This form enables Angel Global Management to send your funds directly to your bank.

Form W-9

This form enables Angel Global Management to send you a Form 1099 for preparation of your taxes. You can obtain a blank copy from the IRS website.

Insurance Authorization

This form requires your insurer to issue a copy of homeowner property insurance to Angel Global Management where:

- Angel Global Management must be named as additional insured,
- Confirm that homeowner's insurance policy is a landlord policy rather than an owner-occupant policy,
- Insured coverage for a single-family home is minimum \$1,000,000,
- Insured coverage for a condominium is \$1,000,000.

Please send this form to your insurance company and forward a copy of your request to Angel Global.

Owner's Property Disclosure Statement

This California Association of Realtor's form provides detailed property information for our records. During the time we manage the property, information may change. We have included several forms for your convenience. Please notify Angel Global Management of any important change as it happens – address, telephone, fax, email, etc.

Owner Work Order Authorization

For larger projects, this form authorizes us to perform specific work on the property.

Owner Vacation Notice

This is for notifying Angel Global Management when you will be unavailable for more than two weeks so that we are prepared to act in an event of emergency.

Frequent Problems with Homeowner's Insurance

Often, we encounter confusion and issues with obtaining an owner which permits Angel Global Management to manage a property.

These items must be present in homeowner's insurance policy that signs management agreement with Angel Global:

1. Angel Global Management must be named as additional insured,
2. Confirm that homeowner's insurance policy is a landlord policy rather than an owner-occupant policy,
3. Insured coverage for a single-family home is minimum \$1,000,000,
4. Insured coverage for a condominium is \$1,000,000.

Owner may need to change insurers in order to acquire an insurance policy that meets these requirements.

Since the owner will not reside in the property, the insurance policy must be a landlord rather than an owner-occupant policy. Failing to change to a landlord policy could be a reason for the insurer to deny coverage in an event there is a claim after the property is occupied by the tenant.

Owners frequently ask why Angel Global Management must be named as additional insured? It is because in our Management Agreement owners indemnify Angel Global Management from legal expenses if there is lawsuit during the time, we manage the property. In this event, if Angel Global Management is listed as additional insured in owner's policy, the insurer will simply defend us. In case Angel Global Management is not named as additional insured, the owner will be responsible for our legal expenses. Thus, naming Angel Global Management as additional insured can save the owner money if there is a lawsuit.

Homeowners insurance may not be as easy to get because insurers closely scrutinize applications and try to mitigate risk. Owner may find that the current insurer will refuse to write a policy naming Angel Global Management as additional insured or increase your minimum coverage.

Angel Global Management could provide referrals to insurance agents and companies who can write the policies that provide the protection you need.

ANGEL GLOBAL MANAGEMENT

Angel Global Management is a full-service property management company operating in Southern California.

Angel Global Mission Statement

The mission of Angel Global Management is to provide professional and worry-free service in the San Gabriel Valley of Southern California and surrounding areas.

Our company staff started to manage properties in 2015. Now we serve absentee, long-term lease and short-term rental residential property owners and investors. We constantly look for ways to improve our policies, procedures and employee training to provide excellent service to our clients.

Angel Global Management Communication Policies

Communication is a key to success in any relationship and the Angel Global Management and our Owner relationship is certainly not an exception. We work constantly to improve communication with all our clients and prospective clients. This includes everyone –owners, tenants, applicants, vendors, buyers, sellers, and the public.

Company Communication

Below, you will find all general office information such as addresses, telephone numbers, email address, website, and office hours Angel Global Management staff members communicate by.

Mailing Address: 430 W. Foothill Blvd, Glendora, CA 91741

Phone: 626-852-0317

General E-Mail: support@angelglo.com

Broker Ling Wang E-Mail: ling@angelglo.com

Website: www.angelglo.com

Office Hours: Monday – Friday, 8:30 am to 5:00 pm

Weekends – By Appointment

After Hours Emergency Number: 310-663-9481

Company Website

Angel Global Management constantly looks for ways to improve its service by using technology. The website, www.angelglo.com, has shown to be a great asset.

Few of tenant benefits on the website are:

- Prospective tenants may apply online,
- Most tenant pay online,
- Tenants may make maintenance request online,
- Tenant forms and the tenant handbook are available online.

Each owner has a secure account on our property management software provider, Buildium. There can find:

- Management agreement,
- Current leases,
- Monthly reports,
- Approved work orders,
- All invoices and receipts for which the owner is billed,
- Photo or written reports delivered to the owner.

To pay for emergency repairs owners may send Angel Global funds via the website by e-check or personal check.

Office Information

Address: 430 W. Foothill Blvd, Glendora, CA 91741

Contacting Angel Global Management

Best way to communicate with Angel Global Management is to contact our office via email at support@angelglo.com.

OWNER COMMUNICATION

During the period when Angel Global Management manages a property it expects responsive relationship with the owner. It is important for us to be informed about any significant change that may affect the account. For example: Angel Global Management needs to know when owner moves to a new address, if you have a problem with the account, if ownership changes from a personal using social security number to a legal entity with tax ID, or any question or other important information. To help in communicating any changes, we provide Change of Owner Information form.

Email

Angel Global Management encourages all owners to use email to contact us. It is fast and effective in any situation. Please provide your email address on all the Angel Global Management forms. We will enter your email address in our database. Important Note: Please use the property address in Subject Line to help us identify and assign priority to your message.

Owner Emergency Contact

Angel Global Management requests that owners provide an alternative emergency contact on Owner Information Form. This contact will be used only if we cannot reach owner at the main one in an event of emergency repair or major problem concerning the owner's property and/or tenant. We expect that owner will notify us about vacations that are two weeks or more long.

OWNER RESPONSIBILITIES

A successful business relationship occurs only when property owner and manager approach is equally responsible and responsive.

Owner responsibilities are:

- Maintain property in condition that is marketable and habitable,
- Keep all utilities on the property turned on during any vacancies,
- Notify Angel Global Management for any ownership change or imminent owner changes for the managed property,
- Provide Angel Global Management with accurate information, respectively we can service the account properly,
- Review statements monthly and notify Angel Global Management of any discrepancies found as soon as possible,
- Review electronic (ACH) money transfer statements monthly and notify Angel Global Management immediately if there are problems with deposits,
- Maintain current insurance policy for the property,

- Review property insurance yearly and update as needed.

COMPANY POLICIES

As professional property management company we follow local, state, and federal legislation and guidelines. Our company is committed to follow general industry practices and implement guidelines provided by organizations such as California Association of Realtors. We train all personnel to become familiar with our Tenant Handbook and Owner Book and provide regular updates concerning property management.

Code of Ethics

Angel Global Management follows the Code of Ethics by California Association of Realtors. Our organization attributes high priority to ethics when conducting business and requires this for all team members.

Drug-Free Policy

Angel Global Management has a drug-free policy for all personnel, vendors, and tenants. Our company incorporates this policy into rental/lease agreements, tenant, personnel, and vendor documentation.

Adhering to Laws and Guidelines

Angel Global Management adheres to the laws and guidelines of federal, state, and local legislation, and incorporates them into company documentation, policies, and procedures.

For example, Angel Global Management supports and follows guidelines related to:

- Environment Protection Agency,
- Equal Opportunity employment,
- Fair Credit Reporting Act,
- Fair Housing laws and guidelines,
- Uniform Residential Landlord Tenant Act.

Lead-Based Paint

Angel Global Management follows all mandated federal and state guidelines for lead-based paint. All properties constructed prior to January 1, 1978 require disclosures to tenants and owners. Tenants must sign lead-based paint disclosures prior to renting a property and Angel Global Management provides them with the required EPA Pamphlet, Protect Your Family from Lead in the Home. On April 22, 2008, EPA issued a rule requiring the use of lead-safe practices and other actions aimed at preventing lead poisoning. Under the rule, beginning in April 2010, contractors performing renovation, repair and painting projects that disturb lead-based paint in homes, childcare facilities, and schools built before 1978 must be certified and must follow specific work practices to prevent lead contamination.

Mold Issues

Mold issues rate at the highest priority for Angel Global. Owners have to be aware that mold is among the leading causes for costly lawsuits if they do not address it promptly. Angel Global Management responds urgently if a tenant reports mold to prevent potential liability. Angel Global Management notifies owners about any mold issue as soon as it can and determine proper action.

FAQ REGARDING FUNDS

After a new management agreement is signed, Angel Global Management creates new owner and property accounts. We recognize the importance of accurately collecting and disbursing funds. Angel Global Management uses specialized property management software designed to handle the many facets of and accurate record keeping and complies with the requirements of the California Real Estate Commission.

Bank Account

Angel Global Management holds the owner account in a trust fund as mandated by the State of California. This account earns no interest as mandated by the California Real Estate Commission. Angel Global Management accounts for each owner's funds separately in the trust account and does not commingle funds with broker monies, following the Real Estate Commission requirements.

Disbursement of Monthly Funds

Angel Global Management disburses available funds to owners between the 12th and 14th of each month. If these dates fall on a weekend or bank holiday, Angel Global Management issues funds on the next business day. If rent is received too late for owner funds to be disbursed on the 14th, the owner payment will be made on the 25th.

Angel Global Management distributes owner funds by Automated Clearing House (ACH) direct deposit. Payments by ACH take 2 to 3 business days to post in our owners' bank accounts, depending on the owner banking institution. Payments normally post within 1 to 2 business days after release from Angel Global.

Angel Global Management does NOT issue owner checks unless there are sufficient funds in the owner's account.

Accounting Software

Angel Global Management uses a cloud-based property management system named Buildium for owner accounts. This provides us with a robust package for tracking all owner and tenant ledgers and maintenance orders for properties which we manage.

Monthly Statements

Before the 12th day of each month Angel Global Management will upload monthly reports and paid invoices, if any, to each owner's secure account on our website. You will be notified of your user ID and Password by email when your account is created. If you have difficulty accessing your account or reading your monthly statement, please contact us. We are happy to assist you and answer your questions.

Year-End Reporting

Issuing Forms 1099 (MISC, NEC)

Angel Global Management issues Form 1099 MISC for owner clients who receive rental income of over \$600.00. The Internal Revenue Service determines the minimum amount of income eligible to report on Form 1099 MISC. Security deposits are not included in this amount.

To comply with the above requirement, the owner must supply Angel Global Management with tax ID number (Social Security Number or EIN). We include form W-9 form with the management agreement. Angel Global Management will send to the owner Form 1099 by January 31st for the previous tax year. If there is a change in your tax information such as a changed address or a change in the entity that holds title to the property, please notify us with the Owner Change of Information form.

Angel Global Management issues Form 1099 NEC to vendors for payments over \$600.00. Thus, owners do not have to issue Form 1099s for work completed and paid through the Angel Global Management trust account.

Property owners are responsible for issuing any Form 1099 to vendors paid through the owner's personal account.

Year-End Statement

Angel Global Management prepares a final year-end summary statement which reflects total amounts for income and expenses that have occurred throughout the year, such as management fees, leasing fees, landscape, utilities, repairs and maintenance, etc. The statement reflects only money paid through Angel Global Management property trust account. Owners could submit their Angel Global Management final year-end statement to their tax preparer with other relevant information for income tax reporting. Angel Global Management does not issue documents other than Form 1099 MISC and final year-end statement to owner's tax preparers.

RENTING YOUR PROPERTY

Preparing to Rent Your Property

Angel Global Management wants your property to look at its best and to successfully compete with other rentals in the area at the first showing to a prospective tenant. To assist with this, we will submit our suggesting maintenance report and a rental market survey within five (5) business days after signing management agreement with us. The Angel Global Management team will contact you to discuss the details and suggest strategies to list the property for lease.

Requirements For Property Condition

Angel Global Management markets only homes that have all repairs completed and is in proper showing condition. Before Angel Global Management begins to market a home for rent the following requirements must be met.

1. All owner's personal belongings must be removed, and the garage, attic and other storage areas are cleared of stuff.
2. Carpets must be professionally cleaned or appear to be professionally cleaned.
3. All interior paint must be in meticulous showing condition.
4. The home has to be in "white glove" showing condition.
5. All major home systems such as electrical, plumbing, gas and air conditioning must be in working condition.
6. All appliances included in advertising must be installed and in operating condition.
7. All utilities must be turned on.
8. Locks on all exterior doors must have a single key.
9. Landscaping must be in good condition.
10. All work identified in the property maintenance report must be completed.

If the above requirements are compromised the relationship with the tenant can become polarized and adversarial from the very beginning. When this happens, the landlord/tenant relationship frequently is poisoned and never recovers.

Every tenant expects to move into a rent-ready home. Then we have an opportunity to begin the landlord tenant relationship with mutual respect and trust. And alternatively, nothing sets a tenant against the property, the owner, and the manager more than moving into a home that is not ready. Tenants who rent with Angel Global Management expect to take possession of a property that is ready to move and live in.

Angel Global Management is committed to deliver on its promise to tenants to have a property that is move/live-in ready from day one.

Angel Global Management Key Policy

Angel Global Management requires tenants to submit a key deposit in addition to security deposit at time of signing a lease.

Angel Global key policy mandates to install and have one single-cylinder deadbolt and one "passage knob" (a handset without a lock in it) on each exterior door. Eliminating locking

handsets at managed properties further reduces the time and expense required to re-key a property: only the deadbolt need be changed. Use of passage knob handsets in combination with single-cylinder deadbolts has been a standard practice in the multifamily industry for decades.

Important Note: Angel Global Management never allows double-cylinder deadbolts to be installed in any property we manage. They are prohibited in residential properties by federal, state and local ordinances. Double cylinder deadbolt locks require a key to operate the lock from both the inside and the outside of the door. There is a real risk of loss of life in event of a fire a tenant might not be able to find a key when needed to open a door and escape.

If a double-cylinder deadbolt is present in a managed property Angel Global Management will replace it with a single-cylinder deadbolt at owner expense prior to allowing tenant occupancy.

Utilities Must Be ON While Property Is Shown

Angel Global Management requires utilities to be turned-on while the property is vacant and marketed for rent. There are two reasons for this. First, we cannot inspect, repair or clean the property between tenants if utilities are not turned on. Second, properties with utility not turned on show poorly, making it difficult to attract a qualified tenant and leading to extended vacancies.

Angel Global recommends that owners grant authorities to Angel Global Management to turn on and off utilities during vacancies. This means that when a tenant moves out, the utilities automatically revert to Angel Global Management and remain turned on. Once the tenant terminates utility service, it is as inconvenient to the owner, to get service back in his name. If utilities are turned off, it may take a week or more to get them back on to the owner's name, increasing the vacancy cost between tenancies.

Sometimes owners live out of state or out of the country and it is simply impossible for them to resolve utility issues without being personally present. In such cases, Angel Global Management has been successful in negotiating with utility companies on behalf of owner clients using a limited power of attorney form which authorizes Angel Global Management to represent the owner to the utility companies.

Transferring Utilities to The Tenant

All Angel Global Management leases make the tenant's responsible to turn on utilities as of the first day of the lease.

Tenants agree to this in writing and are notified of this responsibility when we give them move-in instructions. Angel Global Management will turn off utilities on the third business day of the lease.

We view this as a “customer satisfaction” issue. While it is the tenant’s responsibility to have all utilities turned on the first day of the lease, it is often very cumbersome and sometimes impossible to accomplish this. In many occasions tenants are grateful for such an act that reduces the stress of moving in, especially when they have small children.

On the other hand, we feel that three days is enough time for the tenants to act.

Why Has My Property Been Cleaned More Than Once?

Angel Global Management often finds it necessary to clean a property more than once prior to tenant move-in, and owners sometimes ask why this is necessary. If the property were completely clean and move-in ready six weeks or six days prior to tenant move-in, how could it possibly need maid service again?

Below are some of the reasons:

1. When a property is vacant for an extended period, dust enters and settles, and the property simply becomes dirty again.
2. Various kinds of insects become more active at certain times of the year. For example, spiders are very active in the fall. When a property is vacant, ants, spiders, and many other kinds of insects will make inroads and cause the property to need cleaning.
3. All sorts of cleanliness issues may ensue after agents access and begin to show the property. For example, dirt tracked in, muddy footprints, trash scattered around, and less than pristine bathrooms left an unsanitary mess. If any of these things happen, Angel Global Management staff may not learn of the problem until shortly before tenant move-in.
4. Even if the home is shown only by Angel Global, frequent showings and occasional use of the bathroom may be enough to create the need for cleaning.
5. If vendors have been in to repair the home, it may need to be cleaned again. In an ideal world, every vendor would leave a pristine home as clean as he found it. In real life, vendors such as carpenters, plumbers, electricians, appliance delivery services and others are not prepared to leave the space in pristine condition.
6. In some cases, the owner has cleaned the home, and the owner’s standard of cleanliness or move-in is lower than Angel Global Management’s standard of cleanliness for move-in. In the event of a disparity, Angel Global Management’s standard will prevail, and the property will be cleaned again. It is never acceptable to move a tenant into a dirty property.

Setting the Rent

Rent amount is determined by market supply and demand. If there are many properties available in the area and potential qualified tenants have a choice, then it is necessary to be very competitive. If there is high demand and fewer rental offerings in the same area, then it will be easier to rent the property. Markets change and Angel Global Management advises owners on the current rental market.

How Fast You Can Rent My Property

This is the most frequent question which owners pose to Angel Global. Unfortunately, there is no way to predict how long a property will remain on the market, even in the best market conditions.

However, Angel Global Management works diligently to rent the property as quickly as possible. For us, the most important objective is to obtain a high-quality tenant. This will assume fewer issues for the length of tenancy.

MARKETING

Signage

Angel Global Management displays For Rent yard signs prominently, unless prohibited by neighborhood covenants, and each sign carries our phone number and website address. Yard signs promote calls and website visits.

Internet Marketing

Angel Global found that internet is the most effective tool to market a property. Each rental property has a page on our website, www.angelglo.com. The Angel Global Management website has rich information on each property with photos, property description, and instructions about how to request a showing appointment and how to apply. In addition to our own website, Angel Global Management markets properties on a variety of paid and free websites. Our marketing staff monitors Angel Global Management internet presence every day and pay close attention to which rental home websites attract the most visitors. Angel Global Management markets our rental homes on the most-visited websites.

Trends in internet advertising change rapidly and our selection of marketing websites changes with the market. Please ask about specific websites on which your property will be advertised.

Print Media

Angel Global Management has found that internet advertising is far more cost-effective than print media advertising. We do not recommend print advertising.

Showings and Applications

The Angel Global Management shows to prospective tenants each vacant property. Potential candidates communicate with us via email and telephone. We schedule showing times of your property in advance. And, do not allow prospective tenants to have unsupervised access to the property.

Angel Global Management has a very easy-to-use online rental application. Supplemental documents, such as recent pay stubs, are faxed or emailed to our office. We are capable of executing leases with approved tenants very quickly by fax and email. Using the internet, we have leased properties sight-unseen to qualified out-of-state tenants.

PROCESSING TENANT APPLICATIONS

Tenant Screening

Angel Global Management does detailed screening to all prospective tenants. Our company requires all applicants to fill out a detailed application and submit it for processing and approval.

For each tenant, we scrutinize the following:

- Credit report,
- Nationwide criminal background report,
- Nationwide report on previous evictions,
- Current employment,
- Income.

Rental History

All applicants must submit verifiable information on their income to show that they can support the rent payment. Rental history or previous home ownership are carefully scrutinized.

The credit report, criminal background report, rental history, and proof of income together provide the criteria to qualify prospective applicants. If a pet is allowed on the property, the screening includes the pet.

Cosigners

On occasion, Angel Global Management may need a cosigner to rent the property. We will notify the owner to discuss the reasons and obtain owner authorization. For example, when the income resource may not be sufficient to guarantee timely payment.

Pets

Angel Global Management requires an additional security deposit when pet is authorized on the property. If an owner authorizes a pet, does not use the term pet deposit. By avoiding this terminology, Angel Global Management can use the amount of the entire security deposit if there is pet damage.

Although many tenants want to have pets, property owners have legal grounds to discriminate against. Its solely the owner's choice to decide if pets are allowed or not allowed in their properties.

Regardless of the owner's decision to allow pets or not, Angel Global's application has a place where potential tenants can list pets. It is important to encourage full disclosure about pets while evaluating an application. When owners do allow pets, Angel Global Management does not approve inappropriate pets in a property.

Angel Global Management recommends to owners to have pets to be negotiable when the property is on the market. This can help solve two problems.

1. Encourages prospective applicants to disclose any pets. Thus, helps Angel Global Management to automatically notify the applicant if the owner would allow disclosed pets.
2. Listing pets as negotiable, avoids eliminating good prospective candidates who have an excellent tenant histories and own pets that meet owner requirements.

Service Animals

Service animals are NOT recognized as pets by Federal Law. Property owners cannot discriminate against handicapped/disabled persons with a service animal. Fair Housing Act does NOT allow owners or property managers to collect any type of deposits for service animals.

However, Landlords can still process applicants who are handicapped or disabled on the same general criteria as other applicants: income, credit, and tenant history. If they fail to qualify in these areas, the landlord/manager can still deny the application.

Tenant Application Approval

Angel Global Management has a great track record to place tenants because we screen candidates thoroughly. We have very few evictions or other tenant problems. We make the decision of which applications to approve without owner participation. We consult owners when we have potentially high risk applicants and no other suitable candidates to rent the property.

THE TENANT MOVE-IN

Rent and Security Deposits

Angel Global Management requires payment of first month's rent and security deposit in certified funds prior to taking possession of the property. If move-in date is after the 1st of the month the rent amount is prorated and added to one full month rent.

Leasing Agreement

Angel Global Management completes a lease agreement with the applicant after receiving payment in full. All persons 18 and over, including adult children, are required to read and sign the lease. If the accepted applicants are a foreign nationality and cannot read and understand the documentation, they must supply an interpreter of legal age for signing the rental/lease agreements.

Move-In Inspection

Angel Global Management conducts detailed move-in inspection with tenants, documenting the property condition when they move in. Also, we strongly recommend the tenant to complete its own Move-In report and submit a copy to the office. The move-in inspection documents register property conditions when the tenant moves in. The report is used when the tenant moves out of the property, to determine if there are any damages beyond standard wear and tear before issuing security deposit refund.

Tenant Handbook

New tenants immediately receive the Angel Global Management Tenant Handbook. This detailed booklet gives them additional information on how to report repairs, maintain the property, make timely payments, how to give proper notice to vacate, leave the property in good condition, and more.

Tenant Education and Preparation

Angel Global Management believes that educating tenants for their residency is important to achieve successful tenant/landlord relationships. Additional information that tenants may need is available on our website. Angel Global Management wants both owners and tenants to be well informed.

TENANT MANAGEMENT

When Rent is Due?

Rent is due on the first (1st) day of the month and late if received on or after the third (3rd) day of the month.

When Rent Is Not Paid?

If rent is not received by the due date, Angel Global Management prepares and delivers a Demand Payment Letter. The Demand Payment Letter notifies the tenant that their rent is delinquent and asks them to pay in full within three (3) business days.

Angel Global Management will contact the owner if rent is not received prior to disbursing owner funds.

If the rent is not paid by the specified date, we start the Eviction process by issuing a 3-Day Notice to Pay or Quit. Usually, tenants become current with their account and the 3-Day

Notice is dismissed. In the rare event that a tenant does have to be evicted, prompt filing of the 3-Day Notice minimizes the time an owner has to carry a non-paying tenant.

Evictions

If an eviction is necessary, Angel Global Management will assist the owner to find a qualified eviction attorney to handle the process.

Notices Used During Tenancy

Angel Global Management uses notices when situations warrant their issuance.

Notices of Violation

Angel Global Management serves notices as situations warrant, such as a notice to clean up the landscape, a notice to enter the property, a notice to perform survey/inspections, a notice regarding an illegal pet, notice concerning illegal tenants, etc. These tenant violations may be in the form of a letter or a legal notice form. Often, these notices are simply to correct minor tenant problems and most tenants comply. However, if necessary, Angel Global Management contacts the owner with the information to discuss the situation.

Notice to Pay or Quit

Angel Global Management issues this notice when a tenant defaults in his rent payment. If he did not pay as at when due, you can send him a message to pay within a specified grace period or risk having his tenancy terminated and evicted.

Notice to Cure or Quit

Angel Global issues this notice once a tenant violates a clause or condition. Mostly, it could be that a tenant brought in an unapproved pet. Other common reasons include subletting the rental property or making unapproved renovation. When this happens, you will issue him this notice to remedy the situation within a specified period of time or quit.

Unconditional Quit Notice

Angel Global Management issues this notice when we have given the above two notices and the tenant failed to respond as required. When this happens, the owner can go ahead and permanently terminate the lease agreement. Lease agreement can be terminated based on a number of reasons. However, ensure you have issued a warning before giving the tenant an unconditional quit notice.

Notice of Non-Renewal

Angel Global Management issues this note if it does not want to offer a renewal notice to a particular tenant. This could be due to various reasons. It may be as a result of the tenant having broken the owner's rules and rental agreement too many times. An end of the agreement gives the owner an opportunity to let go of such tenants as the lease term expires. This note has to be issued at least a month (1) or two (2) before the current lease expires. Depending on how long the tenant has occupied the property.

Notice of Increase in Rent

Angel Global only raises their rent after doing major renovation work. Other external factors can also force you to increase your rent. Whenever you decide to increase your rent, you need to give your tenants at least sixty (60) days' notice.

Notice of Repair, Renovation or Outage

Angel Global Management major repair work or renovations to the rental property, your tenants need to know about this on time. If a repair work can affect their lives like cutting off the water supply, electricity or heat for more than a day, you should tell them in advance and give them an opportunity to relocate for the duration of the repair or renovation works.

Tenant Problems

Angel Global Management understands that tenant selection is the main reason to reduce tenancy problems to a minimum. However, even good tenants could have problems. Angel Global Management has experience of handling a variety of tenant related problems. We treat each problem with a common-sense approach, following California landlord/tenant law and using the appropriate documentation. If there is a serious situation, Angel Global Management contacts the owner and works to find a solution for the problem.

MAINTENANCE

Managing Home Warranty Issues

Angel Global Management has had consistently poor experience working with home warranty companies to maintain and repair the homes we manage. The main reason is breakdowns in communication when attempting to use home warranties. Regardless where the communication breaks, the tenant always blames us for repairs that were reported but not done.

If you do not have a home warranty, please do not purchase one. If you do have a home warranty, we request you let it lapse and not renew it.

Selection of Vendors

Owners frequently ask if we will agree to use their vendors to maintain the home. Usually the answer is no. Here are some of the limitations to our ability to use an owner's vendors.

1. All our vendors must carry both general liability and workers compensation insurance. When an owner asks us to use their vendor, we have no way to know if that vendor has proper insurance and we cannot afford to document vendor insurance each time an owner requests it.

2. We have high standards for our vendors. To remain on our vendor list, vendors must be highly responsive, competent, courteous to our tenants, have excellent communication with us, etc. If we send work to an unproven vendor, we have to spend time and effort dealing with resolving any potential problems.

Owners may select their own vendors if a property is vacant and if the owner orders, supervises and pays for the work. If a property is occupied, Angel Global Management must use its own vendors.

Preventive Maintenance

The best approach to maintenance is preventive maintenance, and this is the Angel Global Management policy.

1. Angel Global Management has already started with educating the tenant by:
 - a. Completing a detailed lease outlining tenant responsibility regarding maintenance as well as owner obligations.
 - b. Completing a move-in inspection documenting the condition of the property before the tenant takes possession.
 - c. Providing tenants with the Angel Global Management Tenant Handbook, which provides additional instructions on the care of the property and how to request maintenance. We want the tenant to know from the beginning of their tenancy how Angel Global Management expects them to care for the property. This approach can prevent costly maintenance.
2. We use preventive maintenance techniques when work is required and utilize competent contractors. Often 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.

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 news associated with costly repairs.

Emergencies

When an emergency occurs, Angel Global Management has policies in place for the property and tenants. Angel Global Management notifies the property owner as soon as practical. The nature of the emergency determines the action needed by Angel Global.

There are times when a property manager must act in order to prevent great financial risk to the owner. For example, when a property has flooded, action is necessary, particularly if the property owner is not immediately available.

Angel Global Management will contact owners regarding maintenance above the \$300.00 limit that is listed in the Angel Global Management contract unless the situation is an emergency.

WHEN THE TENANT VACATES

Communication with Owners and Tenants

Seventy-five (75) days prior to expiration of a lease, Angel Global Management notifies the owner in writing. Angel Global Management asks for the owner's instructions: Shall we invite the tenant to renew for another year, or give the tenant notice that the lease will not be renewed? If we do not receive response from the owner within two weeks, we assume the owner wishes us to renew the current tenant.

Sixty days (60) prior to the expiration of a lease, Angel Global Management invites the tenant to renew if the tenant's account is in good standing. If neither the tenant nor the landlord gives notice of termination thirty (30) days prior to the expiration of the lease, the lease will automatically go month-to-month and \$100.00 will be added to the rental amount. If Angel Global Management does not receive instruction to the contrary from the owner, the tenant will be allowed to stay month-to-month (Angel Global Management has had tenants rent month-to-month for many years).

Notice To Vacate

When there is a notice to vacate, the move-out procedures with tenants are as critical as when Angel Global Management moves in a tenant. The preparation for this began when the tenant moved in with a detailed rental agreement, walk-through, and Angel Global Management Tenant Handbook. All these documents gave instructions to the tenant on how to move out.

Tenant Move-Out

Angel Global Management conducts a walk-through similar to the one performed when the tenant moved into the property. Angel Global Management records any maintenance required and discloses a list of damages to the vacating tenant. Digital photographs are taken when the tenant moves out to document the condition of the property and support any deductions from the security deposit.

After assessment of the tenant move-out, Angel Global Management advises owners of any tenant damages or any maintenance required to re-rent the property.

Security Deposit Refunds

Proper handling of the security deposit refund is crucial. Any tenant deductions are determined in a timely manner, and a security deposit transmittal is prepared in accordance with California law.

Owners receive a copy of the transmittal with their monthly statement, showing any deductions and monies refunded.

Collections

If collecting damages is required, Angel Global Management will refer the matter to a qualified consumer collection service at the instruction and authorization of the owner. Angel Global Management does not include recovering tenant damages. This is handled by companies with expertise in debt collection. Angel Global Management will supply consumer collection companies with the necessary documentation.

ADDITIONAL SERVICES

The following are additional services offered by Angel Global Management to each property owner. They are not included in the fees for managing the property.

Annual inspection

Angel Global Management maintains properties as part of their services. This inspection goes beyond overseeing normal maintenance. Our agent performs this inspection, and the purpose is to check the property thoroughly each year in order to perform necessary or preventative maintenance.

Extraordinary Maintenance

Angel Global Management Agreement includes only routine maintenance. Large repairs and renovations are outside the scope of typical management agreement. Our goal is to provide a single point of contact for maintaining the property.

Real Estate Sales

Angel Global Management specializes in property management and does not engage in sales. However, we partner with top local real estate agents when our owner clients need to buy or sell property. If you want to sell a tenant-occupied property Angel Global Management is managing or purchase property with the intention of having Angel Global Management manage it, please let us know. We will be happy to refer you to a top-performing sales agent who understand how to buy and sell rental property. You are more likely to be successful when you buy or sell rental property if your property manager and sales agent work together effectively as a team.

CANCELLATION OF MANAGEMENT

Angel Global Management makes every effort to satisfy your management needs and engage in a successful business relationship, but things do change over time. Owners sell properties; people give notices. When this happens, the Angel Global Management cancellation policy is to resolve your account in a professional, timely, and pleasant manner.

Please review the following policies for cancellation.

Written Notice

The Angel Global Management Agreement contract accepts a thirty (30) day written notice by either party. Please refer to Paragraph 1 in your management agreement.

Your written notice must include your signature. You may convey this to us by U.S. postal mail, FAX, or a scanned document by email attachment.

Notice To Current Tenants

Angel Global Management will notify current tenants of the date Angel Global Management will no longer manage the property and that security deposits are forwarded to the owner.

It is the owner's responsibility to advise tenants where to make future rental payments and work requests after the notice period.

Distribution Of Documents

Angel Global Management will supply current tenant documentation to the owner. Most or all of the necessary documents will already be posted to your owner account on the Angel Global Management website.

If the owner has employed new management, Angel Global will forward documents, keys, and any other necessary materials to the new management upon request by the owner.

Final distribution of funds Angel Global Management will distribute funds, including security deposits, and final statements to the owner within thirty (30) days of the terminating date of management, as agreed in the management contract Angel Global Management will issue a 1099 for funds collected during the current tax year when the tax year ends.

Access to Owner Portal on Angel Global Management website will be terminated 30 days after the end date listed on owner notice.

CONCLUSION

We hope that you have found Angel Global Management Owner Manual informative and useful. We constantly work on improving our business practices Please contact us if you think that more constructive information could be provided by Angel Global.

We appreciate that you trust Angel Global Management to manage your investment!

Thank you for your business!