

Dear Property Management Agent,

Welcome to Property Management! Please review the attached packet as it should address any questions you may have regarding the accounting process through West USA Property Management and the Brokers trust account.

In order to set up new properties or tenants we will need the New Management/Lease Set-up Form. We will also require a W9 or W8-ECI for each of your owners per IRS requirements. Attached in this packet you will find a copy of each of these forms for your convenience.

Also attached is a copy of our disbursement sheet for your use. This sheet should be submitted for every transaction and should include your signature.

If you have any questions, feel free to email [WUPM@westusa.com](mailto:WUPM@westusa.com) or fax to 602-732-4685.

Thank you,

Kelly Gjelhaug  
Property Management

## **PROPERTY MANAGEMENT PAPERWORK CHECKLIST**

### **PAPERWORK THAT IS SUBMITTED TO PROPERTY MANAGEMENT**

#### Rental Payments

- Disbursement Sheets (Residential, ACH, Commercial)
- Property Setup Sheets (*\$10 Setup Fee Required for all NEW properties*)
- W-9 for owners that are United States Citizens
- W-8ECI (with proper tax ID number) for owners that are not United States Citizens
- Signed A202 Agent Packet (1 Per Agent)
- Signed ACH Packet (when needed)
- Security Deposit Disposition Sheets (when needed)

---

### **PAPERWORK THAT IS SUBMITTED THROUGH WEST USA DASHBOARD**

- Property Management Agreement
- A194A Addendum to Property Management Agreement
- W9 when paying a co-broke to another company
- A107 Rental Checklist (when needed)
- Lease Agreements
- Agency Disclosure
- Lead Base Paint Disclosure (when needed)
- Lease Renewals
- Property Management Renewals
- Property Management Cancellations
- Property Management Transfers

**ORIGINAL LEASE - TO CORPORATE WITH COPY OF PROPERTY MANAGEMENT AGREEMENT  
SETUP SHEETS, W-9 FORMS, DISBURSEMENT SHEETS TO THE PM DIVISION**

WEST USA PROPERTY MANAGEMENT DIVISION  
16150 N ARROWHEAD FOUNTAIN CENTER DR #100  
PEORIA, AZ 85382

**TRUST ACCOUNT / PROPERTY MANAGEMENT DISBURSEMENT SHEET**

DATE: \_\_\_\_\_ PROPERTY ADDRESS: \_\_\_\_\_

AGENT NAME: \_\_\_\_\_ BRANCH OFFICE: \_\_\_\_\_

OWNER: \_\_\_\_\_

TENANT: \_\_\_\_\_

**INCOME:**

RENTS COLLECTED \$ \_\_\_\_\_ FOR MONTH OF \_\_\_\_\_

REFUNDABLE DEPOSIT \$ \_\_\_\_\_ HELD BY :

NON-REFUNDABLE DEPOSIT \$ \_\_\_\_\_ HELD BY

OTHER INCOME \$ \_\_\_\_\_ DESCRIPTION \_\_\_\_\_

RENTAL TAX \$ \_\_\_\_\_

**TOTAL SUBMITTED** \$ \_\_\_\_\_

HOLD TIME: CASHIERS CHECKS 4 BUSINESS DAYS, PERSONAL CHECKS 10 DAYS FROM FOLLOWING BUSINESS DAY AFTER RECEIVED BY  
PROPERTY MANAGEMENT.

**DISBURSEMENTS:**

DEPOSITS TO TRUST ACCT \$ \_\_\_\_\_ TO:

PROCESSING FEE \$ \_\_\_\_\_ 1% OF RENT OR \$13.00 FEE  
**WHICHEVER IS GREATER**

COMMISSION \$ \_\_\_\_\_ AGENT: \_\_\_\_\_

COMMISSION \$ \_\_\_\_\_ AGENT: \_\_\_\_\_

MANAGEMENT FEE \$ \_\_\_\_\_ AGENT: \_\_\_\_\_

OWNER CAPITAL \$ \_\_\_\_\_ TO: \_\_\_\_\_

RENTAL TAX \$ \_\_\_\_\_ TO: \_\_\_\_\_

MISC. BILLS \$ \_\_\_\_\_ TO: \_\_\_\_\_

\_\_\_\_\_ \$ \_\_\_\_\_ TO: \_\_\_\_\_

\_\_\_\_\_ \$ \_\_\_\_\_ TO: \_\_\_\_\_

\_\_\_\_\_ \$ \_\_\_\_\_ TO: \_\_\_\_\_

\_\_\_\_\_ \$ \_\_\_\_\_ TO: \_\_\_\_\_

\_\_\_\_\_ \$ \_\_\_\_\_ TO: \_\_\_\_\_

**TOTAL DISBURSED** \$ \_\_\_\_\_

PLEASE REVIEW THIS ACCOUNTING. THE AGENT IS ULTIMATELY RESPONSIBLE FOR ANY OMISSIONS OR ERRORS. A COPY OF THE BREAKDOWN MUST ACCOMPANY  
EACH REQUEST FOR ACTIVITY ON THAT ACCOUNT. THE AGENT IS RESPONSIBLE TO MAINTAIN RECEIPTS FOR ALL REQUESTED BILLS, AND AGREE TO PROVIDE  
THEM TO THE PROPERTY MANAGEMENT DIVISION IF REQUESTED. ANY INCORRECT DISBURSEMENTS WHICH RESULT IN VOIDING AND RE-ISSUING CHECKS AND  
DISBURSEMENT STATEMENTS WILL HAVE A \$5.00 ADMINISTRATIVE FEE.

IF YOU HAVE ANY QUESTIONS PLEASE FEEL FREE TO CALL PROPERTY MANAGEMENT, 602-942-1410 EXT. 2209 KELLY GJELHAUG

AGENT SIGNATURE: \_\_\_\_\_

**WEST USA PROPERTY MANAGEMENT**  
**NEW MANAGEMENT / LEASE SET UP FORM**

Check One

NEW PROPERTY       NEW TENANT       BOTH

\*\*\*PLEASE NOTE THAT THERE IS A ONETIME SETUP FEE OF \$10 PER NEW PROPERTY THAT IS SETUP.\*\*\*

Agent Name: \_\_\_\_\_ Date: \_\_\_\_\_

Property Address: \_\_\_\_\_

City: \_\_\_\_\_ Zip: \_\_\_\_\_

Setup Fee Paid: \_\_\_\_\_

**NEW OWNER INFO (AS LISTED ON MGMT AGREEMENT):**

Name(s): \_\_\_\_\_

Mailing Address: \_\_\_\_\_

\_\_\_\_\_

**NEW TENANT INFO (AS LISTED ON LEASE AGREEMENT):**

Name(s): \_\_\_\_\_

Lease Start Date: \_\_\_\_\_ Lease End Date: \_\_\_\_\_

Total Deposits: \_\_\_\_\_ Deposits Held: \_\_\_\_\_

**OTHER:**

\_\_\_\_\_

\_\_\_\_\_

AGENT SIGNATURE: \_\_\_\_\_



## Agent Property Management Disclosure and Agreement

This disclosure and agreement is for any agent within West USA Realty who will be conducting property management services for any landlord(s).

### **DISBURSEMENT SHEET HOLD TIMES**

West USA Property Management currently has process times of 4 business days for cashier's checks and money orders, and 10 calendar days for personal checks. To clarify when the days start, if the disbursement sheet is turned into Property Management before noon, that day is the start day. If the disbursement sheet is turned in after noon, the start day will be the next business day. If you turn in the disbursement sheets to property management Friday afternoon the start date will be Monday, as long as Monday is not a holiday. West USA Property Management uses a date stamp to eliminate the question of when the days begin. Agents may bring their disbursement sheets into the WUSA Property Management office and date stamp the disbursement sheets themselves. If the agent fails to stamp the disbursement sheet, Property Management will then stamp them using the date we receive them. Agent disbursement sheets being sent in the office run will be stamped upon receipt in the WUSA Property Management office.

### **DISBURSEMENT SHEET COMPLETE / ACCURATE**

Please make sure that your disbursement sheets are completed and that all areas of the disbursement sheet are accurate. Also make sure that the property address is written on the check or money order. Checks will be cut as requested on the disbursement sheet with the exception of owner and tenant checks. Owner and tenant checks will be paid to the names as they are written on the management agreement or lease, unless we receive written notice from the owner and tenant. Also, when completing the disbursement portion, please put first AND last names for the payees (i.e. Put John Smith as opposed to J. Smith or Smith). If the amount to the payee or the payee name is missing on the disbursement sheet, no checks will be cut for that payee. Please make sure that the amount shown in the income portion matches the amount of checks that you are submitting, and that the amount that you are disbursing is available in the account.

Any incorrect disbursement sheets which result in voiding and reissuing checks and disbursement statements will have a \$5.00 administrative fee. Any disbursement sheets that are clearly incorrect will be returned to you unprocessed thus creating a delay for your owners' proceeds as well as your commission. West USA Property Management will not make any corrections or changes to your disbursement sheet(s). If disbursement sheets are to be returned and resubmitted, your date stamp will begin after we receive the corrected disbursement.

### **PROPERTY MANAGEMENT FEES**

The processing fee for EVERY disbursement sheet is \$13.00 or 1% of the rent amount, whichever is GREATER. There is a one-time \$10.00 set up fee for every property that is submitted to Property Management. The charge for NSF checks is \$25.00, and if a check is to be stopped by the bank for any reason, there will be a charge of \$30.00 taken out of the check amount. If the amount is to be paid from an alternate source, this must be taken care of prior to the check being stopped.

### **CHECK RELEASE PROCEDURES**

Once the checks are to be released, they will be given to the receptionist to be paged to you. Property Management will not release checks to your mailbox. If you are expecting checks to be released, please monitor your messages or email for the message stating that you can pick them up.

### **BOOKKEEPING / RECORDS**

You are responsible for keeping your own records of everything including a record of rents paid, current owner balances, and current trust account balances. You are responsible for keeping a copy of any disbursement sheets submitted, and it is suggested that you date stamp your copy as well, so you can reference the time frame for checks being released. **Any information given to you by Property Management is a courtesy and should be verified by you with your records.** You are ultimately responsible to your owners and therefore bookkeeping should be a crucial part of your business. Questions of owners' balances, trust balances, expenses, reports etc. will only be done once all other agents' checks have been processed.

### **PROPERTY MANAGEMENT AGREEMENT**

The Designated Broker must maintain an accurate copy of all Property Management Agreements at all times. The verbiage for a cancellation provision must be included in every PM agreement (typically 30 days). The automatic renewal clause must be clearly stated and we recommend you NOT have a 30 day provision. However, if you use the AAR Property Management Agreement, please note that line 14 specifies that a reminder notice must be provided to the landlord 30 days prior to the renewal date. This will add an additional file requirement, so be sure to provide a copy of the notice to the PM file.

### **NSF (Non-Sufficient Funds) CHECKS**

Once you receive notification of a NSF check, those funds are due to be replaced IMMEDIATELY unless otherwise stated on the sheet given to you. If the amount in the owners balance is enough to cover the NSF check, Property Management will automatically debit the owners account. The sheet provided to you by Property Management is a courtesy to notify you on the amounts that will need to be submitted in order to recover the NSF amount. The amount that needs to be replaced is clearly written on the bottom of the page. Property Management will give you 5 days to replace any NSF funds, and if they are not replaced at the end of that time, Property Management will clear out any current balance amount in the owners account or trust account as stated on the NSF sheet. If the amount in the accounts is not enough to cover the NSF, you will be personally responsible. If you refuse to cover the NSF amount, the issue will immediately be redirected to the brokers' office. NSF checks will **not** be replaced using security deposits unless the tenant vacates. All NSF amounts including NSF fee must be replaced prior to issue of owner or vendor checks. The tenant needs to replace the NSF fee at the same time they are replacing the rent or the NSF will be debited from owner proceeds.

1. Agent understands personal and business checks will be subjected to a 10 calendar day hold. Money orders will be released within 4 business days of date stamp/received.

Agent Initials\_\_\_\_\_

2. Agent agrees to verify that all disbursement sheets are complete and accurate.

Agent Initials\_\_\_\_\_

3. Agent understands that incorrect or incomplete paperwork will be returned to them unprocessed.

Agent Initials\_\_\_\_\_

4. Agent understands that they are responsible to keep their own bookkeeping records. This includes security deposit amounts. Questions from owners regarding accounting should be answered by checking the records the agent has on file.

Agent Initials\_\_\_\_\_

5. West USA Property Management recommends keeping copies of all disbursement sheets, funds received and cash flows for your records.

Agent Initials\_\_\_\_\_

6. Agent understands that NSF checks are to be replaced immediately. The entire balance including all applicable fees needs to be replaced with certified funds. If not replaced, the security deposit will be used (only if the tenant has vacated the premises) to cover any negative balance. Any remaining balance will need to be covered by the agent. Failure to do so will result in a hold being placed on the agents' funds. All NSF amounts including the NSF fee must be replaced prior to the issue of the owner or vendors checks, The tenant needs to replace the NSF fee at the same time they are replacing rent or the NSF fee will be debited from owner proceeds.

Agent Initials\_\_\_\_\_

7. Agent understands that checks ready to be released will be messaged to you by the receptionist. Checks will not be released directly to the agent by Property Management.

Agent Initials\_\_\_\_\_

8. Agent understands that all Property Management Agreements need to have a cancellation clause (typically 30 days), but we recommend you NOT have a 30 day notice for the automatic renewal clause. If you use the AAR Property Management Agreement, it requires a reminder notice be given 30 days prior to the renewal date (line 14), thus agent agrees to submit a copy of the notice sent to the PM file.

Agent Initials\_\_\_\_\_

**AGENT HAS READ, UNDERSTANDS AND AGREES TO ADHERE TO ALL POLICIES AND PROCEDURES SET FORTH BY WEST USA PROPERTY MANAGEMENT.**

\_\_\_\_\_  
Agent Name, Printed

\_\_\_\_\_  
Agent Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Broker Signature

\_\_\_\_\_  
Date