



E-mail: [info@kitactical.com](mailto:info@kitactical.com)

Office Hour: Monday – Friday 10:00AM – 06:00PM

Office Address: 2811 Castro Valley Blvd., Ste. 206, Castro Valley, CA 94546

## **Property Management Tenant Payment Policy**

### **1. Purpose of the Policy**

To ensure financial integrity and compliance in transactions related to maintenance and property management services at Kitactical Property Management. This policy specifies accepted payment methods and outlines the procedure for cash payments, with the aim of safeguarding both tenants and company employees.

### **2. Scope**

This policy applies to all tenants of Kitactical Property Management and to all employees, particularly those involved in maintenance, inspection, and property management.

### **3. Accepted Methods of Payment**

Tenants are encouraged to make payments using one of the following methods, with all payments to be mailed to the accounting office at 2811 Castro Valley Blvd., Ste. 206, Castro Valley, CA 94546:

- Check
- Cashier's Check
- Money Order
- Direct Debit
- Venmo

### **4. Prohibition of Cash Receipt by Maintenance and Inspection Employees**

- Employees, especially those in maintenance and inspection roles, are not authorized to accept any cash payments from tenants.
- All cash payments must be made directly to the accounting office.

### **5. Cash Payment Procedure**

- For cash payments, tenants should visit the accounting office at the above address during office hours (10 AM to 6 PM, Monday to Friday), and our team member will send the payment confirmation through email at visit.

### **6. Late Payment for Cash Transactions**

- Tenants making cash payments outside office hours and past the payment deadline will be considered late in their payment.



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#### **7. Non-Adherence to Cash Payment Policy and Lease Agreement Violation**

- Tenants who do not adhere to the cash payment procedure will be considered as having not made any payment.
- Non-compliance with this policy is a violation of the lease agreement, specifically the Rent Section. Tenants are advised to refer to their lease agreement for further details.

#### **8. Consequences of Policy Violation**

- Employees who violate this policy by accepting cash payments will face disciplinary action, up to and including immediate termination of employment.

#### **9. Reporting and Compliance**

- Attempts by tenants to make direct cash payments to employees must be reported immediately.
- Employees are required to report and hand over any mistakenly received cash payments to the accounting department immediately.

#### **10. Policy Review**

This policy is subject to review and may be updated as necessary to reflect changes in legal requirements or company procedures.

#### **11. Acknowledgment**

All tenants and employees are required to acknowledge and comply with this policy.

## **Property Manager Contacts:**

**Property Manager:**

**Phone:** 415-860-6288

**Email:** [info@kitactical.com](mailto:info@kitactical.com)

**After Hour Emergency Contact:** 415-619-4305