



Welcome to Professional Asset Management & Sales

Professional Asset Management & Sales

682-558-8900

www.pamtexas.com

2201 N. Collins Ste. 240 Arlington, TX 76011



Facts About Dallas/Fort Worth

- Fort Worth named one of America's 50 greenest cities by Popular Science Magazine
- Fort Worth 2nd Best Place for Retirees by Forbes.com
- Fort Worth #3 Most Affordable City to Live by Forbes in 2012
- Economy.com ranked DFW #1 in growth for major metro areas
- Major corporations moving office to DFW area
- DFW fastest growing Metro in US (US Census Bureau)
- Dallas ranked 2nd in new home construction in 2012 by Forbes
- Highest rent appreciation metro (CNNMoney per invested dollar for a major economic center)
- Business capital of the south
- Business friendly governments
- Landlord friendly laws

Let Us Introduce Ourselves!

We are an innovative full-service sales and property management company serving the Dallas/Fort Worth Metroplex.

Professional Asset Management & Sales was created to serve real estate investors with the highest level of professionalism and competence. Our goal is to assist each investor in achieving maximum results. From the very first contact you have with our company, you will be confident that the services we provide are top notch.

Our staff has over 20 years of investment and property management experience. No matter the status of your current portfolio, we will continue to assess your needs as an investor. By maintaining constant communication with you, we will be able to determine which direction to take your portfolio as it changes. Whether you wish to increase the number of investments in your portfolio, downsize or just maintain what you currently have, our staff is here to provide professional guidance when needed. You can count on us to be available any time to answer questions, provide feedback and offer sound investment advice regarding the Dallas/Fort Worth Metroplex and the status of its real estate investment market.

We have dependable, knowledgeable real estate agents and staff of professionals to assist you from the very beginning of management. Because your investment is so important to you, we have created a management module that is suited to protecting that investment. Our company goes above and beyond what other management companies provide. We are proud of the services we offer and guarantee you will notice a difference.

Please take a moment to review the enclosed information so that we can provide the best possible service to you. We have included detailed information about the services we provide, and a brief questionnaire for you to fill out regarding the properties we will be managing. Should you have any questions regarding the information being provided to you in this packet please do not hesitate to contact our office.



Professional Asset Management & Sales



Property Management

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Property Management

- Licensed real estate agents
- Knowledgeable market data and advice
- Regular communication
- Comparative Market Analysis
- Monthly exterior inspections
- Bi-annual interior inspections
- Monthly financial reports
- Monthly Executive Summary
- Weekly leasing & traffic updates on vacant units
- Friendly staff
- Dedicated leasing agents
- Broad spectrum marketing

We understand the fact that property management is an important part of the equation. We place a strong emphasis on knowledge of each market area. By utilizing the professional experience of qualified, licensed real estate agents we are able to have an understanding of the current rental market as well as sales in each specific neighborhood. Regular reporting to the investors with suggestions for change allows us the opportunity to adjust rents accordingly, which in turn maximizes profit for the investor.

We conduct monthly exterior inspections of every property. We also conduct bi-annual interior inspections to ensure the residents are taking proper care of your investment. Regular inspections allow us to find any maintenance concerns and address them immediately to avoid future costly repairs.

Each month you can expect to receive detailed financial reports along with an executive summary highlighting everything that happened to your property that month. These reports are a valuable tool for you to track income and expenses on a monthly basis. The Executive Summary provides detailed information about the performance of your property that month. Information provided includes occupancy, vacancy and notices to vacate, lease renewals, income and delinquencies, and all maintenance items and expenses for the month.

Our staff is available any time to assist you with your portfolio, answer financial questions, assist with tax protests or update you on leasing traffic. Regular communication is key to a successful partnership between owner and management company.



“People don’t care what you know until they know that you care.” Zig Ziglar



Customer Service

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Customer Service

- Excellent customer service
- Regular feedback to owners
- Open door communication with residents
- Resident retention is a priority
- Lease renewals
- Office raffles and drawings
- Assistance to residents when needed

Customer service is the key to keeping long term residents. Because the resident is the center of everything we do, we strive for the best customer service possible. We aim to keep the resident happy while also providing regular feedback to the owner. We offer a safe, clean and well maintained place to call home. We also encourage our residents to come to us with any problems or concerns, and always make time to speak with a resident when they call or come in to the office.

Resident retention is a priority. We encourage all residents to renew their lease, and begin the renewal process 60 days prior to lease expiration. Our goal is to keep the resident as long as possible in order to maximize cash flow on the property. If necessary, we will offer various incentives such as a complimentary carpet clean to encourage a resident to renew their lease.

Several times a year our office holds raffles and contests for resident who pay their rent on time. We offer such items as gift cards, holiday gift baskets, and movie tickets. Such incentives encourage residents to pay their rent on time as well as maintain and improve our relationship with our residents. Having a strong relationship with our residents allows us to increase the longevity of their lease.

Sometimes residents have a family emergency, fall on hard times, or suffer a loss in the family. Our office realizes that sometimes people just need a little help to make it through, and we offer assistance whenever possible. A little charity goes a long way.



“It takes 20 years to build a reputation, and 5 minutes to lose it.”
Warren Buffett



Professional Asset Management & Sales

Maintenance & Make Ready

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Maintenance & Make Ready

- Experienced maintenance team
- Owner approval for repairs over \$250.00
- Preferred vendors and subcontractors
- Best possible prices & top notch repairs
- Phones monitored 24 hours per day
- Insurance claims handled for the owner
- Vacant properties inspected and make ready performed within 72 hours
- Damages charged to resident

Our maintenance team is experienced in all aspects of property maintenance. They are capable of repairing anything from a leaky faucet to roof repairs to HVAC service. Owners will be contacted for any maintenance items that may exceed \$250.00 in repair costs so that we may receive authorization to complete the work. Resident negligence is charged back to the resident and the owner will not be responsible for those items.

We have created a system that allows us to complete work orders quickly and cost effectively. By working closely with preferred vendors and subcontractors we are able to offer competitive costs to our owners. We regularly inspect the work performed by all vendors to ensure we are receiving the best possible service possible. We also provide quotes for all large maintenance items so the owner can be sure they are receiving the best prices possible. Our office staff also coordinates with insurance companies and adjusters for any insurance claims that may need to be submitted.

Our phones are monitored 24 hours per day to receive any emergency maintenance calls. Emergency maintenance calls will always take priority over regular work orders to minimize any possible damage to the property.

Vacant properties are inspected immediately upon move out of the resident. Utilities are then scheduled to be turned on and the make ready is scheduled to be completed within 72 hours of vacancy. Any damages considered to be beyond normal wear and tear are subtracted from the resident's security deposit and refunded to the owner. We expect to have the property leased as quickly as possible and move to complete the make ready as fast as we can.



We provide efficient and cost effective maintenance services to all investors.