

## **Schedule A Property Management Service Levels**

Robert Church Group, LLC., agrees to perform the following services for Owner which in turn agrees to pay the fees shown in Schedule B.

### **“Silver” Service Level Package**

- Field tenant calls and complaints
- Make frequent property inspections
- Provide an on-site emergency presence
- Collect monthly rent
- Make bank deposits
- Pay all vendor bills
- Prepare Annual Operating Budget
- Prepare monthly Financial Statements
- Complete monthly Bank Reconciliation
- Negotiate and contract for services (snow removal, lawn and landscaping, holiday lighting, etc.)
- File legal documents on unpaid rents

**Silver Service Level Package Duties Acknowledged \_\_\_\_\_** (General Partner's initials)

### **“Gold” Service Level Package**

#### **Administrative Services**

- Maintain Tenant Contact List
- Plan Partner/Members' Annual Meeting
- Transcribe Annual Meeting Minutes
- Maintain 24-hour live emergency answering service (additional charges apply)
- Create routine Work Orders
- Create Emergency Work Orders

#### **Financial Services**

- Collect rents
- Make bank deposits
- Pay vendor bills
- Reconcile bank accounts
- Provide disbursement journal (check register), paid bills
- Prepare annual Operating Budget
- Prepare monthly and cumulative Income and Expense Statements, Planned to Actual Budget Reports, current Balance Sheets
- Monitor Reserve investments
- Transfer fund to/from Reserve Accounts as needed
- Establish Long-Range Reserve Plan
- Review Reserve Investment Policy
- Solicit proposals for Reserve Studies
- Prepare tax returns and coordinate CPA periodic review, compilation or audit

#### **Insurance Services**

- Solicit bids for insurance coverage
- Review insurance coverage
- Review bond coverage
- Process and administer insurance claims

### **Maintenance Services**

- Establish bid specs for maintenance services annually
- Administer requests for modifications
- Monitor performance of contractors
- Enforce maintenance/service contracts
- Review maintenance of buildings, driving surfaces, grounds and irrigation systems
- Present reports of building/grounds
- Store maintenance records and reports (two years)
- Facilitate emergency access to co-owner premise if requested
- Provide direction to maintenance personnel

### **Legal Services**

- File eviction notices on unpaid tenants
- Work with partnership's legal counsel
- Assist counsel with collections
- Develop, evaluate and execute maintenance contracts

**Gold Service Level Package Duties Acknowledged \_\_\_\_\_** (General Partner's initials)