



## Preferred Management

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Kirk Schambach  
Property Manager  
1070 Larkin Avenue  
Elgin, IL 60123

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### Who Are We?

#### Our Company:

1. We are a locally owned and operated company with our office in Elgin IL. We have been in business since 1987.
2. Our company specializes in residential, commercial and condominium/townhome association management.
3. Our philosophy is providing excellent service at a reasonable price. We will draft a management plan and contract customized to you. This ensures that the service we provide and fee for those services have you completely satisfied.

#### Services We Provide:

1. We handle all accounts receivable which includes collecting monthly rents, coin laundry, vending etc. Our collection department calls all tenants who have not paid rent on the agreed date to find out when payment will be made. A late notice is sent on the 7<sup>th</sup> of the month and a five-day eviction notice will be delivered on the 15<sup>th</sup> for delinquent tenants who have not agreed to a payment plan, payment dates agreed to by management/owner, according to the management agreement
2. Our computerized accounting system offers you comprehensive monthly management reports, that can always be accessed online, which includes the following:
  - A. Income Statement (Sometimes called a profit/loss statement)
  - B. Expense Statement (details expense categories on income statement)
  - C. Receivable Statement (shows who paid and how much)
  - D. Disbursement Statements (show who was paid and how much)
  - E. Checking Account Register
3. We provide full accounts payable which includes payments of all vendors. The owner pays any mortgages and taxes.

4. We work with a full range of experienced and trusted local vendors on maintenance of your property or we can use those at your request. We also offer our own maintenance staff that we can use to make minor repairs resulting in an overall savings to the owner(s).

5. We will work with an attorney on any legal matter that may arise. This would include any cases of collection or eviction. You may choose to use the attorney we are currently using who specializes in evictions. We have been extremely pleased with his work and results in resolving these matters.

6. We will handle all tenant relations including correspondence, maintenance requests and complaint calls. Calls received are prioritized and then work orders are prepared and appropriate person called. A follow-up call to tenant or inspection is made on a routine basis to be sure the contractor's work is complete.

7. We offer emergency voicemail response for tenants to call for problems that need immediate attention 24 hours per day.

8. We will work with local government on any licensing ordinances, code violations or any other similar matter.

9. We will handle all contract bidding for all the major improvements and any annual service contracts needed. Manager will review proposals with owner and seek owner's approval prior to awarding any contracts.

10. We will handle all leases and leasing of vacant units. Our goal is to mail out renewal leases 60 days in advance to reduce the chance of vacant units. All prospects procured by ads that are paid from owner's funds will be exclusively used for their property. We have a full-time leasing agent who handles all showings. Once prospective residents are found, we will obtain credit/criminal background checks on each applicant and verify information on the application. Once that is complete, we consult with the owner on which applicant they want to rent to.

#### Our Management Team:

1. Our Owner, Jeff Kellenberger, has over 30 years of experience in the property management field. His experience ranges from "hands on" maintenance to budgeting and finance.

2. Our Property Manager, Kirk Schambach, has been with the company since 2012 and works with leasing, maintenance and office staff to coordinate the day to day needs of your building.

3. Our office staff has many years of experience in the property management field. They handle bookkeeping, collections, and incoming requests. Our office is open weekdays 9-4:30.

Our Maintenance Staff:

1. We have several full-time staff persons on call for all normal repairs. All of them have worked property maintenance for many years.
2. All other specialty work such as appliance repair, major plumbing, major electrical, heating and air conditioning and other repairs are performed by contractors whom we have used and trusted for years. Of course, if you have someone you would like us to call, we can put him or her on a first call basis.