



Owner Handbook



WELCOME!

Thank you for choosing Dwell Well Property Management,
and welcome to our family!

We know you have many choices in whom you choose to trust. We appreciate that you have selected us as your property management company.

Dwell Well Property Management works to achieve the highest professionalism in Property Management Services. Therefore, we have prepared the Dwell Well Property Management Owner Manual in a digital version to assist you in a successful business relationship with our company.

We urge you to take the time to review this eBook. We feel this will be a place where you can come to clarify many of the procedures for our Property Management services. After reading the material, if you have questions or concerns, contact your management team immediately using the company contact information on the following pages.

You will find some forms included in this manual. Some documents are required to be filled out now or might have already been filled out. Other forms are available to assist you in the future.

Completing and using these forms helps Dwell Well Property Management set up and maintain an accurate account for you and your investment.

Special note: The Dwell Well Property Management Owner Manual information is subject to change. Landlord/Tenant laws, personnel, policies, and procedures change according to events that take place. Dwell Well Property Management works diligently and continually to improve services and personnel training and remain current with all landlord/tenant legislation.

*Once again, thank you for choosing Dwell Well Property Management as your
Property Management Company.*

We look forward to a successful business relationship.

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Mission Statement

At Dwell Well Property Management, our mission is to provide exceptional property management services that protect and enhance property value while creating comfortable, well-maintained homes where residents can truly dwell well. We are committed to transparency, reliability, and proactive service for both property owners and residents.

Dwell Well Property Management Communication

Company Communication

Communication is key to the success of any relationship. The Dwell Well Property Management/Owner relationship is certainly not an exception. We work constantly to improve communications with all our clients or prospective clients.

This includes everyone – owners, tenants, applicants, vendors, buyers, sellers, and the public.

On the next several pages, you will find general office information such as addresses, telephone numbers, email addresses, websites, and office hours.

Dwell Well Property Management personnel communicate by:

- Telephone
- Email
- Written correspondence

Website

Dwell Well Property Management stays current with business technology. The Dwell Well Property Management website, www.DwellWellPM.com, has proved to be a tremendous asset.

Here are a few of the benefits for clients on the Dwell Well Property Management website:

- Prospective tenants can search our site for available rentals, schedule showings, and complete a rental application all in one place.
- Tenants can access their tenant portal directly by logging in to fill out forms such as work order requests, communicate with our office, and pay their rent.

General Office Information

Dwell Well Property Management General Information		
Address Information		
Mailing address	3327 N Eagle Rd, #110-172	
	Meridian, ID 83646	
Communication		
Business #	(208) 514-3144	
Email	hello@DwellWellPM.com	
Website	www.DwellWellPM.com	
Hours		
	Monday – Friday	9:00 am - 5:00 pm
	Saturday & Sunday	Closed
	Holidays	Closed
Emergency Maintenance	For emergency maintenance, please call 208-514-3144 to be routed to the correct service provider.	

Owner Communication

We believe in two-way communication. It's critical you, as an owner, let us know of any significant change that can affect your account. We encourage you to use the form below for any changes, such as:

Change of Owner Information:

Please email us with a copy of the title change as well as contact information for the new owner and we will begin the process of new owner onboarding.

If you need to change or update your tax or banking, please use the direct forms below:

- [W-9 Form](#) for filing a status such as social security number to tax ID number
- Form to update banking information:
<https://share.forms.app/form/6ad8e61d1eeb6117b1bd33aa>

Property Owners are encouraged to contact Dwell Well Property Management by email at hello@DwellWellpm.com. It is fast and effective.

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

Owner Documents

A copy of your management agreement can be found by logging into your owner portal. Refer to it as needed and keep it with this information for a handy reference.

It is important that Dwell Well Property Management receive all critical information as we begin management. You may have completed the documents listed below. If not, we need you to fill out and return the following documents.

[Property Condition Report](#)

This information enables Dwell Well Property Management to set up your account. See form [HERE](#)

[Electronic Banking Authorization – ACH form](#)

This form enables Dwell Well Property Management to send your funds directly to your bank. If you do not wish to start ACH at this time, you can use this form in the future.

[Insurance Authorization](#)

This form requests the insurance company issue a copy of your property insurance to Dwell Well Property Management and that they name Dwell Well Property Management as “additional insured” on your policy. Please complete the form and send directly to the insurance company. Please copy Dwell Well Property Management on your request.

[Change of Information](#)

Notify Dwell Well Property Management of any important change when it happens – address, telephone, fax, email, etc.

Owner Responsibilities

A successful business relationship works both ways. Dwell Well Property Management takes their management responsibilities seriously, and requests owners to do the same.

Owner responsibilities are:

- Notify Dwell Well Property Management of any changes for the managed property.
- Notify Dwell Well Property Management if the owner will be unreachable for more than 7 days.
- Notify Dwell Well Property Management in any change of email, address, phone number or emergency contact.
- Support Fair Housing Laws and guidelines, as well as all necessary legislation. See [Idaho guidelines](#).
- Maintain a current insurance policy for their property.

What is not included in Dwell Well Property Management Services

Because we are a full-service Property Management Company, it's sometimes easy to ask for things unknowing that are beyond our normal scope of property management. We can't guarantee that all asks will or can be accommodated and some may require additional fees. Prior to asking for requests, refer back to your management agreement on items that are not included by us:

Owner understands and agrees that normal Property Management does not include providing on-site management services, property sales, refinancing, preparing property for sale or refinancing, modernization, fire or major damage restoration, rehabilitation, obtaining or giving income tax, accounting, or legal advice, representation before public agencies, advising on proposed new construction, debt collection, counseling, or attending Homeowner Association meetings.

Company Policies

Code of Ethics

Dwell Well Property Management follows the Code of Ethics outlined by both NARPM. Dwell Well Property Management considers this a top priority in conducting business and is required of all Dwell Well Property Management personnel.

Legislation

Dwell Well Property Management adheres to the laws and guidelines of federal, state, and local legislation, and incorporates this into all documentation, policies, and procedures. Here are some of the agencies and acts Dwell Well Property Management follows:

- [Fair Housing \(HUD\)](#) - Dwell Well Property Management supports and follows Fair Housing laws and guidelines.
- [Equal Opportunity](#) - Dwell Well Property Management is an Equal Opportunity employer.
- [SCRA Act](#) – Serviceman’s Civil Relief Act, which has replaced the Soldiers’ and Sailors’ Act of 1940
- [URLTA](#) - Uniform Residential Landlord Tenant Act
- [FCRA](#) - Fair Credit Reporting Act
- [FTC](#) – Fair Trade Commission
- [EPA](#) – Environment Protection Agency

Lead-Based Paint

Lead-based paint became a major issue in the 1990s that prompted mandatory requirements for residential housing and continues today. Dwell Well Property Management follows all mandated federal and state guidelines for lead-based paint.

All properties prior to January 1, 1978 require on file:

- Disclosures to all tenants and owners.
- Tenants sign lead-based paint disclosures prior to renting a property and Dwell Well Property Management provides them with the required [EPA Pamphlet, Protect Your Family from Lead in the Home](#).
- Dwell Well Property Management then keeps the required disclosure on file.

Property owners and/or Property Managers must also notify tenants, in writing, of any scheduled work necessary for lead-based paint on the property. Legislation now provides that owners and managers must use certified vendors to work on lead-based paint.

Mold Issues

Dwell Well Property Management regards mold issues as a top priority in property management. *Owners should be aware that mold is another leading issue in the property management industry and failure to act if tenants report or discover mold can lead to costly lawsuits. Several cases regarding mold have awarded damages to tenants in the millions of dollars.*

If a tenant reports mold, Dwell Well Property Management acts immediately. Owners are notified quickly so we/or the property owner can take the proper steps

Answers Regarding Funds

Dwell Well Property Management established an account for you and your property. Dwell Well Property Management recognizes the importance of accurately collecting and disbursing funds. The bookkeeping program used by Dwell Well Property Management is specialized software designed to handle the many facets of property management and accurate record keeping, and complies with the requirements of the State of Idaho.

Banking

Dwell Well Property Management holds your account in an account mandated by the state of Idaho. Dwell Well Property Management accounts for the owners funds separately in the account and does not co-mingle funds with operations monies.

Monthly Statements

Dwell Well Property Management sends monthly statements to owners. If you have difficulty reading your monthly statement, please contact your management team. We are happy to assist you and answer your questions.

Disbursement of Monthly Funds

Dwell Well Property Management disburses available funds to owners on the 10th - 12th of each month. If this day falls on the weekend, Dwell Well Property Management issues funds on the next business day. Dwell Well Property Management does not disburse funds on weekends and holidays. Dwell Well Property Management does NOT issue owner checks unless there are enough funds in the owner's account.

Dwell Well Property Management distributes owner funds in two ways:

- Company check disbursed directly to the owner accompanying their monthly statement.
- ACH direct deposit – directly disbursed into an owner's bank account; Dwell Well Property Management mails monthly statements after disbursement. A form to start ACH is included with this information.

End of Year Procedures

At the end of each year, Dwell Well Property Management is required to file 1099's for income received over \$600. Please note that this amount is for "total income received," and not the yearly total of owner

disbursements. The Internal Revenue Service dictates the “total income received” requirement. Please note that security deposits are not included in this amount.

1099s require the owners social security/tax ID for accurate reporting. 1099’s are sent by January 31 for the previous tax year. If there is a change in your tax information such as a new address, please notify us with the Owner [Change of Information](#) form.

Dwell Well Property Management also issues 1099 MISC for disbursements to vendors for work over \$600.00. Therefore, owners do not have to issue 1099s for work completed and paid through the Dwell Well Property Management trust account. Owners are responsible for issuing 1099 MISC to any vendor paid through the owner’s personal account.

The last statement of the year will reflect “total amounts” for income and expenses that have transpired throughout the year, such as:

- Management Fees
- Leasing Fees
- Landscape
- Utilities
- Repairs
- Maintenance, Etc.

The amounts will not reflect any funds issued through the owner's personal account. Owners can submit their last statement to their tax person along with other information for income tax reporting.

Dwell Well Property Management does not issue statements to the owner’s tax preparers.

Renting Your Property

Preparing To Rent The Property

When a home is ready to be advertised, a property maintenance report and rental market survey is completed to compete with area rentals. The Dwell Well Property Management team will contact you to discuss the details of your vacant property and any necessary maintenance.

Setting The Rent

Supply and demand determines rent. If there are multiple rentals available in the area of your property, it is necessary to be very competitive. If very few are “for rent” in the same area, it can make it easier to rent the property. Markets change and Dwell Well Property Management advises owners on the “current rental market.”

How Long Could A Property Be Vacant?

This is the most commonly asked question we receive from owners. Unfortunately, there is no way to predict how long a property will remain on the market, even in the best market conditions. However, we work diligently to rent the property as quickly as possible. What is important to remember is that the most important objective is to have “a quality tenant.”

Dwell Well Property Management, or any other property management company, can rent properties “quickly” if they do not have standards for obtaining good tenancy. However, bad tenants will only create

more expense and another unwanted vacancy; therefore, waiting for the “right tenant” is worth the additional time it can take to rent the property.

Advertising/Marketing

Internet/Website

Dwell Well Property Management has found that the Internet and the Dwell Well Property Management website, www.DwellWellPM.com receives tremendous exposure, as well our listing directory, Tenant Turner.

Access To Vacant Properties

Dwell Well Property Management assigns each property an electronic lockbox. A full description for the property is listed on our website as well. When calling, prospective tenants receive all the information, including when and how they can see it. Twenty-four hours a day, seven days a week, prospects can find out the property details, the directions, showing times, required funds, etc.

Processing Tenant Applications

Tenant Screening

Thorough screening is crucial to successful Property Management. Dwell Well Property Management requires all applicants to fill out a detailed application and submit it for processing/approval. A credit check is NOT enough! Our company conducts a careful review of their credit, income, and tenant history or ownership.

For a detailed list of our tenant application and procedures, please take note of our Application Policy and Procedures

Tenant Move In FAQs

- Dwell Well Property Management does not accept personal checks prior to renting the property.
- Security deposits are paid in full and payments are never allowed.
- If accepted applicants are of foreign nationality and cannot read or understand the documentation, they are required to supply an interpreter of legal age for signing of lease/agreement.

Once Approved

- The lease agreement must be signed within 24 hours of it sent
- The security deposit must be paid in full within 1 business day of the signing of your lease. If the move-in day is less than 7 days, between signing the lease and moving in, all move-in funds must be paid via guaranteed funds.
- Dwell Well must verify that the utilities are set to transfer into the tenants name 3 days prior to occupancy

Walk-Through

Tenants receive a move in report completed by a third party, along with a digital link providing a walk-through list that must be completed signed and returned within 5 days of move in.

The walk-through documents the condition of the property providing a sound basis for security deposit refund.

Tenant Education And Preparation & Tenant Handbook

Taking the time to prepare tenants for their residency is another step toward a successful tenant/landlord relationship. Additional forms that the tenants may need are included with the “Dwell Well Property Management Tenant Handbook.” Dwell Well Property Management wants both owners and tenants well informed. Tenants receive our “Dwell Well Property Management Tenant E-book.” This detailed booklet gives them additional information on how to care for the property, report repairs, maintain the property, make timely payments, how to give proper notice to vacate, leave the property in good condition, and more.

Rent and Failure to Pay

Collecting Rent

Rents are due on the 1st day of the month and late if not received in the Dwell Well Property Management office by the 5th of the month. If the time comes where a payment is not timely made, we will notify you directly.

Notice To Pay Or Quit

If Dwell Well Property Management does not receive rent by the due date, Dwell Well Property Management prepares and delivers a timely notice to pay or quit, as the law allows. Dwell Well Property Management makes every effort to mail and post notices properly should legal action be required.

If Dwell Well Property Management determines the tenant is not going to pay the rent during the notice to pay or quit period, or shortly thereafter, Dwell Well Property Management contacts the property owner and works out a plan of action.

Legal Action

Although Dwell Well Property Management works diligently to avoid the necessity to begin an action, such as an unlawful detainer or eviction proceeding, it can happen. In the event any legal action is required, Dwell Well Property Management will contact you prior to taking action, discuss what is needed, and obtain owner authorization.

Maintenance

Preventative Maintenance

The best approach to maintenance is “preventative maintenance,” and this is the Dwell Well Property Management policy. We want the tenant to know from the very beginning of their tenancy that our expectations and yours is to “care for the property”. This approach prevents costly maintenance.

Often the minor expenditures save the most money such as doorstops, new filters, checking appliances, testing smoke alarms, adjusting doors, window latches, deadbolts, and more. Many small repair items can prevent maintenance that is more expensive. Often people think no news is good news; this can be just the opposite. Instead, “delayed news can become very bad news.”

The Dwell Well Property Management teams contact owners regarding maintenance above the \$300.00 amount minimum that is listed in the Dwell Well Property Management contract, unless the situation is an emergency.

Emergencies/Disaster

When an emergency and/or disaster strikes, Dwell Well Property Management has policies in place for the property and tenants. Dwell Well Property Management notifies the property owner as soon as practical. The nature of the emergency and/or disaster determines the action needed by Dwell Well Property Management.

There are times when a property manager must “act” in order to prevent great financial risk to the owner. For example, when a property is flooding, action is necessary, particularly if the property owner is not immediately available.

When the Tenant Vacates

Notice To Vacate

When there is a notice to vacate, the move out procedures are clearly walked through in Dwell Well Property Management Tenant Handbook.

Communication With Owners And Tenants

Dwell Well Property Management notifies you and immediately places the property on the market to rent unless the owner notifies Dwell Well Property Management to take other measures. Rent is required until the end of the notice unless otherwise stated in the rental/lease agreement.

Tenant Move Out

Dwell Well Property Management conducts a walk-through similar to the one performed when the tenant moved into the property. Dwell Well Property Management records any maintenance required and discloses a list of damages to the vacating tenant. Digital photographs are taken when the tenant move out to document the condition of the property and support any deductions from the security deposit. After assessment of the tenant move out, Dwell Well Property Management advises owners of any tenant damages or any maintenance required to re-rent the property.

Security Deposit Refunds

Proper handling of the security deposit refund is crucial. Any tenant deductions are determined in a timely manner, and a security deposit transmittal is prepared in accordance with state law of Idaho. You receive a copy of the transmittal with your monthly statement, showing any deductions and monies refunded.

Collections

If collecting damages is required, Dwell Well Property Management will refer the matter to a qualified consumer collection service at the instruction and authorization of the owner. Dwell Well Property Management does not include recovering tenant damages, but leaves this to companies with expertise in debt collection. Dwell Well Property Management will supply consumer collection companies with the necessary documentation needed.

Cancellation of Management

It is the goal of Dwell Well Property Management to satisfy your management needs and engage in a successful business relationship, but all things do change over time. Owners sell properties; people give notices. If this happens, the Dwell Well Property Management cancellation policy is to resolve your account in a professional, timely, and pleasant manner.

Please review the following policies for cancellation.

Written Notice

The Dwell Well Property Management contract accepts a 30-day notice by either party, but this excludes the minimum management period. Please refer to your management contract.

Notice To Current Tenants

- Dwell Well Property Management will notify current tenants the date Dwell Well Property Management will no longer manage the property and that Dwell Well Property Management forwards all security deposits to the owner.
- It is the owner's responsibility to advise tenants where to make future rental payments and work requests after the notice period.

Distribution Of Documents

- Dwell Well Property Management will supply current tenant documentation to the owner.
- If the owner has employed new management, it is the owner's responsibility to instruct them to pick up documents, keys, and any other necessary materials at the Dwell Well Property Management office.

Final Distribution Of Funds

- Dwell Well Property Management will distribute funds, including security deposits, and final statements to the owner within 30 days of the terminating date of management, as agreed in the management contract
- Dwell Well Property Management will issue a 1099 for funds collected during the current tax year when the tax year ends.

Additional Services

Referrals

Do you know someone who is looking for management services in the Treasure Valley area? If so, then notify your management team. Dwell Well Property Management values their client business and believes in rewarding referrals from clients.

Bi-Annual Property Condition Reports

Dwell Well Property Management contracts out bi-annual walk-through reports each spring and fall. These reports can help catch any potential issues before they become a big problem. The interior and exterior of the property will be walked with a customized checklist.

Supervision Of Extraordinary Maintenance

Dwell Well Property Management charges a 10% fee for supervising work requiring extraordinary maintenance. Dwell Well Property Management defines extraordinary maintenance as rehabilitation work such as insurance claims, and major systems replacements. (Examples are roof replacement, major tree work, exterior painting, vandalism, insurance claims, etc.)

The Dwell Well Property Management policy is to consult licensed contractors for bids and solutions. Then Dwell Well Property Management contacts the property owner for authorization and/or decision regarding the maintenance.

Conclusion

We hope you have found the Dwell Well Property Management Owner Manual informative and useful. We are here to help and make your landlord experience the best one. If there's anything we can do during our time working together, please ask.

Again, we want to thank you for your business, and we look forward to a successful management relationship.