



# SMART OWNERS

Happy  
Valentines  
Day

February

2019

## Important items you need to review:



**Rents:** Rents are increasing by leaps and bounds here in the Las Vegas valley. About 95% of the leases that we are renewing have increased. When rents are increasing, I am looking at the payment history, the tenant (have we been having issues with the Tenant), and I raise the rent enough so it does not make sense for the tenant to leave. Saving everyone time and money. Depending on where the property is—some have increased by a mere \$25 a month and other areas have increased by almost \$100 a month. I, Cindi personally check each and every property and run comps each and every month with lease renewals to see if we can raise the rent. Even if rent is increased—the tenants like the service of SMART and want to stay. That speaks volumes—we are doing our job.



**Owner Reserve Accounts:** We had many of you ask why we don't call or email you if there is a minor repair issue happening at the property. Please remember, on your Management Agreement, you initialed and agreed if a repair is under \$300—we move forward and if the issue is over \$300—you will receive a call or email depending on the issue. If we had to call/email every time there is a problem—we would never get anything done. For further clarification—refer to your Agreement **"REASONABLE REPAIR/MAINTENANCE"**. Remember you can obtain information from your Owner Portal to see what is going on with your property as well. This source may answer questions you might have. If you are NOT setup for online viewing, call the office and ask for Breanna, my assistant and she can walk you thru the steps.



**Website:** Our new and improved ManageVegas.com website is complete, we have a dynamite website. We are a huge presence on the World Wide Web (WWW.) and we are gaining a lot of exposure. Check out our commercials on there as well. **Last internet rating: 4.8 stars out of 5. 2018 SMART was awarded 10 years of excellent customer service—we are proud to receive another accolade!**



**Emails:** The staff at SMART can answer an email quicker than we can with phone calls. So if you have a question, comment or concern—please send via email, make sure you include the street name on the email. Plus—this is a great way to document conversations for all parties concerned. The written word is powerful and besides, this is our TO-DO LIST!

As always, we appreciate your trust and support and **THANK YOU** for allowing SMART to manage your property.



In 2018, SMART received  
another award for  
Outstanding Customer Service  
for 10 years of service.

