

# **JMP Real Estate Management, LLC**

## **PROPERTY MANAGEMENT POLICIES & PROCEDURES MANUAL**

### **FORWARD**

The policies outlined here are based on experience and suggest one or more ways to reach a specific destination.

Seldom does this operation serve as a final map designed to overcome every obstacle; hence, we rely on professional judgment to make decisions that affect a property's operations.

The purpose of this policy manual is two-fold. First, operating personnel use this manual as a reference guide. Secondly, managers can use it to streamline administrative functions and responsibilities.

The JMP Real Estate Management, property management manual consists of eight (8) sections, each designed to intertwine with the others. Each section consists of a general objective and requirements and it is supplemented by Property-specific guidelines, sample reports, or schedules and clients requirements.

- 1. CUSTOMER SERVICE**
- 2. MARKETING AND LEASING**
- 3. MAINTENANCE AND ENGINEERING**
- 4. ADMINISTRATION**
- 5. ACCOUNTING AND REPORTING**
- 6. CONSTRUCTION MANAGEMENT**
- 7. ANNUAL BUSINESS PLAN**
- 8. GRAPHIC STANDARDS**

### **JMP Standard Operating Procedures Manual**

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