

# **Romano Real Estate**

## **MULTI-FAMILY SERVICES**

### **MARKETING:**

- Create a detailed photo essay of the property
- Property displayed on the Romano Real Estate Website
- Property advertised on numerous websites, including Craigslist, Oodle, AHRN, Rent.com, My New Place, etc.
- Produce full color property flyers
- Negotiate contracts with other Advertisers as warranted, including Apartment Finder, Apartment Guide, Tucson Weekly, Tucson Shopper, etc
- Photo Album available at all Romano Real Estate property offices
- Create preferred employer discount agreements with strategic businesses
- E-mail property packets to prospective residents upon request

### **MANAGEMENT:**

- Screen for qualified applicants, including credit report, criminal background, previous residency, employment, etc
- Prepare leases and all necessary associated documents for move-in
- Perform detailed move-in inspection with Residents
- Collect and deposit monthly rents and all other incoming funds
- Take emergency calls 24 hours a day
- Have a Supervisor available 24 hours a day
- Timely execute all Non-Compliances and legal actions as necessary
- Insure all interactions follow Landlord Tenant Codes and Fair Housing protocols
- Perform detailed move-out inspections and timely prepare deposit reconciliations
- Provide all levels of accounting work
- Provide expertise in all levels of interior upgrades
- Staff the property with highly qualified employees who have passed drug and background screening
- Control expenses through the use of a highly effective purchase order system
- All substantial interior replacements (carpets, appliances, etc) to be approved by a Supervisor

### **MAINTENANCE AND ASSET PROTECTION:**

- Set goal of having all work orders completed within 24 hours
- Offer after-hours emergency maintenance as needed
- Perform an annual interior inspection of all units to ensure that the apartments are well maintained and physical deficiencies not reported by Residents are corrected
- Perform continual preventative maintenance inspections (roof, HVAC, sidewalks, driveways, etc)
- Negotiate contracts and schedule vendor work of non-routine maintenance projects or upgrades
- Incorporate the Romano Real Estate Facilities Director in dealing with major vendor and contractor work