

## Section IV

### **OPERATING THE ON-SITE OFFICE**

#### **Overview**

This section establishes the policies and procedures for all site level offices operated by the Company. It is the intent of the Company that all offices in our apartment communities operate in a professional manner that is consistent and effective. This professional uniformity promotes more effective administration of our various apartment communities regardless of their tenant profile.

Among the procedures established in this section is the Monthly Checklist, a time management tool of importance to the Site Manager. It will assist in organizing daily schedules in order to properly carry out various tasks.

In order to successfully carry out the responsibilities of this section, employees must know the following:

How to effectively manage their time;

How to establish and maintain various required files;

Reference handbooks and documents which must be kept in the office and how to use them;

Company policy regarding telephone usage;

General policies regarding office procedures;

Requirements which must be met at the site level when rents are increased;

What the requirements are for publishing a newsletter at the apartment community.

#### **A. Standard Office Procedures**

It is critically important for each site office of properties managed by the Company reflect a professional image that enhances the authority of the Site Manager.