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**Capitalize on your property.  
Make it work for you.**





## Company Profile

### Introduction

At the core, Apartment Realty & Management, LLC, brings buyers together with sellers, tenants with property owners, and investors with developers, in the Southeast Michigan residential markets.

Founded in 2003 by Joshua Otting, Apartment Realty & Management, LLC, has become a reputable real estate firm, proving repeatedly its commitment to building long-term professional relationships.

In addition to its core sales and leasing business, the company has developed several specialized divisions to service the growing needs of the real estate industry.

We are delighted to have the opportunity to provide you with a profile of our property management service. We seek to prove our commitment to professionalism by exceeding your expectations at every opportunity.

We understand that optimum financial performance of a property asset requires continual proactive management. Our business model has been developed to constantly seek to improve

income, marketability, and value to the property owner.

We will provide advice on all aspects of management relating to property and ensure that obligations of both tenant and property owner are met in full. Further, we hold a firm belief in fostering goodwill through a respectful and professional relationship with tenants.

### Track Record

Our Property Management Division, established in 2004, was one of our first new areas of business and proved its competitiveness throughout the past decade.

Apartment Realty & Management, LLC, works with a substantial number of clients including property companies, financial institutions, private investors and currently manages over 1,000 separate tenancies. We have gained an extensive track record in property management and wide-ranging experience in the types of management issues that arise throughout the course of ownership.



## Services at a Glance



*Leasing*



*Marketing*



*Handover and Inspection*



*Administration and  
Dispute Resolution*



*Rent Collection and  
Lease Management*



*Property Maintenance  
and Services*



*Reporting and  
Financial Management*



*Banking Services*



*Energy Conservation*



*Property Insurance*



*Legal Guidance*



### *Leasing*

Apartment Realty & Management, LLC, started over 10 years ago as a full service management company. This core element of our business has grown rapidly over the years.

Our professional leasing team:

- Keeps an accurate record of number and availability of units
- Accompanies all viewings with potential tenants
- Initiates a complete post-viewing follow-up
- Advises of all offers in writing, providing a profile of the tenant
- Completes regular reviews of viewing number and leasing rates and provide updated market advice and recommendations at regular intervals
- Collects all payments, prepares and arranges for the tenant to sign all Tenancy Contracts while collecting all the paperwork necessary under leasing requirements in Michigan.
- Prepares a Condition Report to ascertain any outstanding maintenance or cleaning requirements prior to occupation.
- Hands over all payments, documentation, etc. to the Property Management division who ensures that the handover and follow-up with the tenants of a high standard.



### *Administration and Dispute Resolution*

In order to manage your property, an experienced property manager is assigned. We provide a property manager with excellent customer relations and administrative skills, who, reports directly to the senior property manager.

The property manager will handle all complaints being submitted by tenants; such complaints may be maintenance related to or regarding incidents within the property. All complaints, requests and incidents are followed up and resolved quickly to maintain good tenant relations.



### *Marketing*

In order to attract tenants quickly, we advertise vacant properties throughout our vast marketing network. This network includes the Apartment Realty & Management website, location signage, internet websites, and a network of leasing agents.

When your property is ready for lease, the details are immediately displayed on internet websites. Upon seeing your property online, potential tenants are able to gather important details, view photos, and even print an accurate location map of the property.

Apartment Realty & Management, LLC, has several relationships with housing agencies, tenant placement agencies, and others.



### *Handover and Inspection*

Property Management will arrange a handover from tenant at move out, including all necessary paperwork to make the transition efficient. During this process, the property will be critically inspected to ensure the tenant has not damaged the premises.



### *Rent Collection and Lease Management*

The property manager will maintain a register of the commencement and expiry details of all leases on our computerized management system. All lease renewals will be handled and completed by the property manager.

Requests from tenants will be submitted to the management office. All such requests will then be submitted to the property owner for consent as required along with our recommendations and all of the necessary information regarding the request. During the day-to-day running of your property, the property manager will identify any breaches of the lease agreement or rules and regulations of the unit by the tenants. We will advise on the appropriate course of action for each individual case.



### *Property Maintenance and Services*

Throughout the duration of each tenancy in your property, the property manager will conduct regular internal and external inspections. These inspections will ensure that tenants are maintaining the property, as well as detect any minor maintenance issues that may arise.

If your property does happen to require maintenance, we arrange for such maintenance to be undertaken in a professional manner. Repairs are closely monitored for quality and the work is carried out so as to cause as little inconvenience to your tenants as possible.

Properties are recommended to take advantage of Annual Maintenance Contracts in order to save money in the long-term by preventing large-scale maintenance problems.



### *Reporting and Financial Management*

We provide a full set of accounts summarizing all financial transactions on a property including all receipts and payments, cash reconciliation, funds supplied for management, direct payments, disbursements, direct banking, commission schedules and arrears. We will submit expense reports and revenue reports along with continual monitoring of the rental market.



### *Banking Services*

The property manager will deal with the collection of all rental checks and deposit them to the property owner's account. If a check is returned, the matter will be promptly followed up with the tenant.



### *Energy Conservation*

We will advise the property owner on energy conservation systems for the property, and oversee the implementation of technologies to limit wasted energy.



### *Property Insurance*

We will obtain professional advice from our insurance brokers, ensuring a full understanding of the contractual aspects of the insurance proposal and enabling us to obtain the best rates in the market for the most comprehensive contracts. Additionally, the property manager will be trained to follow protocol should an insurance situation occur to protect the property owner's contractual rights.



### *Legal Guidance*

We have good relations with local city rental inspection offices, attorneys, and consultants to ensure you are fully protected as a property owner.

We log and document any legal issues that may arise and forward to the property owner for consideration.



## Summary

Our principle objective is to provide a personal, pro-active and efficient service combining the extensive knowledgebase of a well-established property consultancy with professionalism.

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## Testimonials

“Apartment Realty & Management, LLC, has played a major role in facilitating the expansion of our portfolio in the Southeast Michigan market. We like that the company offers turnkey service. Not only are they an apartment brokerage but also a full service property management company.”

Kevin A., Rozan 1-9, LLC

“Dealing with Apartment Realty & Management, LLC, gave me the ‘comfort feeling’ of an established and experienced property management company with the systems and processes in place to handle all aspects of residential management.”

Dennis F., Atlantic Holdings Michigan, LLC