

**HOME OWNER ASSOCIATION
MANAGEMENT**

PROREALTY: YOUR PARTNER IN PROPERTY MANAGEMENT

With over 50 years combined experience ProRealty is not just a management company, but your trusted partner in real estate.

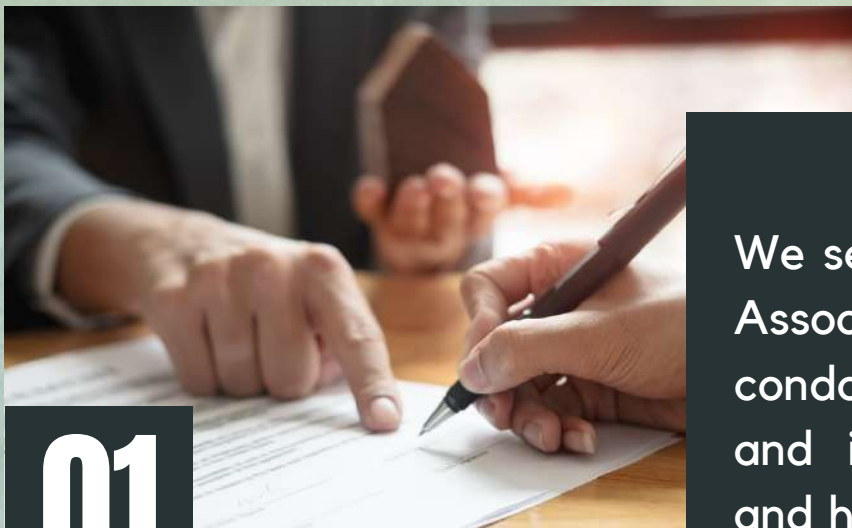
Our Core Purpose is to Modernize, Enrich, and Protect the Homeowners Association Members and shared assets.

We accomplish this by utilizing proprietary systems and methods that no other company provides. We invite you to learn more here..

PROREALTY



Property Management Perfected



01

ProRealty is a Full-Service property management and real estate brokerage firm that provides tenants, landlords, investors, and Board Members with a complete and holistic solution to managing their property.

02

We serve Homeowner Associations, co-ops, condos, multifamily, and individual condo and homes throughout the Metro NYC region including New Jersey. We are fully licensed, bonded, insured, and our managers are certified by NYU.

CLIENTS LOVE US!



Meg Watterson
Famous Author

"Pro Realty manages my apartment building in Brooklyn where I rent. They are exceptionally responsive anytime an issue comes up. He is also just a nice, and good person, which makes the experience of issues arising in the building that much more filled with ease. I couldn't recommend the Pro Realty Team more."



Nancy Johnson
Condo Board Member

"I am delighted to write this letter on behalf of Mr. David Berk, CEO of Pro Realty Team whom manages my building condominium's financial, cleaning and maintenance needs. I have been and continue to be very satisfied with the delivery and output of services by Pro Realty."



T Lee
Real Estate Investor

"I hired Pro Realty upon a recommendation from my super. In his words at the time, Pro Realty "gets things done." After phone interviews with many property managers in Brooklyn, David made it easy for me to choose his company to manage my real estate portfolio. Repair Work: I find that he is honest and upfront with recommendations to home repairs and how to handle my tenants and correct in his assessments."



CELEBRATING
10+ YEARS
OF SERVICE



30+
ASSOCIATIONS UNDER
MANAGEMENT



\$100M+
TOTAL TRANSACTION
VOLUME



300+
DOORS UNDER
MANAGEMENT



\$ 3295
AVERAGE RENT



GET TO KNOW US!



PURPOSE

Our purpose driven company is to preserve and protect the single most important investment that most people will make in their life-their home.

SERVICE

Our process is based on “continuously improving our philosophy and systems are geared towards fast response, excellent service , while keeping costs low . After over 10 year’s in business we still look for ways to improve our service and to put peace of mind into those we serve.

CULTURE

Our employees come to work with smile knowing that each day will have it’s challenges, but always know that their efforts are much needed, appreciated , and valued. We look forward to the year’s ahead as we continue to serve more communities and meet new people with common goals for the future . Each day starts off with a daily huddle, and our prople are well-take care of, so they can take care of you.



WHAT SETS US APART?

Just to name a few firsts in the industry:

- ✓ 24/7 emergency support line
- ✓ World-class support desk ticketing to track all requests,
- ✓ Local partners for repairs and maintenance decreases cost and improves quality of service.
- ✓ Proprietary Association web-sites that include digital bulletin board, local deals, foster community relations.
- ✓ Text and email broadcasting
- ✓ FREE e-Check payment systems
- ✓ Resident portal with shared document access , and much more.

OUR SERVICES

- **WE HANDLE ALL ASPECTS OF RUNNING A HOME OWNER ASSOCIATION INCLUDING:**

Your Condo/Co-op Boards Back Office Solution



Procedures and systems within company guidelines to ensure orderly, efficient workflow.



Lead emergency team for community. Ensure proper response and handling of all community emergencies with staff, residents, buildings, etc. within company guidelines to minimize liabilities (i.e., criminal activity on community, employee/resident injuries, fires, floods, freezes, etc.).



Record all documents, meeting minutes, financials



Communicating with Association Members via text broadcasts, email notifications



Attending Condo Board Meetings



OUR SERVICES

- **24X7 REPAIRS AND MAINTENANCE**



Maintain community appearance and ensure repairs are noted and completed on timely basis. This requires regular community inspections and tours.



Dedicated Superintendents for Cleaning, Maintenance and Repairs



Ensure that models and market ready apartments are walked daily and communicate any service related needs to maintenance.



Ensure that all service requests are recorded and communicated appropriately to maintenance.



Obtain multiple bids and draft contracts for repairs. Scheduling all required testing for boilers, elevators, etc



OUR SERVICES

- **SAFETY AND COMPLIANCE**



Ensure compliance with all company, local, state and federal safety rules.



Conduct and monitor all required monthly and annual testing for boiler, elevators, fire sprinklers, and backflow water testing.



Direct staff to follow a “safety first” principle.



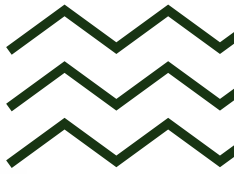
Insurance for Board of Directors



Provide copy of Insurance Policy for Property Management Company
Enforcing By-Laws



FINANCIALS ON-STAFF CPA



Our Certified Public Accountant will prepare your returns and give you advice on maximizing write-offs and repairs to increase the profitability of your investment. We also provide detailed monthly reports, bank statements, and analyze monthly and annual budgets.



FINANCIAL REPORTS INCLUDE:

Marketing is an attempt to introduce products to customers. This effort is realized by carrying out several activities such as promotion, sales, distribution, to product development strategies.



REPAIRS & MAINTENANCE

24/7 WE'RE ALWAYS OPEN!

ProRealty is the only management company that provides 24x7 emergency coverage to your entire portfolio or Co-op/Condo Association.

Our managers are standing by to answer your call and dispatch appropriate vendors ever minute of the day. Residents can submit work orders by text, email, calling, or via Resident Portal.



Ensure compliance with all company, local, state and federal safety rules.



Conduct and monitor all required monthly and annual testing for boiler, elevators, fire sprinklers, and backflow water testing.



Direct staff to follow a “safety first” principle.



Insurance for Board of Directors



Provide copy of Insurance Policy for Property Management Company
Enforcing By-Laws



Property Management From A to Z

1.

Licensed Real Estate Brokerage in accordance with NY/NJ law

2.

State Compliant Management Company for lawful and professional services

3.

Errors and Omissions Insurance to help protect you and your assets

4.

Web-based Owner Portal for hassle-free, on-demand access to owner statements, work orders and reports

5.

24-hour Maintenance Program

6.

Preventative Maintenance Program to monitor small issues before they become huge problems

7.

Comprehensive Vacancy Marketing including everything from traditional advertising to social media

8.

Property Leasing System and Team complete with fast-results nationwide credit, criminal and eviction screening



9.

Recommended Tenant Liability Insurance to protect your investment from damage due to resident negligence

10.

Monthly Resident Invoicing System sends print and electronic notifications for a smoother payment process

11.

Multiple Resident Rent Payment Options for convenient access and to simplify on-time payments

12.

Electronic Payment Options so you get your money faster and easier

13.

Resident Retention Programs like our FASSperks™ Resident Rewards Program

14.

Local Business Office with full administrative team and maintenance staff





RESIDENT — **PORTAL**

- ✓ **Multiple Payment Solutions** We give homeowners multiple methods of payment such as: e-Check, Credit Card, Money-gram, physical checks. There is NO fee to pay using e-Check
- ✓ **Submit work orders**
- ✓ **Access Building Records**



Board Member Portal

- ✓ Approve invoices
 - ✓ Access Financial Reports in Real-Time
 - ✓ Access Building Record
 - ✓ Project Management Tools
 - ✓ Review Bids for Repairs and Maintenance
- ProRealty**
PROPERTY MANAGEMENT

ProRealty vs others

PROREALTY

- Flat Rate
- Team Work
- CPA
- No-Fee Payments
- Construction Manager
- Rent Guaranteed
- Security Deposit Insurance
- No Fee Construction Bids
- 24x7 Property Manager on Call

OTHERS

- Junk Fees
- One Manager
- Bookkeeper
- 0.80-\$3 per Transaction
- None
- None
- None
- Bid Fees
- Call Center Only

Frequently Asked Questions

Where is your office located?

We're located at 233 Monitor St, in Greenpoint, Brooklyn. Our managers are stationed in offices located in Manhattan, Brooklyn, Queens, and Hoboken, NJ.

What are your hours of operation?

Our maintenance team is available to handle your repair requests 24 hours a day. Our offices hours are 9-6PM, but we're pretty much "always on."

We have our own vendors and would like to keep them. Is this OK?

During the on-boarding phase, we will ask you for any vendors you would like us to keep. If they are unavailable, we would then call upon our own network of vendors for repairs. During the 1st month we would send our preferred vendors to assess major systems and report on current state of equipment at no charge. This is to ensure that the current vendors are doing a good job.

How are Emergency Calls and Repair Requests handled?

We have a maintenance team that is available 24 hours a day, 7 days a week to service your needs. Our maintenance team has a list of any possible repair request with a list of 3 vendors to call. All work orders are tracked from scheduling through to completion. Work order ticketing system ensures communication and follow-through.

How does payment to vendors work?

Typically we are given authority to make repairs up to a certain dollar amount. Usually around \$500 for minor repairs. We route bids to the Board or Landlord for approval.

How does the transition from current management company work?

We have sample terminations we can provide you. Your current management company would be notified and we would then take over the transition process and communicate directly with them. We've transitioned dozens of Associations with and without the cooperation of your current manager. Our internal check-lists ensure proper and complete records and we assist in communicating with residents throughout.

How long does the transition period last?

Typically 2 months. One month notice and one full month to reconcile accounts and to ensure all bills have updated mailing address.

What documents would we need to get from the previous management company?

We have broken down the transition process and provide a check list of items and will handle the entire process for the Board.

We have our own bank account. Is it ok to keep using it?

Absolutely. We are able to set up our payment account to deposit directly into your bank account

We don't have a bank account set up. Do you assist with that?

Yes. We are partnered with National Coop Bank and they specialize in Homeowner Association bank accounts.

Do we get access to our bank accounts?

Yes. You would have real time access to bank login.

We want to be able to approve all bills. Is that possible?

Yes. We can route bills for your approval before paying them. You let us know the amount, or we will ask you if there is any question on invoices.



**GIVE US A CALL
TODAY!**

(888) 230-1578

FOR MORE INFORMATION



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