

We are always looking for qualified and motivated [On-Site Managers](#) to join our team. If you are interested, please submit your cover letter, resume and application to rachel@nielsenproperty.com or fax it to 916-446-0105.

On-Site Manager:

Our on-site manager's responsibilities include, but are not limited to the following:

- facilitate a safe, enjoyable living environment for all residents;
- dress and act professionally at all times;
- keep the community clean;
- collect monthly rents;
- show/market vacancies;
- ensure resident adherence to community policies;
- immediately refer all resident problems to your supervisor;
- immediately refer all maintenance requests to the Maintenance Department;

General Duties

- The manager(s) must *sign a rental agreement* and *pay a security deposit*.
- While there are no set hours to be on duty, we do require that the manager(s) be available to perform the on-site manager duties during the regular course of the day.
- The manager(s) must know and follow the Community Policies.
- The manager(s) must act and dress professionally at all times. No smoking or drinking alcohol in the common areas.
- *CONTACT THE OFFICE IMMEDIATELY FOR ANY EMERGENCIES OR DANGEROUS SITUATIONS. IF NECESSARY, CALL 911.* Emergencies are fire, flood, murder, etc. Do not use the emergency line for non-emergencies.
- The manager(s) is not authorized to post anything in the community or on the residents' doors unless specifically instructed to do so by the office staff.
- The manager(s) is not authorized to perform *any* work in the community that is not specifically outlined in the On Site Manager Agreement unless they have obtained their supervisor's *prior* authorization.
- The manager(s) is not authorized to hire *anyone* to do *any* work in the community, including the on-site manager duties.
- Manager(s) may take vacation time. However, vacation time must not be taken from the 1st through the 8th of any month. Also, vacations are not permitted when there are vacancies. Vacation time longer than one week will result in Nielsen Property Managers needing to hire someone to keep the complex clean. The daily rate of pay for this person will be deducted from the manager(s) monthly allowance. Please be aware, if your position is part time any vacation time taken will be without pay.

Grounds & Property Upkeep

- The manager(s) must check the grounds DAILY (preferably morning and evening) for paper and trash. This includes but is not limited to: cigarette butts, bottle caps, shredded pieces of paper, fast food wrappings, beer bottles or cans, and wrappers of any kind. The manager(s) are expected to keep the entire community clean. This includes front gutters, dumpster area, laundry room, under and behind shrubs, flowerbeds, and the parking lot. *The importance of this task cannot be over emphasized.*
- When coming and going into your unit, you are expected to pick up trash as you see it. When glass has been broken or any other dangerous material is on the property grounds, it must be cleaned up immediately.
- Keep the area around the dumpster clean and clear of debris. Sweep under and around the dumpster regularly. Contact the Maintenance Department to haul away large items, such as furniture. If you know who is responsible for discarding large items by the dumpster, please inform your supervisor at once.
- Sidewalks, stairs and common areas need to be swept and/or hosed down at least every other week and/or as necessary.
- Laundry rooms must be cleaned either twice a week or weekly depending on how many apartments your community has. Floors must be swept and mopped, washing and drying machines cleaned, windows cleaned with Windex, cobwebs taken down and garbage cans emptied. Replace light bulbs as needed. Manager(s) must notify the Maintenance Department of any non-working machines immediately.
- The community must be kept *FREE OF COBWEBS AT ALL TIMES*. Pay particular attention to light fixtures, eaves, doorways, fences, hallways, screens, etc, etc, etc!!!
- Pay close attention to the landscaping/plants around the community. Most communities have automatic sprinklers. Those communities without a sprinkler system must be watered by hand. Any lawn/plants not receiving sufficient water and/or any problems with the sprinkler system are to be called into the Maintenance Department immediately. If the sprinkler system is not working, the lawns/plants must be watered by hand until the problem is repaired. ****DO NOT LET THE LAWN AND SHRUBS DIE DUE TO LACK OF WATER.****
- Interior hallways in enclosed buildings must be vacuumed weekly. Entrance areas must be cleaned, glass doors and/or windows washed, and baseboards and railings kept free of dust. Apartments with garden-type exteriors require all landings, stairs and common areas to be kept clean and clear of debris.
- Replace any exterior and interior lights as needed. Report any light bulbs you are unable to change due to height of the fixture to the Maintenance Department. Check the security lighting weekly to ensure the community is properly lit at night.
- Smoke alarm batteries should be changed in common areas, as needed.
- Communities with gardening service, the manager(s) must ensure that the gardeners are coming weekly and doing a good job. Report any problems with service, to your supervisor.
- At communities with pools, the manager(s) must add water as needed, and ensure that the pool service provider is doing a good job. A daily log must be kept on the chlorine level. Report any problems with service to your supervisor.

- The mailbox area must be kept clean and free of debris. Remove all flyers and junk mail *DAILY*.
- Keep resident front doors clean by wiping them with a wet cloth and cleaning solution.
- Resident Issues
- The manager(s) must ensure that the residents follow the Community Policies. Report *ALL* problems with residents, no matter how small to your supervisor. If not in a dangerous situation, try and talk to the resident(s) about the problem and see if you can resolve the issue first. Do call the office and report the incident so that we can make sure that it is being handled properly and that it is not an on-going problem that needs immediate attention.
- Open and regular communication between the on-site manager(s) and Nielsen Property Managers is essential to having both a clear understanding of problem resident behaviors and proper documentation of this behavior in the resident file.
- The manager(s) must report *ALL* complaints from residents and the pertinent information to Nielsen Property Managers as soon as possible.
- For dangerous situations, call the police department for immediate action. Report all incidents to the office immediately for further action.
- If a resident wishes to give their 30-day notice to vacate, it *MUST* be in writing. Verbal 30-day notices are *NOT* accepted. Get the reason why they are leaving and bring 30-day notices to the office the next business day.
- We do not allow storage of any kind around the community. This means on resident(s) patios or around their front doors. Talk to the resident(s) first to see if they will comply with the community policies. If you cannot obtain a resolution to the problem, report the situation to your supervisor.
- Introduce yourself to new resident(s). Let them know who you are and your phone number if they do not already have it. Inform them of your duties and what they can count on you for.
- Do a tour of the community with the new resident(s), pointing out recycling, garbage, parking place, etc.
- When possible, say hello to your long-term resident(s). Let them know that they are appreciated.
- Know your resident(s) by name, what kind of car they drive, how many children they have, etc.

Rent Collection

- Manager(s) must collect rents each month and bring them into the office no later than the 6th of the month. Only accept checks or money orders for the monthly rents. *DO NOT ACCEPT CASH!* Disappearing rent money will result in the immediate termination of the manager(s).
- Rents collected after the 5th of the month should include a late charge of \$25.00 as stated in the resident(s) rental agreement. Call the Accounting Department to inform them you are in receipt of the late rent. Deliver the rent payment to the office as instructed by the accounting Department.

- Do not make payment arrangements with residents. Refer resident(s) directly to the Accounting Department.
- If instructed by the Accounting Department, the manager(s) may need to serve 3-day notices to Pay or Quit for unpaid rents.
- Managers are not allowed to accept cash under any circumstances.

Maintenance

- For resident(s) with maintenance requests, gather all pertinent information and call the Maintenance Department the same day. Be sure to ask whether the resident(s) will grant us permission to enter their unit to complete the maintenance service requested if they are not home.
- Follow up with the resident(s) to make sure their repairs were taken care of properly and on time. Report to the maintenance department any repairs not done within a reasonable amount of time.
- Report all community maintenance items to the office. The following are regular items that may need attention, but are not limited to the exact nature of each repair needed. Bent or fallen off screens, missing light globes, graffiti, broken dumpsters, broken windows, damaged drain pipes and gutters, broken washing/dryer machines, dead plants, trip hazards, touch up paint needed, broken down cars, pool repairs, mail box issues, damaged blinds and broken sprinklers.

Vacancies and Apartment Rentals

- Manager(s) must show vacant apartments and act in accordance with General Duties Note Number 4. This includes not smoking while showing vacant units.
- Contact the office if there is not a “For Rent” sign placed on your building. Manager(s) with their own property “For Rent” sign must put it out when a resident gives their 30-day notice. Pre-renting an apartment is something to strive for. Manager(s) must show their own apartment to prospective residents, if there is not a vacancy ready to show. Manager(s) must keep their apartments in a clean and orderly manner.
- Manager(s) must have a telephone and answering machine. If the manager(s) do not have an answering machine, one will be provided. The answering machine message must be professional and friendly and state all of the pertinent information (size, rent, and availability) about the current/future vacancies. All phone messages regarding current /future vacancies must be returned within 24 hours.
- Manager(s) must have keys to the vacancies and know the new monthly rent and deposit amounts. It is the manager(s) responsibility to get the vacancy key(s) from the office. Call the office for changing rental amounts. Do not assume the rent will stay the same with each new vacancy.
- Until an apartment is rented, the manager(s) must periodically check the vacant apartments to ensure they are fresh and clean. Mop, sweep, vacuum as needed, flush the toilets, and ensure the apartment appears clean. Be sure the apartment does not have an odor. If an odor exists, air out the apartment and provide air fresheners. If the odor persists, contact the Maintenance Department immediately. Keep the blinds open upwards to appear closed from

outside but allow light on the inside. Keep all doors and windows locked and secure. All repairs/problems are to be reported to the Maintenance Department immediately.

- Have your target apartment(s) clean, smelling fresh and ready to show at all times. Target apartments are the following:
 - One of each floor plan.
 - Both upstairs and downstairs if you only have the two vacant.
 - The longest vacant apartment, if you have several of the same floor plan.
 - Your best showing apartment (best location, paint, new carpet, etc.), if you have several of the same floor plan.
 - If you are not sure which apartment to show, ask your supervisor for assistance.
- Manager(s) must shop comparable properties and report information to supervisor if requested to do so, there are several apartments vacant and/or there is an apartment that has been vacant longer than three weeks. Manager(s) are responsible for placing balloons in front of property, making sure there are flyers out front, requesting new flowers by rental office, checking newspaper advertising, visiting local merchants with new specials, ordering new for rent signs and/or flags when needed, etc.
- When a future resident calls, follow Nielsen Property Managers, INC. Phone Script.
- When a future resident visits, follow Nielsen Property Managers, INC. On-Site Script.
- Follow up with future residents who toured your community is mandatory. A phone call and thank you note need to be sent as follow up after each tour.
- Manager(s) must keep a supply of rental applications on hand. Give them to all future residents. Bring completed applications and application fees to the office ASAP. The manager(s) is not authorized to approve or deny applications. All screening of applications and final decisions are made by the office.
- Make sure the apartment is clean prior to new resident(s) moving in. If you live in a community where we provide gifts for our new resident(s), make sure there is one present for them in the apartment.
- Nielsen Property Managers, INC. is an Equal Opportunity Housing Provider. Decisions to rent are based on the information received on the rental applications. NPM, INC. does not discriminate and expects all managers to abide by the Fair Housing laws. All applicants will be treated fairly and consistently. The manager(s) agrees not to discriminate against anyone for any reason.
- If no current vacancies exist, the manager(s) should tell future resident to come by our office to pick up a rental list or visit our website at www.NielsenProperty.com

Move outs

- When a vacating resident brings their keys to you, be sure to document the date the keys were turned in, the type of keys and tag them accordingly.
- Obtain a forwarding address and telephone number for the vacating resident.
- Bring the keys and information to the office the following business day.
- Be aware that on occasion, a resident may vacate the apartment without telling anyone. If you suspect that this has happened, notify your supervisor at once.

Parking

- Parking is for residents only. In communities with guest parking, guests must utilize designated guest parking only. It is the manager(s) duty to enforce the parking rules.
- Managers must tag all cars that have been abandoned, are being stored, are unregistered and/or are not in good operating condition. Notify your supervisor of tagged cars.
- All vehicles must be tagged before they are towed, no exceptions.