

# MPM's "Proven Process"

## 1 Kick-off Meeting

- ▶ 90-minute in-person meeting
- ▶ High-level analysis of portfolio
- ▶ Expectation setting
- ▶ On-boarding process overview

## 3 On-going Management

### REACTIVE

- ▶ Accounting & Bills
- ▶ Leasing
- ▶ Maintenance & Turnover
- ▶ CHA Issues & Policy

### PROACTIVE

- ▶ Gutter cleaning
- ▶ Tax Appeals & Insurance Audit
- ▶ Rent: Perks, Increases, Renewals
- ▶ Surveys & Pre-inspections

## 2 On-boarding

- ▶ Financial & Data
- ▶ Administrative
- ▶ Tech & Utilities
- ▶ Compliance

## 4 Optimization

- ▶ Semiannual analysis and review

WE CARE.  
YOU MATTER.  
WE DELIVER.

# On-boarding Process Details



## Financial & Data



### Bank Account Setup

FEIN & Corp documents needed



### Data Hand-off

Ledgers, leases, mortgage statements, etc.



### Tax Review

MPM to review and appeal all real estate taxes



### Insurance Audit

MPM to audit insurance for best rates/coverage



## Administrative



### Keys & Security Information

Keys, files, and all pertinent info delivered to MPM



### Tenant Communication

Letters sent by MPM to tenants explaining changes



### Maintenance Information

Any known deferred maintenance sent to MPM



### Vendor Preferences

Preferred vendors (if any) sent to MPM



## Tech & Utilities



### Yardi Setup

Rent roll imported and all units setup by MPM



### Utilities Setup

Utility info given to MPM for audit and setup



## Compliance



### Change of Ownership

Forms completed with the CHA



### Litigation Information

Open violations or court cases sent to MPM

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