

Arbor Hills

Neighborhood Property Management Search 2013

Purpose: To document the criteria for assessing neighborhood property management company
 Rankings are based on demonstrations and research performed with potential vendors

Measurable Ratings:

- 1 - Does not meet our expectations (unacceptable)
- 2 - Partially meets expectations (needs improvement)
- 3 - Meets expectations (solid)
- 4 - Partially exceeds expectations (strong)
- 5 - Exceeds expectations (top)

Vendor Consideration					
	Your Peace of Mind	Altruistic Mgmt Services	Pinnacle Condo Management	Kramer - Triad Management	Triangle Mgt.
EXAMPLE Generic Company	ypmnc.com	N/A	pinnaclemtg.com	associaonline.com/sites/kramer-triad-management-group/	trianglemgt.com
	Glynis McBain	Dave Wilson	Jeff Leonard	Chuck Bricker	Bruce Thompson

Selection Criteria	Criteria Description	Weighting		Howell	Canton	Ann Arbor	Ann Arbor	Ann Arbor
Location	Close location to the neighborhood.	15%	4					
Communication	Encourage communication and awareness among community	10%	3					
Responsibilities	Financial accounting, billing statements, contractor management	10%	4					
Responsiveness	Type of service level agreement for response time to neighborhood phone calls, e-mails, issues etc..	20%	4					
Cost	Low cost of services to the neighborhood	20%	2					
References	References / similarity of neighborhoods currently managed	10%	1					
Add on features	Availability of online monthly statements, ACH Payments,	5%	1					
Experience of direct contact	Site condominium knowledge & experience Accreditation (e.g. CAI) / Training Rating with Better Business Bureau	10%	2					
Totals		100%	2.85	0	0	0	0	0

Comments	
Your Peace of Mind	
Altruistic Mgmt Services	
Pinnacle Condo Mgmt	
Kramer - Triad Management	
Triangle Mgt.	