

SILVER LANDS MANAGEMENT

OPS MANUAL



WELCOME TO SILVER LANDS

Dear Manager,

Welcome to Silver Lands Management Group! We are excited you are bringing your skills, knowledge and enthusiasm to our team. You are appreciated and hold an important role in the success of your community and Silver Lands. In this position, each day brings something new. In property management, you will wear many hats: team player, leader, banker, collector, psychologist, security officer, rule enforcer, entrepreneur, and more. Through proactive management, communication, and enthusiasm you will be able to achieve your commitments. This position will tap your potential and require patience and persistence. You will face many challenges where you will find that communication is the key to success. Always remember, first seek to understand, then to be understood. Throughout your experiences, we hope you will find growth as an employee and as a person and we hope to provide an environment where we all can find a great sense of accomplishment.

Thank you,





MISSION STATEMENT

To achieve community and company
COMMITMENTS by serving, inspiring, and
building transparent, genuine
relationships through competency, high
performance and positive attitude.

CORE VALUES

- Nourish your positive attitude
- Cultivate lasting relationships
- Inspire the Team
- Lead the Community



NOURISH YOUR POSITIVE ATTITUDE

- A positive attitude is a powerful asset that contributes to a healthy work environment and personal well-being
- Cultivating and maintaining a positive attitude is a continuous process that requires self-awareness and intentional effort
- Nurturing a positive attitude is not only beneficial for individual well-being but also enhances team dynamics and contributes to a positive workplace culture. By incorporating these practices into daily routines, individuals can create a more positive and productive work environment





Self-Awareness:

Recognize your emotions and thoughts to understand their impact on your attitude

Gratitude Practices:

Start or end each day by reflecting on three things you are grateful for

Mindfulness and Stress Management:

Practice mindfulness techniques to stay present and focused on the task at hand

Positive Self-talk:

Encourage yourself and others with constructive and uplifting language





Adaptability:

View challenges as learning experiences and maintain a solution-oriented mindset

Effective Communication:

Foster open and transparent communication to build trust

Collaboration and Support:

Foster a supportive team environment by offering help and acknowledging others' achievements

Setting Realistic Goals:

Break down tasks into manageable goals to avoid feeling overwhelmed

Continuous Learning:

Approach each day as an opportunity to learn and grow

Promoting a Positive Team Culture:

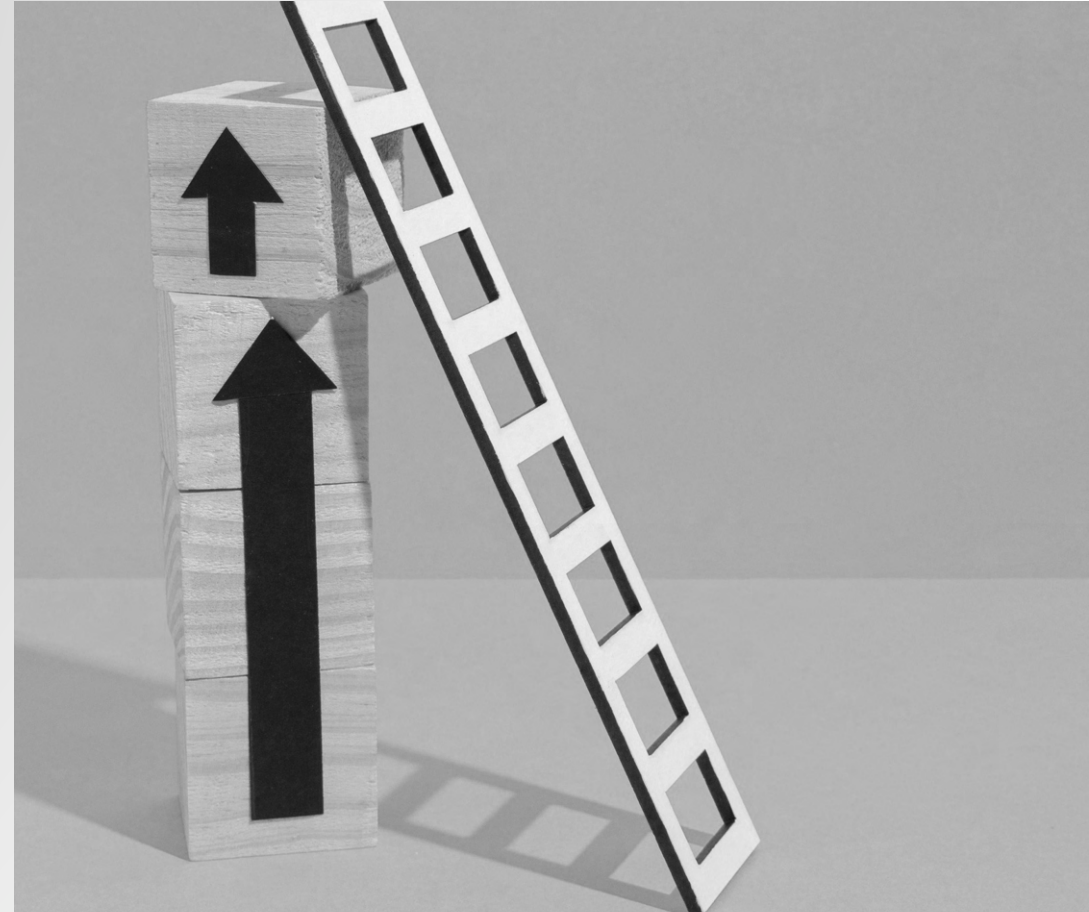
Celebrate team successes collectively to reinforce a positive team spirit





CULTIVATE LASTING RELATIONSHIPS

- Building and maintaining positive relationships at work is essential for professional success and a thriving work environment
- Effective relationship-building involves communication, empathy, and a commitment to understanding and supporting colleagues
- Cultivating lasting relationships at work is a dynamic and ongoing process that requires intention and effort. By incorporating these strategies into daily interactions, individuals can contribute to a positive workplace culture, enhance collaboration, and create a network of professional relationships that endure over time



Active Listening:

Practice attentive and empathetic listening during conversations

Open and Honest Communication:

Foster transparent and open communication to build trust

Empathy and Understanding:

Put yourself in others' shoes to understand their perspectives

Effective Team Collaboration:

Actively participate in team activities and projects

Conflict Resolution Skills:

Seek resolutions that are fair and mutually beneficial for all parties involved

Networking Opportunities:

Build a professional network by engaging with colleagues both inside and outside your immediate team

Recognition and Appreciation:

Acknowledge and celebrate colleagues' achievements and milestones

Mentorship and Learning Opportunities:

Seek mentorship opportunities and be willing to mentor others

Social Activities:

Participate in team-building activities and social events

Respect for Diversity and Inclusion:

Create an inclusive environment that values the unique contributions of each team member

INSPIRE THE TEAM

- Inspiring a work team requires a combination of leadership skills, effective communication, and a positive work culture. Here are some strategies to help you inspire and motivate your team

- Remember that every team is unique, and you may need to tailor these strategies based on the specific dynamics and goals of your team. Regularly reassess and adapt your approach as needed to keep the team motivated and inspired



Lead by Example:

Demonstrate the work ethic, values, and attitude you expect from your team

Communicate Clearly and Openly:

Encourage open communication and make sure team members feel comfortable expressing their ideas and concerns

Set Clear Goals:

Establish specific, measurable, achievable, relevant, and time-bound (SMART) goals for the team

Provide Autonomy:

Empower team members by giving them autonomy in their roles. Trusting your team fosters a sense of ownership and responsibility

Recognize and Reward Achievements:

Acknowledge and celebrate both individual and team accomplishments

Foster a Positive Work Environment:

Encourage a culture of collaboration, respect, and support

Encourage Professional Development:

Regularly check in on their career goals and aspirations

Provide Feedback:

Offer constructive specific and timely feedback regularly

Promote Work-Life Balance:

Show understanding and flexibility when it comes to balancing work and personal life.

Encourage breaks and time off to prevent burnout

Inspire a Shared Vision:

Paint a compelling picture of the future for your team.

Encourage Innovation:

Foster a culture where team members feel comfortable suggesting new ideas

Lead with Empathy:

Understand and empathize with your team members' needs and concerns. Be approachable and show genuine interest in their well-being



LEAD THE COMMUNITY



- Leading a renter community to be clean and pay rent on time involves a combination of effective communication, setting clear expectations, creating a sense of community, and implementing appropriate policies
- By combining these strategies, you can create a positive and responsible renter community that values cleanliness and pays rent on time. Remember that building a strong community takes time, so be patient and persistent in your efforts



Clear Communication/Welcome Orientation:

When new tenants move in, provide them with a welcome orientation that includes information on community rules, expectations, and the importance of cleanliness and timely rent payment

Written Policies/Lease Agreement:

Clearly outline expectations regarding cleanliness and rent payments in the lease agreement. Make sure tenants understand the consequences of not adhering to these policies

Regular Communication/Newsletters or Notices:

Send out regular newsletters or notices to all tenants, reminding them of the importance of maintaining a clean community and paying rent on time. Include any relevant information about community events or improvements

Community Engagement/Meetings or Gatherings:

Organize regular community meetings or gatherings to discuss any concerns, address questions, and foster a sense of community. This can also be an opportunity to reinforce the importance of cleanliness and timely rent payments

Incentives/Reward Programs:

Consider implementing a reward program for tenants who consistently maintain a clean living space and pay rent on time. This could be a small discount on rent or other incentives that encourage positive behavior

Maintenance and Upkeep/Prompt Repairs:

Ensure that maintenance issues are addressed promptly. A well-maintained property encourages a sense of pride among tenants and can contribute to a cleaner environment



Transparent Processes/Transparent Policies:

Be transparent about any changes in policies related to cleanliness or rent payments. If there are consequences for violations, make sure tenants are aware of them from the beginning

Conflict Resolution/Open Door Policy:

Let tenants know that you are open to hearing their concerns and are willing to work with them on any issues that may arise. This can help in resolving conflicts before they escalate

Technology Integration/Online Payment Systems:

Implement an online rent payment system to make it easy and convenient for tenants to pay rent on time. This can reduce late payments



Lead by Example/Maintain Common Areas:

Demonstrate the behavior you expect by keeping common areas clean and well-maintained

Education/Workshops or Seminars:

Offer workshops or seminars on the importance of financial responsibility and maintaining a clean living space

Community Involvement/Community Service Projects:

Encourage community service projects within the renter community to promote a sense of pride and teamwork

Consistency/Consistent Enforcement:

Enforce policies consistently to show that everyone is held to the same standards

Feedback Mechanism/Suggestion Box or Surveys:

Provide a mechanism for tenants to give feedback or suggestions anonymously



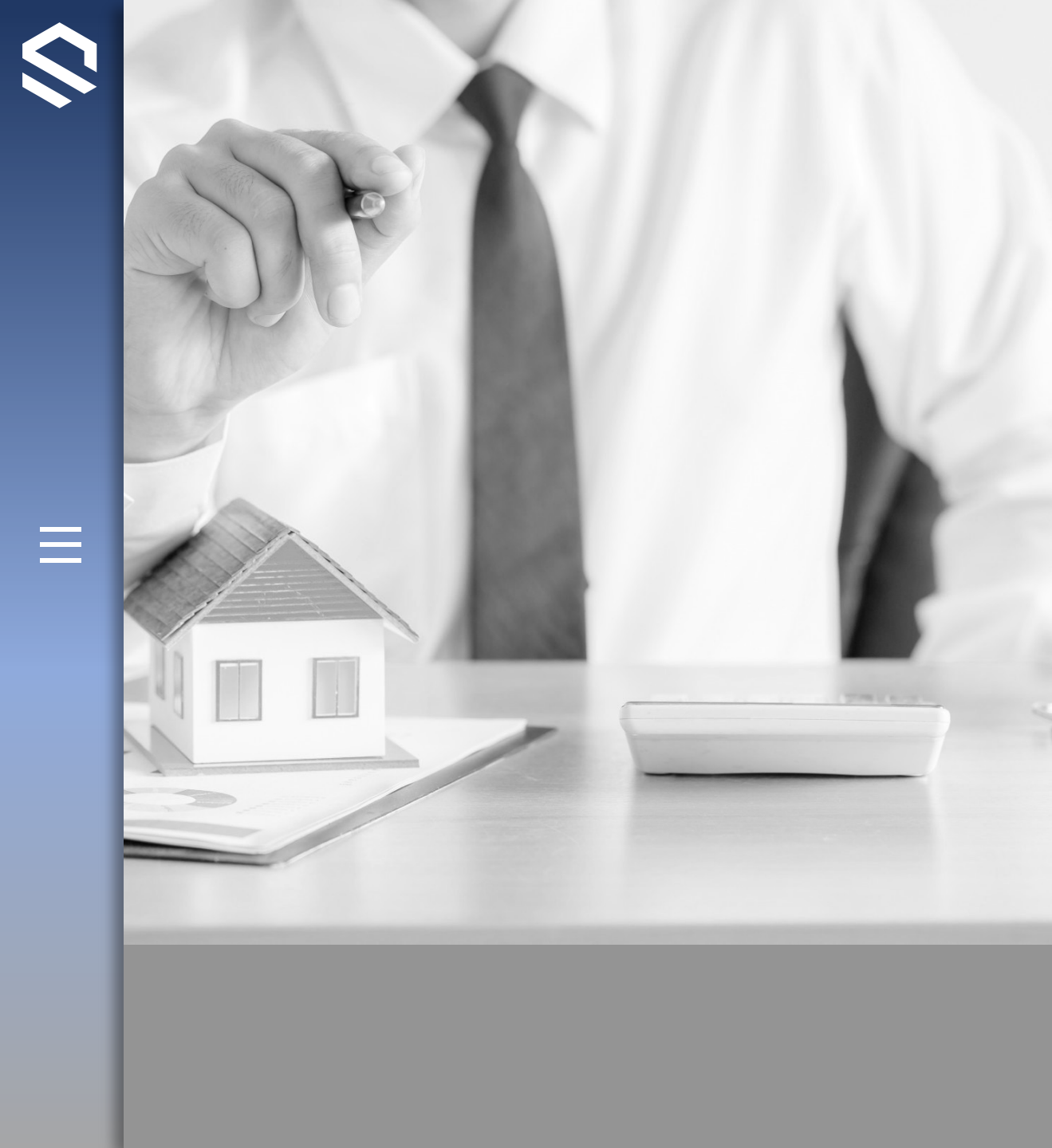
SILVER LANDS PATHWAY TO SUCCESS

- Trainee
 - Assistant
 - Community Manager
 - Community Leader
-



TRAINEE TO ASSISTANT MANAGER

30-90 Days/Complete online
proficiency/Recommendation from
RM/Zero unresolved customer
complaints/\$150 BONUS



ASSISTANT TO COMMUNITY MANAGER

Six Months to one year/Complete online proficiency/Recommendation from RM/Zero unresolved customer complaints/complete understanding of IVB, NOI, Occupancy, Commitments & how to achieve them/\$500 Bonus





COMMUNITY MANAGER TO COMMUNITY LEADER

One year or more Community Manager experience/Complete online proficiency/Recommendation from RM/Zero unresolved customer complaints/Consistently meet or exceed IVB, NOI, Occupancy & cash flow commitments/\$750 Bonus



ORIENTATION

- Notes From Management
- Three Types of Managers
- Four Most Important Areas to Manage
- Preparation
- Think Like an Owner
- How to Communicate
- Do, Delegate, or Dismiss
- Be Proactive





10 THINGS THAT REQUIRE ZERO TALENT AND MAKE A HIGH PERFORMER

- Being on time
- Make an effort
- Being high energy
- Having a positive attitude
- Being passionate
- Using good body language
- Being coachable
- Doing a little extra
- Being prepared
- Having a strong work ethic



THREE TYPES OF MANAGERS

- Everything in life requires management.
- As a Resident Manager, every aspect matters, be it large or small.
- What type of manager are you?
- Are you tapping your potential?



THE PROACTIVE

- Enthusiastic, focused, and consistent over time
- Overachieves but does not seek recognition
- Team-player, patient, and a good communicator
- Takes responsibility and solves problems effectively and without complaint
- Maintains a positive attitude even during stressful days
- Views challenges as opportunities for growth





THE “JOB” SEEKER

- Not very enthusiastic about the job
- Underachieves or achieves the bare minimum required of them
- Waits to be told what to do
- Counts down the last minutes until closing
- Complains about problems instead of solving them
- Blames others for their incomplete or poor work performance
- Typically moves from job to job



THE BURNOUT

- Overachieves but constantly seeks praise
- Enthusiastic at first but loses focus and enthusiasm over time
- Becomes disgruntled and/or impatient
- Might take responsibility for problems but is slow to solve them
- Typically moves from job to job
- Tries to delegate all tasks to others
- Looks for issues to dislike co-workers, job, and/or customers





OBJECTIVE:

- Determine the type of Manager you have been and what type of Manager you currently are. Be honest with yourself. Which of the three are you:
- 1) The Job Seeker,
- 2) The Burnout, or
- 3) The Proactive?
- After reviewing the three categories, determine what you want to become and what it will take for you to get there





THE FOUR MOST IMPORTANT AREAS TO MANAGE

- Resident Managers wear many hats. Management may seem like a lot of challenging work, and it is! Plan & Prepare yourself with daily, weekly, and monthly “To-Do” lists, and schedule accordingly. To help you learn to prioritize, the following are the four most important areas to manage





OCCUPANCY

- Strive to maintain your community's current residency. Residents are to give a 30-day written notice if they are looking to sell their home or move out of their rental
- Sales: Proactively keep a pipeline of potential buyers or renters (even if you don't have a home to rent or sell)
- Make sure homes do not move from the community. If a home must move from the community, movers must be licensed, insured (to company policy) and have a permit
- Establish and maintain positive professional relationships with residents
- Friendly environment helps maintain customer retention



COLLECTIONS

- Always aim for 100% collections
- Use the Mainstreet APP to keep track of delinquent residents
- Contact delinquent residents through phone calls, texting, notices, knocking on doors, and other appropriate methods. This should be done daily. Be polite, professional and reiterate that you are contacting them with a courtesy reminder that rent is due
- Know the Rent Policy: Rent is due on the 1st. Late fees incur on the 3rd or 5th (depending on the community). You are responsible to send Notices to all delinquent residents. When the Notice expires, follow policy, follow law, and file for eviction (do not make exceptions or give into favoritism by not following through with evictions)
- Do not accept partial payments. Every resident should pay in full when rent is due



EXPENSES

- Obtain three Bids for all projects
- Negotiate final bid
- Get RM approval for purchases over \$150
- Pay bills on time
- Be attentive to your Income Versus Budget on a daily basis
- Analyze community expenditures and make sure community is not overspending comparatively
- Do not overspend. Be mindful about costs for all items, great and small, for example; office supplies-check for sales, promotions and coupons



COMMUNITY/OFFICE

- Make sure the community and office are clean, green, and organized
- Be personable, professional, and polite with every resident, including the difficult ones
- Promptly resolve problems with kindness
- Be firm concerning policies, procedures, and rent
- Know, implement, and enforce the community rules
- Familiarize yourself with the governing Federal, State and Local laws.
- Enter invoices to AppFolio promptly
- Prioritize tasks from your RM and Silver Lands staff
- Keep your RM updated on projects
- Hold community/holiday events (request this with your RM)



As you focus on all four areas, and successfully manage them, you will become more aware, understanding, and proficient in your position.

OBJECTIVE:

Start a list of things you want to accomplish in your community. Determine each priority level and make a realistic plan for how, and when, you expect your commitments to be reached





PREPARATION

- Be prepared to be pushed to new limits
- Know the community Rules, and governing Laws
- Have emergency contacts in your phone
- Familiarize yourself with your community, residents and office
- Be confident, optimistic, and positive



THINK LIKE AN OWNER

Think Win-Win. Take care of
the community as though
you own it





THINK LIKE AN OWNER

- How do you want your community to appear? Is it inviting?
- How would you want it to be operated? Is the office organized? Are the residents in compliance with rules?
- Look at costs, audit your expenditures; can you make budget reductions?
- What areas need detailed attention? (For example; does your office need to be remodeled? Do you need new streetlights? Is the grass green in the common areas?)
- How do you present yourself? Do you use professional language? Do you introduce yourself to residents, and vendors? Do you dress professionally?
- Are you sincere?
- Are you patient with the residents, vendors, co-workers?



THINK LIKE AN OWNER

Expect greatness for your community. There is always room for improvement, so find the areas that can be improved and start improving

OBJECTIVE: Take a step back and look at yourself as though you own the community. Imagine that you planted the trees and grass, that you built the community, and that how you maintain and improve the community will have profound effect on the success of your business





HOW TO COMMUNICATE

90% of communication is non-verbal. Body language, eye contact, and even the clothes we wear contribute to communication. However, the 10% of communication that is verbal is extremely important. What we say and how we say it will influence the way residents will see and treat you



HOW TO COMMUNICATE WITH RESIDENTS

- Be clear and concise
- Answer only with certainty. If you don't know the answer, mention that you will find the answer, then report back in a timely manner
- Do not be harsh, aggressive, or combative
- Be firm, professional, and polite
- Never use profane language or threaten a resident
- Do not promise things if you are unable to follow through
- Customers are NOT always right, but ALWAYS first seek to understand then be understood






HOW TO COMMUNICATE WITH REGIONALS

- Always be honest
- Be accurate and answer aptly
- Attempt to answer questions on your own and then gather all information before contacting your RM
- Be clear and concise
- Prepare, brainstorm, write notes
- Be patient when waiting for a reply
- Proofread emails before you send them



HOW TO COMMUNICATE WITH CORP

- 
- Know who does what at Silver Lands
 - Be clear and concise with what you need
 - Be patient
 - Proofread emails before you send them (make sure emails make sense, are grammatically correct, and have all pertinent information)
 - Make sure necessary documents are attached to emails



HOW TO COMMUNICATE WITH VENDORS

- Be professional, build relationships, and always double verify information
- If a company is going to be outsourced for work at the community, obtain copies of licenses, insurance documents and verify that the information meets Silver Lands standards. Then have the authorized representative sign work agreements
- If a company is going to be outsourced for work at the community, negotiate for quality service at a competitive price
- Make sure the vendor is following the law and community rules



Being clear, concise, professional, patient, sensible, grammatically correct, and firm with your communication

OBJECTIVE:

Be honest with yourself. Do you talk more than you listen? Do you have a tendency to interrupt? Can people hear agitation in your voice when you are stressed? If so, find creative ways to mitigate your stress level and work on communicating effectively



DO IT, DELEGATE IT, OR DISMISS IT FOR LATER


- Appropriately delegate and know who to delegate to.
- Schedule appointments
- Learn how to adapt within your environment
- Ultimately, as a manager, it is up to you to take the lead with your staff, residents, and Silver Lands



	Urgent	Not Urgent								
Important	<p style="text-align: center;">Quad I</p> <table border="1"><thead><tr><th><u>Activities</u></th><th><u>Results</u></th></tr></thead><tbody><tr><td><ul style="list-style-type: none">• Crisis• Pressing Problems• Deadline Driven</td><td><ul style="list-style-type: none">• Stress• Burn-out• Crisis management• Always putting out fires</td></tr></tbody></table>	<u>Activities</u>	<u>Results</u>	<ul style="list-style-type: none">• Crisis• Pressing Problems• Deadline Driven	<ul style="list-style-type: none">• Stress• Burn-out• Crisis management• Always putting out fires	<p style="text-align: center;">Quad II</p> <table border="1"><thead><tr><th><u>Activities</u></th><th><u>Results</u></th></tr></thead><tbody><tr><td><ul style="list-style-type: none">• Prevention, capability improvement• Relationship building• Recognizing new opportunities• Planning, recreation</td><td><ul style="list-style-type: none">• Vision, perspective• Balance• Discipline• Control• Few crisis</td></tr></tbody></table>	<u>Activities</u>	<u>Results</u>	<ul style="list-style-type: none">• Prevention, capability improvement• Relationship building• Recognizing new opportunities• Planning, recreation	<ul style="list-style-type: none">• Vision, perspective• Balance• Discipline• Control• Few crisis
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DO IT

- 
- Be realistic with your time
 - Know what tasks can be completed right away
 - Don't push priorities aside
 - Learn the weekly and monthly flow of your community
 - Prioritize collections & RPS during the first week
 - Complete inspections, write-ups, notices during the second week
 - Organize, follow up with residents, hold meetings during the third week
 - Prepare newsletters, bills, and prepare for the following month during the fourth week




DELEGATE IT

- 
- Make sure your part of the work is complete before delegating it
 - Know what tasks your assistant and maintenance personnel can manage and make it routine
 - Verify that the delegated work is complete
 - When you delegate, take responsibility for the result
 - Always maintain and delegate the community appearance by enforcing community rules and through leading by example

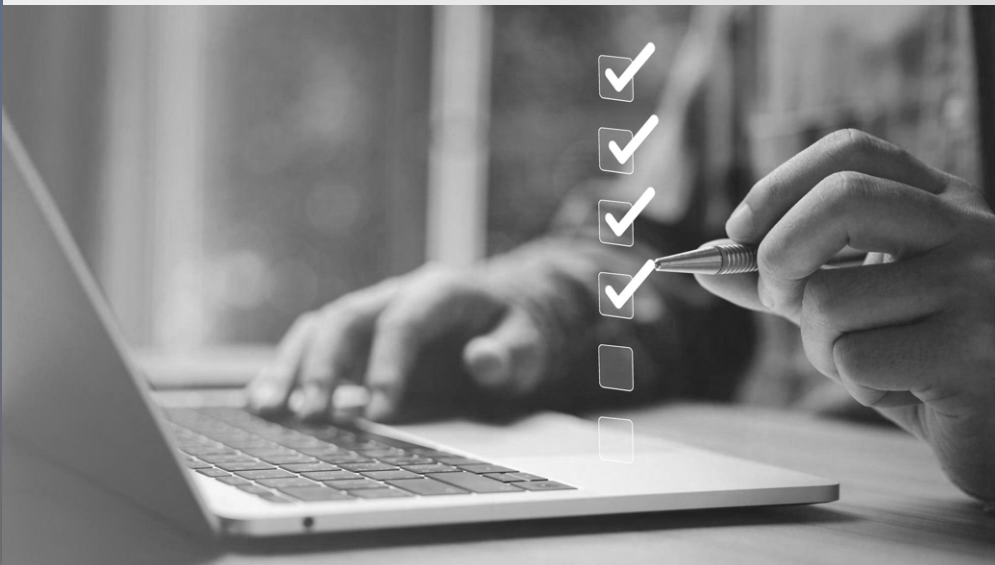


DISMISS IT FOR LATER

- 
- Know when to dismiss a task for a later time
 - Always keep track of dismissed tasks and make sure they are completed
 - Schedule appointments, even with residents. Appointments offer both parties the opportunity to give undivided attention, helping with communication and collaboration
 - Do not let new tasks distract you from important tasks you already working on

ON BOARD CHECKLIST

- Interview Process (Final Interview with Rob)
- New Hire Packet
- Background Check (Pro Screen)
- Drug Test
- Check References
- Send Completed New Hire paperwork to bri@cetataxadvisors.com
- Offer Letter






ON BOARD CHECKLIST

- Appfolio Setup
 - MainStreet Setup
 - Email SETUP
 - Computer login passwords

 - Silver Lands shirt (hat available too)
 - Silver Lands badge

 - Corporate Directory
 - Vendor Contact List
 - CM directory
 - Legal contact
 - Emergency contacts

 - Office keys
 - Camera setup
 - Divvy Card
 - Filing cabinet flow
 - List of current unresolved customer services
- 



ON BOARD CHECKLIST

- Office supplies re-stock
 - OSHA posters
 - Business license up to date and displayed
 - Office equipment inventory
 - Maintenance equipment inventory (with serial numbers)
 - Community map displayed
 - Company vehicle keys
 - Company vehicle insurance and registration
 - Company vehicle maintenance
- 



TRAINING CHECKLIST



- Mission Statement
 - Strategy
 - Core Values







TRAINING CHECKLIST - APPFOLIO

- Add Charges
 - Credits
 - Late Fees
 - Concessions
- Adding Additional Residents
- Bank Deposits
 - Move Single Checks (or) Groups Of Checks
- Budget Request
 - How To Enter Requests
 - What Type Of Items Should Be Budgeted

- 
- 
- Contracts/Forms
 - How To Upload
 - How To Get Progress Report
 - Deleting Duplicate Payments & Move Payments
 - Edit Resident Information
 - Input Payments
 - Mailing Labels
 - Meter Reads
 - Meter Swaps
 - Misc Income
 - What Misc Income Is Used For
 - How To Move Payments From Misc Income
 - Monthly Charges & Credits
 - Property Fees
 - Unit Fees
 - Resident Fees
 - Edit Multiplier
 - Add Resident Fees
 - Mortgages
 - Move-In
 - How To Complete A Move-In In The System
 - Pending Move-Ins

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- Move-Out
 - How To Complete A Move-Out In The System
 - Pending Move-Outs
 - Monday/Tuesday Move Out Policy
 - Payments
 - How To Take A Payment
 - Previous Residents
 - How To View Previous Residents
 - Print Bills
 - Proper Steps To Print Bills
 - Rent Increases Letters
 - Difference Between Space Rent Increase And Home Rent Increase
 - Proper Procedure And Process
 - Rent Roll
 - What Rent Roll Is Good For And Where To Find It
 - Reports
 - Overview Of Reports
 - Security Deposits
 - How To Increase Deposits
 - How To Refund Deposits And Why Deposits Are Withheld Or Refunded



- Split Payments
- Support Tickets
 - How To Use System And Effective Communications
- Upload PDs (Pay Bills)
 - GL Codes
 - Proper Procedure
 - What To Do With A Rejected PD





TRAINING APPLICATIONS



- Application Process
 - What Info Is Needed (Two Forms Of ID, Proof Of Income)
 - How To Complete The Application
 - Application Fee
 - How To Upload The Application





TRAINING CHECKLIST – POLICIES/PROCEDURES

- 3- Or 5-Day Notices
 - When To Post
 - How To Print
 - What To File
- Advertising
 - Where To Advertise
 - Find Advertising Budget
 - What Is Good Advertising And Why Is It Important
- Adding Vendors for PDs
- Bonuses
 - How Are Bonuses Computed





- Business Cards

- Who To Order From

- Bank

- Login Name And Password

- How To Use Scanner

- How To Troubleshoot Scanner

- How To Order New Scanner

- How To Input Checks Manually

- City Officials

- Contacts (Inspectors etc)

- Who Does What

- Collections

- How To Manage Collections

- Best Manner To Contact Residents That Are Past Due

- Late Fee Policy

- Pay Or Quit Notices

- Adding Legal Fees

- Filing For Eviction

- Standard State Law For Non-Payment Eviction




- Corporate
 - Who Does What
 - Who To Contact At Specific Departments
 - Emails
- Credit Card
 - What Is The Budget
 - What Can It Be Used For
 - What Amount Needs DM Approval
 - How And When To Upload Statements
- Customer Service
 - Evaluate Your Customer Service
 - Hold Customer Service Reviews
- Company Shirts
- Equipment List
 - Create A Community Inventory List Of Maintenance And Office Equipment
- Eviction Process
 - NON-Payment Eviction Process
 - Rule Violation Eviction Process
- Home Sales
 - AM Approval, Inventory Manager, Advertising
 - Documents Needed To Complete A Home Sale
 - Title Transfers
 - How To Sell A Home To A Organic



- Home Purchases
 - How And When To Execute “First Right Of Refusal”
- Home Moving
 - Where To Find Home Removal Checklist
 - Proper Procedures For Properly Moving A Home Into/Out Of A Community
- Late Fee Policy
 - State/Community Policy
- MID Policy
 - MID Retention Forms And What They Are Used For
 - MID SPACE-FILLING Agreement
 - Community Incentives
 - No Kick-Back Policy
 - Expectations For MIDs And Park Rules
- Move-Out Policy
 - 30 Day Notice
 - New Resident Application
 - Check Utilities For Damage
- New Hires
 - Procedures (Drug Screen/Application)
 - Who To Inform
 - Documentation



- NSF policy
- On-Site Visits (Account Managers)
 - How To Have A Successful On-Site
 - What Are Account Managers Looking For?
- OSHA Poster
- Resident Portal
 - How To Enable Paperless Billing (Vice-Versa)
 - How To Help Resident Confirm Email
 - How To Setup Resident On Portal
 - How To Email Residents Through The Portal
- Park Safety (Fire-Hydrants, A/C Filters)
 - Where They Are Located
 - How To Flush Fire-Hydrants/How Often
- How To Check A/C Filters
- Petty Cash (If Applicable)
- Pool Upkeep (Certifications)
 - CPO
 - Pool Cleanliness Standards
 - Equipment And Signage
 - Poolside Furniture Upkeep
 - When To Open/Close Pool

- 
- 
- Resident Files
 - How To Organize Files
 - How To Archive Files For Move-Outs
 - Rent Collection
 - Rule Violations
 - Know Why Rule Violations Are Important
 - Know The Difference Between 7 Day, 15 Day, 30 Day, 60 Day ETC
 - How To Properly Document Violations
 - How To File With Attorney
 - Separations
 - Setbacks
 - What Are The Legal Setbacks In You Community Spaces
 - Titles
 - How To Acquire Titles For Title Department
 - Uploading Contracts
 - Which Contracts Are Uploaded And How To Use System
 - Vehicle Upkeep
 - Company Vehicle Insurance
 - Company Vehicle Upkeep Expectations (Oil Changes, Car Wash ETC)
 - Work Injuries
 - Who To Report Injuries To



TRAINING CHECKLIST – TECH/ADDITIONAL ITEMS

- Camera
 - Who To Contact To Setup Office Camera
 - How To Reset The Camera
- Check Scanner
 - How To Order Scanner
 - How To Setup Scanner
 - How To Use Scanner For Bank Deposits
- App
 - How To Install APP
 - How To Locate Bonus In APP
 - How To Input Goals
 - How To Mark Homes Ready
 - How To Drill Down Into Categories In APP





- iPad
- Office Phones
 - Who To Contact For Phone Issues
- Printer/Scanner
- TeamViewer
 - How To Install TeamViewer
 - How To Find TeamViewer In OS





THANK YOU!

Again, welcome to the team! It is imperative to know that we can achieve commitments with a positive attitude. A Proactive Manager will learn from mistakes and course corrections. They will maintain areas of excellence and improve areas that need attention. They will be prepared for what each day brings, focus on communication, and the four important areas to manage. They will think like and treat their community as though they are the owner. This Proactive Manager is what we see in you. Together, we can fulfil our company and community commitments! Let's have fun and work hard!

-Silver Lands





PROFICIENCIES & CERTIFICATIONS





COMMUNITY LEADER PROFICIENCY:

What is the Mission Statement?

What are the core values?

Which of the three types of managers are you and why?

What does it mean to think like an owner?

What are good ways to communicate?

When is rent due at your community?

How many apartments or MH do you have at your community?

Describe the eviction process:

Define IVB:

In Mainstreet APP, What was Citrus Valley IVB for in November 2023?

In Mainstreet APP, What was Patriot Point's IVB in July 2023?

In Mainstreet APP, under scorecard what was Citrus Valley's largest month in 2023 and what was that number?

What is NOI?

What are your Occupancy commitments?

What is Cash Flow?

What is RPS?

What was the RPS for Big Valley in August 2023?

What are your IVB and NOI Occupancy commitments?

How do you calculate IVB?

For MH, what are setbacks to install a new home?

How is your community trending with Trailing 12?

What is an ideal expense ratio for a given community?

What is the difference between fixed expenses and variable expenses?

When working on Cap X, how many bids do you need to gather and why?

COMMUNITY LEADER CERTIFICATE OF ACHIEVEMENT

PROUDLY PRESENTED TO :

THANK YOU FOR YOUR DEDICATION, LOYALTY AND
DEMONSTRATION OF EXCELLENCE.

DATE

SIGNATURE



SILVER LANDS
MANAGEMENT GROUP



COMMUNITY MANAGER PROFICIENCY:

What is the Mission Statement?

What are the core values?

Which of the three types of managers are you and why? What does it mean to think like an owner?

When is rent due at your community?

How many apartments or MH do you have at your community?

Describe the eviction process:

Define IVB:

In Mainstreet APP, what was Citrus Valley IVB for in November 2023?

In Mainstreet APP, what was Patriot Point's IVB in July 2023?

In Mainstreet APP, under scorecard what was Citrus Valley's largest month in 2023 and what was that number?

What is NOI?

What are your Occupancy commitments?

What is Cash Flow?

What is RPS?

What was the RPS for Big Valley in August 2023?

When working on Cap X, how many bids do you need to gather and why?

COMMUNITY MANAGER CERTIFICATE OF ACHIEVEMENT

PROUDLY PRESENTED TO :

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DEMONSTRATION OF EXCELLENCE.

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TRAINEE-ASSISTANT PROFICIENCY:

What is the Mission Statement?

What are the core values?

Which of the three types of managers are you and why?

When is rent due at your community?

How do you make a payment in AppFolio?

How Do you Market through AppFolio?

ASSISTANT CERTIFICATE OF ACHIEVEMENT

PROUDLY PRESENTED TO :

THANK YOU FOR YOUR DEDICATION, LOYALTY AND
DEMONSTRATION OF EXCELLENCE.

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SILVER LANDS
MANAGEMENT GROUP