



# SMART OWNERS

August 2017

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



## **CINDI'S CORNER** **Quick notes** **HOA VIOLATIONS**



We are receiving a number of violations from HOA's for the most ridiculous items. Now with that being said—we must follow the rules: PLEASE contact your HOA and put SMART on the list to receive a copy of any violation (s). If the owner receives and then

sends to SMART we are losing valuable time. Contact your HOA with the following address:

**SMART/Owner Name**  
6955 N. Durango Drive #1115-107  
Las Vegas, Nevada 89149 or email to:  
[jeff@managevegas.com](mailto:jeff@managevegas.com)

## **PROPERTY MANAGER:**

**Shannon Gardner** is your main contact if you have questions about your property or if you receive a call from her.

Mark Hall is your Broker and your Sr. Property Manager, Shannon is working closely with Mark. We are very lucky to have Shannon as an employee with SMART and she is a GREAT Property Manager.

Shannon's contact info:

**PROPERTY MANAGER**  
Shannon Gardner  
702.750.9725x226  
[shannon@managevegas.com](mailto:shannon@managevegas.com)

**COMPLAINTS**  
Mark Hall/Broker  
702.750.9725x223  
[mark.hall@managevegas.com](mailto:mark.hall@managevegas.com)

## **Additional Support Staff to SMART!**

Sophia is the assistant to Mark Hall, Broker.  
([sophia@managevegas.com](mailto:sophia@managevegas.com))

Becky has been Cindi's assistant, she will be the friendly voice when you call. ([becky@managevegas.com](mailto:becky@managevegas.com))

Jeff—Maintenance Coordinator—Assistant to Shannon, any questions about repairs to your property, and HOA violations, he's the man! [jeff@managevegas.com](mailto:jeff@managevegas.com)



If you are sending an email to SMART, **PLEASE, PLEASE** in the subject line—place the property address. Many of you have multiple properties and we want to make sure that we are dealing with the correct property! It also saves SMART time so we don't have to hunt for the address and we can handle the issue in a more timely manner!



Home Inspections: Property Managers are getting home inspections done when a tenant is renewing their lease. We have developed an easy form in which they check each room and photograph. Once completed, you will receive an email with a copy of the form and photos attached.

**HAVE YOU MOVED?  
DID YOUR CELL # CHANGE?  
IS YOUR EMAIL DIFFERENT?**



If you answered "**YES**" to any of these questions then you need to email Becky at: [Becky@managevegas.com](mailto:Becky@managevegas.com) and please give us current information. Please make sure that you include your property address that we are managing.

## **KEY CHARGES:**



I just wanted to let you know that on your statement this month you might see a key charge. When we receive 1 key from you, we have to make copies, not only for SMART in case of emergency but also for the tenants. I collect the receipts for a year and then I have Accounting post to your account. So don't be surprised when you see your statement. This is primarily for some of our new Owners with SMART.

