



CREATING CARING COMMUNITIES

## PROPERTY MANAGEMENT SERVICES

The Hignell Companies Residential Property Management Division will work together to provide your residents with a quality living environment. Our property management division manages over twenty five multi-family communities in the local area.

### **We proudly offer both you and your residents the highest standards of excellence and service. Benefits to you are:**

- Peace of mind knowing that we have the details handled
- Satisfied tenants who recognize that they are well cared for, thereby ensuring less turnover
- A full marketing plan to promote your property and attract new residents
- Easy to understand reports on activity at your property
- The option of a “one stop shop” for all the needs of your property. Hignell Companies can provide upon request painting, cleaning, maintenance and construction services so you don't have to have multiple vendors caring for your property

### **Our services include:**

- Properties that are overseen by professional, trained, and real estate licensed Property Managers. Our property managers keep rental dollars up, costs down and apartments full during down times.
- Monthly or quarterly reports to owners from the property manager including a financial and operating narrative.
- Complete office staff to back up the needs of the resident manager. This includes financial, maintenance, painting, cleaning, and advertising/promotion.
- 4 dedicated pages of internet exposure with on-line applications and our AMSI web based software.
- Yearly unit-by-unit inspection made to determine unit needs, budgets and preventative maintenance requirements.

### **Strong on-site manager program:**

- Professional training
- Monthly information and training meetings
- Incentive programs
- Close supervision by Property Manager

### **Aggressive rent strategy:**

- Variable rental rates for desirable units and turnover rates increased to “test” the market.
- Yearly rental adjustments according to the market.
- Attractive promotional materials and daily newspaper advertising as needed.
- Weekly vacancy reports distributed to all managers for marketing and planning purposes
- Thorough walk-through and explanation of complex operations given to each resident by resident manager.
- Nightly lock up services.
- Strong but fair complex rules strictly enforced by management.
- Welcome and exit surveys sent to receive feedback on the property and management. Allows us to spot problem areas before they become major problems