

**LOSS CONTROL QUESTIONNAIRE  
FOR REAL ESTATE MANAGEMENT COMPANIES**



NAME OF INSURED:

ADDRESS:

DATE:

1. How many properties are: Owned? Managed?  
No. of Commercial? No. of Residential?
  
2. Where are these properties located? (attach separate list if more convenient)  
Cities:  
States:
  
3. What is the established procedure for remitting rent payments? (Local bank to main office – Bank lock box, etc.)
  
4. Are rents paid directly to the manager or are rents paid by the renters directly to the owners or managing company?
  
5. If managers collect rents, security deposits, etc. what is the maximum amount collected at one time:  
Cash Checks  
Are pre-numbered receipts issued?
  
6. Are the bank accounts in which the manager deposits funds “deposit only” accounts?  
(Manager can only deposit and cannot withdraw funds from the account)  Yes  No
  
7. Does each resident manager have an office which is outside the living quarters area?  Yes  No
  
8. Are resident managers employees of the insured?  Yes  No
  
9. How frequently are rents or other funds collected?
  
10. Are the managers required to make deposits on the date they collect rents or does the owner or their representative collect from the managers periodically?
  
11. Is a separate bank account maintained for each property managed and are funds for each property kept completely segregated from the funds for any other property?
  
12. How often does the owner of the management company or internal or external auditors review the manager’s collection process to determine that procedures are being properly followed?
  
13. Is the manager required to periodically submit to the owner a list of the apartment units rented and the rents collected?  Yes  No
  
14. How often does the owner personally investigate the managers’ collection activity to determine that the activity is being conducted honestly?

15. Are these visits ever unannounced?  Yes  No
16. Is the list of rented apartment units periodically verified by the owner with a physical inspection of the building?  Yes  No
17. Are employees or officers making physical verification rotated so that no one person continuously inspects the same property?  Yes  No
18. Does the management company require an outside CPA audit?  
Does it include all of the premises/property managed?  Yes  No  
 Yes  No
19. Is banking for each managed property done locally?  
Does each bank provide a monthly statement of account activity to the main office?  Yes  No  
 Yes  No
20. Do the properties use independent firms to provide janitorial and other maintenance services?  
If Yes, are payments made by the local manager?  Yes  No  
Are they made by a central accounting office?  Yes  No  
a) Are payments made directly to the maintenance service company?  Yes  No  
How does the management company or owner determine that the services have been performed and at the fee charged?  
b) Is all work performed on a bid basis?  Yes  No  
If No, how is a determination made of the reasonableness of the charges for the work performed?

**Completed by**

**Title**

## **CALIFORNIA NOTICE**

California Notice: The Hartford may charge a fee if this bond or policy is cancelled before the end of its term. The fee can range between 5% to 100% of the pro rata unearned premium. Please refer to the terms and conditions stated in the policy or bond. This notice does not apply to cancellations initiated by The Hartford.