

## Maintenance

We have extensive maintenance and repair knowledge which means we are better able to streamline problems. We know who to call and how much it should reasonably cost. We have a 24-hour-a-day, 7-days-per-week maintenance line and keep notes of relevant communications regarding your property. We implement a maintenance program to meet the specific needs of the property. Our vendors are qualified, reasonably priced personnel who will get the job done properly and in a timely fashion. We respond quickly to every resident request. All requests will be assessed and acted upon as needed, generally within 24 hours. We help prevent costly repairs through preventive maintenance inspections. We maintain a systematic follow-up procedure to make sure work is done timely and satisfactorily. This provides better relations with residents and helps to keep them in your property longer.