



## PROPERTY MANAGEMENT SERVICES

**Maximizing the return** on our clients' investments—that is the goal of our property management team. And that is what gives our clients **peace of mind**.

We are on call 24 hours a day, 7 days a week, handling all of the challenges of daily management. At the same time, we employ our 40+ years of experience to maximize revenue, keep costs down and increase property value in the long term.

As fellow property owners, we understand the needs of our clients. We manage their properties with the same care as we manage our own.

### **Areas of Expertise**

Roque & Mark specializes in income properties in Santa Monica and the Westside of Los Angeles. We manage apartment buildings, as well as single family homes, condominiums, and small office projects.

### **Complete Services**

According to the needs of our clients, Roque & Mark provides complete property management services, including:

- **Rentals:** Preparation of units to obtain maximum rent, tenant screening, advertising
- **Maintenance & Repairs:** 24 hours a day, independent insured vendors at competitive rates
- **Collections & Payables:** Rents, invoices, legal notices, court appearances as necessary
- **Accounting:** Monthly financial statements, details of all income and expenses
- **Health & Safety Laws:** Regulation compliance and inspections to prevent accidents
- **Tenant Relations:** All management and administrative matters
- **Sales & Exchanges:** Market evaluations, prep. of property to obtain maximum sale price

We are available to you and your tenants. We do not rely on an answering service or voicemail for emergencies. Our licensed staff are on-call 24 hours a day.

### **How We Work**

Each property has unique demands, so we first inspect the property and meet with our clients to discuss their specific concerns. Clients work primarily with a Property Manager, who coordinates all services and is supported by the full property management team. Our Property Managers average over 16 years with the company, ensuring continuity and experience.

Property owners receive monthly financial statements detailing the income and expenses for the property. According to our clients' preferences, Property Managers communicate with them regarding vacancies, maintenance issues, and other matters. We gladly accommodate clients who are hands-on, hands-off, or somewhere in between.

To keep owners informed about the real estate market, we conduct property evaluations and make recommendations to suit their investment goals. Taxes, estate planning, exchange properties, and other factors are considered. When ready to sell, our clients can count on a top-notch sales and investments team to guide them toward a top-dollar sale or exchange.

### **Gain Peace of Mind**

Management of income properties can bring many challenges. When owners let us do the work, they enjoy **peace of mind**.

Let us take care of it for you:

- Late-night maintenance calls
- Tenant disputes
- Credit checks
- Smoke detector inspections
- Prop. 65 warning signs
- Rent control registration
- Negotiating with vendors
- Three-day notices
- Business licenses
- And more...

### **Client Testimonials**

Roque & Mark is proud to have served many clients for over 40 years, as well as new clients who were ready to let us do the work. Here are some of their stories:

*“Roque & Mark has managed my properties since 1965. I wouldn’t trust anyone else.”* -E. Jarasunas, client since 1965

*“Personalized service is the unique part of Roque & Mark. They were on top of our specific needs and concerns, and they were easy to communicate with. Too many realtors hide behind voicemail, but these guys keep in touch with you all the time. We had all the advice and information we wanted, when we wanted it.”*  
-J. Schwartz, client since 2002

*“We’ve been with the company since 1993 and used them for (management of) both our Santa Monica and Los Angeles properties. A few years ago they sold our parents’ home and another (apartment) building at prices much higher than what we expected. They were thorough and took great care to ensure the process was smooth, effortless and profitable for our family.”* -M. Burke, client since 1993

### ***Learn More***

Please contact our office for more information or to schedule an appointment to meet the team.

### **Roque & Mark Realtors**

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