

RIVERSIDE MANAGEMENT Quarterly Newsletter

1st Quarter Newsletter
2019 Issue 1

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“Our mission at Riverside Management is to create and maintain value for our clients through the professional management of income producing properties.”

-Chris Shaw,
President/Owner

Getting Started

By RM Staff

Happy New Year! Welcome to the very first Riverside Management Newsletter. Our goal with the newsletter is to provide specialized information and updates to our current owners and prospective owners.

Riverside Management is a full-service real estate management and investment company. We conduct ourselves with utmost honesty and integrity and will always be open and transparent in our dealing with all property owners and tenants. We aim to provide exceptional service to all clients. We will always be flexible in our approach and maintain the highest ethical standards. We have been proudly serving ALL of Lake County for **over 20 years**.

Our business is to provide our clients with management solutions that help their properties operate smoothly, increase in desirability and enhance investment value. That's why property owners throughout the area depend on us to help achieve their goals of property performance and profitability. Whether your properties are apartments, single family homes, duplexes, commercial developments, or office spaces for growing companies, our company ensures that your property is well managed to attract and retain tenants.

Through the use of our cutting-edge solutions, we create and maintain value for our clients through the excellent management of income producing properties. Whether it's full property management of a 100+ unit building or just finding a tenant for your rental home, we provide flexibility.

We hope you enjoy the newsletter, a service we are anticipating our owners will truly appreciate.

Riverside Management 2018 Review

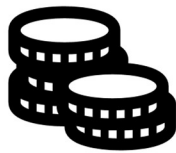
By Jake McBride

2018 was a year of change at Riverside Management. We took huge steps in automation and technology this year. Included in these changes were moving towards 100% electronic rent collection insuring timely rent collection and remission. Riverside also shifted all our documents to electronic format including leases, contracts, vendor agreements, and property inspection reports helping in disaster recovery, security, and overall efficiency. Riverside added it's 24/7 Maintenance Call Center as well this year, providing peace of mind for our property managers and owners, knowing that their investment is constantly being monitored. And finally, Riverside rolled out its new website in 2018 with tons on new resources for tenants and owners both. We expect to see the website improved even more in 2019 as we continue to further implement the technology Riverside has invested in for our owners and tenants. Please let us know what you think of the website and if there is anything we could add at: info@riverside-mgmt.com

"I have been extremely pleased with Riverside Management... I couldn't be more grateful for everyone. As an out of state owner, I never have to worry about any issues with my property. Riverside immediately deals with anything that arises and is quick to respond to any questions that I have. They are a pleasure to deal with, and Riverside Management is run in a professional and organized manner. I appreciate their commitment. Riverside Management takes care of my property as if it was their own..."

-Out of State Owner

1. E-Payments
2. E-Documents
3. 24/7 Call Center
4. New Website



Meet Riverside

By RM Staff

Employee: **Maricela Martinez**

Position: Director of Property Management

Time at Riverside Management: 8 years

Email: maricela@riverside-mgmt.com

Anyone who has ever worked with Maricela will tell you she is the best. Maricela has been with Riverside for 8 years now. Maricela has worked her way up through the years. She originally started at Riverside as a Leasing Agent and has flourished into one of the best property managers around. Maricela has a knack for owner and tenant relations both. She is loyal, honest, and immensely hard-working. Having a bi-lingual property manager in Lake County is a huge resource for Riverside and being she's such a pleasure to work with is a much appreciate bonus. Maricela treats every property as it were her own. A much-appreciated attribute by our owners...

Maricela currently resides in Lake County with her family. She has a passion for real estate and would spend all her weekends at open houses if she could. She is a very busy, devoted, and loving mother which ties up a majority of Maricela's free time. No burden for her though... She loves making memories with her family... and coffee.



Everyone's favorite Property Manager
Maricela Martinez

"My goal in 2019 is to increase our overall owner experience and provide the finest level of property management in all of Lake County..."

-Maricela Martinez

Director of Property Management

Coming in 2019...

By Jake McBride

Riverside is looking to continue its growth in 2019. We will focus not only on continuing to grow the company but also increasing our efficiency, furthering our technology, and growing our service offerings holistically as a company. Here is what you can expect in 2019:

NEW OWNER PORTAL EXPERIENCE - The new portals are customizable and provide secure, instant access to the information you need most, 24/7, and give you a convenient way to maintain 2-way communication. It will be a whole new level of real-time visibility into the performance of your investment.

RIVERSIDE PREVENTATIVE MAINTENANCE PROGRAM - Our new program for Maintenance, includes tests, measurements, adjustments, parts replacement, and cleaning, performed specifically to prevent the unexpected from occurring.

OWNER WEBINAR TRAINING - Property Manager led portal training

INCREASED REPORTING CAPABILITIES - Via the NEW Owners Portal

OWNER APPRECIATION EVENT - Event hosted by Riverside (Date TBD)



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