# Preferred Management

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Property Manager
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## Who Are We?

Our Company:

1. We are a locally owned and operated company with our corporate office in Elgin IL. We have been in business since 1987.

2. Our company specializes in residential, commercial and condominium/town home 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 has you completely satisfied.

The Basic 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 five day eviction notice will be delivered to delinquent tenants either on last day of grace period or on the late payment date agreed to by management/owner, according to the management agreement

2. Our computerized accounting system offers you comprehensive monthly management report that details income and expenses. On or about the $10^{th}$ of each month a disbursement shall be made by electronic transaction to your desired bank account.

3. We provide full accounts payable which includes payments of all vendors. The owner pays any mortgages and taxes.

4. We provide a full range of vendors for maintenance to your property or we can use those that you request to provide maintenance. We also offer our own staff that we can use to make minor repairs resulting in an overall savings to the owner(s). (See personnel below)

5. We will work with your accountant to aid them in compiling the necessary information for your annual tax return.

6. 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. In fact when we do have to evict someone we usually have the premises back in our possession within 30 days of filing the suit.

7. 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 an occasional basis to be sure contractor performs work satisfactorily.

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

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

10. 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.

11. 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.

*Should we enter a contract to provide these services to you we will need to execute a property management agreement and obtain a check to establish an escrow account for your property. This account shall be used for all income and expense transactions.*

<u>Our Management Team:</u>

1. Our property manager, Jeff Kellenberger, has over 25 years experience in the property management field. His experience ranges from "hands on" maintenance to budgeting and finance.

2. We have a full-time Leasing Agent to help get your property rented quickly.

3. Our office manager & bookkeepers are experienced in the real estate management field. Their specialty is the computerized accounting and record-keeping portion of the business.

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. A list of some of our contractors are included below.

Preferred Management
Maintenance Subcontractors List

Flory's Appliance Repair
Cornerstone Appliance
Schambach Plumbing
Humbracht Plumbing
Kellenberger Electric
TNT Heating and Air Conditioning
Kinney Heating & Air Conditioning