

Broihahn Management & Consulting- Apartment Services

** Included in management fees*

Accounting Functions:

- Collection of monthly dues and special assessments when necessary*
- Follow-up on delinquencies*
- Provide financial reports and analysis*
- Submission of year-end report*
- Accounts payable*
- Assist accounting firm with preparation of tax return and/or required audits*

Prepare or review annual budget*

Prepare long term capital improvement plan

Maintenance of common area (interior and exterior):

- Solicit contract labor*
- Employ on-site personnel when applicable, (wages, taxes and benefits are an owner expense) and provide in-house training (outside training courses are an owner's expense) *
- Site inspections (administrative)*
- Building compliance and construction supervision
- Assist when necessary with punch list administration completion
- Provide 24-hour emergency maintenance

Bid out insurance coverage per specific owner instruction*

Resident Services: (primarily done at the site level)

- Welcome packages*
- Assist with social activities*
- Group discounts*
- Senior and family resource coordination*
- Resident correspondence, excluding mass mailings*
- Accept, respond and follow-up to resident concerns*

Marketing Functions:

- Assist in writing a Marketing Plan, including an Affirmative Fair Housing Marketing Plan (AFHMP)*
- Supervise the implementation of Fair Housing procedures*
- Assure objectives are realized by periodic review and adjustment*
- Maintain cost analysis on marketing sources*
- Provide guidance in market analysis and rental rate structure*
- Show apartments and screen potential applicants (generally performed by site staff) *
- Develop all marketing materials, including ads, brochures, etc. (the actual marketing materials are paid by the Owner) *
- Speak to neighborhood groups, outreach agencies, vendors, etc. to promote better leasing activity and build community awareness*

Miscellaneous Administration:

- Printing of checks & bank fees
- 24-hour after-hours message service*
- Newsletter (when applicable)
- Legal fees
- Attend local landlord group or municipal meetings
- Complete, when applicable, all necessary requirements of housing programs such as Section 8, AHTC, Rural Development, etc. and assure compliance