

APARTMENT PROPERTY MANAGEMENT:

ATCO's apartment building division offers property owners and investors the ability to own income-producing property without the aggravation. Our mission is not only to provide our clients with an unparalleled level of professional management service but also to deliver asset management services designed to increase the value of properties over time. With access to our in-house services and our preferred vendors, we can effectively cut costs and strategically plan both for the short- and long-term future. We are able to accomplish this through careful budgeting, accurate financials and an outstanding level of communication.

ATCO consistently delivers higher occupancy rates, along with the lowest delinquency rates in the industry. From turning a troubled property around to managing a luxurious building, we are able to increase revenues and decrease expenses, offering our clients a higher rate of return and a more profitable rental property. We realize that each of our clients and their properties are different and should be managed accordingly. We are able to tailor our management services to each client, to effectively raise ROI and increase the bottom line.



CLIENT & TENANT COMMUNICATION

Communication is the core of any relationship and is no different when it comes to managing our clients' and investors' properties. With customers all over the world and in numerous states in the country, we understand the importance of keeping open lines of communication. Whether it be via phone and/or email, we want our clients to feel comfortable in knowing that they can reach a representative from our company who can provide them with the information that they want when they need it.

Tenants are no different, in that building a lasting relationship is vital to their happiness and the financial well-being of the property. We understand the importance of communicating with our residents to ensure that their stay with us is enjoyable and memorable. Consider the following illustrations of the levels of service we provide:

- **Client & investor relationship.** We believe in blending our expertise in property management with open communication between us and our clients, in implementing a unity-of-purpose management approach. Our clients and investors have a great deal of time and money invested in their apartment buildings. We understand the importance and significance of their properties and can ensure that our owners receive a prompt response to their phone calls and/or emails.
- **Agent/tenant relationship.** Open communication with our residents demonstrates a commitment to their well-being, and is in keeping with our core belief of business integrity.
- **Continued tenant relations.** A continuous relationship with our tenants is an important part of our business philosophy and is crucial to the success of your rental property. When tenants are happy with their apartment homes, it is likely they will not only renew their lease but may also refer new quality tenants to the building. We offer a level of fairness and service that encourages tenants to choose our properties over others.

LEASING

Our clients can be assured that their properties will enjoy high occupancy rates and will be filled with quality residents. Our screening process is extensive and unlike other firms, we take the time to find the right tenants, resulting in lower delinquency rates. A partial list of lease administration services offered in our apartment building division are as follows:

- **Tenant screening.** Our ability to effectively screen prospective tenants enables us to take on troubled properties and turn them around, as well as to manage luxury buildings while maintaining low delinquency rates.
- **Leases & legal documents.** Our leases comply with New York rent regulations and are tailored to each individual investor's properties. The leases offer substantial legal protection to both our clients and our firm. We have custom property specific leasing addendums that indemnify our clients for maximum protection.
- **Pre & post occupancy inspections.** Prior to a tenant moving in, our leasing department takes pictures of the inside of the property. These photos are archived in our computer system for property condition verification, used during the final walk-through of the property at the expiration of a tenant's lease.
- **Lease renewals.** The lease renewal process is exceptionally important in maintaining a healthy apartment building. Our leasing team knows the importance of keeping residents happy, so that they stay longer and minimize turnover costs.
- **Tenant lease expirations.** We ask our tenants to give 60 days' notice prior to moving out. This gives our leasing department ample time to re-rent the unit before it becomes vacant, minimizing vacancies and increasing our investors' return on investment.
- **Brokerage or on-site leasing.** If appropriate, our sister company, Essential New York Real Estate can provide your property with agency representation or on-site leasing staff.

FINANCIAL MANAGEMENT

ATCO's accounting department understands the importance of timely financial statements and accurate bill paying. Our clients can be assured that all bills are carefully reviewed before payment and that all rents are accounted for. Our team of financial professionals is trained in creating accurate budgets taking into account our clients' short- and long-term goals, to create a budget that fits their particular style of investing and management preference. Clients can be assured that proper budgeting will increase property values, rent will be collected promptly and that all bills will be accounted for. This is a partial list of financial services offered through ATCO Accounting Services:

- **Budgeting.** Our financial services team provides our clients with precise and detailed budgeting, to strategically plan for the short- and long-term goals of their properties. Accurate budgeting not only helps in running the property more efficiently but done correctly will increase the value of the property over the long run.
- **Monthly statements.** Clients can depend on accurate monthly financial reports each month, detailing all accounts receivable and payable.
- **Accounts receivable.** Real-estate-specific software is used to track and account for all tenant rents and any miscellaneous income produced by the property. Reports can be generated for our clients at any time, to provide a clear picture of the property's performance.

- **Accounts payable.** All bills relating to the property are paid out of tenant rents and are detailed on the monthly financial statement to ensure our investors know at all times where their money is being allocated. The invoice approval process is online and contains a detailed record of each approval.
- **Rent collection.** All rents are collected on the first of the month and if not collected, are followed by a late notice and eventually legal action.
- **Legal & eviction.** ATCO prides itself on maintaining a low delinquency rate. In the event legal proceedings are needed, one of our two preferred, specialized landlord-tenant firms --- Adam Leitman Bailey, PC and Gutman Mintz Baker & Sonnenfeldt, PC --- can carry out the eviction process and associated legal proceedings.
- **Banking.** Due to the size of our company, we receive private business banking status at Valley National Bank and Signature Bank. Security deposits are kept with each bank's escrow management department, where yearly interest is calculated and recorded. We can also work with other Banks if requested by our client.
- **Reconciliation.** All bank accounts and funds are reconciled each month with our accounting software before a financial reporting package is sent to our clients.
- **Yearly accounting & auditing.** The prestigious accounting firm of Raiche Ende Malter undertakes yearly audits if desired by our clients, to ensure clear and concise records. We also work with other auditors if requested by our clients.

MAINTENANCE MANAGEMENT

We pride ourselves on being able to deliver consistently superior management maintenance to our investors. Below is a partial list of maintenance services offered by this division of ATCO:

- **Preventative maintenance.** Our clients can be assured that their properties will be checked regularly by our qualified staff. Preventative maintenance is extremely important in maintaining a healthy property and preventing future costly repairs.
- **Routine maintenance.** Regular routine maintenance is performed at properties to minimize future costly repairs.
- **Service calls.** Our staff is readily accessible via email and/or phone to respond to tenant maintenance requests.
- **Vendors.** We have a diverse and well-respected group of vendors that consistently deliver superior services at substantial cost savings to our clients. Our goal is to not only provide the tenants with care free living but to lower your overall costs through careful negotiations and a comprehensive database of vendors.
- **Local Law 11.** Our expertise includes ensuring your building's compliance with New York City's numerous and frequently changing regulations.