



Single Point of Contact – High Quality Service!

by Jeff Zank, ARM®, President, Rancho Property Works LLC

Over that past 12 years as a residential property manager, I've had the chance to meet, talk to and get to know a lot of owners and tenants. Some of these discussions are about working together to ensure we are on the same page as to responsibilities on each respective side. On the tenant side they are about moving in/out, maintenance and other property operational details.

Some larger property management companies have functional team/individuals for leasing, management, maintenance supervision, maintenance technicians and accounting functions to look after both owners and tenants wants and needs. They have to work this way as they just don't have the staff that can do it all like I do at Rancho. What can often happen is that both tenant and owner issues/situations may fail to get resolved as there are just too many people talking to owners and tenants. With all due respect, their property management team can't communicate effectively with each other on owner/tenant status and concerns regarding the respective functions/jobs for the property resulting in *problems*. The problems themselves are not the issue here, it's the lack of teamwork, effective communication and responsibility in these larger management companies. One function does not know what the other is doing! It's simple quality control whereas functional teams/individuals just can't/don't communicate effectively together so as to provide high quality overall property management services. Then the company/team gets a poor social media review from an upset owner/tenant.

One of the common things I hear back from both owners and tenants is that they like the single point of contact they get with me at Rancho. I cover all of the needed management functions resulting in high quality residential management services. For me single point of contact for both tenants and owners is the best way to provide quality services. No need to worry about poor team communication as it's a one person team!

If you, your family or friends, need a high quality residential property manager here in the Albuquerque metro area. Please call me for a free consultation.