



Onyx Management Group

Property Management of Your Choice

MARKETING BROCHURE

SINCE 1994

INSIDE THIS ISSUE:

- Our Mission** | 1
- About Onyx** | 1
- 10 Reasons to Choose Onyx** | 3
- Services** | 4
- Pricing List** | 5
- Get Started** | 7
- Contact Us** | 9

“Onyx Management Group is pleased to announce its strategic partnership and cross marketing alliance with **National Realty Investment Advisors, LLC (NRIA)** - an expert boutique niche investment firm specializing in the location of distressed under market value real estate property and raw land, acquisition, new construction development, financing, and coordination of rental properties with Onyx Management.”

“**NRIA** creates valuable income producing properties for high net worth customers. NRIA has completed over 300 major realty improvement projects with cash positive and substantial built-in equity results for its accepted clients. Its exclusive strategic partnership with Onyx Management for site management and day-to-day property management operations has made for a new property investment force of magnitude.”

Our Mission



Onyx Management Group, Inc. is a full service property management company currently servicing residential and commercial properties throughout Greater Philadelphia, Bucks and Montgomery Counties.

With our highly detailed approach to overseeing properties of any size, we provide our clients with the benefit of ownership without the burden. Dedication to our clients has been a major factor in our success. Through our years of experience, we have found a void in property management customer service. Owners don't have the time to find and manage tenants, tenants need someone who is unbiased, Homeowners Associations need to stay in compliance with their regulations. At Onyx Management Group, we pledge to provide the finest personal

services in order to keep everyone satisfied and enjoy mutual respect in relationship. **Onyx Management Group** is an independent, unaffiliated property management company without ownership interest in real estate assets. We offer you convenience and peace of mind that your valuable investment is promptly and properly maintained. We realize that the satisfaction of your residents ensures the stability required for your investment to be a success.

About Onyx Group

For over 15 years, **Onyx Management Group** has been successful in the property management industry; managing 1000+ units in Philadelphia, Bucks and Montgomery County, ranging from single house to multi-family high rises, commercial buildings, condo and homeowner

associations. Onyx Management provides personalized services for every client to meet their individual wants and needs. Each clients unique arrangement is negotiated between the Board of Directors, Homeowners, Landlords, Investors and Onyx Management.

Our roots began in Onyx Realty which quickly grew into **Onyx Management Group**, then merged with Onyx Management Solutions to help broaden and expand our services, which includes a general construction team. **These exclusive vendor contracts** allow our clients to





"I would like to thank Onyx Management Group for the professional management of my properties over the past several years. I appreciate your promptness in collecting of rents, making deposits, periodical inspections, screening of potential tenants and the urgency in notifying me of any maintenance problems!"

Duane L, Fort Washington PA



About Us (cont'd)

find the best bid and scope of work provided by a loyal and trustworthy team. Onyx also offers on-site part time property management for those clients that request the service (details of this service may be negotiated with the Board).

We are constantly striving to ensure individualized services without unnecessary cost.

Onyx's staff is broken down into departments ranging from service and repairs, utility inquiries, billing, bookkeeping, collections, and so on. For client and tenant convenience, we provide web-based software to access financial reports and unit inquiries, and allow rental payment and invoice payments with a few simple steps. Paper statements are also sent to clients by the 15th of each month.

All fees are processed through our website using PayPal; however, we are

currently working on alternative methods to provide additional options. Additionally, work orders are submitted through the website and promptly emailed to our repairs and service department. Orders are filed by individual unit and homeowners contact information, allowing the proper vendor to contact the unit right



away. Emergencies are serviced within 12 hours, others within 48 hours.

We pride ourselves on keeping and enforcing a rather strict collections policy to produce the best results. This policy allows 2 months of outstanding payments with payment arrangement available; however, if the homeowner or tenant falls behind more than 2 months a 30-day collection notice is issued and we file for collections. All legal proceedings that follow are conducted by Onyx on your behalf.

These exclusive vendor contracts allow are clients to find the best bid and scope of work provided by a loyal and trustworthy team. Onyx also offers on-site part time property management for those clients that request the service (details of this service may be negotiated with the Board). We are constantly striving to ensure individualized services without unnecessary cost.

Onyx is fully licensed and insured; policy details are available upon request. All staff members undergo criminal and background checks, and have had at least 3 years of management experience prior to joining the Onyx team. Additional staff information is available

on our website contact page. Our staff includes three licensed Pennsylvania Real Estate Brokers who are members of the Bucks County Board of Realtors, North Association of Realtors (NERI), and the National Association of Realtors (NAR), Community Associations Institute (CAI).



"I have been renting a property through Onyx Management Group for the past eighteen months and have found them to be excellent in all aspects of my dealings with them. This is my first time to rent a property and the procedure was explained to me in complete detail. Since I moved into the properties, any maintenance issues have been dealt with in a very efficient manner. I would recommend Onyx Management Group to anyone searching for a property to rent."

George F, Bensalem,



10 Reasons to Choose Onyx Management

1. We treat your property as if it were ours

Honestly. It's a simple as that. At Onyx our service ethic is simple: do for you what we would do for our friends, our families, ourselves. This means we look after your investment property and care for it.

2. Maximize your investment return

Maximizing the return on your investment property involves effective marketing, setting an appropriate rent, carefully selecting tenants, repairing & maintaining your property and dealing with all administrative affairs. At Onyx we are property management experts.

3. Personal, caring service

Tired of being treated like just one of thousands of customers? Deal with someone you know and who knows you. At Onyx we sincerely care for each of our clients.

It's what makes us different: service like it used to be - like it should always be.

4. Attention to what matters

When you use Onyx to manage your property you can be assured that rents will be collected and paid

promptly, that your property will be regularly inspected & carefully maintained and that our staff will serve you with dedication and professionalism.

5. Years of experience

Tired of speaking to the office junior? Or new people who seem to change every six months? You won't get that with Onyx. Every member of our team has been with Onyx for years. And each one has years of dedicated property management experience. You won't get this anywhere else.

6. A dedicated team

At Onyx you're not dealing with just one or two people in the 'rental department'. Property management is the core of our business. Our team of five property managers is trained to deal with every client.

7. We know the Area

The Onyx agency has been operating out of offices since 1994. We are, without question, the most experienced property management team in the Greater Philadelphia, Bucks County and Montgomery areas.

8. Property maintenance expertise

We have a network of local, qualified repairers with whom we've dealt for years. When something needs to be repaired on your property you can be assured that it will be done quickly, that it will be done properly, and



that the price will be right.

9. We help you

We can look after everything in relation to your property. From paying bills to chasing rents, we do it all. And we report to you monthly on everything we've done so that you are in control. Changing agents can be arranged by Onyx and hassle free. Pick up the phone and ring (215) 355-0500 today.

10. Deal with professionals

Every member of the Onyx property management team is experienced. We maintain a thorough knowledge of legislation involved in property management.

Comprehensive Residential Management Services

We provide a full range of property management services including rent collection and leasing as well as maintenance, repairs and renovations when necessary. We offer a superior service with competitive pricing to our clients.



Full Package Services:

- ✦ Tenant Relations and Correspondence
- ✦ Market Analysis, Advertising Strategies
- ✦ Showings, Tenant Screening, Rental Agreements
- ✦ Monthly Rental Income Collection, Late Fee Assessments
- ✦ Tenant Check-Outs
- ✦ Enforcement of Rules and Regulations
- ✦ Evictions and Collections
- ✦ Utility Collection Services
- ✦ 24-Hour Emergency Response
- ✦ Recurring and Preventive Maintenance
- ✦ Capital Improvements
- ✦ Hiring of Subcontractors
- ✦ Payment of Work Orders
- ✦ Property Inspections
- ✦ Monthly Income and Expense Reports
- ✦ Budget Plan and Analysis
- ✦ Update Tenant and Property Ledgers
- ✦ Online payments and Direct deposits
- ✦ Annual housing license renewal
- ✦ Assistance with Insurance Policy renewal
- ✦ Cleaning and gardening maintenance
- ✦ Issuance of 1099 and Yearly Reports



"...Kate you are THE BEST. Thank you for all of your effort!

I am really pleased that I decided to work with Onyx! You and Gizelle have made my life so much easier to manage.

Thank you again..."

R. Ciccone

Leasing Services:

- ✦ Evaluating market conditions in relation to your property's rental value.
- ✦ Listing your property on the Multiple Listing Service.
 - ✦ Placement of weekly advertising in the appropriate publications.
 - ✦ Strict tenant screening including computerized credit and criminal background check, as well as employment and evictions history, prior to acceptance.
 - ✦ Executing lease agreement and other required documents.
 - ✦ Collecting first month's rent and security deposits.
 - ✦ Providing a move-in walk through inspection report.

Extended Services

- ✦ Brokerage & Investment
- ✦ Construction Project Management
- ✦ Renovation Supervision
- ✦ Home Watch Services
- ✦ Mortgage Auditing Services



Pricing List



"... The staff worked extremely hard-cheerfully and help-fully..."

Kathy S, Feasterville, PA

"...This is our first investment property and we were a little nervous. However the service and advice received from Felix and his team has been first rate and has eased any concerns we had..."

Boris & Rachel F, NYC

Full Service Management Rates — Residential Placement plus continuing monthly property management (Residential Placement Fee 100% of the first month rent including all property types)

Client Setup Rates

Account Initiation Fee:	\$ 150.00 for 1st unit, \$ 25.00 each additional unit.
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Full Service Management Rates

Single Unit/Condo:	7% of the rent collected with minimum fee of \$50.00/mo.
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Multi Family:	6% - 8% of collected rent or negotiable based on number of units, location and condition
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Apartment Buildings:	5% - 7% of collected rent based on number of units, location and condition
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Commercial:	5% of collected rent amount
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Leasing Only:	100% of the first month rent for all property types.
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Leasing Service Only

Leasing Fee:	100% of the first month rent (for all type of properties)
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Maintenance Fees

	First hour: \$65.00, every additional hour: \$ 50.00.
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Handyman Labor:	During non-business and weekend hours: \$95.00, every additional hour: \$ 50.00
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Service Fee:	\$ 65.00 (property visit by a 3 rd party vendor in event a job was not performed)
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Renovation or Rehab Jobs:	Prices available upon request.
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Lead Testing	\$300 sample for lead dust analysis
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Pricing List (cont'd)



"Onyx Management Group manages two of my investment properties in Philadelphia. As an investor I want a property manager who is accessible, competent and reliable.

Onyx Management Group brings an enthusiasm to this profession that is lost on other management companies that have been in the business twice the time that Onyx Management has.

If you want a property management that is motivated and professional and has not grown weary from the type of job malaise that can affect veteran management companies, Onyx Management Group is a shrewd choice!"

Matthew W.

Miscellaneous Fees	
NSF Checks:	\$35.00
Application Fee:	\$40.00 per each applicant
Late Fees:	50% of any late fee amount collected to off-set administrative and collection expenses.
Rental License Service fee:	Nominal rental license fee plus \$50.00
Business privilege license fee with open Tax account:	Nominal rental license fee plus \$50.00
1099 Form:	\$12.00 per form
Eviction:	\$550.00 (include attorney fee, writ of possession and affidavit filing). Note: Applicable to Philadelphia only and is subject to change.
Agent's attendance to Section 8 inspections:	\$100 for each inspection
Annual inspection/maintenance:	\$185 by owner approval (digital photo with full description)
Court Appearance:	\$100 per owner's request

Electronic Payment Services	
PayPal Service:	3% for credit/debit cards
Express Pay Service:	2.7% for credit/debit card plus 40 cents per transaction \$2.50 for an e-check.
Pay by Phone:	2.29% for credit/debit cards



Here is How to Get Started

Struggling to manage and promote your properties?



- Paying high management fees?
- Not getting your rents on time?
- Costly repairs each month?
- Poor communication with management?
- Property not leasing fast enough?

Ready to Switch To Onyx Management Group?

Getting started is easy! Follow these simple steps and Onyx Management Group (OMG) will soon be managing your investment so you can experience the hassle-free experience of doing business with OMG.

1. Contact Onyx Management Group

Give us a call at 215-355-0500 and let us know what you're looking for. We can handle some of your management needs or all of them.

2. Terminate Current Contract

If you currently have a property manager that you would like to terminate:

Check your current property management contract to see what type of notice is required. It is typical that you will be required to give a written 30 day notice. If possible, call the property manager to see if they will accept a shorter notice. Many will, especially if they know that you are not happy with how they handle your assets. If you do not have a written contract, you can assume 30 days is required.

3. Notify Your Current Tenants

Compose a letter notifying your current tenants as to the change in the property management. We can help you distribute this letter by enclosing a copy of it along with our welcome letter to the tenants introducing Onyx Management Group, our services and policies.

4. Property Inspection by Onyx

We would like to inspect your property and if needed give you a list of suggestions in order to maximize your marketability.

5. Submit Required Documents

Along with a signed copy of our MANAGEMENT AGREEMENT, W-9 and CONSUMER NOTICE you need to provide Onyx Management Group with the following items

"...As the landlord of a property for almost ten years, I have worked closely and relied heavily on the support and management of Onyx I know that my property is safe and no task is too big or small when dealing with tenants. The highest compliment I can pay is that Onyx look after my property as their own..."

*Mark W, Longway
Realty Investors*

Get Started (cont'd)



"I would recommend Onyx management as they are extremely efficient, courteous and on the ball. I now have three properties managed by them; their advertising, tenant selection, property inspections etc was spot on."

Steven, Denver.



(if applicable) in order to ensure a smooth transition.

IF PROPERTY IS RENTED:

- Copy of your Photo ID (i.e. driver's license).
- Proof of ownership (deed or HUD-1).
- Any reports or records of lead-based paint, mold or other hazards on the property.
- Copies of recent bills, including mortgage, property tax, home warranty, insurance and utilities.
- Name and phone of your vendors, including gardening, trash and laundry.
- Name and phone number of Property Manager, and copy of employee contract.
- Article of Corporation (For Corporate Clients)
- First page of insurance policy, showing coverage, and name and phone number of agent
- Privilege license
- Rental license (let us know if you don't have it we'll get it)
- Certificate of occupancy (for new construction or rehab only)
- U & O (Used and Occupancy)
- Rent roll, including:
 - Name, address and phone number of tenant
 - Copies of leases
 - Amount of security deposit, date and amount of last rent raise, balances owed and last rent payment
 - Copies of keys
 - Pending inspections, if any, such as Section 8

IF PROPERTY IS VACANT:

- Copy of your Photo ID (i.e. driver's license).
- Proof of ownership (deed or HUD-1).
- Rental Agreement.
- Property Description.
- Any reports or records of lead-based paint, mold or other hazards on the property
- Copies of keys including storerooms, laundry, garage opener and pool tags
- Article of Corporation (For Corporate Clients)
- Privilege license
- Rental license (let us know if you don't have it we'll get it)
- Certificate of occupancy (for new construction or rehab only)
- U & O (Used and Occupancy)

Get Started (cont'd)



- Rent roll, including:

- Name, address and phone number of tenant
- Copies of leases
- Amount of security deposit, date and amount of last rent raise, balances owed and last rent payment
- Copies of the keys
- Pending inspections, if any, such as Section 8

6. Sign Agreement with Onyx

After discussing recommendations and reaching an agreement, you will sign a contract with Onyx Management Group for a minimum of one year.

THAT WOULD BE IT! There will be some additional details. But we'll make sure to cover them all with you. Most of all, we would like to help improve bottom line, gain confidence and trust, and return back to your normal life style.

7. Next Steps

We will begin sending you your monthly report on the beginning of the month. You will be able to enjoy your investment free from the day to day responsibilities.

"... The staff worked extremely hard-cheerfully and help-fully..."

Kathy S, Feasterville, PA

"...This is our first investment property and we were a little nervous. However the service and advice received from Felix and his team has been first rate and has eased any concerns we had..."

Boris & Rachel F, NYC





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Phone: 215-355-0500

Fax: 215-953-1065

E-mail: info@onyxmgmt.com



"...At Onyx Management Group, we pledge to provide the finest personal services in order to keep everyone satisfied and enjoy mutual respect in relationship..."



Contact Us Today

Property management rentals need to be managed systematically to get the best returns over a period of time. Many people use their second homes and assets as a source of income through rent. But making a wrong decision regarding the tenant or the contract can seriously hurt your return on investment in the long run.



It is also necessary to factor in the time that you will have to spend when leasing your property. In case you live far away or do not have sufficient time, it may be a good idea to enlist the support of a property consultancy that can help you.

Whether you are looking to rent or lease in the Greater Philadelphia, Bucks County or Montgomery County areas, give Onyx Management Group a call. We've made the Greater Philadelphia, Bucks County or Montgomery County area home for ourselves and for the many satisfied tenants and business owners we've worked with over the years.

If you're looking for assistance in managing your residential or commercial property, or in running your homeowners' or condominium association, please [Contact Us](#) for a free assessment.

"...There are a number of reasons why an owner decides to become a landlord, i.e. temporarily relocated, wants to start an investment program, the house is not selling, or a new house was purchased and the owner is now making two payments.

We strive to make any situation a smooth and painless one. Don't let leads slip away.

Let us put money in your pocket today. Currently, we are offering 25% of the first month's rent as a referral fee for owner referrals..."