



**Improving Lives
by Way of Real Estate**

COMPLETE PROPERTY MANAGEMENT SERVICES

WHO WE ARE



Matthew Ruhnke
Licensed Real Estate Agent & Owner



PETER ANDERSON
Licensed Real Estate Broker & Owner

WHAT WE DO



COMMUNITY MANAGEMENT

- Resident relationship management
- Preservation of living experience
- Customer service



PROPERTY MANAGEMENT

- Preventive building maintenance
- Emergency service
- Vendor management
- Grounds upkeep



FINANCIAL MANAGEMENT

- Rent & fees collections
- Transparent record-keeping
- Budgeting & reporting
- Cost control

COMMUNITY MANAGEMENT: OUR PHILOSOPHY

At its core, real estate is a relationship-based business. We've handled thousands of contractual relationships with a track record of success.

From grand community events to catastrophic building emergencies on Christmas morning – we keep an emphasis on *home*.





OUR COMMUNITY MANAGEMENT SERVICES

REGULAR, PROFESSIONAL COMMUNICATION

Staying connected with our stakeholders (residents, owners, board members, etc.) is our key to maintaining great relationships. Count on us to lead the conversation without the spam.

ORGANIZATION AND PLANNING

Our real estate business relies on stability. We share what's coming and mitigate the surprises.

DECISION MAKING AND PROBLEM RESOLUTION

Maintaining a neat, clean, and orderly community requires solution-oriented thinking. Our professional experience helps us do what's right for the community.

DEPENDABILITY FOR ALL STAKEHOLDERS

We're locals, serving our greater community and invested in Connecticut. Our commitments are for the long haul.



PROPERTY MANAGEMENT: OUR EXPERIENCE

- Over 200 units currently managed from Stamford to Bridgeport
- Professional experience operating 1,000-unit portfolios and up to \$395M transactions
- Hands-on operators that take responsibility and eliminate the finger-pointing
- Academic foundation underlies real-world application



OUR PROPERTY MANAGEMENT SERVICES

MODERN OPERATIONS SYSTEMS

We're big believers in leveraging technology and systemizing our operation. This delivers a better, more consistent experience for our customers.

SUITS TO BOOTS

We're registered and insured home improvement contractors focused on fixing the issue, whatever it may be.

REGULAR, HANDS-ON CONTACT

A property manager's biggest mistake is assuming 'no news is good news'. That's why we visit our sites every week.

VENDOR MANAGEMENT

Long-lasting relationships with great sub-contractors gives us the horse-power we need, when we need it.

FINANCIAL MANAGEMENT: OUR SYSTEMS

- Automated accounts payable and receivable transaction management keep the business running smoothly
- Active and passive risk mitigation through industry-leading operating procedures
- Focused on preservation of value for homeowners in the community





OUR FINANCIAL MANAGEMENT SERVICES

COLLECTION OF COMMUNITY EXPENSES

Let's face it: real estate doesn't pay for itself. We understand the nuance behind collecting money and do everything we can to demonstrate value to our paying customers. Our collection rates through the Covid-19 pandemic are 100%.

MANAGING RISK

Regular analysis of insurance policies takes time and concentration. We're here to manage the premiums in a world where increases are expected.

RECORD RETENTION

Budgeting comes easier when systems and records are regularly maintained and easily accessible.

RUN IT LIKE A BUSINESS

When you manage the pennies, the dollars make sense. We're business administration professionals skilled in operating individual P&Ls of \$2,500 to \$1,000,000 in monthly revenue.

HOW WE PARTNER

Management

- Flexible management fee commensurate with your scope; typically ranges between 6% - 10% of rental revenue or \$75 - \$105 per unit per month for condos
- Many small maintenance services are included

Grounds Maintenance

- Landscaping maintenance is sub-contracted
- Snow/ice management is sub-contracted
- Storm preparedness communication & response efforts are included

Outside of Monthly Scope

- Insurance claims
- Capital projects
- Legal services
- Listing services (for sale or rental transactions)



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