



Appleton

OWNER'S MANUAL

Your Investment.

Our Priority.



**Appleton Investments
& Property Management**

www.AppletonInvestments.com

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Welcome

APPLETON INVESTMENTS

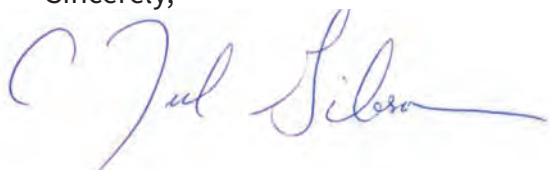
Your Investment. Our Priority.

Thank you for choosing Appleton Investments in the management of your real estate investment. At Appleton, we specialize in the acquisition and management of income producing properties. We are aware that there are choices in the market and we appreciate that you have selected our company to assist in the management of your real estate.

Appleton works to achieve the highest manner of professional service. We have prepared the Appleton Investments Owner Manual to assist you in a successful business relationship with our company. We urge you to take time to review the information enclosed. We feel this will further clarify many of the procedures for our property management services. After reading this material, if you have questions or concerns, reach out to us at the below contact information. We will be happy to assist you.

Once again, we appreciate the opportunity to serve your needs, and we look forward to a successful business relationship.

Sincerely,

A handwritten signature in blue ink that reads "Neel Gibson". The signature is fluid and cursive, with a long horizontal stroke at the end.

Neel Gibson
Broker-Owner
Appleton Investments

Appleton Investments • 215 State Street McComb, MS 39648 • (601) 324-4048

Owner Documents

A copy of your management agreement is included with the *Appleton Ownership Manual*. Refer to it as needed and keep it with this information for a handy reference.

It is important that Appleton receive all critical information as we begin management of your investment. You may have completed the documents listed below. If not, they are available for download on our website AppletonInvestments.com should you need them.

Please return the appropriate forms to:
Appleton Investments
215 State Street.
McComb, MS 39648
or via email to: info@AppletonInvestments.com

Working With A Real Estate Broker

This form is required by the MS Real Estate Commission to ensure that any client or customer understands the representation relationship between themselves and Appleton.

Owner Information

This form enables Appleton to set up your online account.

Subsidized Housing ACH Form

This form allows Appleton to register your property with the local US Regional Housing Authority. This form is required in the event a qualified subsidized rent tenant is approved by Appleton for your property.

W-9

This form needs to be completed for tax purposes with the company name or person that will be receiving funds.

Owner Work Request/Authorization

This is for authorizing work requests from telephone conversations with your management team.

Should any information change, please notify us as soon as possible so we may update your account.

About Us

APPLETON INVESTMENTS & PROPERTY MANAGEMENT

Appleton is a property management and brokerage service operating in Pike County, MS, specializing in the acquisition, sale, and management of revenue generating real estate.

Our Mission Statement

Appleton Investments is a diversified real estate investment and management company focused on providing personalized and highly professional service in the acquisition, sale, and management of income producing real estate.

Company Ownership

The owners of Appleton Investments are **Greg Gibson** and **Neel Gibson**. Greg and Neel have over 30 years of combined experience in real estate appraisal, sales, management, and development.

Neel Gibson provides guidance and direction on all rental account aspects. He personally oversees contracts, policies, maintenance, and works to educate our personnel to provide excellent service to our clients. **Greg Gibson** provides guidance and direction to the company by way of investment analytics and market trend projections. Along with business development for Appleton, Greg is responsible for consulting, project valuation, and site selection.

Communication

Communication is a key to success in any relationship, and the Appleton/Owner relationship is certainly no exception. We work constantly to improve communications with all of our clients or prospective clients. This includes everyone - owners, tenants, applicants, vendors, buyers, sellers, and the general public.

On the following pages you will find all general office information including addresses, telephone numbers, email addresses, website, and office hours.

Company Website

Appleton stays current with business technologies. Our company website, AppletonInvestments.com, has proven to be a tremendous asset. The following are a few benefits of our website and marketing efforts.

- Prospective tenants can search our site for available rentals, fill out the application, view photos, see an interactive map display of the properties location, and apply for the property.
- Owners, Tenants, and Vendors can access important information, such as work orders and account ledgers from the site.
- Owners can view their account, income, and expenses in real time.

Office Info

Physical & Mailing Address:

215 State Street
McComb, MS 39648

Phone Numbers:

Office Phone:(601) 324-4048
Emergency Number:
(601) 324-4048 ext. 100

Email:

Info@AppletonInvestments.com

Website:

www.AppletonInvestments.com

Office Hours:

Monday-Friday 9:00-12:00 1:00-4:00

OUR TEAM

Appleton Staff/Personnel

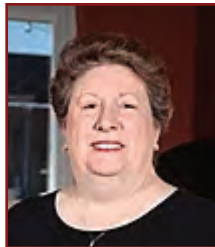
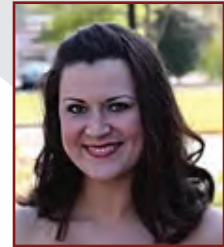
We have a complete staff to service all aspects of investment purchase, sales, leasing, value analysis, maintenance, cash management, property management, and overall portfolio consulting.

- **Office & Management Team** - The office & management team focuses on accepting and processing applications, property rentals, managing all the many facets of tenancy, and handling the details of when a tenant moves. This is all handled by our account and clerical staff.
- **Sales & Leasing Team** - Appleton also has a sales & leasing team that can assist you with buying or selling real estate. There is no obligation for you to receive a market analysis for the value of your current property or information for purchasing a new investment property.

Meet Our Team

ASHLEY BRUMFIELD - Office Manager
Info@AppletonInvestments.com

With previous experience as an account manager in the insurance industry, Ashley knows what it takes to solve problems while keeping customer service at the center of our business. At Appleton Investments, Ashley is tasked with the day-to-day operations of the management business. Ashley is well versed in the real estate vertical, and is proficient in filling the role of helping others when a problem arises and managing the problem until a resolution has been established.



LORIA RATLIFF - General Manager
Loria@AppletonInvestments.com

Before hiring on with Appleton Investments Loria spent 20+ years in the banking and finance industry. Loria is responsible for procedure management, financial reporting, and vendor development. She has extensive knowledge of the factors behind an income producing property's success and is an expert at vendor management and office efficiency.

BRETT HICKS - Acquisition Specialist
Brett@AppletonInvestments.com

Brett joined Appleton Investments in 2016, with a strong background in accounting and management. Brett's experience ranges from investment grade agricultural management and sales to single family rental acquisition. *We don't hold it against him*, but Brett was also a kicker for the University of Southern Mississippi. Brett handles all purchasing, sales, and management account procurement.



GREG GIBSON - Owner
Greg@AppletonInvestments.com

Greg is a technology and real estate entrepreneur who has created several high growth software ventures. From his first real estate purchase at age 16 with his father, Greg has had a passion for real estate investment. In 2006 Greg founded BlackBird Technology Ventures and has consulted for brokers and developers throughout Mississippi and in Louisiana and Texas.

He also is active in humanitarian aid and has been called to many corners of the world including Mexico, Belize, and Haiti.

NEEL GIBSON - Broker/Owner
Neel@AppletonInvestments.com

With a background in construction, real estate sales, and real estate appraisal, Neel's specialty – and his passion – is rental property. For years he has enjoyed investigating income-producing properties, and helping others make precise, intelligent decisions on how to make their best financial returns.



Owner Communication

Communication works both ways. We need communication from you, the owner. It is important that you let us know of any significant change that can affect your account. Appleton needs to know when you are moving, if your social security number is changing to a Tax ID number, if you have a problem with your account, or any other important information.

Email

Appleton encourages all owners to use email to contact us. It is fast and effective. Please supply us with your email address on all of our forms. We will enter your email address into our system for communications, as well as, set up your online account with the same information.

Special note: When using email, we request that you put the property address and owner name in the address line of your message. With the daily occurrence of new computer viruses, this helps us identify the importance of the message, and avoids oversights or deletions of messages.

Owner Vacation Notice

Appleton respectfully requests that owners notify us when they will be on vacation or out of contact for periods of more than 7 days. The purpose of this is to ensure that we are prepared in the event of an emergency to handle your assets in the most efficient way possible, and that Appleton is prepared for any situation regarding the owner's property or tenant.

Owner Responsibilities

A successful business relationship works both ways. Appleton takes their management responsibilities seriously, and requests that owners do the same.

The most important aspect of this working relationship is that owners exercise responsibility for required maintenance, and keep all properties in rentable order. This will keep vacancy rates low and improve the overall life expectancy of your investment.

Owner responsibilities are:

- Notify Appleton of any ownership change or eminent owner change for a managed property.
- Supply Appleton with accurate information so that we may service the management account properly.
- Review online or printed statements at least monthly and notify Appleton of any discrepancies found as soon as possible.
- Support Fair Housing Laws and guidelines, as well as all necessary legislation.
- Exercise responsibility for required maintenance and the safety of their tenants.
- Treat Appleton personnel with courtesy and notify management if there are any problems with personnel so that they can be resolved quickly.

Scope of Property Management

What is included in Appleton property management services?

We want you to know what Appleton does for you as your property management company. Therefore, Appleton has outlined details on our policies and procedures detailed later in this document. There are so many details and aspects of managing property that we have only listed the basics in this manual. If you have any additional questions, contact the management team.

Again these are generic guidelines and when necessary, policies will change. Please bear in mind that we are unable to do “everything” that is required to service a property under our management fees.

Included Services

- Advertising
- Tenant Screening
- Lease Negotiation
- Rent Collection
- Monthly Income and Expense Reporting

Optional Services

- Pest Control
- Lawn Maintenance
- Quarterly Inspections
- Repairs and Maintenance
- Eviction

What is not included in Appleton management services?

Because Appleton provides owners with a very wide range of services, it can be easy to request something that we cannot perform. Some tasks go beyond the normal scope of property management or require additional fees/services (see below). There are also areas licensed real estate agents dare not tread, unless they have obtained the proper licensing or degrees. We ask that you remember this when making a request.

The following are examples of services not specified in the Property Management Agreement:

Owner understands and agrees that normal Property Management does not include providing on-site management services, property sales, refinancing, modernization, fire or major damage restoration or rehabilitation, obtaining or giving income tax, accounting, or legal advice, representation before public agencies, advising on proposed new construction, debt collection, counseling, or attending Home Owner Association meetings.

If you have any questions on what may or may not be included in property management, please let us know. We have more information on additional services later in this manual.

Company Policies

It is very important in the field of property management, that Appleton follow local, state, and federal legislation and guidelines.

Code of Ethics

Our company takes pride in our industry, and we further implement the NAR® and MREC® code of ethics and consider this a top priority in conducting business.

Drug-Free Policy

Appleton has a drug-free policy for all personnel and tenants. Appleton incorporates this policy into Appleton rental/lease agreements and tenant and personnel documentation.

Legislation

Appleton adheres to the laws and guidelines of federal, state, and local legislation, and incorporates this into all policies and procedures. Some of the agencies and acts Appleton follows:

- **Fair Housing (HUD)** - Appleton supports and follows Fair Housing laws and guidelines
- **Equal Opportunity** - Appleton is an equal opportunity employer.
- **URLTA** - Uniform Residential Landlord Tenant Act
- Any other local or state legislation that may apply to a specific duty.

Lead-Based Paint

Lead-based paint became a major issue in the 1990's that prompted mandatory requirements for residential housing and continues today. Appleton follows all mandated federal and state guidelines for lead-based paint. All properties prior to January 1, 1978 require disclosures to all tenants and owners. Tenants must sign a lead-based paint disclosure prior to renting a property and Appleton provides them with the proper EPA pamphlet.

Mold Issues

Appleton regards mold issues as a top priority in property management. Owners should be aware that mold is another leading issue in the property management industry and failure to act if tenants report or discover mold can lead to costly lawsuits. Several cases regarding mold have awarded damages to tenants in the millions of dollars.

This is an area of extreme liability and Appleton must take action if a tenant reports mold. Appleton notifies owners as soon as practical of any mold issues so Appleton or the owner can take the proper steps for remediation.

Answers Regarding Funds

When you entered into a management agreement, Appleton established and account for you and your property. Appleton recognizes the importance of collecting and disbursing funds. The accounting program used by Appleton is designed to handle the many aspects of property management and accurate record keeping.

Banking

Appleton holds your account in a trust banking account. Appleton accounts for each owner's funds separately in the trust account and does not co-mingle funds with broker monies. Appleton requires that all accounts maintain a positive balance. We in turn require each property owner, with an insufficient balance, to be responsible to fund all expenditures in advance of their becoming due. When any owner's property is in need of repair, Appleton may choose to advance a client funds to complete these repairs. If an advance is made, Appleton will notify the owner of the advance and charge a fee of 15% of the invoice total. Any owner may elect to hire and pay their own contractor for repairs for no additional fee.

Monthly Statements

All daily bookkeeping transactions are available for you to view online in the owner portal. While online, you can print a statement of your choice from our site, in a variety of formats. Appleton sends monthly statements to owners, usually on the 15th of the month. If you have difficulty reading your statement or logging into the program, please contact our management team. We are happy to assist you and answer your questions.

Disbursement of Monthly Funds

Appleton generally disburses rental funds to owners via mail service. If the 15th falls on a weekend, Appleton will disburse funds the following Monday. (Appleton does not disburse funds on weekends or holidays.) Monthly funds disbursed will consists of all funds received, less management fees and all other monthly expenses.

End of Year Procedures

At the end of each year, Appleton is required to file 1099's for income you have received. Please note that security deposits are not included in this amount. It is necessary that you supply

Appleton with the necessary Social Security/Tax ID information so the 1099 is accurate. Appleton will send the 1099 for the rent by January 31 for the previous tax year. If there is a change in your tax information such as a new trust or address, please notify us. Appleton also issues 1099s for disbursements to vendors for work over \$600.00. Therefore, owners do not have to issue 1099s for work completed and paid through the Appleton trust account. Owners are responsible for issuing 1099s to any vendor paid through the owner's personal account. The last statement of the year will reflect "total amounts" for income and expenses that have transpired throughout the year, such as management fees, leasing fees, landscape, utilities, repairs and maintenance, etc. The amounts will not reflect any funds issued through the owner's personal account. Owners can submit their last statement to their tax person along with other information for income tax reporting. Appleton does not issue statements to the owner's tax preparers.

Billing Rights Summary

If you think your bill is wrong, or if you need more information about a transaction on your bill, write to us at the physical address or email address shown on your statement as soon as possible. We must hear from you no later than 60 days after we sent you the FIRST bill on which the error or problem appeared. In your correspondence, please provide the following: Your name and managed property address, the dollar amount of the suspected error, a description of the error, and explain, if you can, why you believe there is an error. If you need more information, describe the item you are unsure about. We can of course always be reached at the office number during working hours. This is a summary of your rights under the Federal Fair Credit Billing Rights which governs all of our practices.

Renting Your Property

Preparing to Rent the Property

When prospective tenants view your vacancy, Appleton wants the property to look its best and compete with area rentals. A property is inspected for compliance with Appleton's rental standards. Upon completion of the inspection, we will discuss details of your vacant property and potential necessary maintenance.

Setting the Rent

Supply and demand determines rent. If there are multiple rentals available in the area of your property, it is necessary to be very competitive. If very few are "for rent" in the same area, it can make it easier to rent the property. Our inventory consists of over 300 properties, and Appleton advises all owners on the "current rental market." When your property is listed, we will discuss what rental rate is appropriate for your property. This rate may be adjusted by the Appleton Staff during negotiations, but the owner will always be notified once a rate is set.

How long will the property be vacant?

This is the most commonly asked question Appleton receives from owners. Unfortunately, there is no way to predict how long a property will remain on the market, even in the best market conditions. However, Appleton works diligently to rent the property as quickly as possible. What is important to remember is that the most important objective is to have "a quality tenant." Appleton, or any other property management company, can rent properties "quickly" if they do not have standards for obtaining good tenancy. However, bad tenants will only create more expense and another unwanted vacancy; therefore, waiting for the "right tenant" is worth the additional time it can take to rent the property.

Advertising/Marketing

Digital Advertising

Appleton has found that the Appleton website, AppeltonInvestments.com receives tremendous exposure. Additionally, we routinely syndicate our listings on third party sites such as Zillow, Trulia, RentMe, Loopnet, Realtor.com, and a host of other sites.

Signage

Appleton displays "For Rent" signs on the property upon vacancy or before when possible.

Processing Tenant Applications

Tenant Screening

Thorough screening is crucial to successful Property Management. Appleton requires all applicants to fill out a detailed application and submit it for processing/approval. Credit checks are not completed as a large majority of renters have credit issues. Our company uses standard tools and our vast experience and to conduct a careful review of their income, and tenant history or ownership.

Cosigners

The Appleton policy is that the applicants should have the ability to rent on their own merits. However, there are sometimes conditions that may warrant taking a cosigner on a property. If this is the case, Appleton will obtain application information on the cosigner and place the rental agreement in their name as well.

Pets

If an owner authorizes a pet, Appleton will require an additional non-refundable deposit. Many tenants have or want pets. If you do allow a pet, Appleton does not place inappropriate pets in a property. Appleton recommends to owners that when the property is on the market, that pets are “negotiable.” This can solve two problems.

1. First, this encourages prospective applicant to disclose any pets. Then, based on the owner preference on pets, we can automatically notify the applicant of the owners preference.
2. Second, by listing pets as negotiable, it avoids eliminating an excellent tenant that does care for their pet, has an excellent tenant history, and owns a pet that is suitable to your property.

Service Animals

Special note: “Service animals” for handicapped/disabled persons are NOT pets by Federal law, and owners cannot discriminate against handicapped/disabled persons with a service animal. Fair Housing legislation does NOT allow owners or property managers to collect deposits of any kind for service animals. A “service animal” must be handle the same way a wheelchair would be. You would not collect a deposit on a wheel chair and the service animal is no different in the eyes of the law. However, Landlords can still process applicants who are handicapped or disabled on the same criteria as other applicants: income, credit, and tenant history. If they fail to qualify in these areas, the landlord/manager can still deny the application, handicapped or not.

The Tenant Move In

Rent and Security Deposits

Appleton does not accept personal checks prior to renting the property. The deposit is due with the first month's rent for occupancy. In some cases we will divide the deposit due over the first two months. It is normally Appleton policy to require the deposit to match the monthly rent.

Lease Agreements

Once Appleton receives funds, a thorough rental/lease agreement with the applicant is completed. The person whose application is approved for occupancy is whose name is placed on the lease agreement. If two adults are needed in order to meet income requirements, both tenants will be placed on the lease agreement. If the accepted applicants are of a foreign nationality and cannot read and understand the documentation, they must supply an interpreter of legal age for signing the rental/lease agreements.

Working With Your Tenants

Collecting Rent

Rents are due on the 1st day of the month and late if not received in the office by the 5th of the month. Appleton recognizes that many things can happen where it concerns rent; rent can really be lost "in the mail"; employers can delay the tenant's paycheck, there are real tenant emergencies, and more. Therefore, we make a serious effort to determine why the tenant is having a problem. If Appleton receives the rent prior to issuing owner funds, Appleton does not contact the owner unless the Appleton management team determines there is an ongoing rent issue.

Notices Concerning Non-Payment

If Appleton does not receive rent by the due date, Appleton mails tenants a notice of delinquency with their late fee and balance owed. Once Appleton determines the tenant is not going to pay the rent during period between the 5th and 15th, a notice of eviction is posted, and a suit is filed in justice court for the amount owed and repossession of the property. **For a \$130 fee, Appleton will pay the necessary fees, prepare and file the necessary paperwork, and appear in court for eviction.**

Other Notices

There are other notices that may be involved with tenants. Appleton serves notices as situations warrant, such as a notice to clean up the landscape, HOA violations, a notice to enter the property, a notice to perform survey/inspections, a notice regarding an illegal pet, illegal tenants, etc. These tenant violations may be in the form of a letter or a legal Notice "form." Often, these notices are simply to correct minor tenant problems and most tenants comply. However, if necessary, Appleton contacts the owner with the information to discuss the situation.

Tenant Problems

Appleton has years of experience handling the myriad of tenant difficulties that can occur. The Appleton policy is to obtain good tenants, eliminating many tenant problems. However, even good tenants have problems. Appleton treats each problem with common sense approach, follows landlord/tenant law, and uses the appropriate documentation. If the situation is serious, Appleton contacts the owner, and works to find a solution for the problem.

Maintenance

Preventative Maintenance

The best approach to maintenance is “preventative maintenance,” and this is the Appleton policy.

First, Appleton has already started with educating the tenant by:

- Completing a detailed Appleton Rental Agreement, which includes maintenance outlines of tenant responsibilities regarding maintenance as well as owner obligations.
- Completing a walk-through documenting the condition of the property before the tenant takes possession.
- Supplying tenants with instructions on the care of the property and how to report maintenance.

We want the tenant to know from the beginning of their tenancy that the Appleton/landlord expectations are to “care for the property.” This approach can prevent costly maintenance. Next, we use “preventative maintenance” techniques when work is required and utilize competent contractors. Often the minor expenditures save the most money such as doorstops, new filters, checking appliances, testing smoke alarms, adjusting doors, window latches, deadbolts, and more. Many small repair items can prevent maintenance that is more expensive.

Consider the cost of repairs like holes behind doors, clogged heaters and air-conditioners, appliance problems, dry rot, safety issues and more. Then of course, there are the major issues in a home such as the roof, the exterior condition of the building, carpeting, interior, and exterior paint, etc. When left to deteriorate, it usually means the owner will have to spend more in the future.

It is equally important to keep up with maintenance while the tenant occupies the property. Often people think no news is good news; this can be just the opposite. Instead, “delayed news can become very bad news.”

This is why, in our tenant instructions, we require them to report maintenance. For example, what is worse than finding out dry rot could have been prevented or discoloration of the linoleum if the tenant had reported the leaking toilet in the bathroom? Avoiding major maintenance costs are certainly more favorable in such cases.

Appleton Property Services is the preferred maintenance provider, and is billed monthly to coincide with owner statements. If the owner chooses their own contractor, payment of said contractor is the responsibility of the owner and will not be included on the monthly statement.

When The Tenant Vacates

Notice to Vacate

When there is a notice to vacate, the move out procedures with tenants are as critical as when Appleton moves in a tenant. The preparation for this really began when the tenant moved in with a detailed rental agreement, maintenance addendum, walk-through, and Appleton Tenant Handbook. All of these documents gave instructions to the tenant on how to move out.

Communication With Owners and Tenants

Appleton notifies the owner on how they will proceed with the tenant and re-renting the property. Appleton immediately places the property on the market to rent once the tenant vacates, unless the owner notifies Appleton to take other measures. Appleton also responds to the tenant notice with the steps to complete a successful move. The tenant is also provided with a move out inspection sheet that describes what is expected in order to receive a full security deposit refund. Rent is required until the end of the notice unless otherwise stated in the rental/lease agreement.

Tenant Move Out

Appleton conducts a walk-through similar to the one performed when the tenant moved into the property. Appleton records any maintenance required and discloses a list of damages to the vacating tenant. After assessments of the tenant move out, Appleton advises owners of any tenant damages or any maintenance required to re-rent the property.

Security Deposit Refunds

Proper handling of the security deposit refund is crucial. Any tenant deductions are determined in a timely manner, and a security deposit transmittal is prepared in accordance with state laws. Owners receive their monthly statement showing any deductions and monies refunded.

Additional Services

The following are “additional services” offered by Appleton to each property owner. They are not included in the fees for managing and/or leasing the property.

Scheduled Inspections and Recommended Maintenance

Appleton maintains properties through the use of independent contractors as part of their property management services. However, no formal inspections or maintenance is performed on a scheduled basis. We offer an inspection and minor maintenance program. This program consists of 3 inspections per year. Each inspection costs \$45.00 per property, per inspection. On each visit to the property, maintenance needs will be noted and owners will be informed at each inspection period.

Supervision of Normal and Extraordinary Maintenance

The Appleton policy is to consult Appleton staff members or licensed contractors for bids and solutions when the cost exceeds the maintenance limit in the management agreement. Then Appleton contacts the property owner for authorization and/or decision regarding the maintenance.

Appleton may agree to advance funds to cover a client's maintenance needs. If the client agrees to the advance, Appleton will charge a fee of 15% of the advance total to the owner's account. The total amount must be paid within the next billing cycle, or alternative terms agreed to by both parties in writing.

Notices Concerning Non-Payment

If Appleton does not receive rent by the due date, we mail tenants a notice of delinquency with their late fee and balance owed. Once we determine the tenant is not going to pay the rent during period between the 5th and 15th, a notice of eviction is posted, and a suit is filed in justice court for the amount owed and repossession of the property. For a \$130 fee, Appleton will pay the necessary fees, prepare and file the necessary paperwork, and appear in court for eviction.

Appleton Property Services

Our in-house maintenance team provides services for:

- Plumbing
- Carpentry
- Roofing
- Cleaning
- Lock Services
- Lawn Maintenance
- Electrical
- HVAC

All APS bills are issued monthly to coincide with owner statements. If an owner chooses their own contractor, payment of said contractor is the responsibility of the owner and will not be included on any statements.

Cancellation of Management

It is the goal of Appleton to satisfy your management needs and engage in a successful business relationship, but all things do change over time. Owners sell properties; people give notices. If this happens, the Appleton cancellation policy is to resolve your account in a professional, timely, and pleasant manner.

Please review the following policies for cancellation.

Written Notice

- The Appleton management contract accepts a 30 day written notice by either party, but this excludes the minimum management period. Please refer to your management contract.
- The Appleton policy is to give cancellation of management by US Mail.
- If an owner sends a cancellation of management by US mail, Appleton must receive the notice within 5 business days of the date of the notice.
- Appleton does not accept cancellation of management by email due to lack of signatures.

Notice to Current Tenants

- Appleton will notify current tenants the date Appleton will no longer manage the property and that Appleton forwards all security deposits to the owner.
- It is the owner's responsibility to advise tenants where to make future rental payments and work requests after the notice period.

Distribution of Documents

- Appleton will supply current tenant documentation to the owner.
- If the owner has employed new management, it is the owner's responsibility to instruct them to pick up documents, keys, and any other necessary materials at the Appleton office.

Distribution of Funds

- Appleton will distribute funds, including security deposits, and final statements to the owner within 30 days of the terminating date of management.
- Appleton will issue a 1099 for funds collected during the current tax year when the tax year ends.

Conclusion

We hope you have found Appleton Owner's Manual informative and useful. If you feel there is any other information Appleton can provide, let us know so we can include it in the future.

Again, we want to thank you for your business and we look forward to a successful management relationship.



Appleton Investments

Your Investment.

Our Priority.