

The background image is a composite of two office scenes. The left scene shows three people in a meeting: a woman with glasses and a blue top, a woman with dark hair in a grey top, and a man with a beard in a grey jacket. They are seated at a table with two black pendant lights hanging above them. The right scene shows a man in a blue shirt and a woman in a white blouse sitting at a desk, looking at a large monitor displaying data. The text 'Property Management Companies – Best Practices' is overlaid in a blue script font on a white semi-transparent banner across the middle of the image.

Property Management Companies – Best Practices

Objectives

- Overview Of Property Management
- Purpose Of Having Property Management
- Primary Responsibilities Of Property Management
- Key Points Of Each Area Of Responsibility
- What To Look For In Each Area
- Key Takeaways

A woman with blonde hair and glasses, wearing a patterned blouse, stands in front of a large window, presenting to a group of people seated in the foreground. The seated individuals, including a man with a beard and a woman with dark hair, are looking towards the presenter. The background shows a view of a city building through the window. A large, faint number '4' is visible on the right side of the image.

Overview of Property Management





Key Points of the Video to Remember

What's the main purpose of property management?

- Backbone of the Association.
- Handle day-to-day operations
 - Associations finances
 - Maintenance needs
 - Communications

Look for:

- Local expertise
- Longevity in the area
- Local presence
- Good track record
- Great rapport

Look for:

- Word-of-mouth
- Ask for references
- Customer testimonials
- Check customer reviews

A group of people are gathered in a meeting. In the foreground, a woman with dark hair in a ponytail is looking towards the left. Behind her, a man in a grey sweater is also looking left. To the right, two more women are standing, looking in the same direction. In the background, a whiteboard is visible with handwritten notes: "hotel", "alcohol", "pool", and "Shopping".

Accounting & Financials

Key points:

- Transparency
- Communication
- Accountability
- Good track record

Look For:

- Sample list of reports
- Quick response times
- Reliability
- Good rapport

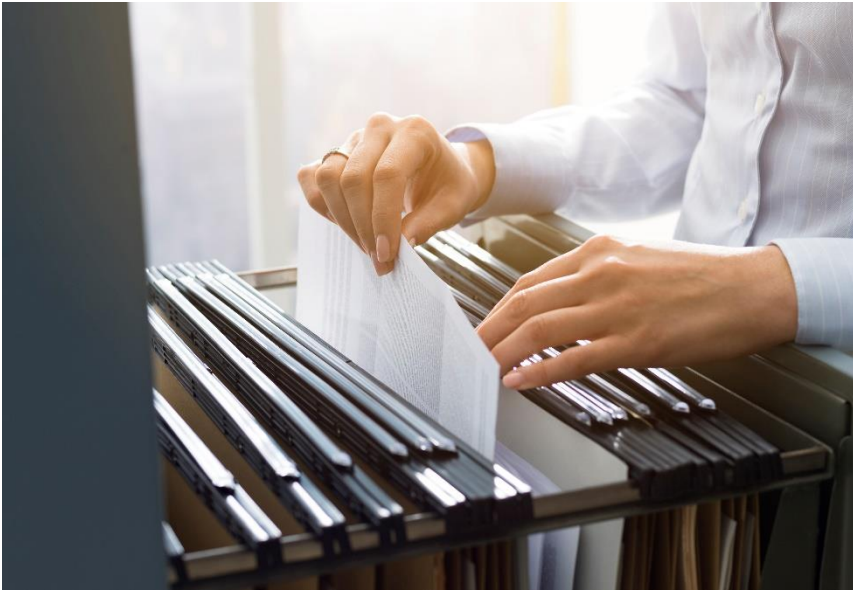
Maintenance & Repairs

Look For:

- Efficient operations
- Timely response
- Proactive PM checks
- System for requests

Look For:

- Routine cleaning/janitorial services
- System for emergency responses
- Network of trusted contractors
- System for requests



Communications

*The ability of your
property management
company to communicate is
key to a harmonious
Association!*

Look For:

- Methods of communication
 - Phone/email/portal/website
- Regular and timely updates
- Easy/quick access to information

A group of people are gathered in a meeting. In the foreground, a woman with dark hair in a ponytail is looking towards the left. Behind her, a man in a grey sweater is also looking left. To the right, two more women are standing, looking in the same direction. In the background, a whiteboard is visible with handwritten notes: "hotel", "alcohol", "pool", and "Shopping".

Final Tips & Takeaways

Look For A Company That:

- Values open communications
- Reliable and responsive
- Transparent and accountable
- Provides several means of communication

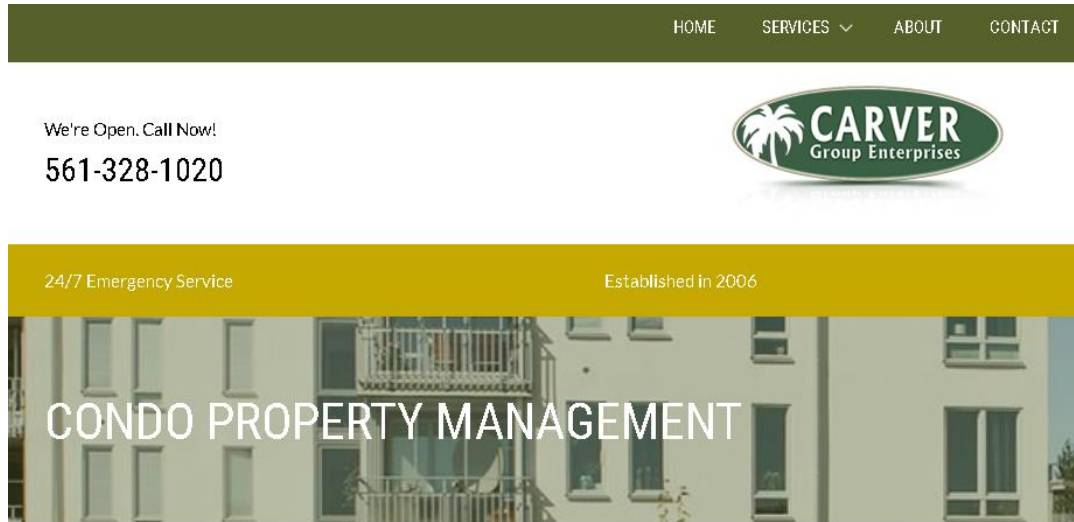
Look For A Company That:

- Easily accessible portal
 - Communications
 - Information sharing
 - App
 - Portal
 - Website

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