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Firm Systems Used:

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Airtable

Lawmatics

Quickbooks

LawPay

PayrollCentric

GENERAL OFFICE:

Payroll Time Entry
PayrollCentric

Processing Handled by Lorena
Company Code KEN760

Vacation/Time Off requests

- Request dates through payroll system
- When dates are confirmed by management, self-calendar your days off on the Vacation Calendar Remember to add your name then vacation day right after (Maria-Vacation Day or Maria-Dr Appt. Etc.)

Reimbursement/Milage

- Any out-of-pocket expenses paid by employee are to be reimbursed.
- To get reimbursement you must complete the form attached Appendix identifying the matter by file number, entering description and amount and including a copy of the receipt.
- This same form is to be used to be paid for milage for errands ran on behalf of the firm at the going milage rate. Identify the matter by file number, entering description of errand and number of miles.
- This form is to be completed at the end of the month and provided to the manager and Lorena.
- The amounts will be included in the next paycheck.

BOOKKEEPING/FINANCES/ACCOUNTING

- **QuickBooks**
    - Bookkeeper
    - Reconciliation of Accounts
    - Prepare Profit and Loss
- **Invoicing**
    - Create bulk Invoices in Draft
        - Invoices
        - Create invoices
        - Select All
        - Create
        - Save as draft
        - Combine in one and download
    - Print for review for corrections
        - Things to look for: spelling, if more than one person has billed to a matter mark the non-handling attorney and paralegal as non-billable; Work by paralegal that is secretarial in nature, revising and e-filing documents.
    - Edit Entries
    - Get manager approval on invoices
    - For invoices that have special rules: i.e. eLAvate/4252 Crenshaw and Vivo do these separate before doing bulk finalize and pay
        - Vivo
            - 10% discount when sent, then they need to pay within 15 days.
        - eLAvate/Crenshaw uncontested matters there are caps the amounts of time spent
            - 7 Paralegal Hours
            - 1 attorney hour
    - To Bulk Finalize Invoices with payments, select the "finalize with payments" tab under invoices.
    - To Bulk Finalize Invoices with payments, select the "finalize with payments" tab under invoices.
        - Select all or individual invoices you wish to bulk finalize by selecting the checkbox.
        - Toggle on/off auto allocation of funds based on your settings
        - Select finalize & pay
    - Reports trust transfer amount to EMK
    - EMK to Login to banking and make trust transfers

- **Receiving Trust Payments**
  - Deposit Funds in Trust Account
  - https://support.smokeball.com/hc/en-us/articles/5911946565655-Deposit-Funds-in-Trust-or-Operating-Retainer-Accounts
  - Go into the Matter
  - Click Transactions;
  - click deposit funds,
  - complete amount,
  - enter type and click PDF for generation of receipt,
  - Click process

- **Trust Balances**
  - As soon as invoicing is complete and trust transfer is made run Trust Balance Report
  - Audit for accounts falling below the minimum threshold or close to threshold
  - Send trust replenishment emails

- **Accounts Receivables**
  - Every 30 days the accounts receivable should be reviewed for follow-up emails to obtain payment.
  - Past Due Invoice Reminders

Writing Checks

- Open QuickBooks Intuit and grab a blank check (it's green)
  - There are two separate accounts. The "Law Corporation" account is for making payments for bills and writs, etc. The "Trust" account is only used to reimburse clients for a File Close.
- Go to "New" > "Print Checks" > "Add Check" > "Add New" > make sure check No is the next one being used > add "Vendor" > Category is usually "Client Expenses" > Description ex: "business records" > write File No and Invoice in Memo > "Print Check" > "Preview and Print" > put check face-down on first paper in tray > Print > make sure Check printed correctly and confirm then exit.
- Bring check to Maria to sign, unless it's a Trust check- that goes to Eileen to sign
- Keep "Payment Record" portion and place with other Payments by Check in the physical hanging folder.
- Stamp receipt "PAID" and attach to invoice and put in Blue invoice folder.
- Writing Trust Payment Checks
- Open QuickBooks Intuit and grab a blank IOLTA Trust Check (it's blue)
- Go to "New" > "Print Checks" > "Add Check" > "Add New" > make sure check No is the next one being used considering you are making a Trust payment >

add “Customer” and the check payable name and address > Category will be “Trust” > Description is “Trust Refund” > write File No and Trust refund in memo > “Print Check” > “Preview and Print” > put check face down on first paper in tray > Print > make sure Check printed correctly and confirm then exit.

Paying GLS Bill

- This is for whenever an invoice for GLS is received either via mail or email forwarded by Eileen. (Although we rarely use GLS anymore).
- Log into GLS-US website > Billing > View Invoices > you can now view outstanding invoice balance > Pay Now > make sure credit card ending in 4024 is being used to pay > Pay Now > Print Receipt of paid invoice > Stamp “PAID” > put receipt of paid invoice in blue invoice folder > log out.

Monthly Reports

Referral Partners

Thank you, cards

- Prepared by Assigned Administrative Assistant
- To obtain report Log in to Lawmatics
    - Go to Insights
    - Select Monthly Open File
    - Custom and select dates
    - Sort by Source or Campaign
    - Export report
- Send thank you to referral partners listed- do this by logging into “Send Out Cards” website on password sheet to send these cards to our referral partners

Referral Fees to be paid

- Prepared by Assigned Administrative Assistant
- To obtain report Log into Lawmatics
    - Go to Insights
    - Referral Fee Agreement Matters Closed
    - Custom and select dates
    - Export Report
- Confirm Referral Fees to be Paid with manager
- Send amounts and to whom to be paid to accounting
- Confirm checks sent

Business Coach Reports

Firm Financials

- Airtable1
- Entered by Manager

Marketing

- Airtable https://airtable.com/shruXVrqgA1WAo50u
- Entered by Marketing Team

Closed files

- Airtable
- Entered by Assigned Administrative Assistant
- Real Estate https://airtable.com/shrgtXUV2Wgyvr4nI
- Civil Disputes https://airtable.com/shryF3B8y3iM5u7ZS
- Business https://airtable.com/shrBUdqNdCJMPCZNr

UD Property Management Open Files

- Airtable
- https://airtable.com/shrzDrTvfuFZtGYmZ
- Entered by Assigned Administrative Assistant

MEETINGS

Supervising Attorney Meetings with Assigned Paralegals

- Each supervising attorney should have a regular meeting with the assigned paralegal to go over the cases they are handling.
- The timing of meetings is discretional with the supervising attorney, but a minimum, once a month
- What should be covered:
  - obstacles in cases,
  - sticky issues that need to be addressed.
  - general updates so that they are apprised on the cases and upcoming deadlines.
  - Go over AirTables and ensuring updated.
  - Attorney should address issues/problems, i.e. not moving cases along, too many mistakes, delays, etc.
  - Assess whether too little or too much work for that paralegal to address with Maria if necessary, regarding overwhelm, or not enough work.
- Supervising Attorney then should have a quick meeting with Operations Director regarding any issues/red flags.

Partner meeting with Attorneys

- Partner should be meeting with the attorneys once a month.
- What should be covered:
  - How their paralegals are handling their cases.
  - Discuss workload capacity of both the attorney and his/her paralegal.
  - Any obstacles in cases that need to be addressed.
  -

Daily Huddle

- Communicate Chat Prompt
  - List something positive
  - List the 3 top results you want to accomplish today during your FOCUS TIME.
  - Did you accomplish the three things from the prior day;
  - If not, what were the barriers that prevented you from accomplishing the results.

Weekly Team Meetings

Monday

- Mandatory for Paralegals and Attorneys
- Optional for all other Staff
- Agenda
  - Positive Quote

  - Go Over Matters List
  - Identify Core Value that is the Week's focus
  - End with Other Questions/Concerns

Friday

- Mandatory for All
- Agenda
  - Positive Quote
  - One Accomplishment of the Week
  - Thinking about the results of the week, what worked to achieve your goals, what did not work, what will you do differently moving forward if what you did not work.
  - How did you use the core value this week
  - Review Calendar for the upcoming week
  - Other Items

INTAKE: Responsibility of the Client Intake Specialist

As a Client Intake Specialist, your responsibility is to assist potential clients in scheduling to speak with an attorney to receive legal advice. You will need to use the softwares listed below:

- Lawmatics
- Smokeball
- Outlook Calendar

LawMatics

Lawmatics will be the main application used in this position. This application is where you will schedule PC consultations, input Client information, Upload documents/ draft engagement letters, etc. When taking a call to schedule a potential client, Lawmatics has a pipeline of stages that the client information will be moved from.

Pipeline Stages

INTAKE – First Stage: ALL potential clients will generate in this stage. In order to move them to the Second Stage, you must call/email these potential clients to either hire, or schedule consultations with our firm.

INTAKE FOLLOW-UP – Second Stage: Potential Clients end up here if after you initially contacted them, they did not yet schedule a consultation/ hire us, or you haven't received a response back. One more Follow up call/email should be made no later than 2 days after entering this stage. *Remove potential clients after 2 days who have not responded*.

CONSULTATION CONFIRMATION – Third Stage: PC enters this stage when they request to schedule a consultation date. An appointment request is emailed to them where they can choose the best date and time for their consultation. Once chosen, they will receive a form to fill out where they can put any documents for review before their appointment. In this stage they also receive an invoice to make their consultation payment. Once an appointment is scheduled, the PC should be moved to the "PENDING PAYMENT" stage.

PENDING PAYMENT – Fourth Stage: PC enters this stage when we are waiting to receive their consultation payment. They will remain in this stage until it is paid. (NOTE that if payment for consultation is not paid at least 24 hours prior to their appointment, their appointment will be rescheduled for another date/time.) Once their payment is made, then they should automatically move to our "CONSULTATION SET" stage.

CONSULTATION SET – Fifth Stage: PC enters this stage when consultation appointment is set with an attorney.

CONSULTATION FOLLOW-UP – Sixth Stage – Clients are moved to this stage if they need some more time before hiring us. The attorney will place clients here after their 30 min consultation appointment. Your responsibility is to follow up with the clients and attempt once more to convince them to retain our services.

NO SHOWS – PCs go here if they are a "no show" to their scheduled consultation appointment. PCs should not be in this column for more than 2 days. Please remove after.

CANCELLATIONS – PCs go to this stage if they call/email prior to their appointment stating they need to cancel/reschedule. PCs in this stage should be taken off no later than 2 days after being placed there. (Make sure to Follow Up and see if they want to reschedule.)

DRAFT ENGAGEMENT AGREEMENT – PCs are manually moved to this stage when an engagement agreement needs to be drafted.

ENGAGEMENT AGREEMENT SENT – Move PC here once an Engagement Agreement is sent to them.

SIGNED ENGAGEMENT – PC is moved here when engagement is signed however retainer is not yet paid for file to open in Smokeball.

HIRED FOR SMALL MATTER – This stage is used for PCs who hire us to represent them for smaller claims

Taking a Call Internally (See Appendix 1)

Information is put into the Pipeline Stages while taking a call. Here are the steps necessary to effectively going through the intake process over the phone:

1- Open Lawmatics (CRM System)
2- On the Home Page, click "NEW MATTER" on the left-hand side of the page.
3- Add title for Case (UD (Unlawful Detainer) matter, General Matters, Tenant Dispute, Etc.)
4- Select a "PRACTICE AREA" once the caller states their reason for calling.
5- For "MATTER OWNER" "LEAD ATTORNEY" and "ORIGINATING ATTORNEY" always select Eileen Kendall UNLESS referred by another attorney in our firm.

- If referred by another attorney AND PC would like to consult with that attorney, keep the MATTER OWNER as Eileen Kendall and but the LEAD ATTORNEY and the ORIGNATING ATTORNEY as the attorney the client was referred to consult with.

6- "CASE DESCRIPTION" This section differs depending on the type of matter you are inputting.

Civil Dispute Ex: You would put the type of Civil Dispute it is (during the initial call, you will be able to gauge this.

Ex: In defense of Case No. Xyz405678

Ex: Property Line Dispute

Ex: Neighbor Dispute

Ex: Our Client's Name vs. Defendants full name

Unlawful Detainer (UD) Matter Ex: for UD matters add the address of the property and the last name of the tenant (if applicable)

Ex: Eviction of 1234 West T Ave. Torrance, CA 90503/ Meyers

Landlord Risk Management:

Ex: Landlord Risk Management General Matters

7- "PIPELINE STAGE" if PNC needs time to decide to schedule consultation, change stage to **Intake Follow Up.** If PNC wants to schedule consultation right away, retrieve their email address and move stage to "Consultation Confirmation" and they will receive an appointment request. (This is an automated stage where one PC is put into it, it will automatically send them everything they need for their consultation.)

8- If PNC is under an LLC or Trust, you would click "ADD NEW COMPANY" if not, just click "ADD NEW CONTACT" and input information as the call is taking place.

9- Click "SAVE AND GO TO" and you will be brought into the PNCs (Potential Client) file.

11- As call is taking place, go to "Notes" which is the third tab in the middle of the page in the clients file and click "ADD NEW NOTE"

12- Title the note "**Initial Call**" and take note of summary of case.

Basic Information Only, Keep calls short – 3-5min MAX

Full Name, Phone Number, email

- Conflict check information, name of opposing party and attorney.

- Ask if they currently have an attorney, if yes, name and phone number and why they are looking for another counsel
- Ask if pending case, if yes, get case number.
- In two or three sentences summary of the case.
- Ask if there are any appending dates that we need to be aware of.

If they start to give more, politely tell them that is what the consultation is for.

If they start to ask questions, **politely tell them that you are not an attorney, and that the attorney will answer the questions in the consultation.**

How To Correctly Input Information into LawMatics

***How and where you input information given during a phone call determines the effectiveness of our automations on LawMatics.**

- Once you end a call with a PC, look back to your notes tab to ensure you collected these main things:
    - Referral Source (Who referred them to our firm)
    - What type of case it is (with brief description that should be in the "Notes" under "Initial Call"
    - Mailing Address
    - Full Name of PC (If this is an Unlawful Detainer Matter, make sure to ask if the property is either under their name, a trust, or an LLC and get the proper name.)
        - That name will be what you name the file under.
    - Email
    - Phone Number
- Once retrieving this basic information, go to the "Details" Tab to the left of the "Notes" tab. In the bottom right corner, click "EDIT".
- You will see 4 Major Fields
    - STARRED CUSTOM FIELDS
    - MATTER INFORMATION
    - CUSTOM FIELDS
    - CONTACT INFORMATION

STARRED CUSTOM FIELDS (Subcategories)

- MATTER CUSTOM FIELDS
    - ½ Hour Consultation Amount
        - You will input $240 into this field. ***Make sure you fill this field out BEFORE moving the PC to "Consultation Confirmation" stage. ************
    - Retainer Deposit Amount

        - This amount is input by the attorney (If after a consultation and PC would like to retain our services)
        - IF you are hiring w/out a consultation, here is the pricing for each matter:
            - Lease Drafting/Reviewal/ Document Reviewal/Notice Drafting: $3000 retainer
            - Unlawful Detainer (Evictions): $7500 Retainer
            - Civil Dispute: $12,000 Retainer
- MATTER INFORMATION
    - Marketing Source
        - This is where you put the type of referral source of a PC. There is a drop down and you can pick which category the referral best fits under. If the referral is an attorney, you would go to the drop down and click “Attorney”.
        - To Create a new Marketing Source:
            - Go into “Settings” it is the gear button on the top right corner of the page.
            - Look under “General Settings” and click on “Marketing Sources”
            - Click the button on the bottom middle of the page that says “Add New Source”
            - Input the name and pick a color for it. (You can disregard the other boxes, they aren’t applicable.)
    - Campaign
        - This is the drop down in which you pick the name of your referral source. This drop down goes hand in hand with “Marketing Source”. *You need a Marketing Source before you can input the Campaign.
        - To Create a New Campaign
            - If the referral source name is not in the drop down, you can create a new one.
                - Go to “Settings”
                - Look under “General Settings” and click on “Marketing Sources”
                - From the List of Marketing Sources, pick the one your “Campaign” correlates to
                - Then click “New Campaign”
                - Add their name

EX: “Attorney Craig Weinstein referred me.” Under Marketing Sources, you would click “Attorney”. Then go to “Campaign” and search for the name Craig Weinstein. If it’s not there you would add his name.

- Matter Owner/Lead Attorney/Originating Attorney
    - Always put "Eileen Kendall" unless specified otherwise for these 3 dropdowns.
- Assigned Staff
    - Whoever is assigned to work on the case (Once Hired) Disregard until PC has hired the firm and Staff has been designated to work on the file.
- Matter Status
    - When a new file is generated, the Matter Status shows up as "PNC". The status of a file can change for a few reasons:
        - If a PC calls and their matter is outside of our scope of work.
        - If a PC hires our firm
        - If a client's file is complete and has been closed.
    - Drop Down Options to choose from:
        - PNC
        - HIRED
        - CLOSED
        - LOST
        - UNQUALIFIED LEAD
        - CONFLICT
        - CHANGED MIND
        - NO RESPONSE
        - DIDNT WANT TO PAY
        - NOT READY
        - NOT A GOOD FIT
        - REFERRED OUT
        - JUST HAD QUESTIONS
- Estimated Value
    - This is what the case is estimated to cost
- Actual Value
    - This is filled out once a file is closed on Smokeball and this information is input by whoever is assigned to close files.
- Lead Cost
    - Leave Blank
- Referring URL
    - Leave Blank
- Type of Billing
    - Leave Blank for Billing
- Tags
    - Leave Blank

- CUSTOM FIELDS
    - Matter Custom Fields
        - Are you the Landlord
            - Click if they are the Landlord/property owner
    - Property Address
        - Input the address of the property in question
    - Scope of Work
        - Brief description of Case
    - Referral Agreement
        -

Consultations

- To ensure our automation runs smoothly, retrieve PCs email address and move them to stage "Consultation Confirmation" so they can schedule appointments ONLY from there.
    - You will get a PC that is elderly or not tech savvy in any way. This is the only exception to the rules where we will manually schedule their appointment for them. You can do so by clicking "Schedule Appointment" tab and input the date and time of availability. (Check the Attorneys schedule before scheduling a specific date and time).
- Once scheduled, you DO NOT move them to "Consultation Set" until they pay the consultation fee and provide necessary documents for their appointment.
- Invoices must be paid no later than 1 day PRIOR to their consultation. If not paid, let the client know that we will be calling to reschedule their appointment.
- Ensure that PC sends necessary documents 1 day prior to consultation to give time for attorney to review matter.
-

Drafting Engagement Letters

- Having the necessary information on LawMatics is vital when drafting the engagement agreement.
- Engagement Letter is a template chosen when clicking "Document Actions" and click "Send Document"
- Information is auto filled depending on if information is in the correct place on LawMatics.
- There are 6 different types of Engagement Letters you can send:

Entity as Client, 2 Signors

Entity as Client 1 Signors

Trust as Entity, 1 Signors

Trust as Entity, 2 Signors

Engagement Agreement, 1 Signor

Engagement Agreement, 2 Signors

- Once chosen, leave deadline date alone (we do not use this feature) and put Eileen Kendall as the "Owner (Firm Signer)"
- All info of client should auto-populate from the file. If not, please correctly input information and refresh the page to auto populate it.
- Copy and paste information from column 2.

Ex: SCOPE OF WORK. Client hires the Firm to provide legal services in the following matter:(COPY HERE).

- Paste matter info in column 4 after it says "herein"

Ex: DEPOSIT/RETAINER. By signing this Retainer Agreement for legal services, you confirm that you are retaining the attorneys at the Firm, to represent you in the legal matter described herein (PASTE HERE)

** Nothing else needs to be added to the agreement unless specified otherwise by the attorney*

Email Notification:

- Click "Use Standard Email"
- Email Subject is always "Engagement Agreement for Legal Services"
- Message to signers is always "Please advise if you have any questions/concerns pertaining to this legal document."
- Click Send

Engagement Agreement must be signed by ALL parties, including Attorney.

- Once signed, Welcome package is triggered to send to Client, as well as retainer invoice, and document request form.
  - Once Retainer is paid, the file automatically converts to Smokeball as hired and transfers all information over

Smokeball

– Once the new file automatically transfers to Smokeball, you will need to set it up before the assigned paralegal begins work on it.

*FIRST, Open the smokeball application on your desktop and login.

– When you log in, your screen should be on your Dashboard.
– To see the new file that has opened, refer to the left-hand side of your screen and click the "Matters" Button. Your recently transferred file will show up at the top of the list.

* Matters are opened by year. You will be able to see what year a file was opened in by looking at the file number.

EX: File 23-090 – This is the 90th file opened in the year of 2023.

- Double click on the open file
- Go to Matter details, and directly under, double click where it says "Info"
- Make sure the "Description" of the opened matter is correct:
    - UD Matters – Eviction of (Property Address)/(Full Name of Tenant)
    - Landlord Risk Management – Landlord Risk Management General Matters
    - Business Formation – Business Formation
    - General Matters – Real Estate General Matters
- Next, you will assign who will be working on the file.
    - UD matters: Attorney: Alice Estaville Paralegal: Jonathan Kim
    - General Matters, Civil Disputes: Attorney: Alice Estaville Paralegal: Anna Browne
        - THESE ARE SUBJECT TO CHANGE****
- Then, below is about referrals. If an attorney from our firm OR an attorney who is a referral partner has sent a client to our firm that has hired us, this area is where you will add them. Please refer to the Referral Partner percentages below:

PUT REFERRAL PARTNER PERCENTAGES HERE.***

- AFTER this, please click the 2nd tab labelled "Billing"
- The "Billing Type" Depends on the type of case being opened. Every file's billing type should be "TIME BASED" except for BUSINESS FORMATION & LLC FORMATION. These two categories will be under a "FIXED FEE".
- IF IT IS A FIXED FEE, DIRECTLY BELOW, INPUT WHAT FEE IS.
- TIME BASED BILLING TYPE:
    - Go down to where it says "**Hourly Rate**"
- Click "**Override default rate per staff member**"
    - Put in the individual rates for each person in the drop down. Current Rates are:
        - Founding Attorney: $475.00
        - Senior Associate Attorney: $400.00
        - Associate Attorney: $350.00
        - Paralegals: $200.00
        - Case Managers: $65.00
- To save changes, click "OK" on the bottom of the screen.
    -

<u>*Entities as Client and Trusts do NOT automatically transfer over. You will have to manually input these into Smokeball</u>

Manual File Input into Smokeball

- Click on Smokeball Application
- On Top left-hand corner, click on new matter.
- Select matter type from matter suggestion list
- Select if you are acting for the plaintiff or the defendant
- File generates
- Import existing documents from PC file in LawMatics by saving them to your desktop.
- On Smokeball, click "Import" then press Files and select all files you want to go into the matter.

Matter Details

<u>MATTER</u>

- Double click on "Info"
- Make sure that the file number is correct in "Internal Reference"

* File number should be only one number above the previous opened file

- To edit the file number, click "Override" and input the correct number.

- Re Line:
- Description is what the case is pertaining to: UDs would be the Property Address, For Civil Dispute it is Civil Dispute.
- Attorney Responsible: Find attorney responsible in the drop-down options.
- Person Assisting: Choose the paralegal responsible in the drop down.
- Originating Attorney: Always choose Eileen Kendall UNLESS specified otherwise.
- Referral Type (Leave Blank)
- Referrer: Leave Blank
- Referral Agreement Fee: Leave Blank

BILLING: EDIT CURRENT RATES

- Go to the tab that says Billing (next to Matter)
- Go where it says, "Hourly Rate" (Everything above this, please disregard)
- Click "Override default rate per staff member"
    - Put in the individual rates for each person in the drop down. Current Rates are:
        - Founding Attorney: $475.00
        - Associate Attorney: $350.00
        - Paralegals: $200.00
        - Case Managers: $65.00
- To save changes, click "OK" on the bottom of the screen.

Retainer Deposit in LawPay

*Once a file is opened, per our engagement agreement, the Credit Card information of the client should be on the 2nd to last page of the agreement. This card needs to be added to the “Card Vault” for future replenishments done by our billing department. Your job is to input the card into the vault. Here’s how:

- Go to LawPay - Login
-

LAWMATICS WORKFLOWS/Automations

HOW THEY WORK /TRIGGERS/WHEN TO USE THEM

Real Estate 1 signor Sending Signed Engagement and Welcome Package –

- Automatic one agreement has been signed
  - Entry Condition – Signed Engagement Agreement 1 Signor Document AND Practice Area is anyone pertaining to Real Estate
  - Changes Stage to "Welcome Package Sent"
  - Adds Task to Print completed engagement Letter 1 day after it's signed
  - Creates Retainer Invoice sent as an email
  - Sends "Sending Signed Engagement and Welcome Package Email with 1 attachment: "KL_ClientWelcomePacket.pdf"
  - Sends document request Form
  - Adds Task: "Have you signed the Engagement Agreement and/or sent the Fact Gathering Form?"
  - Then Converts Matter

Real Estate 2 signors Sending Signed Engagement and Welcome Package –

- Automatic one agreement has been signed
  - Entry Condition – Signed Engagement Agreement 2 Signors Document AND Practice Area is anyone pertaining to Real Estate
  - Changes Stage to "Welcome Package Sent"
  - Adds Task to Print completed engagement Letter 1 day after it's signed
  - Creates Retainer Invoice sent as an email
  - Sends "Sending Signed Engagement and Welcome Package Email with 1 attachment: "KL_ClientWelcomePacket.pdf"
  - Sends document request Form
  - Adds Task: "Have you signed the Engagement Agreement and/or sent the Fact Gathering Form?"
  - Then Converts Matter

Real Estate 1 Signor Entity as Client Sending Signed Engagement and Welcome Package, Retainer Invoice –

- Automatic one agreement has been signed
  - Entry Condition – Signed Engagement Agreement 1 Signor Document AND Practice Area is anyone pertaining to Real Estate
  - Changes Stage to "Welcome Package Sent"
  - Adds Task to Print completed engagement Letter 1 day after it's signed
  - Creates Retainer Invoice sent as an email

- Sends “Sending Signed Engagement and Welcome Package Email with 1 attachment: “KL_ClientWelcomePacket.pdf”
- Sends document request Form
- Adds Task: “Have you signed the Engagement Agreement and/or sent the Fact Gathering Form?”
- Then Converts Matter

Real Estate 2 Signors Entity as Client Sending Signed Engagement and Welcome Package, Retainer Invoice –

- Automatic one agreement has been signed
  - Entry Condition – Signed Engagement Agreement 2 Signors Document AND Practice Area is anyone pertaining to Real Estate
  - Changes Stage to “Welcome Package Sent”
  - Adds Task to Print completed engagement Letter 1 day after it’s signed
  - Creates Retainer Invoice sent as an email
  - Sends “Sending Signed Engagement and Welcome Package Email with 1 attachment: “KL_ClientWelcomePacket.pdf”
  - Sends document request Form
  - Adds Task: “Have you signed the Engagement Agreement and/or sent the Fact Gathering Form?”
  - Then Converts Matter

Real Estate 1 Signor Trust as Client Sending Signed Engagement and Welcome Package, Retainer Invoice –

- Automatic one agreement has been signed
  - Entry Condition – Signed Engagement Agreement 1 Signor Document AND Practice Area is anyone pertaining to Real Estate
  - Changes Stage to “Welcome Package Sent”
  - Adds Task to Print completed engagement Letter 1 day after it is signed
  - Creates Retainer Invoice sent as an email
  - Sends “Sending Signed Engagement and Welcome Package Email with 1 attachment: “KL_ClientWelcomePacket.pdf”
  - Sends document request Form
  - Adds Task: “Have you signed the Engagement Agreement and/or sent the Fact Gathering Form?”
  - Then Converts Matter

Your Feed Back is Important to Us - Reminder –

- Only for CLOSED matters
  - Entry Condition – Sub Status is Closed
  - 1 Hr. Delay

- “Your Feedback is Important to Us” Email is sent
- 1 Week Delay
- “Your Feedback is Important to Us” Email is sent once again
- “Call to Follow-up with Leaving Review” Task is triggered

Website Contact Us –

- Automatic when online form completed
  - Entry Condition – Contact Form Completed
  - Changes contact to INTAKE
  - Sends email to contact – thank you for reaching out
  - Sends SMS
  - Adds Task to Call the PNC

1 Signor Sending Signed Engagement, Welcome Package, and Retainer Deposit –

*This Automation is the exact same for the following automations: **2 Signors sending signed engagement and welcome package**, **1 signor Entity as client sending signed engagement**, **invoice, and welcome package, 1 signor Trust as Client sending signed engagement and welcome package, retainer invoice**, **2 signor Entity as Client sending signed engagement and welcome package, retainer invoice**

- Triggered when agreement is signed by both parties
  - Entry Conditions - IF Signed Engagement Agreement 1 Signor Document AND Practice area is NOT Real Estate – Transfer, Practice Area is NOT Real Estate Sell, Practice area is NOT Real Estate – Lease, Practice Area is NOT Real Estate General, Practice Area is NOT Real Estate – Buy
  - Change Attributes - Stage: Welcome Package Sent
  - Add Task- Print completed engagement letter
    - Due Date: 1 Day After
  - Create Invoice – Retainer Deposit
  - IF/ELSE Condition - IF practice area IS Real Estate Litigation – Unlawful Detainer
    - Send Email – UD sending Signed Engagement and Welcome Package
    - Send Form – Landlord Tenant Initial Fact Gathering
    - Add Task – Have you signed the engagement agreement and/or sent the fact gathering form?
    - Convert Matter
  - IF practice area IS NOT Real Estate Litigation – Unlawful Detainer
    - Send Email – Sending Signed Engagement and Welcome Package

- IF/ELSE Condition – IF Practice Area is Business – Corporation OR Practice Area is Business – Business General
    - Send Form – Business Formation Intake
    - Add Task – Have you signed the engagement agreement and/ or sent the Fact Gathering Form?
    - Convert Matter
- IF the practice area IS NOT Business – Corporation OR Practice Area IS NOT Business – Business General
    - Send Form – Client Intake Form Litigation
    - Add Task – Have you signed the engagement agreement and/ or sent the Fact Gathering Form?
    - Convert Matter

Consultation Follow-up- Used after consultation and no decision made

Triggers when manually moving to Consultation Follow-Up Stage

Delay – sends email - It was a pleasure speaking with you on |initial-consultation-date- only|. We are following up on our call. Please let us know if you want to retain our services to assist you. If we do not hear back from you, we will assume you do not need our services and will close the file. We look forward to hearing from you.

Adds task to follow-up

- Follow Up with a call. If there is no answer, leave a voicemail and send an email after.

Adds task to close matter if no response

- No response = 1-2 business days with no activity or response

Intake Follow-up –

Manually if no contact when call

Triggers when stage is Intake Follow-up

Sends Email We are following up with your inquiry to our office to have Kendall Law assist you with your legal needs. Please contact me if you are interested in setting up a consultation with our office or if you would like us to close your file. We look forward to assisting you.

Add Task for follow-up call.

Consultation Confirmation –

Automatic when consultation entered

Triggers when Consultation entered matter

Changes to Consultation Set

Sends Email to PNC – Thank you for booking your phone consultation. Your appointment is confirmed for **|initial-consultation-date-month-day-year|.**

The following is the link for payment of your phone consultation. Payment of $210 must be made prior to the phone consultation. Should the payment not be made we will call to reschedule.

| Secure Lawpay Link |

If there are any documents that need to be reviewed during the consultation, please use the following link to upload the documents. |custom_form_13235|. If you need to cancel, please let us know at least 24 hours before the scheduled consultation and we will issue a refund of the consultation fee. Should you need to reschedule please use the following link to do so.

Sending Engagement Agreement –

Used when PNC hires during Consultation

Manually moved Matter to Draft Engagement Agreement

Adds Task to Draft Agreement

Once drafted it is to the PNC and it the PNC needs to be manually moved into Engagement Letter Sent.

Sending Signed Engagement Letter and Welcome Package –

This is automatic

Entry Condition if agreement – 1 and 2 signors, entity as client, trust as client (1 and 2 signors)

Moves to Stage Signed engagement/Hired Welcome Package Sent

Adds Task to print

Sends Invoice for Retainer Deposit

If unlawful detainer it sends email "Thank you for choosing Kendall Law to assist you with your legal needs. You should have received an email with the fully executed engagement agreement. Please let us know if you did not receive it or if you had difficulty opening it.

Attached are two documents:

- **New Client Welcome Packet** which sets out the client and attorney expectations and protocols for our office; and
- **Eviction, What's Next?** e-booklet which sets out the process and time frames that can be expected for your eviction matter. Please refer to that with any questions about the process that you may have before contacting our office. Please note that due to COVID 19 delays the Courts and Sheriffs are taking a little longer than usual to process matters. It is our policy to update you on the status of the file as changes and updates happen.

For information about your case please contact Jonathan@kendalllaw.net. He can then contact the attorney that is assisting you if needed.

To schedule a call or appointment with one of the attorneys please contact **Rachael@kendalllaw.net** For accounting questions you can reach Armand at AP@kendalllaw.net.

We look forward to assisting you in this matter.

If other cases send email: Thank you for choosing Kendall Law to assist you with your legal needs. Enclosed is our New Client Welcome Packet. You should have received an email with the fully executed engagement agreement. Please let us know if you did not receive it or if you had difficulty opening it. We look forward to assisting you in this matter.

Converts matter.

No Show –

When Stage is Changed to No Show

Triggers when manually moved to No Show Stage

Email “We are sorry that you missed your scheduled consultation. Please use the link below to reschedule.”

Task to follow-up call

Office Admin

DAILY TO-DO

1. Clock In
2. Answer Emails
3. Smokeball Tasks
    a. Tasks may include closing files. See Close File for procedure on how to close files.
4. Daily Rounds
    a. Check each room's in-box and collect items to be placed in correct spots depending on the item. For example, if it's a deposited check, place in "Checks Received" folder with monthly checks.
    b. Deliver to recipient's inbox
5. Process Mail – see How to Process Mail
6. Stock printer paper
    a. Daily, check all printer paper trays in the office.
    b. Restock with printer paper from the supply cabinet.
    c. If low on printer paper from the supply cabinet, order more from Amazon business account, under recent orders. It's about 2 cases of paper which should last about 2-3 months

YEARLY TO-DO

1. Review of Insurance Policies
    a. Hiscox Insurance- worker's comp insurance- update yearly for any new or changed employees
    b. Farmers Insurance- liability, building insurance- renew yearly
    c. E & O –manager's responsibility
2. Update Labor Law Posters
    a. Use information from the bottom of the poster to contact Personnel Concepts for next year's posters. New posters should be updated by June yearly.
3. Year-end Clean-Up
    a. Meet with manager to evaluate
4. Holiday Gifts for Referral Partners
    a. Run report of referral partners for the year
    b. Meet with manager to review list and determine who is to receive a gift
    c. Decide with manager the gifts to be given
    d. Order the gifts
5. State Bar of California "Law Corporation Renewal Form"
    a. complete form and send payment to The State Bar of California n
    b.

WEEKLY TO-DO

1. Confirm Calendared events for next week – See Confirming Dates section
2. Take out Trash
   a. Take out trash from every room in the office including the kitchen and bathroom
   b. Trash goes into the dumpster in the alley (no recycling)
   c. The key to unlock the dumpster is the smallest key on the keychain in the top drawer at the front desk
   d. After disposing of the trash, replace every bin's trash bag and liner with the bags under the sink.
3. Water all plants
   a. Once a week, fill the watering pitcher with water, then water the plants in the office. Clean up any fallen leaves.
4. Refill water as necessary
   a. When the water dispenser runs slow, it's time to replace the water jug with a new one.
   b. Open the bottom door of the water dispenser and press the button that dispenses water until the jug is empty.
   c. Replace the water jug with a new one by taking the top off and putting the hose in the jug. Be sure to press the button to intake the top of the jug's water to prevent overflow.
   d. Push the jug inside and close the bottom door.
   e. Keep empty jugs for Water Delivery company to take during replenishment drop-off
5. Weekly, group matters "by Stage" and scroll down to see the list of matters "Waiting to be closed when paid in full
6. Make sure the main voicemail is emptied and answered dial *103 and press # when you hear the greeting. Pin try 1111
7. Order groceries for the office

ROUTINELY or MONTHLY TO-DO

1. Thank you letters to Referral Partners – see report section
2. Shred all sensitive documents @ The Shredding Place
   a. Take all boxes of paper from the office to The Shredding Place and take the credit card (paper print out) with you to pay.
   b. Request separate invoices for Regal Law's paper.
3. Inventory/Stock of Supplies
   a. Create Order from Amazon
   b. Obtain approval of order from manager
   c. Order
4. Cleaning Calendar for OSC's

a. Once a month, go through the calendar and view OSC's, deleting if necessary. Go into tagged matter and call the clerk, ask if it's still on calendar or not and delete the event as necessary.

5. Organize Celebrations and Lunches
    a. Check the Birthday Calendar regularly and plan lunches by asking for preferred food and/or ordering dessert.
6. Up-keep KL Passwords
    a. KL Passwords Excel Sheet access and enter/update passwords whenever necessary, as well as updating the Date
7. File Receipts and Invoices in blue folder
    a. When GLS bills are paid, stamp the receipt or bill as PAID and put in monthly tab in blue folder. For all other receipts and paid invoices, also put in monthly tab in blue folder.
8. File Judgements in Judgements Folder
    a. When a Notice of Entry of Judgement/Judgement is received in the mail, it's scanned into the matter then hole-punched and put in the "Judgements" Folder.
9. Arrange Speaking Engagements
    a. When an inquiry is made about Eileen speaking at a seminar, etc. Open calendar and choose available date and time that works for the host company along with Eileen's schedule. Confirm the Topic, Location, Time and Place.
10. Paying AP (Accounts Payable)
    a. Processing mail also includes receiving invoices and paying them for their respective matters.
    b. Send Invoice and information to Accounting so Accounting can add to client expenses and pay the invoice
    c. Print the invoice or receipt and stamp PAID with date, then save in Blue invoice folder
11. Updating KL Passwords
    a. When new employees are hired, we must update the Kendall Law Passwords Excel Sheet information
    b. Add new hire's birthday info, favorite cake flavor, cell phone number and all work related usernames and passwords necessary.
12. Purchasing Stamps
    a. Go to Stamps.com and buy more stamps whenever necessary. Print directly on Stamp sheet and pay with the credit card that's linked to the Stamps.com site.

Confirming Dates

Before Friday, confirm next week's dates for attorneys. Some hearings are scheduled in person and some are available via Court Connect.

- To do this, go to Calendar > choose the following Work Week > click on each motion and check if Court Connect confirmation is on the motion appointment, if so, leave as is. If not, go to Google > lacourt.org/courthouse > hover over "Online Services" and click on "LA Court Connect" > If appt is for Civil Dispute, choose Civil, if appt is for UD, choose Unlawful Detainer > answer prompts > sign in > schedule > enter case number > schedule attorney, choose the Plaintiff we're representing under "Party Name" and enter office phone number under "Attendee Phone" > Choose Events > Continue to Step 4 > Copy + Paste Court Connect's confirmation page into Calendar Event
- If UD matter does not show on the docket, call the correct courthouse Clerk for the matter and ask the clerk to check if case number_____ is on calendar for _____. If so, update the information in Calendar event for the motion date.

Receiving Mail

- Stamp envelope with received and add a date and initials
- Open and read mail, then Calendar any dates that need to be calendared for that matter and place a check in colored pen on the document next to the date. If there's multiple hearings for the matter on the same date, create only one calendar entry stating all the hearings taking place at that date/time for that matter (this is for billing accuracy). For example, two hearings in the same case taking place will be 3 hours blocked off on the calendar.
- Stamp document with "Scanned" stamp, then scan, including envelope it came with
- Save scan into appropriate SmokeBall matter (double check Case Number) and make sure it's saved into correct Folder
- Check matter for who case is assigned to and deliver the mail to the appropriate person's inbox for review and handling

Sending Mail

- Go to Stamps.com and go to Mail
- Choose what you're printing on (roll-shipping label, paper shipping label, etc.)
- Set the tracking email as your email, enter the weight, enter the service (usually flat rate envelope for around $8) and tag the File No as the reference
- After printing, make sure everything is legible and if not, click REPRINT. If you click print again, it will charge you every time you click it.
- Send Accounting an email Re: Add Shipping Expense, tell Accounting to add a shipping expense for the File No that correlates with the piece of mail you are sending so that it's billed when it comes time to Invoice our clients.

Calendar Review/Docket Check

Responsible for reviewing the calendar on weekly basis to ensure conflicts are addressed, court appearances are confirmed and removed.

- Friday the calendar should be reviewed to confirm hearing dates by checking the docket to confirm that the hearing is still on, the location and the time.
- If on calendar, "verified" with initials should be added to the calendar entry.
- At Friday meeting it should be confirmed with the handling attorney whether it is in person or Court Connect. If Court connect, the hearing should be set and the information added to Calendar entry. If in person, that should be added to the entry "In person".
- If someone provides calendaring information in same department as another attorney on the same day and time, confer with the attorneys and only have one attorney go. Should be one calendar entry not two to avoid the appearance of conflict. Attorney will be responsible for ensuring time is accurately billed to the files as it will not be auto billed.

Calendaring in SB and setting Deadlines

Within the matter that you are calendaring you will also need to set deadlines whenever you receive mail

Getting Deadline Date

- Open Tasks
- Click Court Rules and then Add
- Choose Favorite: Typically, will always be CA State – Superior Court Civil (LA)
- From the Drop down, you'll want to choose the trigger date which is whatever you are calendaring – such as trial date, motion date, case management conference, last day to respond to discovery, etc.
- Next and then Create Deadlines

Add a task for assigned Attorney and Paralegal saying, for example, "LD to respond to FROG" and the set tasks for the reminders. Do not use the reminder option.

Attorneys should be assigned task deadlines for anything they will have to create work product for – such as motions, discovery, etc. So that it is on their radar.

Then you need to make Tasks for the Deadlines

THIS IS HOW THE TASKS SHOULD LOOK

LD to X

Y is LD to X

If scheduling a Jury Trial, block off 5 full workdays for it.

Calendaring For Current Clients

- They do not need to pay a consult fee- Bill to Matters and Set for ½ hours
    - NO Mondays unless approved & NO Fridays

Close File Procedure

1) Open file, then mark in SB as "CLOSED" by clicking on "OPEN" and using drop down menu.
2) Go to BILLING and confirm there are no outstanding bills in Billing. Make sure Unbilled, Unpaid, Overdue and Trust all say $0.00.
    i. If there's an amount under $100 Unbilled, uncheck "billable" for most recent services provided (likely to be emails). The Unbilled amount will now become $0.00. If Unbilled is higher than $100, a final invoice needs to be made and paid out of the trust account. Ask manager which Time & Fees should be billed, then create final invoice > pay now. Inform manager of the final invoice amount paid so they can transfer the money properly.
    ii. If there's an Unpaid/Overdue amount, make sure to include that amount in the Closing Letter you will make.
    iii. If there's a Trust amount left, make sure to include that amount in the Closing Letter you will make, along with a check made to the client for that amount.
3) Go to "Forms & Templates" in the file you're closing and click on the "Kendall Law Forms" folder and open the Word document labeled "Closing Letter 11.11.20". Now produce the Closing Letter, editing the contents to reflect the amount owed by the client or the amount due to the client. If there's nothing they owe or that's due to them, delete the sections that relate to that. Make sure the letter is dated, addressed and signed correctly before saving.
4) After you "Save & Close" the Word, right click on it and Create PDF, so Adobe can open and you can sign the letter.
    i. If sending Closing Letter via Email, right click on the PDF and send as Email to the Clients.
    ii. If sending Closing Letter with a check, make sure to confirm mailing address + check payable name with the client. Before printing, make sure the Closing Letter says "VIA OVERNIGHT MAIL" and mail Closing Letter with signed check inside of an overnight envelope to the confirmed address. Also make sure the check payable is from the Trust account, not the Law Corporation account.
5) Open LawMatics
    i. If task to close file has "No Review" written, you must go to Automations on Marketing tab on LawMatics and make "Your Feedback is Important to Us" INACTIVE. This is so that a review will not send to unhappy clients.

ii. If task to close file doesn't have "No Review" written, you should make "Your Feedback is Important to Us" ACTIVE, so that a review will send to happy clients.

iii. Open Matter in LawMatics

1. Edit
2. Change Matter Status to Closed
3. If Eviction, Add Kind
    a. Pre-Lit (not many files in Pleadings)
    b. Default (default judgement is in Pleadings)
    c. Contested (many files in Pleadings)
4. Make sure File No is entered
5. Enter Date Closed and Date Opened
6. Enter Actual Value (can be found in Billing at the bottom of "Time and Expenses", should be amount of Billable, which is less than paid)

6) Mail out closing letter via US MAIL with Trust Payment check

7) Email closing letter if no check

8) Delete calendared Events in matter for all future closed matter events.

9) Last thing to do when closing a file is to enter the billing info into the "Matter Info" Airtable Sheet
https://airtable.com/shrqBStzGp4rvrmX1 - FOR PARALEGALS

- If UD Matter, open [Real Estate] Matter Info.
- If Civil Dispute, open [Civil Disputes] Matter Info.
    - Enter **Client Name**, **Month Closed**, **Close Date**, **Start Month**, **Start Date**, **Total Matter Value** (this is the "Billable" amount, which can be found at bottom of page on Time & Fees in the matter's SB Billing), **Attorney Hours Worked** (this can be found in the matter's SB Billing, add up the decimals for atty hours worked and double check the number), **Attorney Hours Billed** (same thing-add up the check marked Billed hours only and add up the decimals), **Paralegal Hours Worked**(same), and **Paralegal Hours Billed** (same), then SUBMIT.
    - ALSO DON'T FORGET TO DELETE THE MATTER ON AIRTABLE LIST OF MATTERS

Opening New Property Management Matters

After we've emailed the checklist to PM company and they have responded with the necessary files and filled out checklist, we can now use the information from the checklist to open a new matter for them.

1. Go to LawMatics, then search and choose the PM company you are opening a new matter for. Make sure to choose the contact with the building symbol.
2. Choose "Create Matter" > enter which Practice Area > enter Matter Owner (always Eileen) > enter Lead Attorney (always Eileen) > enter Originating Attorney (always Eileen) > enter Case Title (ex: TrueDoor Property Management v. Appleseed) > enter Case Description (ex: 1234 W. 30th St. LA/Appleseed) > enter Pipeline/Stage (No Stage) > then "Save".
3. Convert, say "Yes" then go to SB > Create New Matter > Real Estate Litigation > choose kind > Plaintiff > Confirm Workflow >
4. Go to + Plaintiff and add Plaintiff Info > pick the Property Management contact that doesn't have a person's info > then add Contact Person info (informal) > "Business Role" is Property Manager > then Save
5. Go to +Defendant and add any Defendant Info > Save
6. Click on Matter Settings (little settings wheel at top right corner) > Check "Property Management Company" and "Authorized Contact" > Uncheck "Housing Specialist" > Save.
7. Go to "File Opened Report" group chat on Communicate and send a message saying, "File 12-345 opened, no retainer required, assigned to Jonathan Kim" and send.
8. If no retainer is required, open the matter, go to "Stages"> "Clear Selected" then edit the Tag to reflect "No Retainer Required" and Save.

Case Manager

Eileen's buffer for all questions, suggestions, issues, will go through this person before having Eileen involved.

Meet with Eileen every Monday/Friday to go over All Matters, Rocks, Firms Revenue, Office and Employee Updates, and Client feedback.

Lead the Monday Team Meeting with Paralegals & Attorney's (Follow Agenda) Stay on topics and on track. Meetings should be less than 30 minutes. Everyone attending must be prepared.

Lead Friday Team Meetings (All Employee's attend – Follow Agenda) Everyone must be prepared. Meetings should not take more than 30 minutes.

Update the Master Matter List with new Matters.

Go over the Matter List with the Paralegals at the end of the month or on a need-be basis when questions arise.

Assure that Paralegals are updating the Matter List on a weekly basis.

Run Property Profiles on a need be basis.

Run Property Comparable and Analyze the reports for attorney and give my professional opinion regarding Real Estate.

Lead on Civil Matters that involve Real Estate Sales, or Real Estate Disputes.

Review Real Estate Contracts and documents. Liaison between all parties involved in the Real Estate transaction.

Ensure that Real Estate Sales transactions close in a timely matter and that Escrow is running smoothly during the transaction.

Update Clients on their Civil Matters.

Update UD matters on a need be basis (Paralegals will also do this)

Input all new Client information into Smokeball and communicate to respective Paralegal that the file has been entered and ready for them to get started on.

Assist with all Spanish speaking clients in all aspects of their case.

Translate documents into Spanish.

Contact & lead for projects going on in the office related to construction, new office furniture and set up, moving offices, etc.

I am solely responsible for signing checks and going to the bank for the office.

Ensure that all Employees are doing their job and that everyone has the right tools to do that.

Meet with HR Attorney monthly to go over any questions or employee issues.

Managing all aspects of a law firms human resources operations

Meet with Velocity monthly to continue learning how to make the business grow and what the best practices for our office are.

Participate in the hiring process for new employees, including onboarding/training and maintaining Employee files up to date.

Establishing and maintaining relationships with vendors, suppliers, and contractors, used by the firm.

<u>Smokeball</u>

Labeling Documents

Policy on Naming Documents & Saving Documents

Any photos, PDF documents need to be renamed with a description of what the document is. If it is a picture and there is a date and what the picture such as using dates. While it takes a few minutes when it comes it avoids extra time trying to find the document or someone else renaming them at a later time.

Examples:

Active bed Bugs with black stuff1

Active Bed bugs with black stuff2.

Lease Agreement Dated 11.16.2022

Letters should always be named with date and LTR to whom. It can add anything to the end for description, but all letters should be like this

11.16.2022 LTR to Joe Black

11.16.2022 LTR from opposing counsel

Pleadings: Complaint, cross-complaints, Motions, Notices (not notices in ud- but from the Court); Rulings, Orders.

Proofs of service needs to be **POS Substitute Service 11.16.2022**. the idea is that we do not have to open the document to get the basic information of what the document is.

Complaint by Joe Black

FAC by Joe Black; SAC by Joe Black

Cross-Complaint by Sally Sue

Joe Black's MTN for Attorneys' Fees

Sally Sue's OPPO to MTN for Attorneys' Fees

Joe Black's Reply to OPPO to MTN for Attorney's Fees

Notice of Ruling on MTN for Attorneys' Fees

Minute Order 11.16.2022 on MTN for Attorneys' Fees

Motions for Summary Judgment Pleadings should be labeled

MSJ by Joe Black

Separate statement ISO of MSJ

Order ISO of MSJ

Decl. of Joe Black ISO of MSJ

Oppo to SMJ by Sally Sue

Decl. of Sally Sue ISO of Opposition to MSJ

Discovery

If the Plaintiff is the one sending it foes in the plaintiff folder when the Defendant responds it also goes in the Plaintiff folder

Discovery- Served

RFA LST NAME OF PROPOUNING NAME Set ENTER NO. to NAME

RFP LST NAME OF PROPOUNING NAME Set ENTER NO. to NAME

SPROG LST NAME OF PROPOUNING NAME Set ENTER NO. to NAME

FROG- UD LST NAME OF PROPOUNING NAME Set ENTER NO. to NAME

FROG – General LST NAME OF PROPOUNING NAME Set ENTER NO. to NAME

Subpoena for Personal Appearance at trial of Fran Frowny

Subpoena for business records to Bold Business Banker

Notice of Deposition of Sally Sue

Objection to Notice of Deposition Sally Sue

Discovery Responses

NAME's Responses to RFA from NAME Set ENTER NO

NAME's Responses to RFP from NAME Set ENTER NO

NAME's Responses to SPROG from NAME Set ENTER NO

NAME's Responses to FROG - UD from NAME Set ENTER NO

NAME's Responses to FROG - General from NAME Set ENTER NO

PDF's

To be filed NAME OF DOCUMENT

To be signed NAME OF DOCUMENT

Electronically Received NAME OF DOCUMENT

CA: Filing – NAME OF DOCUMENT - xx.xx.xx

Executed by NAME NAME OF DOCUMENT

Fully executed NAME OF DOCUMENT

MINUTE ORDERS

xx.xx.xx Minute Order RE: xxxx

Motions

LAST NAME of Moving Party's MTN

Letters

xx.xx.xx LTR to NAME

xx.xx.xx LTR from NAME

Discovery- Served

RFA LST NAME OF PROPOUNING NAME Set ENTER NO. to NAME

RFP LST NAME OF PROPOUNING NAME Set ENTER NO. to NAME

SPROG LST NAME OF PROPOUNING NAME Set ENTER NO. to NAME

FROG- UD LST NAME OF PROPOUNING NAME Set ENTER NO. to NAME

FROG – General LST NAME OF PROPOUNING NAME Set ENTER NO. to NAME

Discovery Responses

NAME's Responses to RFA from NAME Set ENTER NO

NAME's Responses to RFP from NAME Set ENTER NO

NAME's Responses to SPROG from NAME Set ENTER NO

NAME's Responses to FROG - UD from NAME Set ENTER NO

NAME's Responses to FROG - General from NAME Set ENTER NO

ONCE DISCOVERY IS SERVED THEN YOU NEED TO NAME THE PDF COPY

NAME's Responses to RFA from NAME Set ENTER NO WITH POS

NAME's Responses to RFP from NAME Set ENTER NO WITH POS

NAME's Responses to SPROG from NAME Set ENTER NO WITH POS

NAME's Responses to FROG - UD from NAME Set ENTER NO WITH POS

NAME's Responses to FROG - General from NAME Set ENTER NO WITH POS

Depositions/Subpoenas

x.x.xxx [Date] Deposition Transcript of NAME

x.x.xxx [Date] Subpoena for Records to NAME

IF WE SERVED IT x.x.xxx [Date] Subpoena for Records to NAME with POS

x.x.xxx [Date] Subpoena for Deposition to NAME

IF WE SERVED IT x.x.xxx [Date] Subpoena for Deposition to NAME with POS

Exhibits

Ex. X

Proofs of Service

POS Personal service X

POS Sub service X

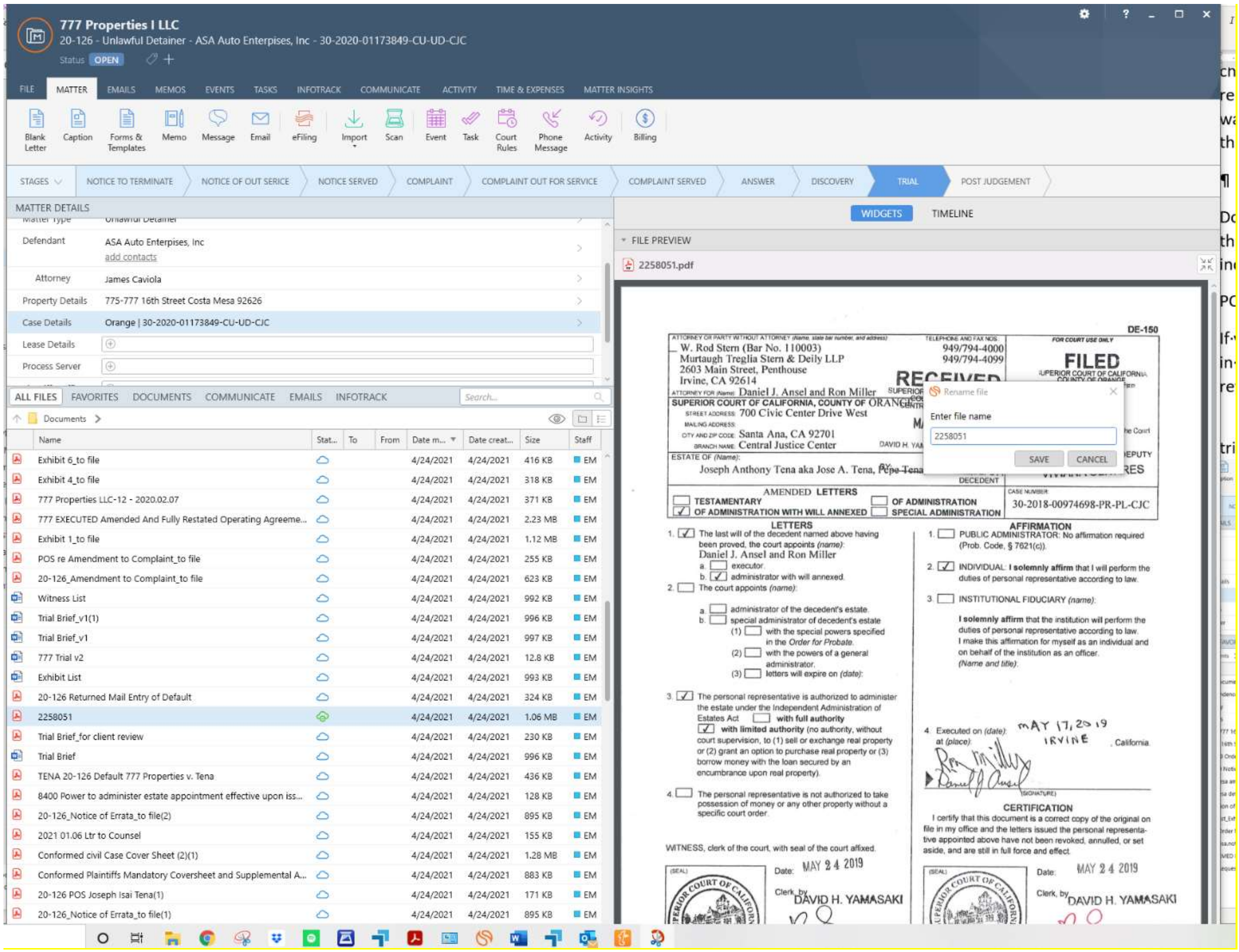
POS Publication X

Word Documents –

Should be the name of the Document. If there are different versions because of client changes then add V. ENTER NO with initials of the person editing. For Example – you send a complaint to client for signing and then return it with changes: your document will be Complaint then you save their changed document to Complaint V.1 ABC. If you make revisions to your Complaint, you will then rename (not save it again as separate document) with Complaint V.2 EMK or Complaint Final. I do not want there to be 5 edited complaints. If you just accept the revisions in the V.1 ABC and then final from there - I would just rename it Complaint Final as revised by ABC

Documents we get back from Process server; court, in email, etc.

We need to re-name them what they are instead of any funky name given to them. This should just take a moment and would be included in the AI time calculations. The easiest way to do this is right clicked to preview document and then right click of F2 to rename:



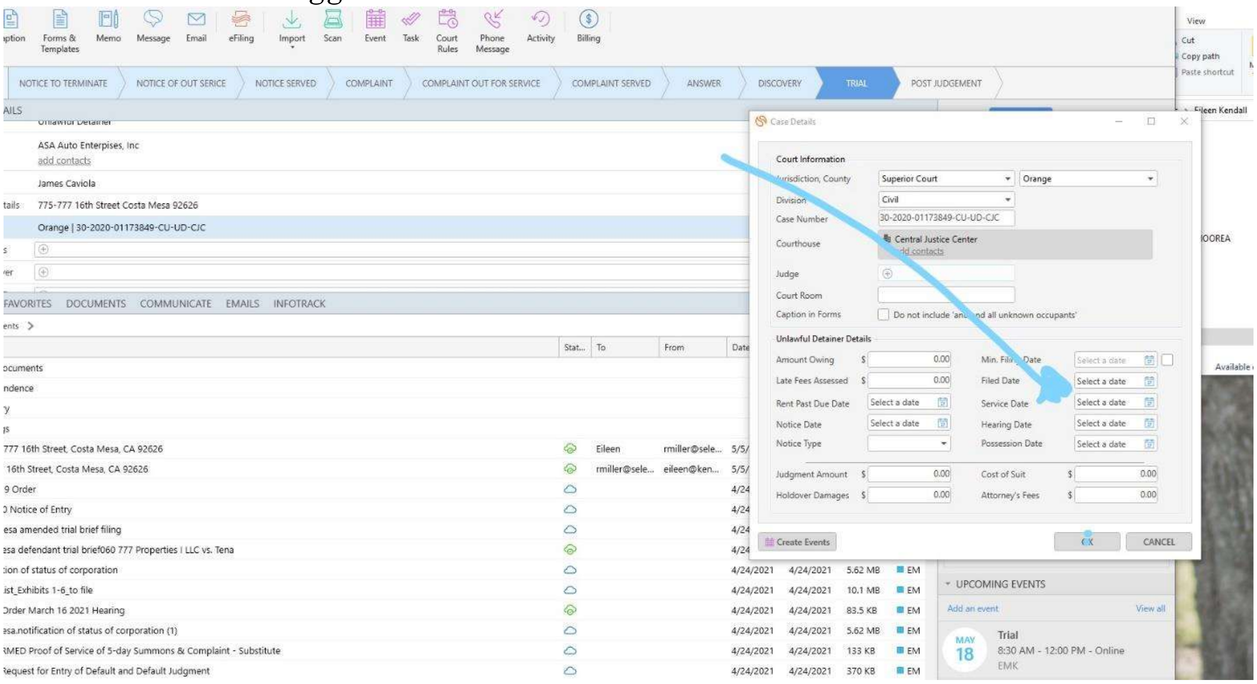
Proof of Service

POS NAME OF PERSON SERVED –

INSERT HOW SERVED i.e personal, substitute or posting

If you are the one that is reviewing the proof of service of the Complaint for the first time, save into SB in the appropriate folder then Please be the one that edits SB accordingly, it can be part of the billing for review.

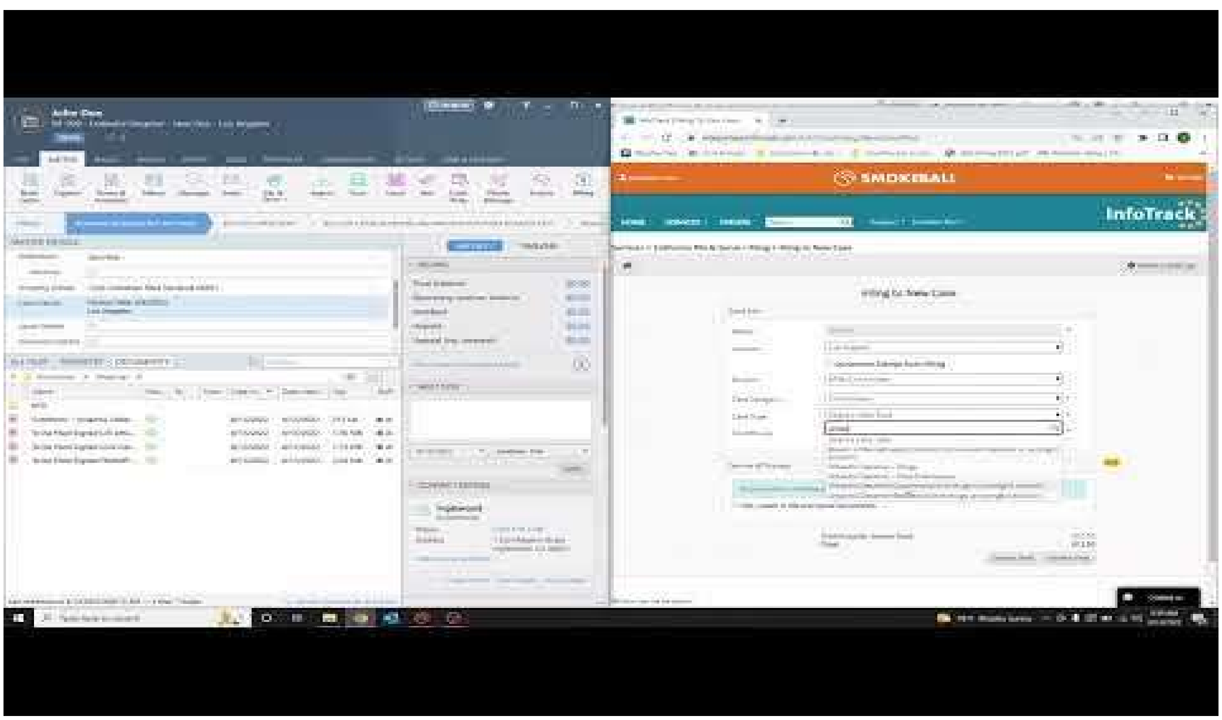
Steps: In the matter click case details and enter the date where it states service date. This triggers the workflow tasks.



E-Filing

Refer to the following video for a tutorial on how to efile:

[Infotrack Filing Tutorial]



Word Version:

- Ensure that your document is finalized and signed
- Use Adobe to scan and OCR the document to make it readable
- Click file and serve document button on smokeball
- Enter the matter details on InfoTrack
- Upload documents and do a final check through before confirming the filing
- Click validate fees and cost, then click file.

Work Product

Clients should be informed of what we are doing in every step of the process. Clients should not have to ask for an update, ideally, they should be kept up to date enough to the point where they do not need to ask. Ensure that you email the client and send copies of all documents that have been filed/received pertaining to their case. Ensure that important trial/hearing dates are also relayed to the client as well.

Processing/Handling Eviction Files

****The matters should be treated like they should have been done yesterday. Turn around should be same day if given to us before noon and within 24 hours if given to us after 12 pm.**

***** Ideally, cases should be set for MSJ or Trial within 20 days of getting an answer.**

Opening File

Once the matter is open and assigned ensure that we have all required documents.

Documents needed; Notices, Change of Terms of Tenancy, Lease, Property Management Agreement, RSO (Rent Stabilization Ordinance) Registration, Notice of RSO, Certificate of Occupancy; Communication with tenant, repair requests, repair invoices.

If we do not have them, request them from the client

Sample Email:

I am a paralegal working with Ms. Kendall in regard to your matter referenced in the subject line above. I look forward to working with you.

Just for your own expectations: Unlawful detainers move along much quicker than most other legal matters. That being said, there may be instances out of our control that may lead to possible delays (Ex: unpredictable court scheduling).

Nevertheless, we will strive to resolve your matter despite whatever adversities may come our way.

[For more specific information about each step of the process: Please review the "What to Expect" e-booklet which was emailed with your welcome package]

I will be the one to primarily give you updates, with Ms. Kendall stepping in to give you legal advice when necessary.

We are beginning our work now, and I will contact you again once we're ready to move forward with the next step.

If you have any questions or concerns, please do not hesitate to contact me. Thank you for your time.

- Folders will automatically be created in Smokeball, ensure that the correct ones are generated. Remove unnecessary information from the info section (such as Unlawful Detainer Assistant and Housing Specialist)

Begin work

- **MAKE SURE THERE IS A RETAINER PAID WITHIN THE FILE UNLESS TAGGED OTHERWISE**
- Ensure that the "Initial stages" workflow task is enabled for the matter. This will assist you greatly as it will walk you through handling every task that needs to be done.
- Review the file and determine the following:
    - Is the property under RSO, City of L.A. or AB-1482 (Use http://zimas.lacity.org to help determine this information as well as other real estate websites like Zillow or CMLRS)
    - Is the Tenant a Section 8 recipient? (Follow the workflow tasks and get Section 8 info from client if necessary)
    - What county/courthouse/process server/sheriff's office will we be using? (Use the following: https://www.lacourt.org/filinglocatornet/ui/filingsearch.aspx?CT=CI https://civil.lasd.org/CivilProcess/SearchServiceBranch.aspx?1)
- Draft the notice and have the attorneys review (Ideally this should be done within a day)
    - All notice templates should be under the forms/templates in Smokeball
- Send out to client for signature (follow up/call if necessary or if it takes more than one day to get a signature back).
    - You should be using "DocuSign" through Smokeball when sending things out to clients unless directed otherwise
- Contact the process server to serve the notice
    - Ensure that you always include the matter number when emailing them as well as making sure that the property does not require a gate key/code.
    - Ensure that you are giving any necessary disclosures to serve with the notices.
- Assuming that the tenant does **NOT** comply with the notice, move on to the complaint upon expiration of the notice.
    - For most cases, utilize the judicial counsel forms (found within smokeball) for the complaint. For other cases that are a bit more complex (I.e. there is no lease agreement for a nuisance case) then draft the complaint on pleadings. **ATTACH ALL EXHIBITS**

- After an attorney reviews the documents, send the Complaint and Supplemental Allegations Cover Sheet to Client for Signature/UNLESS WE HAVE VERIFCIATION ON FILE
    - If the client is an entity, then you must have a contact sign a separate verification page on behalf of said entity
- Once the client signs, have the attorney sign and file the complaint
    - Always "Scan and OCR" the document before filing
    - You should have the following documents:
        - Complaint
        - Summons
        - Civil Case Cover Sheet (with Addendum if you're filing in Los Angeles County)
        - Plaintiff's Mandatory Cover Sheet and Supplemental Allegations
- Once the Complaint and all other documents are processed, update Smokeball with Case Number and other relevant information
    - Generate a Prejudgment Claim of Right to Possession once you enter the information
- Send everything out to a process server for service and update client
- Once the Complaint is served, follow the workflow tasks until completion, then determine if you have to start the Default Judgment or Answer workflow tasks
- There are several scenarios that can happen after service
    - Motion to Quash
    - Answer
    - Demurrer

Default:

- Ensure that the time for the tenant to file a response as passed (5 court days if personally served; 10 Calendar Days + 5 Court days if subserved).
    - If served by posting, subservice times apply
- Login to the attorney portal to see the UD Dockett https://my.lacourt.org/laportal/#/ and check if the tenant has not filed a response
- File a request for default and default judgment
    - In non-payment of rent cases, you must file a landlord verification form and have the client sign/verify
- Once the judgment has been accepted, check to see if a judge has signed off on it (it may not always be processed and signed the same day)
- File an application for issuance of writ of possession and a writ of execution

    - Information needed on these form will differ depending on whether the tenant was served by posting or not
- Upon receiving the court processed writ, draft a letter to the sheriff, sheriff's instructions, an electronic writ declaration, and get a check to the sheriff in the amount of $145.00. Send 5x copies of the writ and 2x copies of the sheriff's instructions to the appropriate sheriff's office.
- Wait for the sheriff to provide notice of the lockout, this may take anywhere from two weeks to a month depending on the sheriffs.
- Upon receiving notice share the <u>confidential information</u> with the client only:

Sample email:

The sheriffs have scheduled the lockout for ***<u>[INSERT DATE]</u>*** *at* ***<u>[INSERT TIME]</u>***

You and/or an authorized agent along with a <u>locksmith</u> must be present during the lockout. Please arrive at least 15 minutes early and wait up to <u>1 hour</u> for the sheriff(s) to arrive.

For your own safety, do <u>NOT</u> tell the tenant <u>ANY</u> details of the impending lockout.

In the event that there any left-over possessions in the property post lockout, then you must allow the former tenant ***<u>15 Days</u>*** *from the lockout date to collect any of their remaining possessions. It is important to coordinate a time and date for the tenant to arrive, and to <u>monitor him</u> at all times during his time on the property. Once the 15 days have passed, you may dispose of the items as you please, unless the value of any remaining items exceeds <u>$700</u>; in which case, you must put those items up for auction.*

I am attaching the notice to this email for your records.

Motion to Quash/Demurrer:

- You can view the motion in the attorney portal: https://my.lacourt.org/laportal/#/
- <u>CALENDAR THE DATE OF THE MOTION WITH REMINDERS TO THE HANDLING ATTORNEY</u>
- Calculate the date that an opposition and reply is due
    - Oppositions are due 9 Court days before the hearing
    - Replies are due 5 Court days before the hearing

Answer:

- Sample email to send if the tenants file an answer:

Client: I am writing just to touch base with you on the matter. We have been working diligently to try to gain possession, {[If appropriate] but Defendant has retained counsel}, filed the attached answer requested a jury trial. As such this case is going *to exceed the average cost of $5,000-$6,000 that Ms. Kendall advised you of when you retained our office.*

In the answer the defendants maintain [Briefly list affirmative defenses]. IF YOU NEED ADDITIONAL INFORMATION TO DEFEAT THE AFFIRMATIVE DEFENSES ask for it now.

Because they are requesting a jury trial, we should serve some basic discovery asking for their documents and facts. We just wanted to let you know that is what we are doing as there will be additional costs.

We are here to answer any questions that you may have regarding the case or the estimated costs.

- You can view an UD Answer in the attorney portal: https://my.lacourt.org/laportal/#/
- After reviewing the Answer, determine the following:
  - Did the tenant retain counsel or is in pro per?
  - Does Discovery need to be propounded? (Usually not, in a non-payment of rent case)
  - Can this case be set for an MSJ?
  - Does Trial need to be set?

Discovery:

- Generally, you should propound the following discovery
  - Form Interrogatories – Unlawful Detainer
  - Form Interrogatories – General
  - Request for Production of Documents
  - Request for Admission
- The types of questions you should propound is dependent on the type of UD matter and of the affirmative defenses (I.e. non-payment of rent vs. Nuisance)
- Generally, your questions should relate to the affirmative defenses the Defendant has alleged as well as questions that are pertinent to the issue at hand (I.e., documents relating to nuisance claims or non-payment of rent)
- Once served, Defendant has 5 days + 2 days for mailing to respond.
- Within 2 business days of receiving bad discovery responses, start the meet and confer process with a short time frames and get the MTC on calendar as soon as possible.

Motion to Compel

- If no response, draft motions to compel for each propounded discovery types
  - Motion to Compel Responses to RFP

    - Motion to Compel Response to FROG
    - Motion to Deem Responses as Admitted
- Once drafted, signed, and verified reserve a date with Court
    - You must allow enough time for service (per Code) 5 Court days + 2 days for mailing
    - Some courts require that you go through Court Reservation System: https://portal-lasc.journaltech.com/public-portal/?q=node/388
- CALENDAR THE HEARING DATE
- Pray that we win?

Trial

- Draft, file, and serve the request to set case for trial
- Upon receiving notice from the Court, CALENDAR THE TRIAL DATE
- Inform the client of the date as soon as possible
- Should Identify the need to subpoena business records and convey the need to do so to the client immediately when they request a jury.
- Witnesses should be identified and subpoenaed at least 10 business days before the date set for trial
- Prepare for trial we should always be preparing for trial, but for jury trials, we need to prepare the stuff below at least 2 weeks before the date set for trial and send to opposing side to meet and confer to get their information to add to the Joint Lists. Joint Documents must be completed for filing 5 business days prior to the date set for trial with the documents begin
    - Witness list
    - Exhibit list
    - Jury instructions and jury instruction list
- Prepare opening statement, closing statement, direct examination, cross-examination.

MOTION HANDLING

- We Are Moving Party
    - Reserve motion (either directly with department or through CRS)
    - Add to Calendar
    - Send Copy to Client
    - Draft Notice of Motion and Memorandum of P&A
        - Gather Declaration information
    - Set Reminders for Opposition and Due date
        - If no opposition, do a declaration of non-opposition on responding party's reply date
    - Set task for reply date/ with reminders
- We Are Opposing Party

- Calendar Motion date
- Submit Opposition to Motion

Deposition Handling

We are the Deposing Party

- Add to Calendar

- Confirm Court Reporter

- Add Court Reporter information to Calendar Entry

- When the date is set send confirmation to the client for them to attend

- Preparation of the Conference room (Glasses, Water, Tissue, Clean)

- Set up a week out a meeting for the attorney and client to prepare

- Send an email to confer a week before and day before to confirm appearances

We are the Defending Party

- Prepare for deposition w/Exhibits
- Objection to Deposition?

ONBOARDING

1. Fill out Employment Contract and relevant documents
2. Get a copy of 2 forms of I.D.
3. Make copies of Employee Documents and place them in the Employment file and give Employee a copy.
4. Present Onboarding PowerPoint presentation.
    - Answer any questions
5. Present Policies and Procedures Manuel
6. Demonstrate and set up Payroll
7. Specific Training for the Role hired
    - Lawmatics
        - In depth for new hire intake and admin personnel.
        - Brief review for attorney and paralegal personnel
    - Smokeball
        - Brief review for new hire intake personnel
        - In depth review for new hire admin, paralegal, attorney
            1. Highlights to hit after onboarding video
                a. Communicate channels
                    i. Daily Huddle, Office Channel, training videos
                    ii. Direct messages
                b. Dashboard
                c. Tasks
                d. Time and expenses
                e. InfoTrack
                f. Templates/Forms
                g. Captions
                h. Email button
                i. DocuSign
                j. PDF, bates numbering and bookmarking
    - Outlook
    - Calendar