



# PROPERTY MANAGEMENT CHECKLIST



When evaluating property management companies, how can you ensure your board is making the best choice? Use this interactive checklist to evaluate each company's resources, expertise, and services to see how they match up to your board's criteria.



## IN-HOUSE SUPPORT & SUBJECT MATTER EXPERTS

	COMPANY A	COMPANY B	COMPANY C	NOTES
Dedicated transition manager				
Internal subject matter experts from all areas of community management, available at their fingertips				
In-house team participates in the legislative process, monitors new laws and facilitates compliance by community associations				
In-house experts to advise which enhancements can increase property values to keep your property competitive				
Experienced leaders to provide coordination and oversight on capital projects				
Access to banking, cash management and insurance programs that make the most of your budget				
A team of operational and financial experts to facilitate a smooth transition from current management				



## RESPONSIVENESS

COMPANY A

COMPANY B

COMPANY C

NOTES

Experienced, knowledgeable managers who have earned their Certified Manager of Community Associations credentials

Accessible, responsive managers

Service-focused culture

Internal support network

Organizational bench depth

Team support structure ready to step in and assist when needed

In-house staff of multilingual customer care professionals to serve as an extension of your management team

Proprietary Property Management IT systems to keep your board and residents informed

Resident Alert emergency notification system



## REVENUE ENHANCEMENT + COST-SAVING MEASURES

COMPANY A

COMPANY B

COMPANY C

NOTES

Service contract review and analysis

Licensed in-house insurance consultants that offer cost-effective programs and products

Higher yields on investments

Vendor programs offering special rates and client-favorable contracts

Maintenance and planning advice to help guide decisions about efficiency cost-saving strategies



## PREPAREDNESS

Regular, full-scale building inspections and task lists

Preventative maintenance programs

Crisis management best practices

Customized emergency procedures plans for staff and residents



## PEACE OF MIND

COMPANY A

COMPANY B

COMPANY C

NOTES

Subject to Sarbanes-Oxley financial control requirements

Robust internal controls to protect your property's finances and confidential information

Accredited Association Management Company (AAMC) designation from Community Association Institute (CAI)

24/7 ethics hotline for employees  
Standard operating procedures

Management best practices gleaned over three decades of experience

Access to a network of proven, reliable vendors through a service provider certification process

*Did you know?*

**Seventy-two percent of board members say they aren't confident in their reserve/operating funds.** Choosing the best property management company can be the difference between your peace of mind and financial headaches.





## EXPERT FINANCIAL MANAGEMENT OPERATIONS

COMPANY A

COMPANY B

COMPANY C

NOTES

Strategic budgeting and planning expertise

Comprehensive monthly reports with future cash flow projections

Expense tracking and variance reports

Dedicated financial manager for your association

Expert guidance on budget and reserve fund issues

Capital improvement planning models

Online board review and approval of invoices

Online processing of building staff payroll

Competitive interest rates on loans

Access to insurance programs that will make the most of your budget



## CONTINUOUS EDUCATION

COMPANY A

COMPANY B

COMPANY C

NOTES

Educational events and workshops for board members

Commitment to continuing education and training opportunities for property managers and building staff

Online school of professional development



## CUTTING-EDGE TECHNOLOGY

Customized community website integrating amenities, resident data, property management and security

Mass communication emergency notification system

Online access to monthly financial reports

Ability to track work orders and alterations online

Secure, online access to property information and financial reports for board members



*Let's Talk!*

Email us anytime at:

[LetsTalk-TX@fsresidential.com](mailto:LetsTalk-TX@fsresidential.com)

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