



QUORUM

REAL ESTATE & PROPERTY
MANAGEMENT INC



WELCOME TO QUORUM!

Thank you very much for considering
**Quorum Real Estate Property
Management, Inc. (QRE)**

In this packet you will find an outline
of our services
available to property owners, as well
as a sample management
agreement, testimonials, and more.

We look forward to hearing from you!

WHAT WE CAN DO FOR YOU

Quorum Real Estate has been successfully matching people with property in both King and Snohomish Counties for nearly **30 years**.

Our property managers are licensed Real Estate agents and bring **valuable experience** to your property.

We have a catalog of skilled vendors ready to facilitate repairs, remodeling, or any construction needs your property may have.

Our Management Services

- We specialize in the management of your residential properties such as single family, duplex, fourplex and larger multifamily units
- We provide monthly accounting services
- We advertise for top exposure of your property
- We monitor market values for the best possible return on your investment
- We work with members of the community to maximize investment possibilities
- We are available to you at all times



Stress Free Management!

Let us take the hassle out of the day-to-day tasks of managing or renting your property so that you can enjoy the fruits of our labor.

You won't have to worry about reading up on the latest in Landlord/Tenant Law, collecting rent checks, or fixing that leaky toilet. As a member of your team we will work throughout the day to satisfy your needs.

At Quorum, we are guided by a management philosophy that emphasizes **active management** and **clear communication**.

Customized service for each client is our priority. From every day management to capital improvement projects, QRE has the knowledge and experience to handle all of your management needs.

CUSTOMER TESTIMONIALS

"**Excellent** property management company. I have had several years of experience working with Quorum. Working directly as an HOA board member, I have had almost weekly interaction with Felix and his staff. They have always performed professionally with integrity. **Our HOA has been fortunate to have this management company** guiding us through the legal requirements and helping us with short and long range goals." - Steve C.

"I have been working with Quorum for about a year now as my property manager. Felix is always very **helpful, responsive** and **great at communicating.**" - Stephanie B

"Quorum Real Estate Property Management, easy to work with. **reliable** and the process was easy." - Frank M

CUSTOMER TESTIMONIALS

"I rented a condo unit they managed for nearly 6 years. They were always **helpful** and **responsive** when any needs or problems arose. The owner decided to sell the condo and Quorum was understanding with the challenges in finding a new location under these difficult times. They allowed me stay an additional month to assist my search." - Rick R

"I am very grateful too Quorum, they are very **professional and accommodating**. I have been in a unit since Aug, they have followed through with all requests. I have dealt with three representatives from Quorum, I am fully satisfied with how **helpful, respectful** and **quick** they are when responding to my requests. I continuously recommend any one looking to rent or sell their home, none of my friends have been disappointed. **Felix** and **Jeremy** helped my close friend to sell his condo, he continues to give them rave reviews on how quick and efficient they were. Quorum continues to not disappoint!!" - Janelle W.

MANAGEMENT FEES

- Account Set-up Fee (one-time) of \$20.00 per unit with a \$150.00 minimum charge.
- Lease Fee – 75% of full month's rent with each new lease.
- Marketing – actual cost of advertising expense that exceeds 25% of one month's rent
- Management Fee is charged monthly at a percentage of the gross monthly collections. The actual percentage is determined by mutual agreement of Owner and Agent before signing of Management Agreement. The type and condition of the property(s) are some of the aspects of determination. The minimum monthly Management Fee to Quorum is \$150.00.
- Monthly Administrative Maintenance Fee of \$1.40 per unit (minimum \$14.00)
- Lease Extension Fees - \$200.00 for administrative costs.

FULL SERVICE

*Quorum is a full service
brokerage.*

*Not only can we successfully
manage your property, but
when the time comes, there is no
one better to help sell your home
than us!*

**CURRENT PORTFOLIO
VALUED AT
\$258 MILLION**

WHY LIST WITH US

WE KNOW YOUR PROPERTY

Our agents are familiar with your property and the current market trends. We will work with you to make sure your property is priced correctly for the area and aim for a quick turn around time.

ACCESS TO WIDE AUDIENCE

We list your property on premium websites with the most activity to ensure it is viewed by a wide range of potential buyers.

REGULAR UPDATES ABOUT YOUR LISTING

We'll pass along feedback from open houses and showings, keep you up-to-date on any changes in the market place, and we will be there to answer any questions that might pop-up along the way.

REFERENCES

Stephanie Bounds -

Rental Property Owner / Management Client
(206) 949-1874

Tinah & Garfield Bennett -

Rental Property Owner / Management Client
(206) 399-1511

Carla Jones -

Rental Property Owner / Management Client
(206) 930-4937

Mai Nguyen-

Rental Property Owner / Management Client
(206) 335-0843

Mardi Brekke -

Rental Property Owner / Management Client
(425) 260-9059

Spanish and Sign Language Interpretation Available

Managing A Better Seattle

Q U O R U M
Real Estate Property Management, Inc.

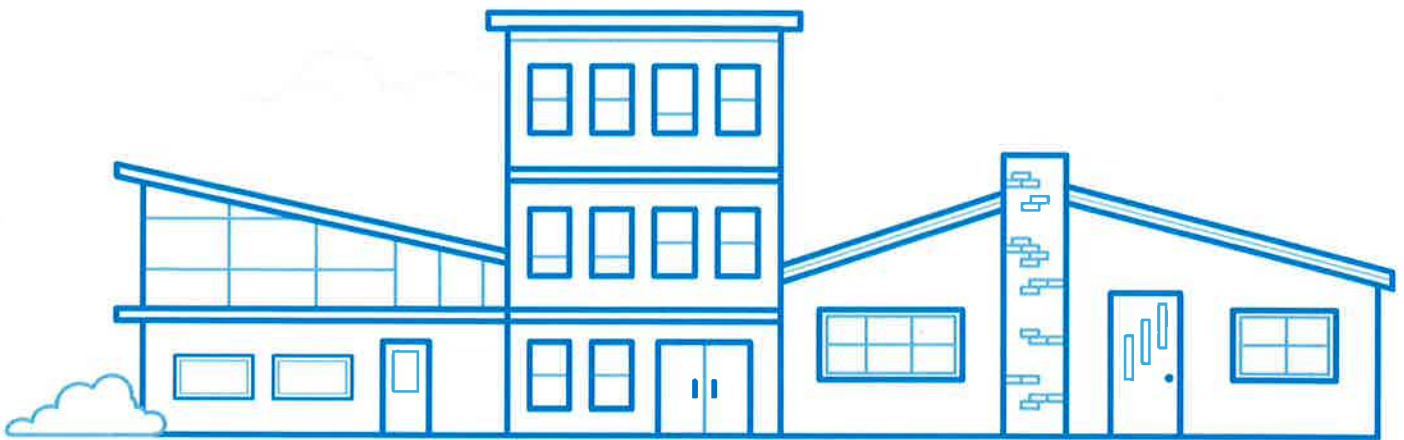
Follow Us on Facebook!





AppFolio Property Manager

Residential Property Management Owner Kit



GROW WITH THE RIGHT TECHNOLOGY

Benefits of AppFolio Property Manager



Enhanced Communication



Real-Time Access



Competitive Tools



Streamlined Maintenance



Built-in Risk Management





Enhanced Communication Between Renters, Owners & Property Management Company

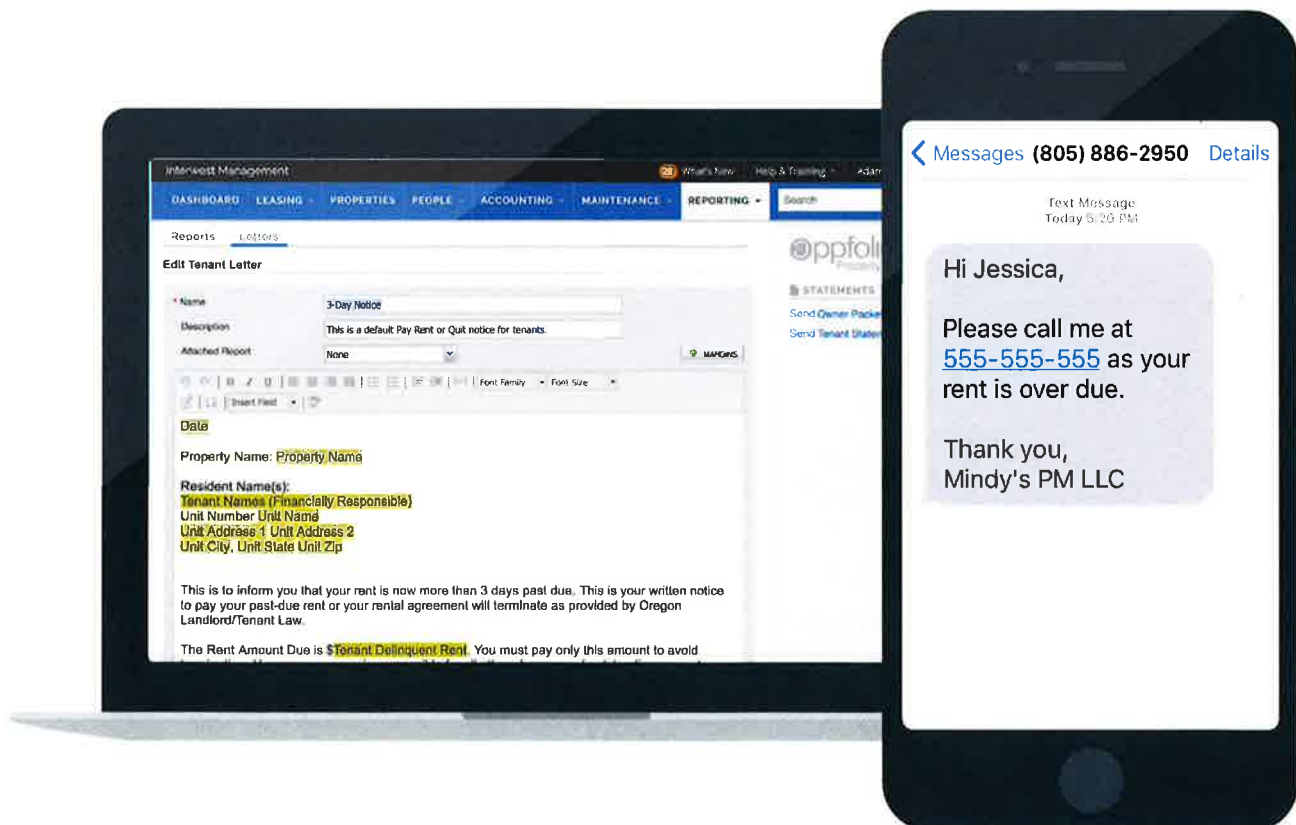
Communication Is Critical

It's important for renters and owners to be able to connect with their property managers quickly and vice versa.

AppFolio's built-in messaging and emailing tools make collaboration and staying informed more convenient than ever.

Key Features:

- Unlimited **text messaging** and **emailing** (single or bulk) at no added cost
- Submit **maintenance requests** from any device
- Easy **document sharing** through the Online Portal
- Letters for easy **notification** of delinquency notices
- Access to **built-in forms** & **payment reminders**





Real-Time Access to Documents & Electronic Payments

Completely Mobile with 24/7 Access

Mobile functionality is one of the top priorities for property managers, renters, and owners.

AppFolio's robust mobile capabilities mean you have on-demand access to financial statements, monthly summaries, year-end tax statements, and important documents from anywhere at any time. It also means you can make and receive payments from your mobile-friendly Owner Portal.

Key Features:

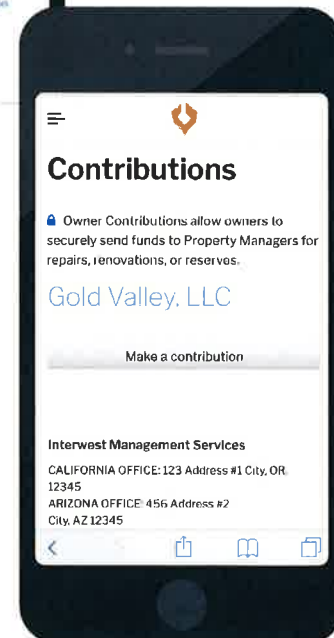
Quickly pull up reports and documents on any device, including:

- **Owner statements**
- **Monthly summaries**
- **Shared inspection reports**
- **Year-end tax statements**
- **Work Order status updates**



Submit payments using convenient online methods:

- Property Managers can quickly, conveniently, and securely pay owners and vendors via eCheck or Bill Pay.
- Owners can securely and directly send funds for emergency maintenance repairs, renovations, or reserves via eCheck or Credit/Debit card.
- Have instant access to payment history.





Competitive Tools to Ace Leasing

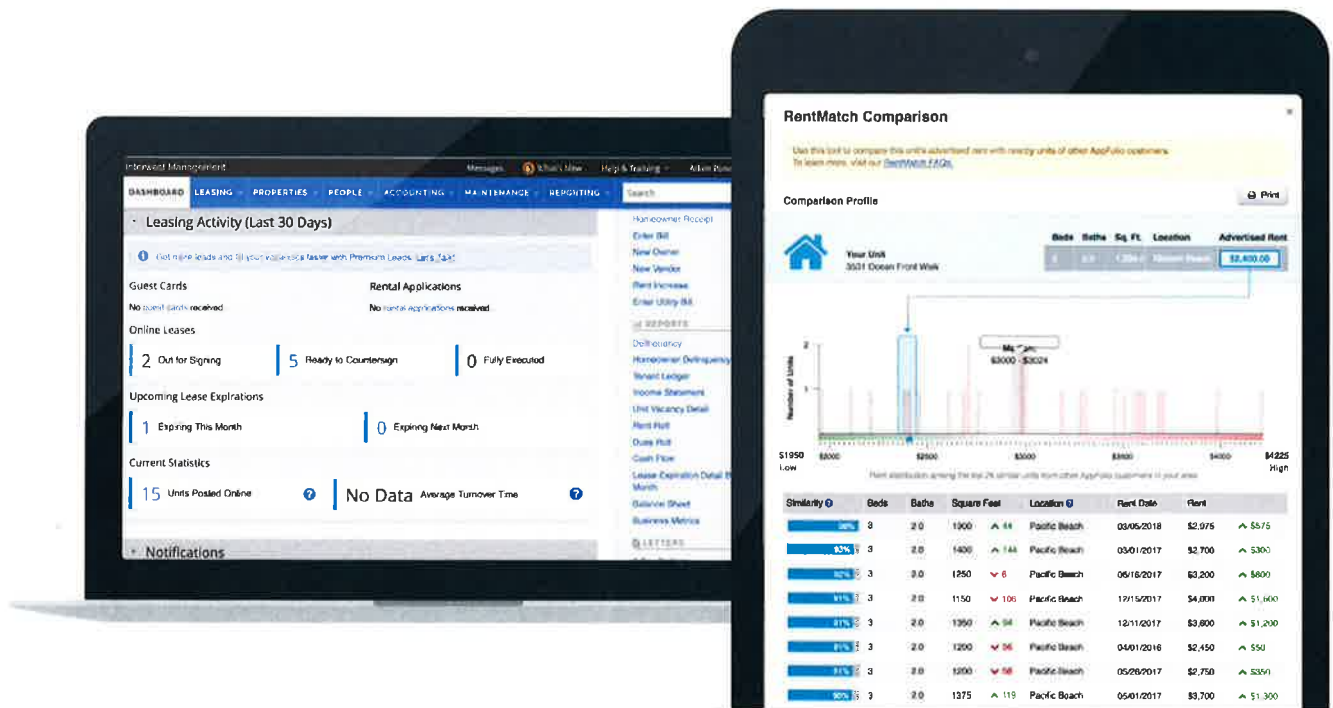
Robust Marketing to Attract Modern Renters

Arming property managers with the right tools to efficiently market your properties means filling vacancies faster.

AppFolio Property Manager's stand-out leasing features start with a professional web presence to attract the right renters, and continues on with online guest cards, rental applications, and digital lease signing.

Key Features:

- A **professional web presence** makes a good first impression and amplifies your brand.
- Eye-catching **vacancy postings** are featured on your website, along with hundreds of online rental listing sites.
- The **Leasing Dashboard** displays information on available units, soon-to-be available units, guest cards, and rental applications so your team can quickly and accurately track progress toward 100% occupancy.
- Built-in **rent comparison tools** align vacancies with comparable rent rates in the same geographic location to maximize rental revenue.





Streamlined Maintenance Keeps Your Properties in Top Condition

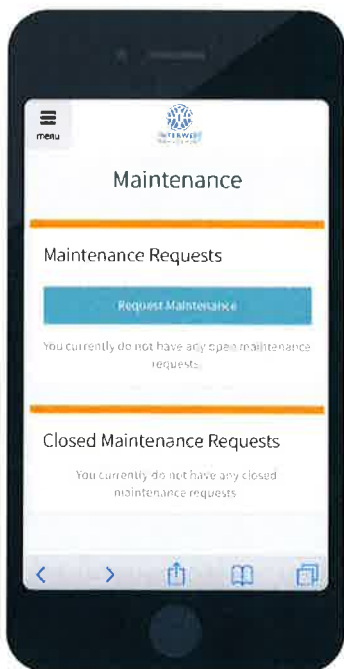
Streamlined Maintenance Management

It's important to resolve inconvenient and potentially costly maintenance issues fast and effectively.

AppFolio's maintenance management features can assure you that your property is running smoothly and well cared for.

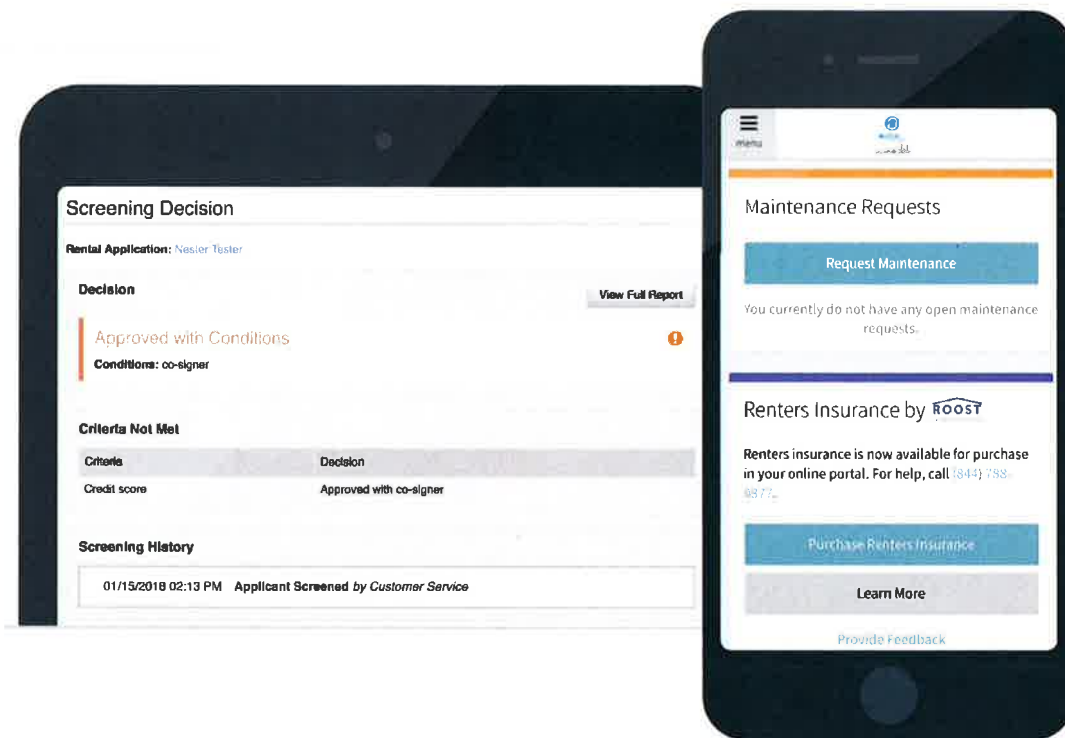
Key Features:

- Renters can submit **maintenance requests** directly from their Online Portals.
- When signed up with the 24/7 **Maintenance Contact Center** service, a professionally trained AppFolio agent dispatches pre-approved vendors and logs all activity in your database.
- You can **access** all maintenance requests, work orders, vendor information, and accounting **directly from your phone**.
- **Mobile inspections** help keep your properties **rent-ready** and in good shape.





Tenant Screening and Insurance Protects Owners and Renters



Built-in Automation and Asset Protection

When risk mitigation is completely integrated with AppFolio Property Manager, you can rest easy knowing your properties and renters are in good hands.

Key Features:

- **Tenant screening** uses pre-set criteria and automated decisioning to help property managers make consistent decisions, increase compliance, and approve tenants faster.
- Property managers can enroll residents in **Liability to Landlord Insurance** for easy tracking and enforcement, also offering owners and investors increased protection against resident-caused damage.
- Renters can protect their own belongings by enrolling in **ROOST Renters Insurance** directly from their Online Portal.
- **Tenant Debt Collections**, partnered with Hunter Warfield, a fully licensed national collections agency, helps streamline the debt recovery process and boost revenue.

A photograph of a modern, multi-story apartment building with balconies and a large rock in the foreground. The building features a mix of wood paneling and light-colored siding. The balconies have black metal railings. The foreground is a lush green lawn with a large, smooth, light-colored rock. The sky is a clear, deep blue.

appfolio[™]
Property Manager

RESIDENTIAL PROPERTY MANAGEMENT OWNER KIT | [APPFOLIO.COM](https://www.appfolio.com)

Code Compliance

— guidelines on Seattle regulations governing safety and quality of life

Registering Your Rental Property

Updated January 1, 2019

WHAT IS RRIO?

The Rental Registration and Inspection Ordinance (RRIO) was established by the Seattle City Council after an extensive public involvement process. RRIO helps ensure that all rental housing in Seattle is safe and meets basic housing maintenance requirements. All rental property owners in Seattle must register their properties with the City. Inspectors will make sure all registered properties comply with minimum housing and safety standards at least once every 5-10 years.

WHO IS REQUIRED TO REGISTER?

Anyone who owns or manages a rental housing unit in Seattle is required to register unless they qualify for a registration exception. Exceptions include government-owned, government-operated, and institutional rental housing. To find out if your property qualifies for a registration exception visit www.seattle.gov/RRIO and go to the Owners & Managers section.

WHAT DO I NEED TO REGISTER?

To register a property, you will need the following:

- **Property Address for the rental unit(s).**
- **Three contact types** for each property registered:
 - Applicant—this is the person filling out the application. This could be the owner or the property manager.
 - Owner(s)—this is the person(s) or organization listed on the title for the rental property.
 - Tenant Contact for Repair—this is the person/company that a tenant would call if a repair needs to be made in a rental housing unit. This

is the only contact that will be publicly displayed on the RRIO Certificate of Registration.

- The **number of rental units** on your property.
- **Declaration of Compliance.** You will need to declare that the property and available rental units meet the standards described in the RRIO Checklist. You can find the RRIO Checklist at www.seattle.gov/RRIO in the Owners & Managers section.

HOW MUCH DOES IT COST TO REGISTER?

The RRIO registration fee is good for 2 years from the date you register your rental property. The 2-year fee is \$70 for a property and its first rental unit, plus \$15 for each additional unit. For example:

Number of Rental Housing Units	Base Fee (property + 1st unit)	Unit Fee	Total for Five Years
1	\$70	\$0	\$70
2	\$70	\$15	\$85
10	\$70	\$135	\$205
100	\$70	\$1,485	\$1,555

HOW TO REGISTER

You can register online. When using the online option, you must pay your registration fee with a credit card. To register online go to www.seattle.gov/RRIO and click on Register My Property under “What Do You Want To Do?” on the right side of the page. You will need to create a sign-in account for the system and then register for the RRIO program.

You can also register by mail or in-person.

1. You can download a mail-in registration form from www.seattle.gov/RRIO. You can also get a form from the 20th floor at Seattle Municipal Tower (700 5th Avenue, Seattle, WA 98104) or by calling (206) 684-4110.



If you are registering by mail, send your completed registration form and payment to:

City of Seattle—Rental Registration
P.O. Box 34234
Seattle, WA 98124-1234

You may pay your registration fee with check, money order, or cashier check—please do not send cash via mail.

2. In person registration is possible on the 20th floor at the Seattle Municipal Tower (700 5th Avenue, Seattle, WA 98124). A paper registration form will be available for you to fill out and sign the declaration. You may pay your registration fee with credit, check, money order, cashier check or cash.

WHERE TO GO FOR HELP

If you need help with your registration or if you have questions about the RRIO program:

- Find more information on our website at www.seattle.gov/RRIO.
- Submit a question through our website by clicking the Send us a RRIO Question link under “Still Need Help?” on the right side of the page.
- Call the RRIO Hotline at (206) 684-4110.
- Visit the walk-in help desk at the following location:

Seattle Municipal Tower
700 Fifth Avenue, 20th floor
Seattle, WA 98104

Access to Information

Links to electronic versions of SDCI **Tips, Director's Rules**, and the **Seattle Municipal Code** are available on the "Tools & Resources" page of our website at www.seattle.gov/sdci. Paper copies of these documents are available from our Public Resource Center, located on the 20th floor of Seattle Municipal Tower at 700 Fifth Ave. in downtown Seattle, (206) 684-8467.

Practice Quorum Real Estate - Property Management Inc.

3227 NE 125th Street
Seattle, WA 98125

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Burger and Associates, LLC.

50 Castilian Dr.
Goleta, CA 93117

Owner Statement
Oct 01, 2018 - Oct 26, 2018

Notes

Sample Owner Packet

Promontory Street - 3782 Promontory Street, San Diego, CA 92109

Property Cash Summary

Beginning Balance	250.00
Cash In	2,509.50
Cash Out	-275.00
Management Fees	-200.00
Owner Disbursements	-1,784.50
Ending Cash Balance	500.00
Property Reserve	-500.00
Net Owner Funds	0.00

Transactions

Date	Payee / Payer	Type	Reference	Description	Cash In	Cash Out	Balance
				Beginning Cash Balance as of 10/01/2018			250.00
10/26/2018	Michael Young	Receipt		Rent - October 2018	2,500.00		2,750.00
10/26/2018	Michael Young	Receipt		Insurance Fee - October 2018	9.50		2,759.50
10/26/2018	A & B Blind & Drapery	Check	3	Owner Paid Maintenance		125.00	2,634.50
10/26/2018	Gregory Pest Solutions	Check	9	Other Profession Fees		150.00	2,484.50
10/26/2018	Practice Quorum Real Estate - Property Management Inc.	Check	11	Management Fees - Management Fees for 10/2018		200.00	2,284.50
10/26/2018	Burger and Associates, LLC.	Check	15	Owner Distribution - Owner payment for 10/2018		1,784.50	500.00
				Ending Cash Balance			500.00
Total					2,509.50	2,259.50	

Resident Financial Activity

Properties: Promontory Street - 3782 Promontory Street San Diego, CA 92109

Tenant Status: Current and Notice

Date Range: 10/01/2018 to 10/26/2018

Account Name	Last Receipt Date	Beginning Balance	Charges	Payments	Ending Balance
Promontory Street - 3782 Promontory Street San Diego, CA 92109 - No Unit - Young, Michael					
Insurance Fee	10/26/2018	0.00	9.50	-9.50	0.00
Rent	10/26/2018	0.00	2,500.00	-2,500.00	0.00
		0.00	2,509.50	-2,509.50	0.00
Total		0.00	2,509.50	-2,509.50	0.00

Property Management and Commission Agreement

Property Address: _____

THIS PROPERTY MANAGEMENT AGREEMENT dated for reference purposes only as of this _____ day of _____, is by and between _____ (“Owner(s)”), with a mailing address of _____ and **Quorum Real Estate Property Management, Inc.**, a Washington corporation (“Agent”), with a mailing address of **3227 NE 125th Street, Seattle, WA 98125**

Owner or authorized representative of the Owner hereby appoints and authorizes **QUORUM REAL ESTATE PROPERTY MANAGEMENT, INC.** as Agent to manage, operate, rent and lease the property starting _____-and its designated units described on the attached pages upon the following terms and conditions:

Owner/Agent has the right to cancel this contract within the first 60 days by written notice. Owner will only be held liable for account set up fees, actual marketing costs, property improvement expense and any lease fees subject to this contract that occurred during that time. This agreement will terminate at midnight 1 year from the contract starting date with receipt of a thirty-day written notice from either party and thereafter the agreement will automatically be renewed for annual periods, until terminated by either party with a thirty (30) day written notice.

1. OWNER AGREES TO PAY THE AGENT FOR:

- A. Account Set-up Fee: account Set-up Fee (one-time) of **\$25.00 per unit** with a **\$150.00** minimum charge (non-refundable).
- B. Leasing or renting fee of the property for **75%** of one month’s rent whenever a new Tenant assumes the property and is assigned a new Tenant identification number.
- C. Actual cost of advertising expense that **exceeds** 25% of one month’s rent.

-
- D. Lease Extensions: Document Preparation and extension of an existing Quorum Lease Agreement for the benefit of the owner in the amount of **\$200.00**.
- E. Managing the property in the amount of _____ (_____ %) of the gross monthly collections (**\$100.00 per month minimum**) from operation of the property during the term of this contract.
- F. Monthly Administrative Maintenance Fee of \$1.40 per unit (**\$14.00 minimum**).
- G. Owner will pay \$ _____ to be applied toward account startup costs, which include but are not limited to set up fee and marketing/advertising costs.
- H. Supervision of specific work exceeding \$1,000.00 net cost to Owner, less sales tax for any one project. See Paragraph 2, subparagraph I of this agreement.
- I. If management is terminated before the property has been rented, owner agrees to pay Quorum actual advertising costs, (such as print ads, signage, and photography) that has been spent as well as any costs to get the property rent ready.
2. THE AGENT AGREES TO:
- A. Accept the management of said property upon the terms herein provided and agrees to furnish the service of its organization for the renting, operating, and managing of said property.
- B. Rent single family homes for a term lease of no less than eleven months unless otherwise instructed in writing by Owner or authorized representative of the Owner. Rent apartment, multiplexes and condo units for a term lease of no less than six months unless otherwise instructed in writing by Owner or authorized representative of the Owner.

-
- C. Investigate references, credit and income, criminal background, and rental history of prospective tenants and operate in the Owner's best interest in granting possession.
 - D. Remit to Owner a monthly statement that will be processed by the 10th day of following month. An agreed upon minimum balance of _____ will normally be maintained in the account for emergencies and minor repairs. See enclosed addendum referring to Owner Funds Disbursement Policy.
 - E. If agreed, forward Owner's mortgage payments when due, provided funds are available and a reserve fund is established.
 - F. Hold Tenants' Security Deposits in trust and disburse per RCW 59.18.
 - G. Hold in a designated noninterest bearing Security Trust Account any Prepaid Rent, Last Month Rent Deposit and/or Funds as Consideration for future distribution, subject to Lease/Rental Agreement terms and conditions. These specific funds belong to the respective Tenant listed as party to the Lease/Rental Agreement until these funds are applied. Quorum Real Estate Property Management Inc. strictly follows the policy of "Holding in Trust" funds collected in advance for the benefit of the Owner until these funds are applied to the certain action or purpose designated in the Lease/Rental Agreement for which they were collected.
 - H. Provide Owner's Personal Bank Account balance on the monthly statement, provided Agent has co-signed on the Owner's account and receives bank provided statements. AGENT shall be reimbursed for all costs or expenses incurred or expended for the benefit of the Owner(s) of said property. Owner will pay all cost of postage and/or long-distance calls over and above the monthly predetermined Administrative Fee.
 - I. The Agent without charge shall perform SUPERVISION of any remodeling, improvements or repairs up to a maximum of \$1,000.00 net cost less any sales tax. Supervision of any remodeling, improvements, or repairs that

exceed a total net cost of \$1,000.00 that is requested and agreed to by the Owner shall be charged a **Supervision Fee of 10%** of the total net cost, less tax, as invoiced by the vendor or vendors.

- J. AGENT shall not be responsible or liable for any loss, damage, or injury to said property, or any articles of the property located therein due to any cause whatsoever, including but not limited to any loss, damage, or injury due to: acts of God; the elements; pest infestations; the freezing or bursting of pipes; defective heating systems; or the negligence or carelessness of any Employee, Agent, or Contractor. All persons employed at said property other than the employees of the Tenant shall be deemed to be the employees of the Owner(s). Agent shall not be liable or responsible for the performance or nonperformance of any persons hereof or any requirements imposed by any law or ordinance.

The responsibility of Quorum Real Estate Property Management, Inc. shall be limited to collection of rents, and the Owner(s) agree to hold Agent harmless from all liability, expense, attorney fees, costs or judgments in connection herewith, and to reimburse Agent therefore.

3. THE OWNER AGREES TO:

IN THE EVENT the Owner is not reasonably available for consultation, and the Agent deems expenditures are necessary for the protection of the property from damage, or to perform services to the Tenants as provided for in their leases and the Landlord/Tenant Act of Washington (RCW 59.18). Quorum Real Estate

- A. Property Management, Inc. and their Agents are authorized to make emergency repairs to the property with or without the prior consent of the Undersigned. Agent has the authorization for repairs and expenses to the property up to \$ _____ (\$500.00 minimum) without preauthorization of the Owner.
- B. Owner must provide, if possible, a local contact person.

-
- C. Quorum requests that they be listed on the Property Insurance as additionally insured. Under all circumstance, Owner agrees to maintain property insurance and shall notify Quorum of any change in this insurance.
- D. Owner shall notify Quorum of any foreclosure action on property.
- E. Owner agrees to notify Quorum of any changes in personal contact information.
- F. OWNER agrees to hold Quorum Real Estate Property Management, Inc. and its Agents harmless from all damage lawsuits in connection with the management of the herein described property and from liability from injury suffered by any Tenant, Employee, Contractor, or other person whomsoever, and to carry and maintain, at Owner's expense, adequate public liability insurance and to name Quorum Real Estate Property Management, Inc. and its Agents as additional insured.
- G. OWNER agrees, as mandated by the Federal Fair Housing Act, and State and Local law, that Quorum Real Estate Property Management, Inc. and its Agents shall not discriminate against any person or refuse to rent or impose different rent terms on a person because of race; color; sex; marital status; parental status; sexual orientation; political ideology; age; creed; religion; ancestry; national origin; possession or use of a Section 8 certificate; or the presence of a sensory, mental, or physical handicap.
4. TAXES, assessments, lienable items, water, sewer, and other charges shall be paid by Quorum Real Estate Property Management, Inc. for the Owner(s), if the Owner so wishes, providing that there are sufficient funds in the account. Agent shall not be held liable for failure to make such payments.
5. ANY AND ALL late charges and NSF fees collected by Agent from any Tenant will be the property of the Agent. The Agent may retain one-half of all deposits or earnest money that is forfeited by applicants on bona fide offers to lease or rent.

Agent:
Quorum Real Estate Property Management, Inc.

Date

Designated Broker:
Quorum Real Estate Property Management, Inc.

Date

Owner or Authorized Representative

Date

Owner or Authorized Representative

Date

Owner or Authorized Representative

Date

SAMPLE

Property Management and Commission Agreement

Addendum A - 11.28.12

Owner Funds Disbursement Policy

1. The Disbursement of Owner's funds is made in one of three ways:
 - A. Disbursement check direct mailed with statement.
 - B. Direct mail deposit subject to owner's instruction, provided deposit slips and mailer are provided by owner, or
 - C. Quorum will direct deposit (hand deliver) to a local banking institution.

2. If Owner elects and instructs Quorum to make direct deposit of disbursement funds to a local bank, it is Quorum's intention, if possible, to make said deposit on the same day the operating statement is mailed. It is to be understood that on occasion, for various reasons, you may receive your statement before the actual deposit of your funds is accomplished. It is recommended that you confirm deposit of funds to your bank accounts. The Owner agrees to hold Quorum Real Estate Property Management, Inc. harmless for any funds not confirmed by the Owner as deposited by the bank receiving such funds.

3. Subject to Owner's specific and reasonable request, Quorum will agree and attempt to deliver disbursements prior to the 25th day of each month. Any request and agreement shall be in writing and signed by the Owner and Quorum's representative.

 Agent:
 Quorum Real Estate Property Management, Inc.

 Date

 Designated Broker:
 Quorum Real Estate Property Management, Inc.

 Date

 Owner or Authorized Representative

 Date

 Owner or Authorized Representative

 Date

 Date