INSTRUCTIONS FOR
TENANT CHARGE FORMS

FOUR PART FORM: White (original) - Accounting
Pink - Maintenance
Yellow - Tenant
Golden Rod - Site Manager

1. Site Manager reports damages to the Maintenance Director indicating that the damages should be a "Tenant Charge."
2. Maintenance Director writes up a "Work Order Card" and notes on it "Tenant Charge," attaches a "Tenant Charge Form" and gives it to the Maintenance Technician for that property.
3. Maintenance Technician checks in with the Site Manager upon arrival on their Property. (Maintenance Department must schedule with the Site Managers for those properties that have part time hours or manage from offsite locations.)
4. Maintenance Technician does the necessary repairs and completes the "Tenant Charge Form." Labor is charged at $30.00 per hour regular time. After normal business hours of 8:00 am to 5:00 pm labor is charged at an overtime rate of time plus one half of the hourly rate for regular time. Include charges for all parts used and compute sales tax on parts only. The Maintenance Technician signs the form and records time and date.

A. If the tenant is home: the Maintenance Technician has the tenant sign the form and gives them the yellow copy, gives the Site Manager the white and golden rod copies, and turns the pink copy in to the Maintenance Director recording time and date.
B. If the tenant is NOT home: the Maintenance Technician records time and date and gives the Site Manager the white, yellow, and golden rod copies and keeps the pink copy to turn in to the Maintenance Director. The Site Manager gets the tenant’s signature and then gives them the yellow copy. If the tenant refuses to sign the form the Site Manager must note this on the form, record date and time and gives the yellow copy to the tenant. If the Site Manager is unable to contact the tenant after at least 2 tries, then the Site Manager must note the times and dates of the attempts to contact on the form and put the yellow copy in a sealed envelope and attach it to the tenant’s door. The golden rod copy is filed in the tenant’s file on site.

5. The Maintenance Director turns his copy in to accounting. Accounting files the pink copy until such time as the white original is received attached to the green sheet.
6. The Site Manager writes the charge on the tenant’s ledger card and then turns in the white original copy attached to a green sheet, to the Regional Compliance Manager. The Regional Compliance Manager gives it to the accounting department. Accounting enters charges from white copies ONLY!!!
7. The yellow copy that the tenant receives is the 1st notice for payment giving them 30 days from the date of the repair to pay. During the "mid-month reconciliation" meeting, the Site Manager will prepare a second reminder letter for the tenant, stating they need to pay the charge within the 30 day period to avoid other action. The Site Manager will take a copy of the golden rod copy attach it to the second reminder letter and deliver immediately after the "building activity" meeting. (Copy of second reminder letter attached.)