

## Condominium & HOA Property Management Package

Property Management Realty Inc. is a full service property management company and proudly manages community associations in the Chicagoland area and the surrounding suburbs. Our staff is comprised of licensed real estate professionals that are experienced in all aspects of property management.

Property Management Realty Inc. is committed to service and quality, not quantity. We develop management relationships only with those associations with which we can commit a superlative level of service. Our goal is to manage, maintain and operate your Association at the highest level consistent with our philosophy.

Our staff has the ability to identify and solve your maintenance issues quickly and effectively utilizing our network of carefully screened vendors-vendors who know the level of service and quality our clients expect. As part of our maintenance program, we provide regular site inspections of the property, present our findings to the Board, and assist in securing bids when repairs and maintenance work is needed.

Property Management Realty Inc. has the expertise, dedicated staff, and resources to deal with the day-to-day management of an association, as well as the necessary vision to maintain property value over time.

With our **Online Services** and our emergency phone line, residents can even report maintenance concerns from anywhere and at any time.

[contact@pmrmanagement.com](mailto:contact@pmrmanagement.com)

*"We tailor our services to meet the needs of your property, to create and maintain the financial success of your investment, and to alleviate the Board of Directors of the responsibility of daily association management"*

## Condominium / HOA Property Management

### Property Management

- Assessment collection
- Monthly financial reporting /accounting
- Comprehensive financial management
- Processing and payment of operating expenses
- Prepare annual operating Budget
- Negotiation of contracts and contract renewals with subcontractors and vendors
- Prepare capital Budget
- Preventative maintenance
- Inspection of common areas / Oversee Maintenance
- Obtain competitive bids for Board approval
- Insurance and real estate tax monitoring
- Capital improvement supervision
- 24 Hour emergency response service
- Handle all owner communication

### Building Maintenance, Operations and Repairs

- All automated building control systems
- Electrical systems (Including lighting control systems)
- Elevators
- Heating/HVAC System
- Fire/Life Safety Systems
- Mechanical systems and equipment
- Plumbing
- Pest Control
- Exterior maintenance (i.e. masonry, roof and porches)
- Disaster Management
- Emergency Generators

### Building Services

- Bidding selection of suppliers of services and materials
- Business/Disaster Recovery
- Development and management of preventive maintenance program
- Financial control and expense reporting
- Janitorial and cleaning
- Management and supervision of subcontractors and subcontracts
- Ongoing risk assessment and evaluations
- Window maintenance

## Condominium & HOA Property Management Overview

### Risk Management

Our management insurance includes General liability, Fidelity Bond, Errors and Omissions and Workers Compensation. Additional information will be supplied upon request.

### Knowledge and Experience

Our licensed Property Managers have extensive experience and knowledge of all aspects of residential and Condominium / HOA property management. We also have extensive experience in managing the day-to-day operations and contracting for all types of maintenance and repairs. This includes but is not limited to asphaltting, painting, roofing, masonry, landscaping, HVAC and formulating a cost-effective preventive maintenance program for all physical components of the property.

### Rules and Regulations Enforcement

Develop along with the Association Board an effective yet enforceable set of rules for everyone to live by within the Association.

Implement a clear and concise procedure to be followed in the event a rule or policy is violated.

### After Hours Emergencies and Complaints

Property Management Realty is open 6 days a week: Monday through Friday from 9:00 A.M. To 5:00 P.M. and Saturday from 10:00 A.M. To 2:00 P.M. All evenings and weekends are monitored through a 24-hour, 7 days a week call center, and internally the office is equipped with a state of the art voice mail system. Emergency calls are handled by immediately contacting the appropriate personnel. There are additional backup personnel in the event an individual cannot be contacted.

### Homeowner Involvement

Encourage the Board to develop an Association newsletter.

Encourage Association members to get involved in committees that are of interest to them to assist the Board.

### Frequency of Property Inspections

All inspections will be completed by your assigned Property Manager a minimum of 2 times per month. In the event contracting work is taking place, frequent inspections will be made in order to assure that contract specifications are being met and site cleanup is done properly.

All Property Managers are required to submit an Action Items Checklist to their Boards on a monthly basis. A preventative maintenance checklist is completed for internal purposes by your designated property manager

## Preventative Maintenance

Preventative maintenance is the most important aspect of the overall maintenance program. At the onset of the management contract a preventative maintenance program will be developed, monitored and updated on a regular basis. The program will include all the assets of the property including boilers, HVAC, building envelope, emergency systems, equipment, fitness center and all other common areas.

## Communication with Residents

At Property Management Realty we believe that communication is the key to a harmonious community. Our Property Managers achieve constant communications through newsletters, annual home owner meetings, phone calls, emails, written correspondence and online services that allow members to stay abreast of board and committee meeting schedules, meeting minutes, and actions taken. All our Property Managers make every effort to keep all Board members and home owners informed of the operations of the property.

## Information Technology Services

Property Management Realty utilizes industry specific software applications that incorporate all aspects of our company and your facility within one system. The complete integration of all these services allows PMR properties to streamline its operations and will tie every department together from Management to Maintenance to Accounting to our association specific websites and allow on-line access to Board members and to homeowners giving everyone real time financial and facilities information on the property. Our goal is to not only provide the best possible reporting that we can but to ensure that Board have exceptional access to state of the art financial and facilities management like no other management company in Chicago land area can offer. Our technology allows Board members and Owners alike to get real time information at the click of their mouse, saving the time and effort of having to email or call us. You can make all types of requests on-line, access condominium documents, see your account balance, place a maintenance request and make payments. We want to make the everyday business of your Association easy to access.

## Contract Overrides

We will be happy to work extensively or exclusively with current contractors, and if asked, make suggestions or recommendations to existing contractors.

## Delinquency Procedures

Monthly invoices are mailed which detail current assessments charged, previous balances, and special assessments. The invoice also shows the due date plus late fee charged if not paid by the due date.

Late notices are mailed after the due date to all delinquent unit owners.

The Board along with management will develop policies relating to delinquent assessments. These policies will be administrated by management.

Legal counsel is available that specializes in the collection of assessments and other condominium issues if necessary.

Direct withdrawal for assessment payment (at the unit owner's option)

## Parking Issues and Enforcement

We strongly recommend that a parking committee be formed to develop a rigid parking policy that can be reasonably enforced.

Management makes the following recommendations:

Visible signage throughout the property designating "Parking" and "No Parking" areas

Parking policy guidelines distributed to each tenant with a written acknowledgement of receipt from each tenant.

Strict enforcement with no irregularities

## Operating Manual for the Property

Management and the association Board will develop an operating manual that will contain the following:

All information regarding staffing and personnel

Required maintenance detailing preventive work and a list of current vendors

Current set of Rules and Regulations.

Copies of all contracts relating to the property

All procedures and policies implemented.

## Additional Association Charges

Unit Sales or Refinance (To Be Paid By Unit Owner)

Lien Filings

Resident Mailings

Monthly Invoices (Including Invoice, Return Envelope and Postage)

Check Printing (Under current computer system, it will not be necessary to purchase checks from bank)

Photocopies, Janitor Phone

Payroll (if applicable)

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