

# APARTMENT MANAGEMENT

Considering all we do, you'll wonder how you ever managed without us.



Premier is your source for expert services in the areas of finance, maintenance and tenant management. Our resources and experience in law and insurance can also prove to be invaluable. When you work with us, we'll provide all the following services as appropriate. Naturally, the cost of services rendered by specialists in particular fields (exterminating, snow removal, law, etc.) is not included in the management fee and will be billed as incurred. Our fee includes initial set-up.

At Premier, we pride ourselves on meeting the particular needs of each individual client. As a result we are pleased to create customized management and maintenance plans. Please keep this flexibility in mind as you review the following information.

Finally, we can provide expert assistance if you decide to refinance or sell.

## FINANCIAL SERVICES

Prudent financial services are crucial when it comes to managing an apartment building. There are plenty of issues to keep in mind – and we make a point of never letting any item “slip through the cracks.” With Premier's comprehensive in-house accounting and bookkeeping services, we will:

1. Collect all monthly rent and deposit into the owner's operating account. Follow up on delinquent rent with owner's attorney and/or Premier's recommended attorney.
2. For new tenants: Collect all up-front costs in clear funds and deposit into owner's escrow and/or operating accounts.
3. Maintain separate interest-bearing security deposit escrow account as applicable and as required by law.

4. After a thorough review, pay maintenance bills, mortgage, management fee, insurance, taxes and utility bills from owner's operating account as applicable.
5. Submit computerized monthly, quarterly and annual operating statements to the owner along with copies of all bills and correspondence.
6. Maintain separate web site for each building.

## MAINTENANCE

An ounce of prevention is worth a pound of cure. This is certainly true of keeping a building in good repair. That's why we have on staff at all times 12 full-time maintenance technicians. All of our maintenance personnel (and our qualified sub-contractors) are available to the owner and the tenant at all times. Services include:

1. A 24-hour-on-call maintenance/emergency service. An officer of the company and a maintenance technician are always on-call.
2. Arrange for cleaning, painting, repairs and lock service upon vacancy.
3. Obtain bids and negotiate capital improvement contracts when necessary.
4. Order supplies, fuel, basic services, etc.
5. Arrange exterminating contracts.
6. Maintain smoke detection system.
7. Order and supervise ordinary repairs. Consult with owner if major improvements or repairs are to be made. Emergency repairs are made immediately.



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8. Savings on the purchase of most items through discounts allowed our company or through competitive and bulk purchasing.
  9. Obtain weekly janitorial service for the interior common areas and exterior grounds; install new light bulbs, flood lights and fluorescent tubing as needed.
  10. Coordinate landscaping service (*if applicable*).
  11. Coordinate bi-weekly dumpster/trash removal service (*if applicable*).
  12. Coordinate snow removal/plowing/sanding/salting service (*if applicable*).
  13. Negotiate elevator service contracts (*if applicable*).
  14. Maintain laundry and vending machines. Take inventory, place orders, collect all laundry income and deposit into owner's operating account (*if applicable*).

## **LEGAL**

Business dealings, like a building, need to have a solid foundation. That is why we have available at all times a real estate attorney specializing in landlord/tenant property law. (This attorney is available to the owner at our cost.) The following are legal services offered:

1. Full credit reporting, eviction reporting, tenant tracking, landlord reference and employment verification on all prospective tenants.
2. Preparation of all rental forms to include the following:
  - a. Standard fixed term RHA apartment lease with all applicable addendums
  - b. Apartment Condition Statement
  - c. Rent and Security deposit receipt
  - d. Premier addendum
  - e. Co-signer forms
  - f. Execute renewal/termination forms 120 days prior to lease expiration
3. Handling federal, state and city agencies where required and keep abreast of changing laws and ordinances.
4. Attending court hearings.
5. Initiating and following through with evictions.





## TENANT MANAGEMENT

The importance of finding good tenants – and then maintaining the best possible relationships – cannot be overstated. Following are the essential services we provide:

1. Advertise unit availability at market rent in the Boston Globe, The Apartment Guide, local publications, on our street-level sign board, on the internet and our web site.
2. List available units with local real estate agents including our own in-house rental staff.
3. Screen tenants for qualifications.
4. Interview prospective tenants with property manager.
6. Mediate and resolve all tenant problems.
7. Assist tenants moving in.
8. Duplicate all necessary keys for tenants.

## INSURANCE

Premier can save you money. What's more, our experience with insurance matters may also save you time and headaches. Our management service includes the following:

1. Providing guaranteed savings on all building insurance coverage through our bulk purchasing insurance program.
2. Negotiating and review master and boiler insurance policy and make coverage recommendations where necessary.
3. Handling all insurance claims.

We look forward to talking with you about your apartment building and discussing your needs, questions and concerns. Whatever you're looking for from a management company, we're confident that we will exceed your best expectations.

# PREMIER PROPERTY SOLUTIONS, LLC

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