

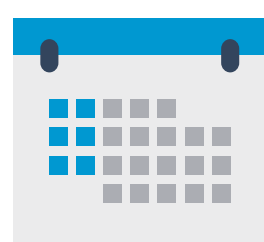
# HOW TO CHOOSE THE BEST PROPERTY MANAGEMENT COMPANY TO FIT YOUR NEEDS

## 8 QUESTIONS TO ASK TODAY

Here's how to ask the right questions to determine which property management company is best for you.



### 1 How long have you been managing properties like mine?



Property management companies come and go, so look for a property management company that's been in the business for a long time.

*A company with decades of expertise will be very helpful if your community needs accounting, emergency response, and maintenance expertise.*

### 2 Do you have references?

The best property management companies will be able to easily provide customer references, reviews and testimonials.



*Look for reviews of services that are most important to you, and from properties similar to yours.*

### 3 Will I have easy access to the management team?

Look for companies that have invested in property management software, which enables for fast, efficient and direct communication with the management team.

*Getting in touch with someone who can handle problems quickly and make decisions is essential.*



### 4 What services are included?

A full-service residential management company should help with strategic planning, arranging preventative maintenance and fund collection. Ask if your price is all-inclusive, and be certain to ask about other resources available to you, including human resources, training and engineering.

*Always obtain a list of what services are included before you sign a contract.*

### 5 How will a property manager be selected for my community?

A property management company should have a detailed process supported by qualified HR professionals to find the right manager to fit the needs of your community. For instance, if many of your residents speak a foreign language, the right property management company will choose a manager who is fluent in that language.

*Ask yourself—All condo, high-rise or large community HOAs are different. Do you have special needs?*



### 6 What qualifications do your property managers have?

When it comes to the day-to-day business of managing your community, your managers should have the training and qualifications to deal with any situations that arise.



- Experienced management teams with bench depth
- Associate education programs
- Board member training
- Professional memberships and training

### 7 How do you handle maintenance issues when they arise?

Procedures should be in place that clearly define how a property management company will respond to maintenance and any other emergency issues that may arise.

*Ask—*

- Do you have your own maintenance crews?
- Do you work with preferred vendors?
- Will you get multiple quotes, negotiate best prices and pay bills on my behalf?

*The right property management company will be invested in providing you with cost-effective maintenance solutions.*

### 8 How often will you communicate with me?

A good company sets a regular schedule of communication by attending board meetings and generating monthly reports and statements.

*Look for HOA management companies that are always accessible through a 24-hour customer care center.*

