

Table of Contents

Section I. Job Description

Table of Contents.....	1-1
Regional Vice President Job Description	1-2,3,4,5
Items to Review with the Home Office	1-6
Documents Requiring Regional Vice President Endorsement	1-7

Section II. Financial Management

Table of Contents.....	2-1
Community Budgets.....	2-2,3
Revenues	2-3
Expenses	2-4
Fixed Asset Additions	2-5
Accruing for Annual Expenses	2-5
Need to Budget: Converting Mgmt. Objectives into Financial Realities	2-5
The Budgeting Timetable.....	2-6
The Budget Process	2-7
Monthly Budgeting	2-7
Budget Line Items	2-8
Final Budget Review	2-8
Budget Analysis – Hitting Your Targets	2-9
Making Adjustments to the Budget during the Year.....	2-9
Budget Sample (6 pages)	2-9a
Community Trend Information	2-10
Expense Policies.....	2-11
Travel & Expense Report (Sample)	2-11a
Regional Vice President Management Account.....	2-12
RVP & Construction Manager Invoice Approval Process.....	2-13
Yardi Budget Comparison Income Statement (Sample – 4 pages).....	2-14-17
Yardi 12 Month Income Statement (Sample – 4 pages)	2-18-21
Purchase Card Management	2-22-23
First Time Login – Quick Reference Guide (2 pages)	2-23a
Purchase Card Procedures for Community Managers.....	2-24
Printing the Comerica Statement	2-24
Printing the Comerica Transaction Report	2-25,26
Completing Uniprop Credit Card Transaction Report.....	2-27,28
Comerica Statement (Sample – 2 pages)	2-28a
Comerica Transaction Report (Sample).....	2-28b
Uniprop Credit Card Transaction Report (Sample)	2-28c

Section III. Receivables

Table of Contents.....	3-1
Receivable Collection Aids	3-2,3
Collections and Write-Offs	3-4
Write-Off Summary Form.....	3-4a
Bankruptcy Filings.....	3-5
Bankruptcy Filing Form (Sample).....	3-5a

Section IV. Physical Maintenance and Design

Table of Contents.....	4-1
Monthly Action Plan and Community Visit Checklist	4-2
Monthly Action Plan	4-2a
Community Visit Checklist Form (4 pages)	4-2b
Inspection of Community-Owned Homes.....	4-3
Home Transfer Inspection Form	4-3a
Interior Checklist Form.....	4-3b
Community Design Requests Description.....	4-4
Community Design Request Form	4-4a
Strategic Action Plan.....	4-5
Community Covenant Enforcement – A Violation Sweep	4-6,7,8
Violation Chart	4-8a
Violation List Sample	4-8b
Vehicle Maintenance Log Book	4-9
Construction Contract Administration.....	4-10

Section V. Human Resources

Table of Contents.....	5-1
Introduction	5-2
Application for Employment Description	5-3,4
Application for Employment Form (4 pages)	5-4a
Authorization to Obtain Driving Record.....	5-4b
Fair Credit Reporting Act Disclosure & Authorization (3 pages)	5-4c
Uniprop Manager Housing Agreement.....	5-5d
Team Member Payroll Data Form.....	5-4e
Overseeing Community Manager's Personnel Procedures	5-5
Community Manager Policies	5-6,7
Repayment Agreement	5-7a
Retention Bonus Agreement.....	5-7b
Procedures for Verbal and Written Warning to Employees.....	5-8
Written Warning Form.....	5-8a
Bonus Program for Regional Vice Presidents.....	5-9
Resignation/Termination Policy RE: Community Managers/Assistant Managers.....	5-10
System User Change Form	5-10a
FLSA Policy	5-11

Section VI. Working with Community Management

Table of Contents.....	6-1
Supervising the Community Manager	6-2
Hiring and Training New Managers.....	6-3
Community Manager's Job Description	6-4,5,6
Schedule of Community Reports	6-7,8,9
Internet Monitoring by a Regional Vice President at a Community	6-10,11
Community Manager Bonus Plan	6-12
Community Manager Bonus Request Form (2 pages).....	6-12a
Team Member Family Bonus.....	6-13

Section VII. Resident Relations

Table of Contents.....	7-1
Introduction	7-2
Reasonable Accommodations	7-3
Reasonable Accommodations Verification Form	7-3a
Homeowners' Association.....	7-4
Resolving Residents' Concerns	7-5

Section VIII. Marketing

Table of Contents.....	8-1
Homesite Fill Procedures	8-2
Advertising	8-3
Community Improvements	8-4
Incentive Program.....	8-5
Move-In Requirements – Program Criteria	8-6
Dealer Relationships.....	8-7
Prospect and Program Tracking	8-8
Ongoing Marketing.....	8-9
Market Analysis.....	8-10,11
Market Survey.....	8-11
Market Survey Outcomes	8-12
Market Survey Form (Sample – 2 pages)	8-12a
Lead Generation	8-13
Dealer Homesite Rental Agreement (Sample – 5 pages)	8-13a
Uniprop Standard Investor Agreement.....	8-14
Uniprop Standard Investor Agreement Form (Blank)	8-14a

Section IX. Uniprop Homes

Table of Contents.....	9-1
Regional Vice President Responsibilities	9-2
Commissions	9-3
Schedule of Commissions	9-4
Leasing Commissions.....	9-5
Licensing.....	9-6
Regulatory Agencies.....	9-7

Section X. Insurance and Risk Management

Table of Contents.....	10-1
Worker's Compensation for Team Members	10-2
Documenting an Accident or Injury	10-3
Claims Reporting System	10-4
Worker's Compensation Checklist	10-4a
Worker's Compensation for Independent Contractors	10-5
Independent Contractor's Waiver.....	10-5a
Playground/Recreational Equipment Inspection Description	10-6
Playground/Recreational Equipment Inspection Form	10-6a
Media Procedures during Emergencies	10-7