



2016

"The **SMART** Choice for Property Management"

SMART TENANTS

This & That!

FOR ALL MOM'S



PLEASE NOTE: OUR OFFICES WILL BE CLOSED MONDAY, MAY 30TH IN HONOR OF MEMORIAL DAY.

HOA VIOLATIONS: As the weather gets nicer in the Las Vegas Valley, the HOA police seem to be out in force. PLEASE everyone, pull a weed when you see them, put the garbage cans away, don't give the HOA police a reason to site the property. If we have sent you a letter, please we need your cooperation and return the response form to us. If a violation is ignored and a fine is issued and we have to send someone, you, the tenant will be charged. NO EXCEPTIONS.

RENTS: Remember if you have charges on your account, your payments will go towards those charges first and you may be short on rent. It is imperative that you are up-to-date on all payments. AVOID A 5-DAY NOTICE.

MAINTENANCE REQUESTS: All requests MUST be in writing, either go to the website, email, fax or mail your request. **A true emergency, call 911 or 702.743.8544.**

JUST A REMINDER...IF YOU HAVE RECENTLY MOVED INTO A SMART PROPERTY, MAKE SURE THAT YOU HAVE RETURNED YOUR PROPERTY CONDITION REPORT TO US.

TENANT UPDATE AUDIT! Please respond and return the email that was sent to you from Property Manager! We need updated info from you. We will continue to contact you until information is received.

"A mother is the truest friend we have, when trials, heavy and sudden, fall upon us; when adversity takes the place of prosperity; when friends who rejoice with us in our sunshine, desert us when trouble thickens around us, still will she cling to us, and endeavor by her kind precepts and counsels to dissipate the clouds of darkness, and cause peace to return to our hearts". —Washington Irving



Happy Mother's Day for:

- *New mothers, coming to terms with new responsibility*
- *Expectant mothers, wondering & waiting*
- *Those who are tired, stressed or depressed*
- *Those who struggle to balance the tasks of work & family*
- *Those who are unable to feed their children due to poverty*
- *Those whose children have physical, mental or emotional disabilities*
- *Those who have children they do not want*
- *Those who raise children on their own*
- *Those who have lost a child*
- *Those who care for the children of others*
- *Those whose children have left home*
- *And for those who desire to be a mother has not been fulfilled.*

Bless all mothers, that their love may be deep and tender, and they may lead their children to know and do what is good, living not for themselves.



See Next Page for more info!



The SMART Choice!

Southwestern Management
And Realty Team

Dear SMART Tenants,

I wanted to take this time to address a few items that there seems to be some confusion about and hopefully this will clarify who does what within SMART. Also—PLEASE email us—we actually can answer emails quicker than we can return phone calls. It's actually better if you email us as we then have a written notice from you or SMART to you. You are important and we recognize this.

When you send SMART an email—PLEASE make sure in the subject line you reference the property street name. We have many properties in condo complexes, PUT IN THE UNIT NUMBER ALONG WITH THE STREET ADDRESS! The following information is to assist you in a smooth way to resolve whatever the situation is. Please take time to review this.

Jason Teglia: YOUR PROPERTY MANAGER 702.750.9725X226, 7102.582.9003 CELL, Jason@managevegas.com

Jason is your Property Manager, he is the person you need to talk to or email with if you have questions regarding work orders, home warranties, inspections and overall general questions about your property. Jason is extremely busy and is in and out of the office each and every day. If you have left him a message, he will return the call or email. It may not be the same day—but he will respond. If it has been longer than a few days, please try again. **PLEASE** do not call or email Cindi saying—I left Jason a message about an hour ago and he has not returned the call or email. Jason will contact you regarding your issue. Sometimes Jason may not contact you as an issue has been resolved and there is nothing more to explain.

Please remember: Cindi Hall is NOT your Property Manager. Jason is!

David Mazey: Accounting Manager 702.750.9725x226, david.mazey@managevegas.com

Do you have questions about your statement or rent or if we've received rent!

David is the person YOU need to speak to. If David does not have the answer to your questions, he will get the answers—he may need to speak with Jason or Cindi or even the Broker to get the answer. Please allow time for him to do whatever research he needs to do to get the answer for you. David is extremely thorough and **ANYTHING THAT HAS TO DO WITH MONEY—SPEAK WITH DAVID FIRST!**

Please remember: Cindi Hall is NOT your Property Manager!





Cindi Hall: Officer [Manager/Co-Owner 702.750.9725x224, cindi@managevegas.com](mailto:cindi@managevegas.com)

First, Cindi Hall is **NOT** a Property Manager. My function is to sign up new owners, review applications, sign leases, lease renewals, checking on every property every to see if rents can be increased, notifying you when tenants move out or working with you in getting the property ready for market, among everything else that I do. **PLEASE** do not ask me about items listed on statements as I will not have the answers for you. Yes, I am one of the Owners but we have highly qualified employees handling different areas of the business. Everyone remembers me as I am the first point of contact with SMART. I appreciate that but I cannot do everything or honestly remember everything which is why **emailing us at SMART is very important.** Please when emailing—in the subject line—put the property address that you are referring to. It will help us a lot.

SMART truly values you choosing SMART for being your property management company. We do appreciate your trust and support.

Mark Hall, Broker/Co-Owner and Property Manager 702.750.9725x223 mark@managevegas.com

Mark is the Broker of the Company. Mark oversees EVERYONE working within the company and will handle difficult situations including evictions. Mark is aware of all situations happening within the company and if he feels that he needs to get involved more with a Tenant or Owner issue—you will know.

Sophia Ganatsios—Administrative Assistant—702.750.9725 sophia@managevegas.com

Sophia is the cheerful voice that answers the phone each time you call. Among the many detailed duties that Sophia has—she is also the person that is handling ALL HOA violations. If you receive a violation Sophia will be following up on all violations.



Last but not least—the SMART office dog, Taco—Security for SMART

Taco is our stress reliever when we are having busy and crazy days. He is also the office security and he is soooooo vicious when people enter the office. Just look at that adorable face with his buddy, Mr. Chicken! The only way to bribe our security is if you have bacon. Then he will become your best friend.

Thank you for taking time to read through this extended piece. We are constantly striving to have easy procedures but sometimes it's difficult. I hope that this has assisted you in who does what. As always, we appreciate your trust and support and we hope that this year 2016 we will receive another Award for Best in Property Management.

We would like to encourage you to leave a FaceBook review, Yelp review or even on our website at www.managevega.com as we are building on the internet search to get brought to the top! We'd love to hear from. Check out what Owners, Tenants and even fellow leasing agents say about SMART.

Your SMART Team!





MARK YOUR CALENDARS!

Cindi & Mark, your Owners of SMART will be on vacation from

May 17th and back in the office on June 1st.

No phones, no computers and a real vacation for us to get energized



If you need immediate assistant, contact Jason Teglia at 702.750.9725 x226 or jason@@managevegas.com, for Mark and for Cindi, contact Sophia, her assistant at 702.750.9725 or sophia@managevegas.com