

Nov/Dec/2009



**Need Professional
Property Management
For Your Clients?**

**The Worth Ross
Management Co., Inc.
Three ★ Star
Commitment To You**

- ★ Free, no obligation, rental estimates for you and/or your client when needed
- ★ We will provide professional Property Management Services for your clients, (see our services on page 2) & pay a referral fee
- ★ When it's time for your client to sell, we will not compete for your client in the sales market

Call Us Today!

**Worth Ross
Management Co. Inc.**

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Our Services

Area management specialists
Rental marketing
Tenant screening
Prompt rent collection
Communication with clients
Monthly statements
Equal Opportunity Housing
Professional documentation
Reliable maintenance vendors
Members/industry organizations

TEN STEPS TO PROTECT INVESTORS

Here are ten practices that we, as a professional Property Management company, use to protect investors.

1 - Support Fair Housing: this is crucial to successful property management. This covers such a vast area. We always work to avoid Fair Housing complaints but if they occur, we move to settle them swiftly and efficiently.

2 - Select good tenancy: we continually work to improve screening practices. Choosing the right tenant is more cost effective than quickly renting to someone who will become a problem tenant, even if it means a longer vacancy.

3 - Provide reliable documentation: another key area to reduce risk and keep tenant problems at bay is using good rental documents. This encompasses rental agreements, addendums, property notices, communications, etc. Setting up the right agreements in the beginning can help prevent future disputes

4 - Maintain the physical property: we use competent vendors to maintain properties. Preventative maintenance is a key to reducing many maintenance issues. However, whether small or large, it always pays to address the problem and solve them before they escalate.

5 - Tackle mold issues: ignoring mold issues has produced some of the largest settlements against investors in the United States. We may discover that it is not toxic mold but it is better to clean up any mold before it can become a legal battle.

6 - Take tenant safety seriously:

addressing anything that could endanger tenant safety is necessary. The courts have zero tolerance for a property owner who ignores maintenance that endangers a resident. This can include unsafe electrical, flooring, plumbing, door locks, walkways, lighting, landscape, and more.

7 - Respect the tenant's privacy: even the most basic Landlord/Tenant law provides for a tenant's right to privacy. Therefore, we contact tenants in advance and serve the proper notices when necessary if we want to enter their residence. The investor may own the property but it is the tenant's home and most states have specific laws to address the "right to enter."

8 - Encourage tenant retention: for obvious reasons, it can increase the return on investment to keep a good tenant. There are many ways to encourage tenant retention and during the holidays, it pays to show residents that we appreciate them.

9 - Address security deposit issues: tenants do move and when they do, the security deposit can become a battleground. Although we try to avoid this, a dispute can arise. We work to settle any deposit issue quickly.

10 - Provide accurate bookkeeping records: we provide an accurate accounting of funds for investors at all times. When they have questions on our bookkeeping, we will find the answers.

There is so much more that we do for our investors than what we can fit in this article. Let us know if we can assist your clients. Have a *Happy Thanksgiving.*

**WORTH ROSS MANAGEMENT CO., INC., PROPERTY MANAGEMENT AT ITS BEST
WE PAY YOU REFERRALS AND YOU KEEP YOUR CLIENT!**

Worth Ross specializes in residential property management in the greater Dallas area. We have years of experience in single family homes, duplexes, triplexes, fourplexes and apartments. A full-service Property Management company, we pride ourselves on “*Professional Property Management*” and attention to our clientele. In our commitment to landlords that we constantly update within our company regarding legislation, rental market trends, maintenance issues, and have a commitment to keep our clients “informed.” The Worth Ross staff are proud members of NARPM®, the National Association of Residential Property Managers and NAR®, and the Greater Dallas Association of Realtors. Memberships in these organizations keep us in tune with all markets, which means greater assistance to landlords and real estate agents.

To you, the professional Real Estate Agent, we make a **commitment** to serve your client and guarantee that when they are ready to sell, we will NOT compete for your sales business. You Lease, we Manage, and **send you a referral fee** - or - we Lease, we Manage, and **send you a referral fee for both**. You decide, but when the owner wants sales comps or tells us their thinking about selling, **we will send your client back to you**.



3710 Rawlins Suite 850
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\$\$ We Pay Referrals \$\$



This newsletter is intended to be a service to you; if you wish to be removed from our mailing list, please call (214) 522-9100

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