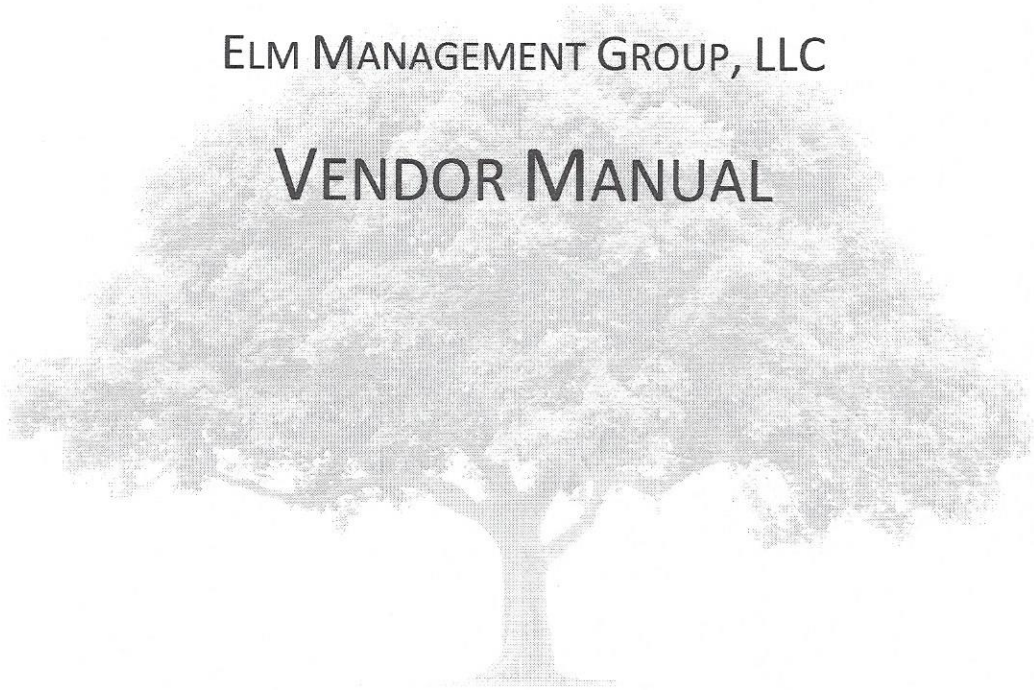


ELM MANAGEMENT GROUP, LLC

VENDOR MANUAL



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VENDOR WELCOME

From Elm Management Group, LLC

Thank you for filling out the vendor application and applying to be an authorized EMG vendor. We have approved using your company to perform work on our property management and real estate sales properties. It is our intent that this business relationship is a success for Elm Management Group, LLC (EMG) and your company.

Enclosed with this information, please find a copy of the signed EMG Vendor Agreement for your records. We recommend you keep this document with this information booklet.

EMG has prepared the *EMG Vendor Guide* to assist you in achieving success working with Elm Management Group; LLC You will find useful information such as office numbers, business address, email address, personnel names, and more. Please keep this document where you can access the information you need when you want it. Full understanding and communication from both your business and EMG increases the success of the vendor/company relationship.

Information contained in the *EMG Vendor Guide* is to provide you with the EMG requirements and expectations of vendors. It is also to prepare you for working with EMG tenants. Working with tenants can be a challenge and EMG wants to ensure your success.

Before starting work with EMG, we require that you complete several forms for our records. You will find them with this information. The forms will establish a vendor file and payment account in our accounting system. This ensures that EMG pays invoices correctly in accordance with our bookkeeping schedule.

If at any time you have questions on any of the material in the *EMG Vendor Guide*, please contact Elm Management Group, LLC as soon as possible, so that we can assist you. Again, we welcome you as an EMG approved vendor.

ELM MANAGEMENT GROUP, LLC

Elm Management Group, LLC is a **Limited Liability Company** operating in **Clark County, Nevada**, specializing in full-service property management and residential sales. The company has been operating since **2014**, and is actively involved in the community.

EMG is an abbreviation used in lieu of the full company name, Elm Management Group, LLC and is used throughout the *EMG Vendor Guide*.

EMG Mission Statement

The mission of EMG is to provide quality service in property management and real estate sales in the **Las Vegas area** community, demonstrating integrity and professionalism.

EMG General Policy

EMG adheres to the following policies:

- EMG is an Equal Opportunity Employer.
- EMG supports the laws and guidelines of Fair Housing.
- EMG has a drug-free policy for all EMG personnel, vendors, and tenants.
- EMG follows the rules and regulations of the **Nevada Contractor Board and Licensing Boards**
- EMG does not knowingly contract with illegal immigrants.
- EMG strictly forbids any sexual harassment of personnel, vendors, tenants, or applicants.
- EMG does not pay maintenance bills from EMG operating funds.
- Owners are responsible for payment of maintenance to vendors.
- Vendors receive payment through the EMG trust account or directly from the owners.

EMG Principals

The owners/principals of EMG are **Andrea Stephenson**. They are the brokers of EMG and have collectively, over **9 of years** of experience in the real estate industry. **Andrea Stephenson** provides the guidance and direction of EMG. They personally oversee all contracts, policies, and procedures, and work to educate their personnel to provide excellent service to their clients.

EMG Personnel

When you work with EMG, you will be working with the EMG “teams.” On the following page, you will find a convenient chart of teams, names, and telephone numbers. EMG assigns a “management team” to service each owner and their property. We also have a “sales team” that may contact you as well to assist with any work required to sell a property.

EMG TEAMS

EMG has found "Teamwork" effective for servicing owners, tenants, properties, and vendors. Together Everyone Achieves More.

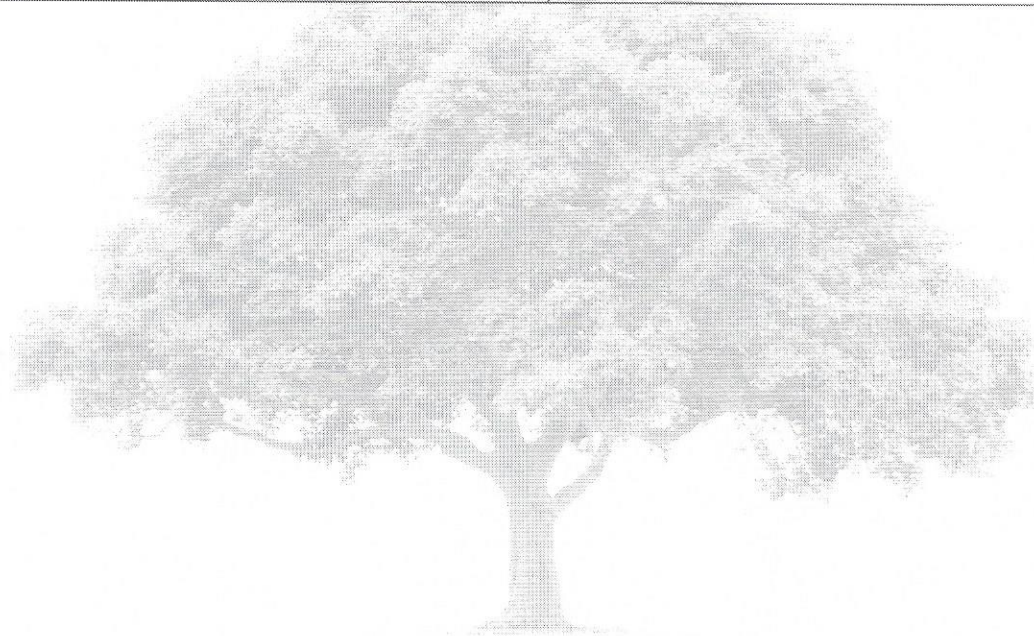
- **Management Team:** EMG has assigned a management team to properties and owners, consisting of a Property Manager and Assistant Property Manager. They work with owners and tenants on necessary maintenance. Therefore, they also work directly with the vendors. They assign work orders to vendors and approve the invoices received.
- **Office Team:** The office team supports all EMG Personnel and Management. They handle the everyday business of telephones, accepting applications, office details, perform the bookkeeping, prepare the tenant documents, and coordinate with the management teams. Therefore, they work with vendors as well. The office team can often assist you with many details you require. However, the office team does not approve work orders or payments.
- **Sales Team:** The Sales Team often has necessary work for EMG sales properties. They follow the same guidelines as EMG Property Management teams. They also assign and authorize work orders and payments.

The sales team can also assist you with Real Estate sales, buying or selling. They are experienced and licensed Real Estate agents. There is no obligation for a market analysis of the value of your current property, information for purchasing a new investment property, or available financing.

Teams contact information

| Team | Position | Name | Phone + Ext. | Email |
|---------------------|------------------------|------------------|--------------|--------------------------------------|
| Mgmt. Team A | Property Manager | Chris Wetmore | 702-374-9119 | Elmmanager5@gmail.com |
| | Asst. Property Manager | Ona Jenkins | 702-592-7853 | Elmmanager6@gmail.com |
| Mgmt. Team B | Property Manager | Andie Stephenson | 702-960-4646 | Andie@elmmanagementgroupllc.com |
| | Asst. Property Manager | | 702-840-7641 | brokerasst@elmmanagementgroupllc.com |
| Mgmt. Team C | Property Manager | | | |
| | Asst. Property Manager | | | |

| | | | | |
|--------------------|-------------------------|---------------------------|--------------|--|
| Office Team | | | | |
| | Maintenance Coordinator | | 702-342-0511 | maintenance@elmmanagementgroupllc.com |
| Sales Team | Real Estate Specialist | Lena Ramos | 702-683-6367 | nalilena@yahoo.com |
| | Real Estate Specialist | Ed Huslik | 702-234-7607 | edhuslik@yahoo.com |
| Broker | EMG Broker | Andrea "Andie" Stephenson | 702-960-4646 | Andie@elmmanagementgroupllc.com |
| | | | | |



COMMUNICATION

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

EMG Website

EMG stays current with business technology. The EMG website, <https://elmmangementgroup.managebuilding.com/Resident/public/home>, has proved to be a tremendous benefit to our clientele. Take the time to review our website for general information on our company.

Company Communication

EMG personnel communicate with vendors by:

- Telephone
- Fax
- Email, prefer

Office Information

| Address information | |
|---------------------|---|
| Mailing Address | 9205 W Russell Road #240 |
| | Las Vegas, NV 89148 |
| Street Address | 9205 W Russell Road #240 |
| | Las Vegas, NV 89148 |
| Telephone | |
| Maintenance # | 702-342-0511 |
| Business # | 702-840-7641 |
| FAX # | 702-832-5541 |
| Internet | |
| Email | maintenance@elmmangementgroupllc.com |
| Website | https://elmmangementgroup.managebuilding.com/Resident/public/home |

| Office Hours | | |
|------------------------------|--------------------|---------------------|
| | Monday – Friday AM | 9 - 12 |
| | Monday – Friday PM | 1 - 5 |
| | Saturday | By appointment only |
| | Sunday | Closed |
| | Holidays | Closed |
| Emergency information | | |
| | Call 702-960-4646 | |

VENDOR COMMUNICATION

Communication works both ways. We need detailed communication from you, the vendor. It is important that you let us know when you have encountered tenant difficulties, if you have a problem with payments, if your social security number has changed to a Tax ID. To assist with this task, we have provided information forms with this package of information.

Later in the *EMG Vendor Guide*, there is detailed information on work orders and payment. EMG wants to provide you with the information you need to avoid conflict or confusion.

Email

EMG encourages all vendors to use email to contact us quickly. It is fast and effective. Please supply us with your email address on all the EMG forms. We will enter your email address in our database.

Special note: When using email, we request that you put the “property address” in the subject line. With the problems of spam, worms, viruses, and more in the Internet world, this helps us identify the importance of your message, and avoids oversights or deletions.

VENDOR REQUIREMENTS

Required vendor forms

EMG requires all vendors to complete the following forms prior to commencing work for EMG. They are located in the back of the Vendor Guidelines.

- Vendor Contract
- Vendor Information Form

Other vendor forms

EMG has also supplied the following forms to use when necessary in the future:

- Change of information form
- Vendor Work Order Request
- Vendor Work Report
- Vendor Vacation Notice

Licenses/bonds

- Contractor's license
 - EMG requires all vendors to have a **contractor's license** if **State** requires licensing to complete work. If your work does require a license, please attach a copy to the Vendor Information Form
 - Examples of licensed contractors are roofers, plumbers, electricians, general repairpersons, general contractors, etc.
- Bonds
 - If you are not required to have a contractor's license, EMG requires the vendor to carry a bond.
 - Examples of non-licensed vendors are carpet cleaners, cleaning companies, gardeners, etc.

Insurance

Please **check** your state requirements on insurance; **consult** a competent insurance agent

- Workman's Compensation
 - EMG requires all vendors to carry current Workman's Compensation if they have **employees**.
 - EMG requires the vendor notify their Workman's Compensation Company and request them to furnish EMG with an original endorsement of the policy.
 - EMG requires an original endorsement of all yearly renewals.
 - EMG requires notification if the insurance company changes.
- General liability insurance
 - EMG requires that vendors carry a minimum \$1,000,000.00 of current general liability insurance.
 - EMG requires an original endorsement of the current liability insurance policy.
 - EMG requires an original endorsement of all yearly renewals.
 - EMG requires notification if the insurance company changes.

Social security/Tax ID

EMG requires that all vendors have a social security number or Tax ID, no exceptions. It is the responsibility of the vendor to supply EMG with accurate information.

- Social security requirements:
 - Personal names are required with social security numbers on 1099s
- Tax ID requirements
 - Company names are required with Tax ID numbers for 1099s

Change of information:

It is the responsibility of the vendor to notify EMG of any changes and EMG has provided a Change of Information Form in the back of the Vendor Guideline. Vendors are to report changes for the following:

- Company name
- Address
- Business telephone
- Cellular telephone
- Fax
- Email address
- Insurance information
- Change of social security number to Tax ID#

Workmanship

- Competent workmanship
 - EMG requires the vendor to supply competent work.
 - The vendor guarantees they will redo the work to the reasonable satisfaction of EMG, if necessary
- Contract labor
 - The work is on a "contract labor" basis.
 - EMG does not treat any vendor as an employee.
 - The vendor is responsible for reporting their income to government agencies.
 - EMG issues 1099s for work exceeding \$600 as required by the Internal Revenue Service.

Vehicles

The EMG policy on vendor vehicles is as follows:

- Vendor supplied vehicles
 - All vendors must supply their own vehicles.
 - Vendors cannot use any EMG owned company vehicles.
 - Vendors must carry appropriate insurance for their vehicles.
- Vehicle Expense
 - EMG does not reimburse vendors for any vehicle expense.
- Vehicle maintenance
 - Vendors are responsible for maintaining their own vehicles.
 - Vendor vehicles must have a reasonable appearance.
 - Continual mechanical problems with vehicles causing cancellation of tenant appointments can be the cause for removal from the EMG vendor service list.
 - Unless it is necessary to park in the driveway to perform work, vendors are to park in front of the property.
 - If a vendor's vehicle causes damage, such as an oil leak, it is the vendor's responsibility to repair the damage immediately.

Vendor communication

EMG requires all vendors to communicate by using:

- Cellular telephone
- Business phone
- Email
 - A vendor Email is required for work orders
- Emergency contact number for vendor
 - All vendors are to supply an emergency contact number.

Vendor vacation

- Vacation notification
 - EMG requests that vendors notify EMG of scheduled vacations of **3 weeks or more**.
 - EMG makes this request for scheduling or in the event of an emergencies, disasters, or incomplete work requests.
- Vacation notice form
 - EMG has enclosed a Vendor Vacation Notice with the *EMG Vendor Guide* for your convenience.
 - EMG requests the vendor to fax or mail this notice to the EMG office.

Vendors and tenant status

The EMG policy regarding vendors as tenants is:

- Vendors as tenants
 - EMG does not rent to EMG vendors
- Tenants as vendors
 - EMG does not accept tenants as vendors while they reside in a EMG managed property.
- Immediate relatives of vendors as tenants
 - EMG does not accept immediate relatives of vendors as tenants.
 - EMG respectfully requests that vendors alert EMG if an immediate relative apply to rent a property.
- Basis for policy
 - The basis for this policy is to prevent any conflicts of interest between EMG, vendors, owners, and/or tenants. This is good business practice.

KEYS/ENTRY

Vacant properties

- EMG uses a lockbox system on all vacant properties and vendors are to be responsible to the system:
 - Use the lockbox code or key issued.
 - When using the lockbox, do not leave the key in the door to prevent theft.
 - When finished with the lockbox, replace the key in the lockbox and close so it is completely locked
 - If a vendor accidentally takes a key, they are required to return it to the lockbox immediately.

- Report any missing or malfunctioning lockboxes to EMG.
- EMG changes all locks just prior to a tenant occupying a property.

Occupied Properties

- EMG does not issues keys to vendors when tenants occupy properties unless there are extenuating circumstances, such as an emergency/disaster.
- If this happens, EMG Property Manager must authorize the vendor to pick up a key from the EMG office.
- If the vendor has obtained a key to an occupied property, it is the responsibility of the vendor to return all keys to EMG when completing work and NOT to the tenant.

WORK ORDER PROCEDURES

EMG Work Orders

- EMG issues routine work orders by emailing them to the vendor
- Additionally, EMG can issue a work order by telephone when warranted by the maintenance situation.
- If EMG has issued a work order by telephone, the EMG office will also email a work order to the vendor to complete his billing.
- EMG has a limit for work requests with the owner and cannot exceed this amount without owner authorization.
- Vendors are to notify EMG immediately if the problem exceeds the authorized amount on the work order.
- The vendor is responsible for paying for all parts and materials required for the work order, unless there are special arrangements authorized by EMG.
- EMG then reimburses parts and materials when the vendor submits invoices for payment.

Vendor Bids

Some work requires bidding by the vendor and then approval by the owner. The EMG procedures for bids are:

- EMG sends a bid request on the standard EMG Work Order.
- Vendors are to notify EMG if they know they will be unable to offer a bid and complete the work in a timely manner.
- When EMG receives the approval or denial from the owner, EMG will notify the vendor by telephone and email.
- If the owner approves the bid, EMG will contact the vendor and send an updated work order.

If the owner does not approve the bid, EMG will send a “cancelled work order.”

POLICIES REGARDING VENDORS WORKING WITH TENANTS

Appointments with tenants

- Making the tenant appointment
 - EMG informs the tenant when taking a work order that a vendor will contact them directly.
 - EMG requires vendors to set specific appointments with tenants after receiving a work order request.
 - If vendors have difficulty reaching the tenant, they are to notify the EMG office.
- The appointment
 - Vendors are to appear clean and dressed appropriately for maintenance work.
 - Vendors are encouraged, but not required to wear clothing that identifies their company.
 - Vendors are to carry identification to show the tenant if necessary.
 - Vendors are to arrive at the appointed time or within 15 minutes.
 - If vendors experience a delay in arriving on time, they are to contact the tenant. If they cannot reach the tenant, they are to contact the EMG office.
 - Vendors are to knock on the door or ring the doorbell.
 - Vendors are not to enter properties unless a resident is there and given permission to enter.
 - Vendors are not to enter a property unless there is a responsible party present. A responsible party cannot be under the age of **eighteen** years.
 - If the tenant fails to meet the appointment, vendors are to notify the EMG office.
 - EMG will contact the tenant to find out the problem for the cancelled appointment and then advise the vendor.
- During the appointment
 - Vendors are to avoid moving tenant possessions unless necessary to perform maintenance.
 - Vendors are to request the tenant to move their possessions whenever possible.
 - Vendors are to be courteous and professional at all times.
 - Vendors are to clean up their work in the property.

Completing the appointment

- Vendor repairs communication with tenants
 - Vendors are not to make comments on repairs, lack of repairs, or the condition of the property to tenants.
 - Vendors are not to discuss in detail the repairs and only give out appropriate information.
 - Vendors are not to make promises to tenants unless it is within the work order request.

- Additional work requested by tenants
 - Vendors are to call EMG from the property if necessary to clarify the work or request permission to do additional maintenance they see is required relating to the work order.
 - EMG requests vendors use their cellular phones when calling from a tenant residence.
 - However, if it is necessary to use the tenant's telephone, the vendor is to request permission from the tenant.
 - If tenants request other work, the vendor is to instruct them to call EMG and place a work order.
- Tenant behavior
 - If tenants pose a threat, vendors are to immediately leave the property and notify EMG as soon as possible.

Inability to complete work

- The vendor is to notify EMG immediately if there is a delay or obstruction in the completion of the work order.
- EMG will then make a decision on the completion of the work request.

Completion of work

- Vendors are to complete an EMG Maintenance Report and submit with their invoice within 15 days of completion of the maintenance,
- The EMG Maintenance Report is easy to complete and designed to notify EMG of problems with the work, the tenant, or the property.
- The EMG Maintenance Report is included with this Vendor Guideline.

BILLING PROCEDURES

Payment procedures

- Vendor invoices/billings
 - EMG forwards the Maintenance Report and vendor invoice/billing to the appropriate EMG Property Manager for approval.
 - When approved, the Property Manager sends the invoice to the EMG bookkeeping department.
 - The bookkeeping department will issue the funds to the vendor during the normal 30-day bookkeeping cycle.
 - If there is a question on the bill, the EMG Property Manager will contact the vendor to work out any discrepancy.

- Disbursement of vendor payments
 - EMG disburses vendor payments every 30 days.
 - It is the EMG policy to pay Vendors promptly in the 30-day cycle.
 - EMG does not disburse funds outside of the bookkeeping cycle unless there are extenuating circumstances approved in advance by EMG.
 - EMG disburses payments from the EMG Trust Account on **23rd of each month.**
 - EMG does not pay vendors in cash, and EMG does not keep cash in the EMG office.
 - EMG cannot make payments if funds are unavailable in the owner's account within the EMG Trust Account.
 - If there is a delay in owner funds, EMG will notify the Vendor and make necessary contact with the owner for the funds.
 - EMG will keep the vendor apprised of the status of incoming funds.
 - EMG will notify the vendor if the owner is disbursing the payment directly to the vendor.
 - Elm Management Group, LLC mails payments to vendors.
 - EMG complies with any court ordered deductions for vendors.
 - EMG will notify the vendor if EMG receives a court order.

Year End Procedures

- 1099 miscellaneous
 - EMG issues the Internal Revenue Service 1099-miscellaneous to all vendors who exceed work above \$600.00 by January 31 of the following year.
 - It is the vendor's responsibility to report any discrepancies to EMG as soon as possible so that EMG can correct the 1099.
 - EMG requests that vendors review their 1099's immediately and report any discrepancies by February 20 before EMG files 1099's with the Internal Revenue Service.

CONCLUSION

We hope that you have found the *EMG Vendor Guide* useful. Please let us know if there are questions or concerns on any of the enclosed information. The intent of the guide is to clarify the working relationship between vendor and Elm Management Group, LLC and prevent future misconceptions or problems.

We look forward to working with you. We also want to remind you to fill out the required forms for your file so there are no delays in payments. Please contact EMG at any time if you need any of the enclosed forms. We are happy to help you whenever possible.

Elm Management Group, LLC