Rafco
PROPERTIES & DEVELOPMENT

Management Services

The scope of our management services is a complete reflection of the specific requests and needs of the owner and property. Below is a complete list of the numerous services and responsibilities we have to offer.

ACCOUNTING SERVICES

- Collection and record keeping of fees/rents/CAM (NNN charges)
- Banking Deposit
- Record keeping, approval and payment of all bills on a bi-weekly basis (or as needed)
- Monthly billing to commercial tenants
- Vendor correspondence
- Provide monthly or quarterly financial reports and bank reconciliation reports
- Provide year end summary of income and expenses
- Prepare annual operating budget
- Yearly cost analysis of all maintenance services to ensure optimal pricing
- Reserve Study Budget
- Acquisition Studies and Due Diligence

ADMINISTRATIVE SERVICES

- Create and maintain all tenant/resident files
- Maintain and assure that all Leases are enforced
- Enforce building/property rules and regulations
- Maintain a safe storage system of all keys – individual and masters
- Act as liaison & contact for all residents/tenants of the building as it relates to building issues
- Correspondence to residents/tenants relating to work conducted by Manager
- Provide reports of maintenance completed as necessary
- Ordering of all supplies/equipment required for general maintenance of property
- Quarterly meetings (or as needed) with building owner's to analyze services and costs
- Facilities, development, and project management consultation
- Contract administration
- Contractor/vendor relations and correspondence
- Scheduling of all preventative maintenance and required inspections

PROJECT MANAGEMENT

- Bid out scopes of work
- Facilitation of bidding and supervision of capital projects
- Maintain and enforce time schedules
- Provide cost savings for materials
- Compliance and inspections (permits, code compliance & inspections)

LEASING SERVICES

- Marketing services
- Showing available units to prospects
- Screen all prospective tenants (credit, criminal and rental history)
- Coordinate and handle the Lease signing, move in and other move in procedures
- Ensure that unit is in move-in condition prior to new resident occupancy
- Coordinate Lease renewals
- Coordinate tenant move-outs, inspections and security deposit refund
- Determine market rental rates

MAINTENANCE & CLEANING SERVICES

- Maintain building lighting systems
- Provide available maintenance staff between 7 am – 3:30 pm Monday-Friday
- Attend to maintenance requests in a timely manner
- Provide 24 On-Call Emergency maintenance (after hours, weekends and holidays)
- Project and Routine Maintenance checks
- Preventative maintenance program
- Meet with contractors for scheduled maintenance or inspections
- Ensure property operation of major building equipment (elevators, HVAC, plumbing, etc)
- Fire Safety Equipment Inspections
- Bi-weekly or monthly inspections/walk-throughs of property to assess property needs
- Contract for Quarterly pest control
- Quarterly air filter replacement
- Contract for Daily/weekly Ground maintenance
- Provide owner with maintenance staff to prepare units for inspections
- Meet service contractors before & after work to make sure the best quality of work is provided
- Day porter – common areas
- Evening janitorial cleaning services
- Cleaning services for vacant/turn over units

ADDITIONAL OWNER/ASSOCIATION REQUESTED WORK