

TOP 5 BENEFITS



your property management company should provide

When it comes time to evaluate your property management company and compare others, its important to have a clear idea of what's available to you. Price is not the only factor in determining value. In fact, do you really want the "Lowest Bidder" running your community or properties? Use the following information as your check list when you review companies to help you remain consistent with your questions.

A GREAT PROPERTY MANAGENT COMPANY SHOULD:

1

Offer the Services You Need

What is "full service"? It's easy to claim, but how accurate is it when you dig into the details? A true full service property management company has distinctive features that set them apart. *They can:*

- Handle your day-to-day operations with expertise
- Collect, track and follow through on payments and collections with organized professionalism
- Offer valuable training for your board of directors
- Maintain an in-house team of trained experts
- Organize and supply important information about your property and statistics when you need it.

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Stay Current with Useful Technology

We live in the Age of Technology and your property management company needs to keep up with rapid changes. Outdated templates are unacceptable. *They should:*



- Invest in proprietary software over multiple platforms, developed specifically for the needs of their clients
- Make tasks simple to carry out any time, any where.
- Provide easy to understand instructions so that self-service is truly accessible, even without much tech experience
- Proactively develop advanced solutions to make their clients' lives easier and tailored to their changing needs



Provide Real People Who Can Help You

Technology is wonderful, even essential, but it will never replace a living, breathing person. Smart property management companies will insist on having courteous associates on hand when you need a personal contact. *They should also:*



- Provide knowledgeable customer service personnel who are considerate, accessible and helpful.
- Employ professionals who are tailored to specific specialties, such as having an in-house maintenance team to efficiently monitor violations, parking issues, and requests.
- Be in attendance for board meetings, so when questions arise, they can be addressed in person.
- Commit to regular communication through a variety of outlets to ensure your community leaders are well informed.



4

Make Your Life Easier

Everyone is overbooked these days. How does your management company take the burden off your busy schedule so you can be more productive with less effort? ***A great property management company should offer:***



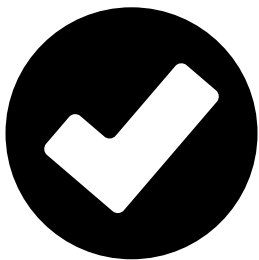
- Virtual meetings where you can easily log in from any mobile device and attend remotely, no matter where you are.
- Custom board member app with full access to data so you can participate in community leadership from anywhere.
- 24-hour access to most anything you need to conduct community business, including guest parking passes, pool passes, violation management (reporting and closing), reserving community amenities, etc.

5

Supply Trusted Experience & Expertise

You want to work with people who actually know what they're doing. Experience, credentials and ongoing training are important.

Your property management choice must have:



- A reliable track record and proven success in managing properties
- Associates who are certified in their fields of expertise
- A wide network of resources that can save you time and money
- Customized benefits that are specific to your community needs. A one-size-fits-all approach is not acceptable.

To learn more about a property management company that offers all of these benefits, and many more, call

240-349-2117

www.blackstoneAM.com



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