

Shopping for a Professional Manager?

Be sure you are asking the right questions

Questions	Crown	Other	Other
Are they licensed brokers? (It is required in Georgia)	Yes		
How long have they managed rentals in Atlanta?	30 Years		
How many homes do they manage?	700		
How many full time staff in their management department?	24		
Do they have an attorney draft each lease?	Yes		
Are they a member of the credit bureau or do they use a third party subscriber?	Member		
Do they report the tenant's payment history monthly to the credit bureau ?	Yes		
Do they offer Visa, MasterCard, E-Check, and ACH to tenants and owners?	Yes		
Do they advertise in the Atlanta Journal and Constitution each week?	Yes		
Does any staff member hold a "Residential Management Professional" (RMP) designation?	Yes		
Does any staff member hold a "Master Property Manager" (MPM) designation?	Yes		
Are they a Certified Residential Management Company (CRMC)?	Yes		
Do they offer a toll free 1-800 number?	Yes		
Will your home have pictures on a website? How many sites?	Yes / 27		
Will they list your property in Atlanta's Multiple Listing Service?	Yes		
Will the manager allow other realtors to show their properties?	Yes		
Are they a member of National Association of Residential Property Managers (NARPM.org)?	Yes		
Do they manage rentals full time or as a sideline to another business?	Full time		
Do they do regular property visits?	Every 6 months		
Do they offer preventative maintenance options?	Yes		
Do they offer lease purchase programs?	Yes		
How many lease purchases have they done?	400+		
Will they give you a list of references?	Yes		
Do they represent you exclusively or do dual agency?	Exclusive		
Do they coordinate maintenance on your behalf or relinquish this duty to you?	Coordinate		
Do they prepare detailed monthly financial reports?	Yes		
Do they offer direct deposit banking?	Yes		
Do they have General Liability Insurance?	Yes		
Do they have Workman's Compensation Insurance?	Yes		
Do they have Errors and Omissions Liability Insurance?	Yes		
Do they have Discrimination Liability Insurance?	Yes		
Do they have Employee Dispute Insurance?	Yes		
Do they have Lockbox Liability Insurance?	Yes		
Do they have a Fidelity or Dishonesty Bond?	Yes		
Do they have Pollutants, asbestos, radon or lead paint insurance?	Yes		

Do they have Wrongful Eviction Insurance?	Yes		
Do they offer a 24-hour emergency maintenance hotline?	Yes		
Do they have a live answering service or an auto attendant?	Live		
Do they offer an open door client "walk in off the street" policy?	Yes		
Do they offer lease without management also?	Yes		

PM/MP/02 MTO