

Springboard Affordable Housing Management LLC
200-2XXX – Operations

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200-2000 Site Procedures

The Company policies and procedures are designed to create consistency across the managed portfolio.

200-2100 Administration

The site accounting records (One Site) must be updated daily.

200-2110 Hours

- .1 The Rental Office and/or Leasing Center must be covered on a consistent basis, throughout the portfolio, best to serve the Residents, Clients and Staff.
- .2 A sign indicating the office hours must be displayed prominently near the office entrance. Office hours may be modified with the approval of the Regional Manager. The property hours are:

	Nov 1 - Mar 31	Apr 1 - Oct 31
Monday - Friday	9:00 AM to 6:00 PM	8:00 AM to 6:00 PM
Saturday	9:00 AM to 5:00 PM	9:00 AM to 5:00 PM
Sunday *	Closed	Closed

- .3 When leaving the office unattended, such as showing an apartment or touring the grounds, a sign should be posted informing visitors of the expected return time.
- .4 Any deviation from the regular posted hours must have the Regional Manager's approval (this would include early closing for holidays).
- .5 The company observes the following holidays where the leasing office will be closed: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day (not the Friday after), and Christmas Day. The office and maintenance teams will operate at a reduced capacity on all other holidays.

200-2115 Keys

- .1 To ensure security and privacy for the property and residents, the properties will not use a master key system.
- .2 The properties will use a secure key system.
- .3 The secure system includes key tags, lock box, and a computer tracking system.
- .4 Future residents should never be given apartment keys. Keys should only be issued when all of the "Leasing Paperwork" is completed.
- .5 Apartment keys should be released only to residents named on the Lease and only after they have provided suitable identification.
- .6 An apartment key will be given to a delivery person only if the resident has signed Permission to Enter Slip. As a courtesy to Residents, the Office Staff may accept delivery packages for Residents. A note should be posted immediately on the Residents door notifying them that a package is at the Office.

200-2120 Office Appearance

- .1 Prior to opening for daily business, the Rental Office and/or Leasing Center (“Office”) must be clean and neat. Floors should be swept, carpets vacuumed, furniture dusted, and waste baskets emptied daily.
- .2 The Office should have a calm atmosphere with fresh hospitality.
- .3 The grounds surrounding the Office must be well groomed and free of litter.
- .4 The Office must have adequate Signage. Informational signs should be used for directions to the office. Attractive, well-maintained signs should carry out the theme of the property.
- .5 Nothing is to be taped or hung on the walls other than the framed pictures that are in keeping with the decor of the Office. The Fair Housing Poster must be prominently displayed in the Office as well as a business license, the statement of rental policy and rental criteria. A bulletin board should be used for the posting of required notices such as Worker's Compensation, Unemployment Compensation, Equal Opportunity, etc. Please refer to the annual audit to see all required postings. The board should be located in a discrete area of the Office.
- .6 Smoking and the consumption of alcoholic beverages are not permitted in the Office, Common Facilities or Units at any time.
- .7 Radios must be kept at low volume and provide soft background music only.
- .8 All Office Personnel must be dressed professionally in business-like attire. Company uniforms, if provided, must be worn while working.
- .9 Hospitality should be available for prospective residents to enjoy and should be limited to coffee, tea, soda and cookies or candy.

200-2125 Office Supplies

- .1 Adequate inventories of all Company forms and office supplies should be maintained.
- .2 The Assistant Manager is responsible for monitoring the office supplies, including the status of form needs.
- .3 Business License expiration dates and fees are to be monitored by the Property Manager.

200-2130 Emergency Procedures

- .1 The President, Vice President and Regional Manager will be notified as soon as possible upon any occurrence (not limited to hurricane, fire, flood, and earthquake) that has the property or residents at-risk. The Corporate Office will be the coordinating point for all communication and activity during an emergency.
- .2 An Emergency Procedures for Apartment Communities (“EPAC”) shall be retained in the office at all times.
- .3 A list of all residents with special needs will be maintained by the Property Manager and all Site Personnel will know where the list is kept. A copy must be sent to the Regional Manager whenever the list is changed or updated.
- .4 The Regional Manager and Property Managers are jointly responsible for the implementation of the provisions and procedures contained in the EPAC.
- .5 The “Property Handbook” will include a brief overview of the Emergency Procedures.
- .6 The incident report needs to be filled out for any incident including , but not limited to, property damage, injuries, crimes, fire, flood, slips and falls, hurricanes and storm events. The incident report

will need to be immediately forwarded to, Chris Stevens and your Regional Manager. Include photos of all damages and police reports if available.

200-2135 Market Window

The Property Manager will establish the "Tour Path". However, the Property's Market Window must look fresh every day. The Market Window should be walked every morning and any unsightly issues should be addressed before the office opens.

200-2205 Schedule of Rent & Policy

- .1 The Schedule of Rent and Policy ("R & P") reflects the current approved market rental ranges by floor plan. It is the Property Manager's responsibility to make certain that all leases are in accordance with the R & P.
- .2 A current copy of the R & P must be maintained on-site at all times in a binder labeled "Schedule of Rent and Policy". The R & P will be forwarded to the property via e-mail and a copy of the approval email must be printed along with the approved R & P and placed in the binder. If a copy is not received, call the Regional Manager.
- .3 Any deviation from the R & P must be approved by the Regional Manager in writing.
- .4 Any R & P changes should be discussed with Regional Manager. Any desired changes, including effective dates should be noted on the current R & P by the Property Manager and forwarded to the Regional Manager for discussion.
- .5 The Property Manager will pen in changes and forward the R & P to the Regional Manager for review and approval.
- .6 Upon approval, the Regional Manager will email the approved R & P to the Property Manager. Copies should be immediately distributed to the Office Staff and put into their Leasing Handbooks and the "Schedule of Rent and Policy" binder.
- .7 All R & P which have Market Rent changes that are outside the annual approval amounts (or ranges) require partners' approval prior to becoming effective.
- .8 The Property Manager must update Market Rent changes in the OneSite once they are approved.

200-2208 Low Income Housing Tax Credit - Rent / Income Limits

- .1 Properties that operate under a regulatory agreement and/or land use agreement must adhere to the stated provisions regarding specific percentage of units set aside for low income households.
- .2 Each property will have the complete regulatory agreement and/or land use agreement including amendments onsite at all times.
- .3 The property manager is responsible for understanding the regulatory agreement and/or land use agreement including amendments and will be held accountable to the extent the actions by the property manager and / or staff are not in compliance with the stated provisions.
- .4 Specific units that are to be set aside for low income households will follow proper certification and recertification procedures, including but not limited to, rent restrictions, utility allowances, and income restrictions.
- .5 The property manager is responsible to ensure the property adheres to current rent limits, income restrictions and utility allowances as required by the regulatory and or land use agreements.

200-2210 Rent Roll

- .1 The recurring charges and credits are set up in OneSite under Scheduled Billing for each resident. On the 1st of each month, procedures to charge resident rent and all other charges must occur. A Prebill Report is run first which is reviewed for any errors. The following items should be verified:
 - Resident Name(s) – All residents signing the lease and occupying the apartment must be listed in OneSite.
 - Total Monthly Rent (Market and Lease Rent)
 - All Deposits (Security, Pet and Other)
 - Move-In Date (all new move-ins for the month)
 - Scheduled Move-Out Date
 - Lease Expiration Date
 - Rent Discounts, Concessions
 - All other charges (Water, Trash, Etc.)
- .3 All vacant units should be confirmed using the “Availability Report”
NOTE: If a change is made to the R & P, the new market rates must be input to the computer by the Property Manager.
- .4 All models and guest suites are shown as Occupied on the Rent Roll with a Model Allowance code applied in an amount equal to the rent charge to net zero.
- .5 For employee apartments, see Administration & Management - Rents - Residency. The Unit should be reflected with an Employee Allowance (Free Rent) or Employee Discount on the Rent Roll.
- .6 Print a preliminary Rent Roll prior to Accounting Month End (“AME”) and review for accuracy.
- .7 The AME Reports should be filed in the binders labeled as such, separated by month and retained on-site for three (3) years. In January, of the fourth year, the first year reports (from three [3] years ago) may be discarded. There should always be twenty-four (24) consecutive months on-hand, including the most current months of the current year.

200-2219 Renewals

- .1 Rents will be reviewed daily in conjunction with lease expirations and market conditions to determine rent increases.
- .2 Residents with expired Leases who elect month-to-month residency will be raised in accordance with the R & P, but at a minimum be brought to market unless otherwise approved by RM in writing.
- .3 The Lease Renewal Policy varies by property and is set forth on the R & P. All increases must have prior written approval of a Regional Manager.
- .4 Determining the requirement to increase rates:
 - Review the current month's Lease Expiration report from OneSite for expired or expiring Leases within the next 12 months.
 - Submit a Rent Increase proposal on the Renewal Form ninety (90) days prior to the effective date of the proposed rent increases to a Regional Manager for approval.
 - As of the morning of the 1st of the month, all Residents who have not signed new leases should be reflected as month-to-month residency and the rental rates must be charged per the month-to-month terms as specified on the R & P.
 - Prepare Rent Increase letters at least seventy-five (75) days prior to the effective date of the increase. The Property Manager should distribute the Rent Increase letters either by posting or mailing seventy-five (75) days prior to the effective date of the increase.

- Residents who are receiving renewals should be contacted by the Office Staff. This is an opportunity to get valuable feedback from Residents, as well as save potential move outs. During the Residents' entire lease term, the property staff must always be working to secure upcoming lease renewals, by providing a high level of customer service.
- .5 Any changes to scheduled billing RENT must have documented reason entered in the Activity Tab to support the modification. Any changes must have RM approval prior to making any changes.
- .6 Any changes to renewal rents or new lease rents without documented RM approval will result in disciplinary action.

200-2220 Concessions

- .1 In general, the Company's position is that Concessions should not be used as a long term solution. It is preferable to lower rent. However, to overcome temporary softening in the market concessions may be used.
- .2 All promotional programs such as move-in specials, rent discounts, and concessions must have prior approval from the Regional Manager.
- .3 The terms of concessions must be described on the approved R & P for sites that are not using YieldStar.
- .4 When concessions are necessary they must be documented on the Lease. See Legal - Lease Section. If a resident does not fulfill the terms of their lease, the concession will be void and the Resident will be responsible for repayment of written concession per the lease. Also, when resident pay late the concession will be void and payment for the full amount of rent will be due (check your states legal requirement regarding charging back concessions when payment is late).
- .5 Whenever practical, the Company prefers that concessions are given up front as opposed to over time. This allows the Resident to begin paying the "market rent" prior to the expiration of their lease.

200-2223 Adjustments to Resident and Employee Resident Account Ledgers

- .1 All prepaid and delinquent balances that are true and accurate must remain on the resident's ledger. No adjustments should be made to write off or charge up delinquent or prepaid balances.
- .2 No employee that lives on site can make adjustments to their own ledger. Any adjustments needed must be made by another staff member, their RM or the Super User.

200-2225 Roommates

- .1 All residents must be named on the lease. Anyone under 18 years of age will be listed as an occupant. Anyone 18 years of age or older will be a Responsible Party to the Lease and must be screened as a lease holding resident
- .2 In the case of a Roommate Separation, the departing roommate will forfeit the deposit on file by completing a Roommate Separation Agreement. All Party's to the lease must agree before the separation becomes valid and the residents that remain must qualify for the apartment on their own.

200-2230 On Site Residency of Employees

- .1 The Company requires at least one (1) employee of any given property must reside onsite as a condition of their employment. Any employee, who lives onsite and receives part of their compensation in the form of a Housing Allowance or an Employee Rent Discount, must have a signed "Employee Lease Addendum" along with all other lease agreement and addendum documents used for any resident residing in our communities. All employees must be screened and approved as all other residents are. They are responsible for the same upfront fees that any other resident must pay.
- .2 Company employees are permitted and even encouraged to live on-site under the same terms and conditions as a resident, with the exception that rent increases will be given once per year, effective January 1.
- .3 Any employee living on-site must complete the following:
 - All documents that any non-employee resident would sign proper to becoming a resident including, but not limited to, an application to lease, a lease agreement, community rules, pet addendums and all other community specific addendums, key receipts, move in inspection forms, and any other standard documents required by all non-employee residents.
 - A signed Lease stating the rent, deposit (if applicable), and an Employee Lease Addendum ("Addendum") explaining the Employee / Management residential agreement.
 - Roommates, spouses, and / or other individuals residing with any employee, receiving an employee discounted apartment, must also sign the Employee Lease Addendum.
 - The Addendum must be signed by the Regional Manager within one (1) week of move-in. A copy of the Addendum is forwarded to Human Resources to be filed in the Employee's Personnel File.
 - Input the employee move-in into OneSite in the same manner as any other new move-in. Any employee rent discounts must be input against the market rent as defined in section .7 below.
 - Lease Agreements are month-to-month and include a 7 day move out clause enforceable at the termination of employment as defined in the Employee Lease Addendum. – can we define this more specifically? I always did leases that ended on the last day of the calendar year so they were eligible for a renewal increase as of January 1st and the dates on the lease matched the dates in the system (audit issue)
- .4 Property Managers, Assistant Property Managers, and Maintenance Supervisors are eligible for a full apartment allowance while they remain employed in good standing and reside at the community they are employed by.
 - 50% of the market rent value of the apartment allowance will be deducted from the employee's salary when living at the community and receiving a full apartment allowance.
 - 50% of the market rent value of the apartment will be added back to the employee's salary when they move off-site as long as they remain an employee in good standing.
Example: Assume apartment market rent is \$1000. Employee will receive a 50% reduction of apartment market rent value in salary each month for a salary reduction of \$500 per month. The benefit is to the employee for living onsite by receiving an apartment valued at \$1000 per month for a salary reduction cost of \$500 per month. The reciprocating value to the community is to have key employees live onsite.
- .5 All other company employees, other than the Property Managers, Assistant Property Managers, and Maintenance Supervisors (section .4 above), may choose to reside at the property where they are employed.
 - They must lease the apartment at all terms and conditions applicable to any new resident, and are subject to the same conditions as any other resident (i.e. they must have a deposit, they

are to receive rent increases annually on January 1, must pay on or before the first, must be issued Three-Day Notices on or before the sixth if their rent is delinquent and must honor all terms of their Lease, Addendum's and House Rules).

- A signed Lease, Addendum's, including Employee Lease Addendum and House Rules are to be in their apartment file.
 - Collection is handled in the same manner as non-employee residents.
 - Lease Agreements are month-to-month and include a 7 day move out clause enforceable at the termination of employment. – see above
 - Employees can only receive an employee discount for the apartment in which they reside. All rentable items, including storage and garages, utilities, valet trash services, extermination services, and all other charges and fees will be assessed to employees at their full price. These items are not eligible for any discounts.
- .6 All other full time Company employees who live at the same property as they work will receive an Employee Rent Discount of 20% off the apartments "Market Rent Value".
 - .7 Market Rent for the specific unit will be the "Market Rent Value" which includes any and all unit and floor plan level amenity premiums.
 - .9 If two or more employees of a community, other than Property Manager, Assistant Property Manager, and Maintenance Supervisor, reside in the same apartment, the maximum employee discount the combined employees will receive is 40%.
 - .10 Any company employee who lives at any Company property and has a delinquent balance due for any reason (Water, Trash, Rent, Etc.) at the time of any Bonus Calculations will not be eligible for their portion of said Bonus.

200-2230 On Site Residency of Employees at Low Income Housing Communities

- .1 Employees can live at the rent and income restricted property (if applicable) where they work as long as they qualify and complete the certification and recertification process just as any other resident who lives in a rent and income restricted apartment.
- .2 Regulatory Agreements may require approval from the governing housing authority to allow units to be exempt from compliance with minimum income and rent restrictions. The approval from the housing authority must be received before the employee can move into an exempt unit.
- .3 The PM and RM will work with the governing housing authority to ensure the non-low income housing employee units are classified exempt before occupancy.

200-2235 Onsite Transfers

- .1 A resident requesting to transfer to another apartment within the same community can be transferred within OneSite using the transfer request functionality. The resident will be charged a transfer fee as specified on the SRP if they have not completed their current lease term. The resident will have to be rescreened and requalify for the new apartment. Using the transfer functionality eliminates the need to complete a final account statement after the transfer is complete as all resident history from the old apartment is transferred to the new apartment, including held deposits, outstanding balances, etc. – as we cannot make this a requirement in the system (screening) how is this being tracked?
- .2 The Notice to Vacate Form should indicate a "Transfer".

- .3 Assessments of any final charges must be completed immediately after apartment has been vacated and inspected.
- .4 The Resident's existing Security Deposit will be transferred to their new unit within OneSite.
- .5 Leases and Addendums should be prepared for signature(s) by all adult residents.
- .6 Their current resident file should be updated to show the new apartment addresses and includes the new lease paperwork for the new apartment. All of the residents old lease paper work should remain in the file for any auditing purposes, including the original credit application. An informal application update should be made to verify employment of resident and emergency numbers. A new credit application is not required unless bond program requires re-qualification.
- .7 All keys and community access items must be returned on the scheduled transfer date. Rent charges continue until all items are returned.
- .8 OneSite will continue to bill for the old apartment until the transfer is complete. To ensure the charges will apply, make sure to mark 'keep old unit' during the 'Transfer Now' process.
- .9 Any exceptions to the above will be made only if the Regional Manager approval is obtained.

200-2236 Site to Site Transfers

- .1 Eligible residents can transfer to other company managed Residential Management communities.
- .2 The transfer fee will be waived if the resident is at the end of their lease term.
- .3 If a resident is not at the end of the current lease term, a transfer fee will apply and is determined by the Regional Manager at the property where the lease is in effect.
- .4 Residents transferring within the company managed portfolio must give a 30 day written notice to the current management prior to the transfer.
- .5 Eligible residents must be in good standing, current on all payments and no lease violations.
- .6 Any fees due to the current community must be paid in full before the transfer takes effect.
- .7 Residents transferring to the new community must pass leasing qualification guidelines for the new community (i.e. credit check, criminal check, income verification, etc.) and must be re-screened prior to the transfer taking effect.

200-2300 Construction Management

Supervision is required of any capital, construction and/or property loss related projects. The following outlines the responsibilities, requirements, policies and procedures related to the position.

- .1 The Vice President will be responsible for any capital or construction project that may or may not earn a construction management fee determined by the Property Management Agreement.
- .2 The Vice President will be involved in property loss claims, including but not limited to loss due to natural disaster, fire, and flood where replacement of loss requires supervision. This includes losses covered by property insurance and / or renters insurance.
- .3 The Vice President will be involved in any and all site inspections by third parties related to insurance claims. Vice President must approve any and all site visit and inspections as they relate to property loss claims. Property Manager is not to allow a site visit without Vice President Approval.
- .4 Property Managers are to participate in activities related to capital improvements, construction, and/or property loss with the approval from the Vice President and / or Regional Manager.
- .5 Property Managers must complete incident reports per the incident reporting procedures and communicate the incident to the Regional Manager. After review of the incident, the corporate office and / or the Regional Manager will determine if the Vice President is to be involved. The

determination of involvement is based on this policy, whereas the replacement of the loss requires supervision, the cost or capital replacement exceeds \$10,000, and a construction management fee may or may not be earned in accordance with the Property Management Agreement.

- .6 All activities related to a property loss insurance claim, including site visits, inspections, and work related, must be approved and supervised by the Vice President .
- .7 Property Managers can participate in the activities related to normal annual lender inspections as required by the loan agreement, however the Property Manager must receive approval from the Vice President, Regional Manager and / or any other corporate official prior to allowing the site inspection by the lender or lender's representative.
- .8 The Vice President will be responsible for completing the five (5) year capital plan for every property. The plan must be reviewed and updated annually during the normal budgeting cycle. The completion of the plan will be handled with cooperation from the Regional Manager, the Property Manager, and the Maintenance Supervisor of the property.
- .9 Capital projects less than \$10,000 that do not require immediate supervision from the Vice President can be completed by the Property Manager with the supervision of the Regional Manager once the work has been approved as required by the Property Management Agreement.
- .10 Before any capital, construction related work can begin, a complete scope of work must be used to obtain bids and a winning bid must be selected as specified in this policy.
- .11 The Vice President is required to write a complete, comprehensive scope of work for each capital improvement project to be completed during the calendar year.
- .12 The scopes of work are to be reviewed by the Regional Manager and the Maintenance Supervisor of the property and comments must be submitted to the Vice President within 48 hours of initial draft to be considered in the final scope of work used to entertain bids.
- .13 Once a final scope of work is complete, the bidding process will begin and a minimum of three (3) bids will be obtained by different contractors using the final scope of work. Any deviations in the bids from the scope of work must be in writing and presented to all others bidding the same job.
- .14 The Vice President and the Maintenance Supervisor will jointly select the winning bid. In the absence of the Maintenance Supervisor, the Regional Manager will become involved in the bid selection process. Any disputes in selecting a winning bid between the Vice President, the Maintenance Supervisor and/or the Regional Manager will be settled by the indisputable decision of the Vice President of the Company.
- .15 Any contract over \$10,000 up to \$50,000 must be signed by the Vice President.
- .16 Contracts over \$50,000 up to \$100,000 must be signed by the Vice President of the Company.
- .17 Contracts over \$100,000 must be signed by the President of the Company.
- .18 All scopes of work, bids, change orders, insurance certificates, contracts, and all other related documents are to be stored in electronic format in a central location specified by the corporate office.
- .19 Failures to comply with these policies and procedures will result in disciplinary action.

200-2301 Fiscal Management

- .1 A Strategic Business Plan with an Operating Budget is prepared and approved annually.
- .2 Forecasts are re-evaluations of the budgets. They are prepared quarterly (April, July and October) to inform Owners, Partners, and Investors of potential variances for the balance of the year.
- .3 A Budget versus Actual Report is completed monthly at AME and is used as a tool for monitoring the property's actual progress versus the budget. It includes details of the current month and year-to-date actuals, budget and variance for Income and Expenses.

- .4 A Year over Year Variance Report is completed monthly at AME and is used as a tool for monitoring the property's actual progress versus budget, and prior year's activity. It includes details of the current month versus the budget, and the prior year's actual for the same period, as well as the Year-to-date comparisons.
- .5 The Income Statement by Period is run monthly.
- .6 Delinquency Reports are due at different times during the month. The Delinquency Report can be run daily in OneSite by the property. This report indicates all delinquent balances for all accounts at the property.
- .7. It is the Property Manager's responsibility to monitor Rent Increases projected in the Budget, as well as monthly expenses not to exceed the budgeted amount.
- .8 The Delinquency Report is to be reconciled monthly against the Rent Roll for accuracy. True delinquencies should be in the Eviction Process no later than the 11th of each month.

200-2305 Daily Reports

- .1 All working daily reports that are used by the office staffs are contained within OneSite.
- .2 Properties with YieldStar have access to additional revenue related reports accessible by the Property Manager only.
- .3 All property managers have access to OneSite Accounting where they can pull financials on a daily basis.

200-2310 Weekly Reports

- .1 The properties are monitored weekly with:
 - Weekly Status Report – Automatically generated weekly report that reviews financial, occupancy, and leasing activity based on information entered into OneSite.
 - Other Reports – Company specific analytical reports
- .2 The weekly reports are summarized and distributed to Partners and Owners by 11:30 AM each Friday.

200-2315 Monthly Reports

- .1 Monthly Reports prepared by the fifteenth (15th) of each month by Corporate include:
 - Trial Balance and Detailed General Ledger
 - Detailed Balance Sheet - financial picture of Assets and Liabilities as of the end of the month.
 - Budget versus Actual Variance Report - a comparison of the monthly and year-to-date operating results versus the budget.
 - Income Statement by Period - a listing of operating results by month.
 - Year over Year - Budget versus Actual - similar to the "Variance Report", however adds a comparison of prior years month and year-to-date results.
 - Check Register - a listing of vendor and amounts paid by check number, and date paid.
- .2 The Property receives a copy of these reports, and they must be filed in their Financial Statement binders.

200-2320 Quarterly Reports

- .1 Most of the quarterly reports are based upon the information from the Operating Budget. Reports that are prepared quarterly include:
 - Quarter Forecast vs Budget Summary
 - Comparative Budget Analysis
 - Forecast Summary
 - Forecast Detail
 - NOI Bonus Calculation
- .2 If required, partner preferred return calculations and distributions.
- .3 If required, quarterly tax (IRS & State) withholding payments.

200-2325 Annual Reports

- .1 Reports that are prepared annually include:
 - Financial Statements
 - Tax Returns
- .2 The Operating Budget is a detail property financial projection of the upcoming year's income and expenses that must be approved prior to December 1. TIC Investor budget is due Nov. 1.

200-2326 Annual Property Audit

- .1 Each property will have a full site audit completed at least once per year. The auditors that come to the property are to be given full access to whatever information they need.
- .2 The auditors will examine, at a minimum:
 - Lease files (current and former)
 - Vacant apartments
 - Grace Hill training completion
 - NetTime
 - Model apartment and guest suite
 - Rentable items
 - Bank deposits
 - Maintenance department
 - Petty cash
 - Property Inventory
 - Overall condition of the property
- .3 These categories will be scored and an overall score will be compiled. A score below 70 will result in a re-audit taking place within 90 days (minimum).
- .4 A score below 70 may also lead to formal counseling.

200-2327 Random Phone, Internet and On Site Shop Reports

- .1 Each property will have random mystery shops conducted randomly during the year.
- .2 Any failing score on any shop will result in further training and counseling.
- .3 Consecutive failing scores will result in continued counseling and may lead up to termination.

200-2400 Property Inventory

- .1 It is the responsibility of each property manager and maintenance supervisor to maintain a detailed listing of all items that belong to the property.
- .2 This inventory should include (but is not limited to):
 - Computers
 - Electronics
 - Furniture
 - Art work
 - Golf carts
 - Fitness center equipment
 - Tools
- .3 Any computers or electronics must have the serial number and model number documented.
- .4 Inventory lists must be updated annually or when an item is purchased or disposed of.
- .5 Inventory lists must be signed off by property manager and regional manager annually.