

Maintenance Reference Sheet

Service Issues

Step 1: Create the service issue.

Note: Do not change any of the tabs on the Service Issue Information column until the very last step. Exception: Troubleshooting.

Note: We need to know their name and address and verify their contact information. The more information they can provide regarding the service issue, the better we can help them. Where is it, what is it, how long has this been an issue, and do you have photos?

Step 2: Troubleshoot if necessary.

2a: Text - "Hello, an email has been sent with some troubleshooting steps. Please respond on that platform so that I may assist you. - Kylee @ Five Star"

2b: Set the Status in the service issue to troubleshooting, push out 2 days.

Note: If the issue is of a higher priority, such as leaking, no power, or other such items, call the resident with the troubleshooting.

2c: Continue following up with the resident. Once you have followed up 3 times and received no response to your troubleshooting, close the issue and send the following message: "Hello, due to lack of response, your service issue "Address / Issue" has been closed. -Kylee @ Five Star"

Note: If the issue is of a higher priority, schedule the service and provide a 24-hour notice to the resident for the vendor's visit.

Step 3: Once you have completed the troubleshooting, update the issue to reflect the information you received.

Note: The more information you can provide, the smoother things will run further along in the maintenance cycle.

Step 4: Determine the vendor and update the Service Issue Information column.

4a: Category: OWA Maintenance

4b: Priority: High, Medium, Low - Never use Eventually.

Note: High Priorities are due the next day or 2 days later for follow-up. Need

Note: Medium Priorities are due 7-14 days later for follow-up. Inconvenience

Note: Low Priorities are due 15-30 days later for follow-up. Want

-We need to be careful with these; they are not always guaranteed to be fixed.

4c: Status: Vendor Notified

4d: Assigned To: Live Vendors ex: *Tal, Brett Crystal, Mike Cossaboom.*

Note: These vendors have the RM app or are signed up for auto-emails and/or texts. You do not need to email the service issue to them.

*-Live vendors have the green phone, and auto vendors have an *.*

4e: Vendor: All Vendors ex: *Top-Notch, Buetts Fencing, Brett Hochhalter*

Note: If a vendor goes by their name instead of their company, to find them, you will need to enter their last name followed by their first name.

Note 2: If the vendor is not live, you will need to email the service issue to them.

-See *Step 4.2c* for instructions.

Step 4.2: If the property's Owner Does Maintenance or a Special Exception

4.2a: Locate the Special Exception UDF on the property screen. Some owners have specific requests that need to be followed.

4.2b: Update the Service Issue Information column.

Note: The column will look identical to 4a-d except that the Assigned To will read Owner Does Maintenance or Special Exception. There will be no 4e.

4.2c: Email the service issue to the owner.

- + Save the issue
- + Print the issue
- + Select the Email Icon (a blue envelope with an orange arrow over top of it.)
Located in the center of the top taskbar.
- + To: Owner's Email **or** Vendor's Email
- + Subject: Address / Issue - copied from the service issue directly.
- + In the body, above the signature: "Hello, please see the attached service request and let me know if you would like to take a look at this or if you would like me to send a vendor. Thank you! Kylee" << **Owner Blurb. Vendor Blurb** >> "Hello, please see the attached service request and let me know if you have any questions. Thank you! Kylee"

Step 5: Communicate with the resident.

5a: "Hello, I have received your service request regarding "the item ex: *sink, bathroom, light, porch.*" My vendor has been notified and will contact you to coordinate a time to look at that. Thank you! -Kylee @ Five Star"

Note: This step is crucial. I would recommend even taking this a step further by sending the text, even if you have been communicating with them via email. You would be surprised how often one person on the lease does not relay the information to the others.

Troubleshooting

"Hello, I have received your service issue regarding the "item." Please try the following troubleshooting steps and let me know the outcome. You can find more information and photos by visiting our Maintenance Page on our website."

Mold

1- What property has mold?

2- Where in the house is being affected?

3- Is the mold from an active leak?

4- Have you treated the mold with a bleach-water solution, and did it go away or come back?

5- If the mold is in the bathroom, does the bathroom fan work, and is it used for every shower? If there are windows in the bathroom instead of a fan, do you open them after showering? If you rented the property without either of these items, are you wiping down the walls after showering?

6- If the mold is in a door or window, do the seals and weather stripping look sound? Is the mold in between glass panes? Have you noticed pooling or dripping water during storms or when the sprinklers turn on?

7- If the mold is along the wall or baseboard, is the affected area near an exterior wall? If so, have you checked the outside for issues with sprinklers, spigots, or gutters? If the area is near an interior wall, are there any leaks in the house?

8- Can you provide photos of the area?

9- Mold is typically a sign that something in the house is not working correctly. The mold treatment will be the resident's responsibility unless determined otherwise. If the cause of the mold is determined to be misuse or negligence by the resident, charges for remediation will be their responsibility. However, if the cause of the mold is determined to be outside of the resident's control or directly related to the property, remediation will be the responsibility of management.

Garbage Disposal

1- Please check the breaker box for any loose or tripped switches.

2- Please reset any GFCI outlets in the kitchen, if applicable.

3- Please check the disposal for any items that could be lodged in the blades.

4- Please press the reset button located at the bottom of the disposal.

5- If the motor comes on, but the blades are not rotating, please take an Allen wrench and rotate the blades from the bottom center of the disposal.

6- Please watch this video for visual assistance Garbage Disposal <https://youtu.be/xmyc4wIYIU>

Gas or Electric Forced Heating - Locate on the Unit Amenities

1- Please check the breaker box for any loose or tripped switches.

2- Please change the furnace filter.

3- Please check the batteries in the thermostat, if applicable.

4- Please check to see if there is an on and off switch near the furnace.

5- Do you have no heat, little heat, or is it blowing cold air? Is the furnace turning on at all? Is your thermostat flashing any codes? Have you noticed any leaking or strange noises?

Note: Residents can check out space heaters in the office while their furnace is being worked on.

6- Please watch this video for visual assistance Change Furnace Filter

<https://youtu.be/-Y06YJpVZbw>;Change Window/Wall AC Filter <https://youtu.be/jjbOMqQR00M>

Electric Zonal, Baseboard, and Electric Ceiling Cable Heating

- 1- Please check the breaker box for any loose or tripped switches.
- 2- Please check the thermostat to see if it is set at the correct temperature.
- 3- Please remove any furniture or items blocking the heater; this makes it overheat and shut off.
(Baseboards and Zonal)
- 4- Please press the reset button, which can be an orange/red button behind the cover.
(Baseboards)
- 5- Please take the cover off the heater and clean any dust or debris from the heater if applicable. (Baseboards)

Note: Residents can check out space heaters in the office while their furnace is being worked on.

Garage Door

- 1- Please check the breaker box for any loose or tripped switches.
- 2- Please reset any GFCI outlets in the area, if applicable.
- 3- Please ensure that the garage door sensors point at each other and are not obstructed or dirty.
- 4- Please change the batteries in your garage door remote and door panel if applicable.
- 5- Please send photos of the door and/or surrounding areas if they are damaged and causing the issue.
- 6- Please watch this video for visual assistance. Align Garage Door Sensors
<https://youtu.be/FhY7BbrsT4M>

Electrical

- 1- Please check the breaker box for any loose or tripped switches.
- 2- Please reset any GFCI outlets in the area, if applicable.
- 3- Have you noticed any sounds, flickering, smoke, burning smells, or other unusual activity?
- 4- If this is an outlet, please try plugging in a different device and test for power.
- 5- Please watch these videos for visual assistance. Reset GFCI Outlet
- 6- If this is a lightbulb, have you changed the bulb? Are there char marks or smoke near the fixture?
<https://youtu.be/9TKBvS8zCd4>; Check and Reset Breaker <https://youtu.be/Lb2UhcK7n8>

Hot Water Heater - locate electric or gas on the Unit UDF.

- 1- Please check the breaker box for any loose or tripped switches.
- 2- Is the pilot light out? (Only for gas) - Set the dial to pilot and hold down the button above the dial. The pilot light will start flashing. Set the dial to A, B, or C while holding down the button.
- 3- Are you experiencing a lack of hot water in every household faucet?
- 4- Is there hot water some of the time or not at all? If some of the time, how long does it take to restore?
- 5- Have you noticed any leaking around the water heater, buildup, or rust on the water heater?
- 6- Can you tell me when the water heater was installed? There should be writing along the top that indicates the age.

Air Conditioning - determine window or central from the Unit Amenities

Note: We do not service window ACs that did not come with the property

- 1- Please check the breaker box for any loose or tripped switches.
- 2- Please reset any GFCI outlets in the area, if applicable.
- 3- Please change or clean the filter. (There are filters in both central and window units.)
- 4- Please make sure that the temperature is not set too low.
- 5- If the unit seems to be frozen, please discontinue use for 24 hours and report any changes.
- 6- Check that the outside condenser is not clogged or covered. (Central Only)

Dishwasher

- 1- Please check the breaker box for any loose or tripped switches.
- 2- Please reset any GFCI outlets in the area, if applicable.
- 3- Please clean the filters located at the bottom of the dishwasher. Most dishwashers have two.
- 4- Please check the spray arms for clogged ducts or hard water buildup.
- 5- Please run a dishwasher cleaner on an empty cycle. There have been successful reports of using vinegar.
- 6- Please send photos as well as the information sticker.
- 7- Please note that if a vendor is sent out to look at the dishwasher and the only issue is cleanliness, the service charge will be added to your account.

-this is contingent on the move-in dates.

- 8- Please watch this video for visual assistance Dishwasher Filter
<https://youtu.be/PFOft7QIWsa>

Fridge/ Freezer

- 1- Please check the breaker box for any loose or tripped switches.
- 2- Please reset any GFCI outlets in the area, if applicable.
- 3- Please try unplugging the fridge and plugging it into another outlet.
- 4- Please check to make sure that the temperature is set correctly.
- 5- Please make sure that there is no buildup of ice in the freezer. If there is, check the door seal and ensure that the freezer door is not left open too long.
- 6- Please ensure that the back of the outside of the fridge is not obstructed or dirty.

Note: We do not compensate for lost food during a fridge outage and would recommend that the residents find a way to store their food while we wait for repair or replacement. We will issue a rent credit for the time that they are without a fridge. You can find the credit estimator under Property Services>Estimators>Rent Credit.

Washer / Dryer

- 1- Please check the breaker box for loose or tripped switches.
- 2- Please check the GFCI outlets in the area, if applicable.
- 3- Please run an appliance cleaner through an empty cycle.
- 4- Does the issue still occur with a load half the size you usually do?
- 5- Does the issue still occur when the appliance is empty?
- 6- Will you please provide the make and model of the appliance?

Note: Treat the dryer vent like a mainline drain if it is clogged. See notes below.

Oven

- 1- Please check the breaker box for loose or tripped switches.
- 2- Please check the GFCI outlets in the area, if applicable.
- 3- Will you please provide the make and model of the appliance?

Leaking

- 1- Where is the leak?
- 2- Will you email me photos of the water damage, if applicable?
- 3- Can you contain the water?
- 4- Do you know what is causing the leak?
- 5- How long has it been leaking?
- 6- Is it active or only present when water is being used?
- 7- Has this happened before?

Note: Laundry leaks - check the washer hose and make sure that it is inserted into the drain line completely when running so that water is not overflowing. Laundry hoses also have water in them after the previous resident disconnects their appliance. If residual water is coming out of them, it is likely not a leak before hookup.

Fixture Drains: (*tubs, kitchen sinks, bathroom sinks, laundry drains, toilets, etc.*)

- 1- Please try snaking the drain. We do not recommend the use of Drain-O.
- 2- Please be aware that any fixture drains in the unit are the responsibility of the resident to maintain. If the issue is not related to the mainline or damaged plumbing, you will be responsible for the charges related to sending a vendor out to clear the drain.

Note: The following steps are basic drain maintenance.

- 1) I would recommend getting a hair trap for the tub/shower drain.
- 2) Please be sure not to rinse hair or other clogging materials down the bathroom sink drains.
- 3) Be mindful when putting food down the kitchen drains, especially if you do not have a garbage disposal. I would recommend getting a food trap if one were not provided for you at move-in. *Example: Grease hardens when it cools, can be very difficult to snake, and will clog your drain. Do not pour grease down the drain.*
- 4) Please snake all drains every month or every other month preventatively. You can get drain snakes for under \$10 at most stores, most of which can be reused several times.
- 5) Do not flush any sanitation materials down the toilet other than toilet paper. *Example: Flushable wipes and tampons do not deteriorate quickly enough and will ruin the drain lines. Do not flush them.*

- 3- Please watch this video for visual assistance. Snake Drain <https://youtu.be/Q41voT7BWEw>

Note: Any fixture drains that are having issues during the first 6 weeks of residency will be charged to the owner and not the resident.

Mainline Drains:

1-Are you having issues with more than one drain?

2- Have you noticed any irregular substances backing up into the sink/tub/toilet?

Process:

1a: Are the residents in a multifamily home, duplex, fourplex, etc.? Are the neighbors having issues as well?

2a: Create Memorized Issue "Drain Cleaning".

Note: this is copied straight from the issue.

- If it is a mainline clog and has not been cleaned in the last two years = the owner's cost
- If it is a mainline clog and it has been cleaned in the last 2 years = prorated tenant cost (months since last clean/24 months = owner cost) (charge remaining to resident)
- If it is a mainline clog and the residents lived in the unit the last time the line was cleaned = 100% resident charge
- If it is a mainline clog in a multi-family unit that shares the drain line = the owner cost
- If the mainline has been clogged more than 3 times with the current resident or last 2 years = talk to Brett about having the owner snake the lines
- If it is a fixture clog and the resident has been there less than 6 weeks = owner cost (previous tenant deposit)
- If it is a fixture clog and the resident has been there more than 6 weeks = tenant cost

Note: Some owners have recurring mainline cleans scheduled yearly for preventive maintenance.

Internet:

1. Check for Physical Connectivity Issues: Sometimes, an internet connection may fail due to simple things like a loose or unplugged network cable, modem, or router. If you're on a wireless network, your computer's wireless network interface card might be turned off. First, check your Wi-Fi settings by clicking Settings > Network & Internet > Wi-Fi and then switch Wi-Fi to the "On" position. When browsing from your phone or tablet, check the settings that turn Wi-Fi on and off and make sure it's turned on. For wired connections, check the Ethernet cables that connect to your router. If you suspect any cable is the culprit, try swapping it out with a new one or changing ports.

2. Restart the Router: [Restarting the router](#) can sometimes help fix internet connectivity issues. If your router has been off for quite some time, a quick restart could just get it back to working condition. A router or modem's hardware and software components are prone to causing issues from time to time for various reasons. In the same way, your computer needs to be restarted

now and then to refresh the running processes and clear the cache. Rebooting your router can work wonders, but if it comes to a point where you are forced to do it every day or multiple times a week to address connectivity issues, you may just need a new modem or router. A call to your local ISP might be needed in such a case.

3. Evaluate Software Problems: Strict firewall rules or security policies could be the source of your connectivity issues. For example, many new-generation antivirus solutions like Norton and Malwarebytes include network intrusion protection that acts as a software firewall in filtering and blocking malicious traffic. When you install two software firewalls on the same computer, such as [Windows Firewall](#) and a private, third-party firewall, the contention between the two can incorrectly block traffic. If you recently installed or upgraded a firewall on your computer, consider disabling it temporarily to determine if it's the cause of the connection issue.

4. Check If You're Outside the Wireless Signal Range If you're on a Wi-Fi network, you should know that the connection performance depends on the distance between your wireless access point and your device. The further away you move from the Wi-Fi router or a wireless access point, the more sluggish the internet connection will be, and any further drift will result in a total breakdown. Signal interference in your location can also limit the effective range of the Wi-Fi connection.

5. Open Windows Network Diagnostics and Check Your DNS settings: Windows features a tool known as Windows Network Diagnostics, which lets users troubleshoot internet connection issues. Simply go to Windows Settings > Network & Internet > Status. Next, view under Network Settings and click Network Troubleshooter. The Windows Network Diagnostics tool will run several tests to determine what's possibly causing your internet connection issues. Windows will give you a list of possible actions to restore your connection if any issue is discovered. Many SoHo (Small office/Home office) routers use themselves as DNS servers by default; the issue is a lot of cheaper devices are not designed for the CPU stress the DNS service can apply to the device, so it's good practice to replace the primary and secondary DNS servers in your NIC (Network Interface Card) configuration manually with Google DNS (8.8.8.8 and 8.8.4.4).

6. Reboot the Computer: Failures in the operating system software controlling the adapter can frequently occur. This is why it is always a good idea to restart your computer; by doing so, you can clean the cache and ensure the settings are not following old configurations. We see this happen frequently. Sometimes after applying all the correct changes, we expect the solution to work, but for some reason, it does not. It is only after restarting the computer that the fixes are applied.

Do Not Maintain

Resident Expense:

Every once in a while, a resident will ask us to replace or fix something considered cosmetic. Cosmetic requests are when the issue does not affect the item's functionality. For example, a resident may want a lock on the bedroom door. As long as the locking doorknob matches the color and finish of the rest of the doorknobs in the home and it does not require a key to unlock,

we would approve this. The resident may want to install an additional closet rod for their clothes or would like to hang a shelf in the laundry room.

The golden rule- As long as the resident understands that we have an obligation to return the property to the state where it was rented, they can make small alterations. These alterations may not include plumbing, electrical, painting, flooring, drilling holes into the home's exterior, or removing/adding landscaping without written approval from management.

Lease Agreement:

We ask the resident to maintain the following items as per their lease agreement:

- Batteries
- Furnace/air/water filters
- Central vacuum bags
- Light bulbs
- Water softeners/ salt
- Furnace humidifier
- Water filtration systems

Note: Residents are required to maintain all items that are used regularly. *For example, we expect them to clean their appliances regularly. We would also require them to keep hard water areas from reaching excessive buildup levels. We would also require them to keep their windowsills and bathrooms free of mold from condensation or steam.*

Videos:

We can refer residents to these videos if they are struggling.

- Smoke Detector Batteries <https://youtu.be/I70YlizOLXc>
- Thermostat Batteries <https://youtu.be/Lb82Ghikzas>
- Hard Water Buildup <https://youtu.be/GWYbUX890EA>
- Change Florescent Light <https://youtu.be/KVTMFtgZFpo>

We will abandon rather than replace or repair the following items:

- Water dispenser/ice maker in a refrigerator
- Kitchen faucet sprayer
- Screen/storm doors
- Keyless entries
- Jetted tubs
- Water Softeners
- Gas Fireplaces

Note: The only time we will not abandon the aforementioned is if the owner requests that we maintain them.

Ordering Appliances

Step 1: Evaluate

1a: We always send Tucker's Appliance before we choose to replace an appliance that is no longer working.

Note: The only exception to this rule is microwaves.

1b: Tucker's will let us know what repairs are needed or if they recommend replacement. We must email the owner if the repairs are half the replacement cost.

Step 2: Determine the Cost

2a: You can find the cost of the appliance by going to Property Services>Lowes Appliance List. From there, you will copy the item you wish to purchase.

Note: Be sure that you know what color the rest of the appliances are in the kitchen. For example, a white fridge and stove = white dishwasher and microwave. You can find this information by checking the photos in the Five Star Drive on your computer or by checking the inspection reports in Zinspector.

2b: Go to Lowe's website and enter the appliance description that you copied from the Lowes Appliance List document. Find the appliance that is most readily available and is the cheaper option.

Note: It is best to round up to the nearest hundred when presenting to the owner so that they are not upset with you when the cost is more than you evaluated.

Step 3: Email the Owner

3a: "Hello, the resident reported that (what was wrong with what appliance). Tucker's let us know that the cost to repair would be (\$) for them to (what the repairs are). In addition, we have found that it would cost (\$) to replace the (appliance). Please let me know how you would like to proceed."

3b: Once the owner decides, email the appropriate vendor. Ex: *Email Tucker's to inform them that the owner is repairing the appliance OR Email Lowe's asking them to order the appliance.*

Note: You need to update the "Vendor" section on the "Service Issue Information" column in the service issue to reflect who will need to be followed up with for the issue's progress.

Vendor Follow Up

Step 1: Follow up with the vendor

1a: Go to the "Issues" tab in Rent Manager and find "Maintenance Follow-Up".

1b: Sort the issues by the due date and start following up with vendors.

Note: Due dates are set at the time of the service request creation. One thing that I do that saves a lot of time and headache for the vendor is to see who is on the due date list and then search for the vendor name. At this point, it will pull up all of the service issues they are working on, and you can also see when they are due. This way, you can merge them and only send one message containing multiple issues that need to be followed up on.

1c: "Hello, please let me know if any of the following service issues are scheduled or completed. (Address / Issue). Thank you!"

1d: Update the service issue in the history and notes and then push the due date out accordingly for the next follow-up.

Note: The more detail you provide in the history and notes, the easier it will be to answer resident and owner questions.

Vendor Averages

General Maintenance:

Jon Fielding: 15 Days
Noah Redford: 17 Days
Bentley Hull: 8 Days
Tyrone Chacon: 23 Days
Brett Crystal: 14 Days
Kingdom Keys: 5 Days
Mike Cossaboom: 22 Days

Carpet:

Carpet Solutions: 20 Days
Carpets Plus: 27 Days

Windows:

John's Paint and Glass: 48 Days

Plumbing:

Tal's Plumbing: 12 Days
Roto-Rooter: 14 Days
Gem State Tub Repair: 29 Days

Exterior Maintenance:

Quality Overhead Doors: 22 Days
Okrey Myler: 26 Days
TJ Clark: 37 Days
JT Gutters: 28 Days
Wade Clezie: 30 Days
Top Notch: 50 Days
Quick Curbing Landscape: 20 Days
Moxie: 12 Days
Buetts: 18 Days
Nitro-Green: 16 Days
Crispy Cuts: 22 Days
Page's Lawngrooming: 5 Days
Rocky Mountain Bed Bug: 35 Days

HVAC:

RCH: 30 Days

Appliances:

Tucker's: 21 Days
Lowe's: 14 days

Concrete:

Wiegman Concrete: 195 Days
Jake Reed: 139 Days

Roofing:

Brett Hochhalter: 37 Days
Briggs Roofing: 42 Days

Approving Estimates

Step 1: Evaluate

1a: When we receive an estimate from a vendor, if the amount is reasonable, we can approve it as long as it is under \$500. Once the estimate crosses the \$500 threshold, we need to either ask the owner if they would approve it or let the owner know that we have approved the estimate so they expect the cost.

Note: We will only approve an estimate over \$500 without the owner's approval if the situation is an emergency and we cannot wait for correspondence.

Step 2: Approve and Update

2a: Let the vendor know if we are waiting for owner approval or if they can move forward. Make sure that you put the estimate in the History and Notes section of the service issue.

Note: The owner doesn't always have the choice to deny work as per their management contract. If we think the work is optional, we will ask the owner before getting estimates to avoid wasting vendor time. We will do so if an owner asks us to get additional estimates.

Note 2: We do not present all optional work to the owner. Typically owners hire us to do the nitty-gritty. If the work is optional and under \$500, we will tell the resident no, depending on what it is, or tell them they can do it at their own expense.

Invoices

Step 1: AvidXchange

1a: Login to your Avid account. You can find the portal by going to Accounting>AvidXchange.

1b: Go to Invoice>Pending Approval.

1c: Select an invoice to process.

1d: In Rent Manager, go to either the unit screen or the vendor screen and search for the service issue correlated to the invoice.

1e: Look over the invoice in Avid and ensure it is coded correctly. Check your notes and make sure that the invoice reflects what we asked to be done.

Note: Don't be afraid to contact vendors and ask questions!

1f: Approve the invoice in Avid and update the service issue to "Invoice Received" on the "Service Issue Information" column in Rent Manager. Then close the issue by checking the "Closed" box in the top bar of the service issue.

Note: Put the invoice # in the History and Notes. This will help you answer questions and avoid approving duplicate invoices. If you ever need to Dispute an invoice, you will press Dispute and send it to Katie.

Step 2: Apply the Charge

2a: Determine if the charge is the owner's or the resident's responsibility.

Note: The owner's responsibility is to address items that need to be fixed in order for us to comply with Idaho Code, the unit amenities, the owner's contract, and to restore the

item's functionality. Resident responsibility is when a vendor is called out for a non-existent issue, they are responsible for maintaining the item per their lease or they caused the damage. *For example, the furnace was not working because a breaker had tripped. The resident did not use a shower curtain, and water came through the ceiling. The clog in the drain was due to hair.*

2b: If the charge is the Owner's Responsibility, you do not need to take any further action after the above steps. UNLESS the invoice is \$500 or more. (see steps below)

2b.1: Download the invoice from Avid (I have a folder on my computer dedicated to Invoices). You can download the invoice by pressing the folder and arrow buttons on the screen's right side when looking at the invoice details in Avid.

2b.2: Pull up the owner's profile in Rent Manager and attach the invoice to their "History/Notes" section. You will do this by selecting "Add Note" on the bottom right of the screen. Then select "OWA/ Statements and Invoices" and attach the Invoice to the note. You will want to include the vendor name, address, and invoice # in your description to avoid confusion for the owner.

2b.3: Send the "Large Invoice" email to the owner and answer the question prompts accordingly. You can send this email by right-clicking on the owner's name in the left column of Rent Manager and finding the "Write Letters" section, and then the "Large Invoices" template.

2c: If the charge is the resident's responsibility, you must follow the next steps.

2c.1: In Avid, add a comment in the "Comments" section in the lower left column. You will need to specify which \$ amount will be charged to the resident.

2c.2: Download the Invoice from Avid.

2c.3: Pull up the Resident's profile in Rent Manager and attach the invoice to their "History and Notes." Then select "RWA St Stmt / Invoices." You will want to ensure that you add the Service Issue Title and the Invoice #.

2c.4: Go to the "Transactions" section of the resident profile in Rent Manager and select "Add." You will then make the "Charge Type" read "MAINT." Add the amount and put the reason briefly in the "Comment" section. Add the invoice number to the "Reference #" section.

2c.5: Send the "Maintenance Charge Added - Resident" email by right-clicking the resident's name in Rent Manager, selecting "Write Letters," and then finding the template. Follow the prompts accordingly and send them.

Rent Credits

Step 1: Determine if the Resident is eligible for rent credit.

1a: We will add a rent credit to the account if the resident is without an item that was listed on the amenities at the time they rented. *For example, The resident cannot use their second bathroom because of mandatory plumbing. The resident's fridge or oven broke, and they were without one while the appliance was repaired or replaced. (We do not give rent credits for Dishwashers or Microwaves).*

Step 2: Calculate the Rent Credit

2a: Find the credit calculator by selecting the Property Services folder>Estimators Excel Sheet> Rent Credit.

2b: Fill out the calculator according to the unit screen information and the situation.

2c: Add the credit to the resident's account. You will do this the same way you add a charge but you will add a -\$ in the "Amount" section on the "Transaction" screen.

2d: Send a text message to the resident letting them know that a credit has been added to the account and why.

Common Vendors

Plumbing:

Tal's Plumbing - All our plumbing needs arise during office hours and electrical water heaters.

Roto-Rooter - All of our Drain cleaning needs that arise during office hours and Gas water heaters. (Roto-Rooter is our Centratel vendor. They will most likely be asked to stop the issue by the on-call Five Star Representative. This is ONLY after-hour calls.)

Electrical:

Brett Crystal - everything electrical, including baseboard heaters.

HVAC - Heating, and Cooling:

RCH - Furnaces and ACs (Always check the heat source in the unit amenities before dispatching)

General Maintenance:

Jon Fielding - our go-to handyman for occupied units.

Mike and Bentley - will do sheetrock repairs and will help with renovations. They have experience in flooring but typically only when it comes to full replacement. (talk to someone involved before sending them. They are not our first choice.)

Casey Cleaves - our go-to handyman for vacant units. You will never use this vendor.

Tyrone Chacon - our go-to handyman for vacant units. You will only use this vendor in a pinch.

Okrey Myler - our go-to exterior handyman. He will remove bushes, small trees, and weeds. He will help with small gutter repairs, foundation grading, and window well installations. If you have water coming in from the outside, call him.

Wade Clezie - our exterior handyman. He mostly takes care of deck projects and exterior painting.

Siding and Gutters:

TJ Clark - siding and gutters. He is great for siding repairs and gutter replacements. We may send him for exterior issues that are higher than your average ladder can reach, such as vent covers.

Tree Services:

Top-Notch: They will trim and remove large trees and other large-scale projects.

Cleanup/ Cleanout:

Mike Cossaboom helps turn coordinators a lot, but we will use him to clean up yards, remove showers and large items for renovations, and we can use him to pick up and deliver appliances

in a pinch. We have also used him for cleaning projects like large-scale mold cleanup in bathrooms.

Miles Halter- Miles will help us with dog poop. Please be sure to talk to the violation specialist before calling him out if they did not approach you first.

Brittany Cleaves - Five Star does not do occupied cleaning unless approved by the manager or turn coordinator. She cleans the office, common areas, and vacant units.

Carpet/Flooring:

Rocky Mountain Carpet Cleaning - They clean the carpets after the resident vacates.

Carpet Solutions - They clean the carpets after the resident vacates and can help with carpet repairs.

Carpets Plus - They help with carpet and flooring repairs and replacements.

Ted's Carpets- They help with carpet cleaning. (we keep them as an internal vendor - the residents do not have the option to call them when following the move-out process. The turn coordinators will use them; we will not.)

Landscaping:

Crispy Cuts - One of our mowers and seasonal clean-up crews. (Check the property UDF for which vendor will need to be sent out.)

Pages Lawngrooming -One of our mowers and seasonal clean-up crews. (Check the property UDF for which vendor will need to be sent out.)

Shane Quick - everything related to sprinklers.

Nitro-Green - everything related to weeds.

Windows:

John's Paint and Glass - everything related to windows. (we will always send Jon F. out first for repairs unless the glass is broken. If he cannot fix it, he will let us know to send John's.)

Fences:

Buetts Fencing - everything related to fences. (we will always send Jon F. out first for gate repairs. If he cannot fix it, he will let us know to send Buetts.)

Appliances:

Tucker's Appliance- They will look at Fridges, Stoves, Dishwashers, Washers, and Dryers. (Make sure that Five Star provides the appliances before sending them out. We do not repair microwaves. We will just replace them.)

Lowes- They do all of our replacements. (They will not install Dishwashers or Microwaves. We will need to send Tucker's back out after the delivery.) Scott Whyte is our contact.

Miscellaneous

Trees:

It is common for neighbors to call and request that we remove trees and their branches if they are hanging over or getting too close to the neighbor's property. The rule here is that any portion of the tree that crosses the property line is the property owner's responsibility. For example, if a branch is hanging over the fence into the neighbor's yard. Even though the tree stump is located in our owner's yard, the neighbor is more than welcome to trim any branches that are on their property. However, neither party is obligated to trim, remove or alter the tree. Meaning that if both parties do not want to take action, we cannot make them. (If it is dangerous or unsightly, we can push our owner on it as per our management contract, but we will not push the neighbor's desires). It is common for neighbors to propose a split in cost, at which point we will send a vendor and have the neighbor write a check for half of the amount if the owner agrees to such.

Note: It is important that we have the money from the neighbor before the vendor completes the work. We will let the neighbor know the received estimate and then ask them to bring a check written to Five Star to the office. This prevents neighbor's from backing out on their half.