**Scope of Service Documents**

Over the years as we grew our business, we approached this challenge in five different ways. Ultimately, we used them all to help the owner understand what we do for the monthly fee and what the costs are for handling other tasks.

1. **Things You Can’t Turn Over to Your Property Manager.**

Our first step into this topic was to make a list of things the owner couldn’t pass over to the manager. There is a brief description of 15 items that the owner wants to pass over to you but during the onboarding process, we nip this idea in the bud and attempt to clarify what they need to continue to manage. You’ll add and delete the issues based on your model. It was short and simple and went a long way to solve the problem.

1. **Managing the owner’s previously established 3rd party relationships.**

When owners come to you they have relationships they’ve already established and it’s hard (if not impossible) for you to take over. The owner, not you, needs to manage their mortgage, insurance, utilities, HOA, home/builder warranty, solar panels, termite bonds, appliance warranties and a host of other previously established relationships. You’ll add and delete to this list as your model requires.

**3. Asset Manager vs. Property Manager**

Many owners think you are supposed to manage the asset, not just the property and tenant. Multi-family owners are the worst to deal with on this topic. Asset management is a different category of management and owners often push managers to manage more than you’ve agreed to in the PMA so make it clear in the beginning what you manage (and don’t manage) for your monthly fee. You can add asset management tasks if you want but you should make it clear that there is a cost attached to it.

1. **The Property Manager’s Job Description**

This is a terrific chart we developed 20 years into the business that helps the owner (and manager) identify what the owner is responsible for and what the manager is responsible for. You get to move topics around as you like to fit your model.

**5. Full blown Scope of Service**

The Scope of Service details the three things you do to lease the property, manage the tenant and manage normal maintenance breakdowns. Each of these categories includes a long list of things you do for your monthly fee. You get to add and delete as you see fit. It includes lots of training notes and details as to how you’ll implement this SOS project.