

Risk Management for Property Managers

- Where Property Managers Fail
 - Managing the Business
 - Setting it up
 - Hiring and retaining qualified staff
 - Failure to supervise
 - Managing the Money
 - Having the right accounting system
 - Performing regular reconciliations
 - Managing Landlord Relationships
 - Fail to have an outstanding property management agreement
 - Fail to terminate toxic relationships with difficult owners
 - Managing Tenant Relationships
 - Fail to proactively address failed tenant relationships
 - Fail to manage the lease agreement
 - Managing the Property
 - Make sure it is habitable
 - Hire licensed contractors
- Property Management and Accounting Systems
 - Choosing the Right Accounting System
 - Cloud based
 - Individual user logins
 - Supports monthly and annual audits
 - Preventing Embezzlement
 - Pay Special Attention to the Security Deposit Trust Account
 - Incoming Tenant ACH Deposits
 - Avoid Commingling and Conversion
 - Monthly Reconciliations
 - Annual Reconciliations
 - Building in Checks and Balances
- Taking a New Property Under Management
 - What About the Landlord
 - Is he/she a trustee?
 - Is he a micro-manager?
 - Existing Tenants
 - Existing Lease Agreement
 - Property Management Agreement Considerations
 - Go through the PMA in person when possible
 - Evaluating Owner's Goals and Objectives
 - Get on the same page with the owner

- Proof of Landlord Insurance
- Pre-Management Inspections
 - Current condition
 - Habitability issues
 - Environmental issues
 - Maintenance and repairs
 - Capital improvements
- Determining the Reserve Deposit
- Managing Multiple Properties for the Same Owner
- Foreclosure

- Tenant Screening and Leases
 - The Lease Application
 - Tenant Selection
 - Emergency Contact Info
 - The Lease Agreement
 - Go through the Lease in person
 - Get on the same page with the tenant
 - Restrictions
 - Smoking
 - Medical Marijuana
 - Recreational Marijuana
 - Pets
 - Service Animals (Does the Application Address this?)
 - Explain the Security Deposit
 - Lease Terminations Issues

- Update on Fair Housing and ADA Issues

- Moving In.
 - Pre-Move-In Inspection
 - Property Condition Report
 - Complete it prior to moving in.
 - Allow tenants at least five days to call out any maintenance and repair issues that arrive after moving in
 - Photos and video

- Moving Out
 - Pre-Move-Out Inspection/Walk through with the Tenant
 - Final Move-Out and Property Condition Report

- Early Termination of Lease – Domestic Violence
 - NRS118A.345
 - Extends to Harassment and Stalking

- Abandoned Property Procedures
 - NRS118A.460
 - Requirement to Secure (30 days)
 - Notification Requirement (14 days)
 - Automobiles – See NRS487

- Insurance
 - Landlord
 - Minimum \$500,000 - \$1,000,000
 - Additional named interest or insured
 - Indemnity clause
 - Tenant
 - Flood
 - Home Warranty
 - Track renewals in PM Accounting System

- Maintenance and Inspections
 - Pay Special Attention to Health and Safety Issues
 - Preventative Maintenance
 - Reduces Repair and Replacement Costs
 - Avoids Interruptions to Tenants
 - Routine Inspections
 - Use Checklist
 - Interior and Exterior
 - What to Inspect
 - Smoke Detectors
 - Carbon Monoxide Detectors
 - Maintenance Requests
 - Contractors and NRS624

- Returning the Security Deposit
 - Handle Timely
 - What is Normal Wear and Tear
 - Avoiding Complaints and Court Appearances
 - “I was Just Following Orders” is No Defense

- Property Management Organizations and Designations
 - [IREM](#) (Institute of Real Estate Management)
 - ARM (Accredited Residential Manager)
 - CPM (Certified Property Manager)
 - [NARPM](#) (National Association of Residential Property Managers)
 - RPM (Residential Property Manager)
 - MPM (Master Property Manager)
 - CRMB (Certified Residential Management Bookkeeper)