

PERCEPTION VS. REALITY



1



THE LOWEST MANAGEMENT FEE IMPROVES THE BOTTOM LINE FOR MY PROPERTY

The lowest price may not be the best option. Choosing the best option ultimately achieves your goals and maximizes the return on your investment. Through our proactive, hands-on approach to management, we will achieve the highest yield.

2



PROPERTY MANAGEMENT FIRMS PERFORM THE SAME DUTIES + IN THE SAME MANNER SO THE END RESULT IS ESSENTIALLY THE SAME

While property management firms may have similar responsibilities and tasks, our team prides itself on going above and beyond the standard duties. We take ownership, handle situations and make decisions with the mindset "what would we do if we owned this property?"

3



THE MAINTENANCE ORDER SYSTEMS + PROCESSES ARE THE SAME AT EVERY FIRM

At Thalhimer, we have developed a custom work order platform that provides seamless integration between managers, tenants and vendors. This provides timely response, detailed real-time updating, and tenant feedback on every completed work order. Our process ensures that the highest level of service is being provided and that we continue to deliver customer service levels consistently above our team target.

4



ALL PROPERTY MANAGEMENT FIRMS HAVE THE SAME CREDITABILITY + ARE HELD TO THE SAME STANDARDS

Thalhimer is an Accredited Management Organization (AMO®), and has been since 1946. It is the highest recognition of excellence given to real estate management firms. AMO®s are held to a more rigorous standard when it comes to executive leadership, business stability, fiscal responsibility, education, ethics, and insurance coverage.

5



MONTHLY MANAGEMENT REPORTS TELL ME ALL I NEED TO KNOW ABOUT MY PROPERTY

Ongoing, open, and effective communication are an essential component of any long-term healthy relationship. Our team puts the highest priority on communication with our clients, tenants, vendors and other team members. This allows for fast resolutions and the ability to avoid potential issues.