

Interview Us

What are your certifications?

CPM (Certified Property Management) National Association of Realtors

CTS (Certified Technology Specialist) National Association of Realtors

EPRO (Internet Professional Certification) National Association of Realtors

NAPR (National Association of Professional Women) Woman of the Year, 2013

SFR (Short Sale and Foreclosure Resource) National Association of Realtors

NARPM (National Association of Residential Property Managers) Pro member

MRP (Military Relocation Professional) National Association of Realtors

SRS (Seller Representative Specialist) National Association of Realtors

CID (Certified Interior Decorator)

Bachelors Degree Interior Design

Does your company carry insurance?

We carry full coverage.

Have you owned investment properties?

Yes, every agent is also an investor. Combined experience exceeds seven decades

Do you specialize in any specific type of property?

Single family residential , as well as duplex units under 300k

How many properties does each agent manage?

No agent has the responsibility of more than 50 doors. We do not solicit for business. Our company is designed to be a “ one stop shop “ tool for our Keller Williams agents that can be offered to their investors

What is your fee structure?

We offer a flat rate fee based on the number of doors in your portfolio

A full list is available on our website with our basic fee \$ 70 per month plus \$ 4.47 software fee, which includes EFT and ACH setup

Leasing fees are a percentage of the first month's rent, with a maximum of \$ 850

Lease renewals are flat fee.

Why would you pay more for management of a high end rental than a small apartment in a multi unit building?

What services do you provide?

A full compliment of services includes 24/7/365 emergency repairs, online portal access, accountant access, Matterport tours, social marketing, tenant screening, full leasing, and much more

Do you charge a fee if the unit is vacant?

When a contract is executed with a vacant unit, (aside from the \$ 100 admin fee) we do not charge until a lease is secured. Thereafter, for our \$ 70 per month rate, we do maintain a monthly fee.

We can waive that under our " market rate " pricing which is 9% of the monthly rent. No max. You decide which is best for you.

If property priced and marketed, rentals should produce at least 20 leads in the first 8 weeks. Our average vacant turn is 6 weeks to produce a new lease

Where's my money?

There are 2 payment schedules. For a mid – month dispersal, owners must have an escrow account, a signed ACH authorization, and a home warranty in place

All others follow the end of month schedule. We are not a bank. We can not lend money and we are not a collection agency for unpaid repair bills

Owners are paid by EFT. No checks. No Venmo. No Paypal. No Exceptions

Is there a termination clause?

Yes. Early termination by owners incurs a penalty \$ 350 and all reports are finalized within 60 days

- We make our process and pricing abundantly clear
- Our fees are transparent.
- We do not use an “ in house GC “ and mark up your invoices
- Our marketing efforts surpass any Pittsburgh firm, and at no additional cost to you
- Early termination occurs when expectations are not clear, or when expectations are not attainable. Section 8 is a good example. Owners most likely have the rental income directed to their bank account, and do not want that to change. We need to collect the tenant portion, and maintain repairs, but have limited funds. For this reason, as well as the back log at both city and county housing offices, we charge a premium for these services

How often are owners updated on the property?

Owners receive a statement monthly. Repairs are reported promptly, and all emails are logged.

Every property is serviced bi-annually for furnace filters, deferred maintenance, replacement smoke detector batteries, etc at the owner's expense

Who decides which prospect(s) are accepted as tenants?

Owners have final say

We check credit, eviction history, criminal background, photo ID, and department of court records. Each owner can set their own parameters

Who handles evictions?

If we brought the tenant, we represent you at the magistrate level for \$ 65. If we inherited the tenant, you will need an attorney and may need to appear (need first hand knowledge)

We are very proud to say we have had ZERO evictions since our business opened

There are many solutions aside from eviction, and we will work diligently to resolve quickly and at the least amount of cost and inconvenience

What is your “ rent ready “ definition?

We expect the building to be free of mold, mildew, dirty, trash, peeling paint

Building should pass housing code

Fire extinguishers required

Smoke and Co2 detectors in place

Fire escape ladders available for 2nd and 3rd floors

Clean appliances in working condition

Dry basements

For tenant turns, the same applies plus:

Touch up painting, carpet cleaning or replacement, plus deep cleaning

Our average apartment cleaning ranges from \$ 700 – 950

You are welcomed to use an outside company, but it must meet our cleanliness requirements

No one may enter without an Acord statement, so no family members, “ handymen “ etc unless they are insured.

Pest control. Who is responsible?

First 10 days is the responsibility of the owner. Thereafter, all costs are those of the tenant

Do you markup your repair invoices?

No, unlike other companies, we do not have an “ in house ” General Contractor.

Your invoices are from the contractor hired to do the job. We NEVER adjust labor or parts.

We do pass on any travel fees, admin fees, EFT fees but separate them for your accounting.

If coordinating renovations, we can negotiate for project management. Expect fees commensurate with the scope and difficulty of the work, multiple contractors, permits, deliveries, etc, typically 12 % of the project scope of work.

How do you handle emergencies?

We offer a 24/7/365 emergency service to not only receive calls but also help triage the situation when possible, so repairs can be scheduled during normal business hours. For true emergency situations, our contractors are dispatched. A list of our emergency policies is available on our website

Can we use our own contractors?

Yes, but they must have their Acord statement (insurance) on file with us.

If your contractors are not available for 24/7/365, in the event of an emergency we will dispatch our crews

What about Home Warranty policies?

Major systems are covered, making this a good choice. Please consider the financial cost, which can range to \$ 700 depending on the company chosen, and whether the policy was added to a home purchase at the time of closing.

Leases will have an addendum making the tenants responsible for the service call and service charge, and that the service charge can then be credited to the following month's rent (if the damage was not caused by the tenant)