



# PINTAIL PROPERTY SERVICES

## PROPERTY MAINTENANCE

- **Maintenance Planning:** our team develops an overall maintenance plan including a repair and maintenance schedule. We review and analyze operating costs comparing against current industry standards.
- **Emergency Contingency Planning:** aimed at heading-off any unforeseen downtime or costs incurred.
- **Building and Property Inspections:** to identify deferred maintenance and develop plans for repair. Follow up to verify that maintenance and repair is correct and exceeds expectations.
- **Contract Management:** our team negotiates essential services and maintenance contracts for properties, providing procurement/purchase management services as needed. We leverage long-standing relationships with vendors to secure preferred pricing for our clients.

## FISCAL OPERATIONS

- **Annual Budgeting:** each year, we establish property performance metrics for future variance analysis.
- **Capital Budgeting:** to ensure short- and long-term maintenance of the property.
- **Monthly Financial Reporting:** robust monthly reporting tailored to our clients' needs.
- **Accounts Receivable/Accounts Payable:** we handle cash management, rent collection and administration of all payments, maximizing discounts due to timely remittance.
- **Expense Reconciliations:** timely and accurate CAM and operating expense reconciliation calculations to ensure our clients recover the maximum amount due per the lease.

## CONSTRUCTION & PROJECT SUPERVISION

- **Project Management:** our team will coordinate with contractors, architects, and engineers on tenant/leasehold and capital improvements.
- **Schedule and Budget Management:** our team understands the importance of the project schedule and a detailed budget. We lean on our industry experience to ensure both are met.
- **Highest Quality of Work:** our high standards inform everything we do and we demand nothing less for your asset.

## TENANT RELATIONSHIP MANAGEMENT

- **Build Trusting Relationships:** we maintain regular face-to-face interaction with tenants in order to ensure tenant safety, satisfaction and—ultimately—retention.
- **Lease Administration:** our team enforces lease terms, tracks critical dates and provides accurate ledger accounting and tenant billing/statements.
- **Tenant Tools:** our tenant portal allows for rent payment and maintenance requests, while a dedicated customer help line provides a single point of contact for tenants to call with any need.
- **24/7/365 Emergency Response:** provides peace of mind to tenants and owners alike.
- **Tenant Appreciation Events:** we plan and produce events that allow our team to develop relationships and increase retention rates.

## OWNER RELATIONS

- **Owner Involvement:** whether all-in or hands-off, the level of involvement in the day-to-day operations of your property is up to you. Our proactive approach ensures that you won't ever know there's a problem until there's already a solution.
- **Understanding Your Goals:** our goal is to fully understand and then exceed your goals for your asset, truly maximizing the value your property by streamlining processes, reducing operating costs and retaining tenants.
- **Regular Communication:** robust monthly financial reports and regular meetings with the property manager keep asset owners informed so that there are no surprises.
- **Client Portal:** this online tool provides quick and easy access to financial reports.

*A tailored approach means you get everything you need. And nothing you don't.*

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