

## Property Management of Your Choice



MARKETING BROCHURE

SINCE 1994

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*"Onyx Management Group has a team of dedicated service professionals ready to assist you with any questions you may have regarding your portfolio. While you are free to contact any of our staff members directly, we suggest you first direct your inquiries to the Client Services Department in order to better serve you. Our Client Services team is able to quickly liaise with other departments to determine the best course of action."*

#### FAQs

**Q: How long are your contracts?**

**A:** Our contracts are written to span one year, but we give all our clients the right to terminate the contract with 30 days' notice. Our clients work with us because they're pleased with our service; not because they're obligated contractually.

**Q: What is the cost?**

**A:** Call us and we can give you a firm quote over the phone in the first call.

# Welcome to Onyx Management Group



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

We aim to provide proactive investment management strategies that integrate property management, focused leasing and tenant retention

efforts for those investments.

Our Company is eager to be your property manager and we are looking forward to a prosperous partnership. We are here to answer any questions regarding your rental properties and to assist in making your portfolio as profitable as possible.

This welcome packet provides you with an introduction to our services and some valuable tools you can use to

## About Us

Our managing partners started in the Real Estate industry as investors over 20 years ago and have built and managed their own investments from the ground up. They have first hand knowledge in what it takes to make a profitable investment. They understand the efficiency, risk management and tenant comfort required to professionally and competently manage your property.

With our acquired experience, when starting Onyx Management Group 15 years ago, our business model relied heavily on our knowledge and expertise to maximize others investments as well. Since then, Onyx successfully manages over 1,000 units in the Philadelphia, Bucks and Montgomery County areas. Our portfolio ranges from studio apartments, multi family buildings, high rises and even commercial spaces.

We continue to grow on an annual basis while providing excellent ser-

At Onyx, we utilize years of in depth practice to resolve complications that typically arise in rental properties to ensure both owner and tenant satisfaction. Keeping the tenant happy is the key to maximizing our customers return on their investment.





**Q: Do you require me to deposit reserves at the onset of our agreement?**

*A: Each situation is assessed on a case-by-case basis. Under normal circumstances we do not require reserves to be deposited at the onset of a property management agreement, but may if your property requires extensive make-ready repairs.*

## About Us (cont'd)

We offer a wide range of services to meet the requirements of all of our clients, ranging from the more limited needs of smaller properties to the demands and intricacies of managing the larger ones. Each of the properties we manage receive a customized approach to its maintenance, management and budgetary requests.

Through the years, we have developed an extensive network of electricians, plumbers, handymen, and various contractors to guarantee that our clients receive only the most professional, reliable and affordable services. These vendors are exclusive to Onyx and our clients are therefore able to find the

best bids and scopes of work provided by a loyal and trustworthy team.

Convenience and ease of use is also a top priority. Our staff is broken down into departments extending from service and repairs, utility inquiries, billing and bookkeeping, collections, etc. We also provide a web-based software to access their accounts as well as financial reports, unit queries and make invoice payments for the owners and rental payments for the tenants with just a few simple steps. At Onyx, we believe that proper organization, excellent communication and problem solving are imperative in providing our clients



and residents with the utmost in management support. If you have a full-time job and a family or other commitments, managing your rental home can require precious time you don't have. Hiring a property management company to take care of the details and hassles ensures your home will be well cared for and frees up your time to focus on your priorities and enjoy your free time. As your partner, Onyx Management Group will put its property management expertise, professionalism and top of the line service to work to pro-

## Residential Management Services

Onyx offers many unique advantages as a real estate investment and property management company. Our management actively participates in the purchase, leasing and property management decisions of each of our properties. This enables us to be more responsive to the leasing market and investment brokers when opportunities arise. As a result, Onyx can produce higher returns for Investors and quality homes for their tenants.





**Q: Does the monthly fee go up?**

**A:** We strive to keep our low price philosophy, so each contract is locked in at a fixed low price for one year.

**Q: What are the benefits of professional rental property management?**

**A:** Peace of mind through maximum profits and minimum disruption to your life. We treat your property as if it were our own.

We provide a full range of property management services including rent collection and leasing as well as maintenance, repairs and renovations when necessary. Below is just a short list of what we do:

### Full Package Services:

- ✦ Liaison for tenant relations and correspondence
- ✦ Offer market analysis & advertising strategies
- ✦ Advertise on [www.onyxmgt.com](http://www.onyxmgt.com) as well as additional 75+ websites
- ✦ Provide MLS listings and cooperation with all participating Brokers
- ✦ Conduct showings, tenant screenings and rental agreements
- ✦ Collections of monthly rents, utilities, late fees & all other assessments
- ✦ Evictions & resolution of any legal matter pertaining to your property
  - ✦ Perform inspections on an iPad and deliver results to Rent Manager in real time
- ✦ 24-Hour Emergency services
- ✦ Recurring and Preventative Maintenance
- ✦ Allow tenants to request maintenance and report issues online
- ✦ Hiring of sub-contractors
- ✦ Offer optional online bill/rent pay
- ✦ Provide direct deposit for owner income
- ✦ Monthly Income and Expense Reports
- ✦ Tenant updates & property ledgers
- ✦ Direct deposits of owner income
- ✦ Assistance in property license, insurance permit renewal
- ✦ Landscaping, maintenance & snow removal
- ✦ Annual financial statements & release of 1099s



### Maintenance Only:

- ✦ Onyx will be the point of contact for all of your tenant (s) maintenance needs
- ✦ Due to our relationships with multiple contractors in the area, we are able to handle all of your clients' maintenance issues
- ✦ Your tenant calls Onyx and we send out a contractor for an estimate
- ✦ NO work is completed without your approval
- ✦ Onyx handles scheduling with your tenant and the contractor
- ✦ You receive invoices along with a full report of the scope of work completed (pictures upon request)
- ✦ You pay contractors directly





**Q: How will Onyx Management Group find tenants for my house?**

**How long will it take? offices of major**

*A: Your home will immediately be put on our list of available properties utilizing all avenues of advertising: Onyx web site, external signs, internet, MLS, social media, open houses, etc. We are in frequent contact with many real estate agents in the Philadelphia metro area and suburbs, relocation companies, and a large pool of tenants-in-need. It normally takes two to four weeks to rent a home. It sometimes takes longer in the winter. A home goes on the list of available properties as soon as we receive notice from the existing tenant and permission from the owner to re-rent.*

### Leasing Services Only:

- ✦ Evaluating market conditions in relation to your property's rental value.
- ✦ Listing your property on the Multiple Listing Service.
- ✦ Advertise on Onyxmgt.com as well as additional 75+ websites.
- ✦ Strict tenant screening including credit and criminal background check, employment and evictions history.
- ✦ 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
- ✦ Eviction Services
- ✦ Mortgage Auditing Services

Note: Onyx Management Group is fully licensed under the Real Estate Act for all types of property

## Our Technology

We chose the industry's best software provider so that we can offer you the most enhanced features available in the property management industry. This powerful platform combines the essential elements of successful property management into one integrated solution. Beginning with a trusted accounting platform, and adding effective management/maintenance workflow and vacancy marketing features, our management software provides comprehensive solutions to any challenge.

#### Accounting Features:

- ✦ Online Owner and Tenant Statements
- ✦ Personalized Reports
- ✦ Electronic Owner Payments
- ✦ Property Budgeting Features
- ✦ Online Payments for Residents
- ✦ Residents can pay by e-check, credit card or cash
- ✦ Customizable Rentable Items

#### Marketing Features:

- ✦ Website Integration
- ✦ Online Vacancy Posting
- ✦ Advertising Syndication
- ✦ Prospect Tracking
- ✦ Online Rental Applications
- ✦ Call Tracking
- ✦ Showing available 6 days a week

#### Maintenance Features:

- ✦ Paperless Work Orders
- ✦ Move In /Move Out Workflow
- ✦ Recurring Work Orders
- ✦ Electronic Vendor Payments



# Pricing List



**Q: Who takes care of maintenance problems?**

A: All tenant concerns and complaints become ours, not yours. We'll have one of our repairmen visit the property to assess the situation. We schedule the right repairman at the lowest cost, and will contact you to approve expenses if they exceed a specific amount that we set together.

**Q: Can I use my own service personnel to make repairs to my property?**

A: We are more than happy to work with your service personnel. However, we do require that you allow us to schedule our own appointments for service at your property.

## Full Service Management Rates

<b>Single Unit/Condo:</b>	7% of the rent collected with minimum fee of \$50.00/mo and maximum fee of \$150.00/mo
<b>Multi Family:</b>	6% - 8% of collected rent or negotiable based on number of units, location and condition
<b>Apartment Buildings:</b>	5% - 7% of collected rent based on number of units, location and condition
<b>Commercial:</b>	5% of collected rent amount
<b>Leasing Fee:</b>	100% of the first month rent for all property types.

## Leasing Service Only

<b>Leasing Fee:</b>	100% of the first month rent (for all type of properties)
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## Maintenance Service Only

<b>Maintenance Fee:</b>	\$50.00 per month per property. \$150.00 per month 4-10 units, apartment buildings. Have 10+ units? Contact us for special pricing.
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## Maintenance Fees

<b>Handyman Labor:</b>	First hour: \$65.00, every additional hour: \$ 50.00.
	During non-business and weekend hours: \$95.00, every additional hour: \$ 50.00
<b>Renovation or Rehab Jobs:</b>	Prices available upon request.

## Miscellaneous Fees

<b>Late Fees:</b>	50% of any late fee amount collected to off-set administrative and collection expenses.
<b>Rental License Service fee:</b>	Nominal rental license fee plus \$50.00
<b>Business privilege license fee with open Tax account:</b>	Nominal rental license fee plus \$50.00
<b>1099 Form:</b>	\$12.00 per form
<b>Eviction:</b>	\$580.00 (include attorney fee, writ of possession and affidavit filing).
<b>Agent's attendance to Section 8 inspections:</b>	\$100 for initial inspection
<b>Lead Inspection:</b>	\$350

## Electronic Payment Services

<b>PayPal Service:</b>	3% for credit/debit cards
<b>Express Pay Service:</b>	2.7% for credit/debit card plus 40 cents per transaction \$2.50 for an e-check.

# How to Get Started

Struggling to manage and promote your properties?



**Q: Are you insured?**

**Absolutely!**

A: We carry standard brokerage Errors & Omissions insurance as well as a General Commercial Liability insurance policy.

**Q: I see that onyx is a large property management company. Why should I hire you over a smaller company?**

Q: This is one of our favorite questions. onyx is a large company because many landlords recognize our expertise and ability and they hire us for what we are able to provide. A common misconception is that smaller companies are better able to provide individualized, personal service. This is often not the

## 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 in no time!

### 1. Contact Onyx Management Group

Give us a call at 215-355-0500 and let us know what you're looking for so that we can work out the right arrangement for your needs.

### 2. Terminate Current Contract

If you are currently working with a property manager that you would like to terminate your contract with:

Check your current management contract to see what type of notice is required. It is typical that a written 30 day notice is required. 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 their services. 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 your 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 agreed, we require a W-9 and consumer notice.

**If the property is rented, we will need the following.:**

- ✦ Copy of your Photo ID (i.e. driver's license) and 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 (i.e. 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 contract.
- ✦ Article of Corporation (For Corporate Clients)
- ✦ First page of insurance policy, showing coverage, and name and phone number of agent
- ✦ Business privilege and rental license (let us know if you don't have it and we can obtain it)
- ✦ Certificate of occupancy (for new construction or rehab only) or U & O (Use & Occupancy)



# How to Get Started (cont'd)



"... The staff worked extremely hard and was very helpful..."

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

## If the property is vacant, we will need the following:

- ✦ Copy of your Photo ID (i.e. driver's license) and 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)
- ✦ Business privilege and rental license (let us know if you don't have it and we can obtain it)
- ✦ Certificate of occupancy (for new construction or rehab only) or U & O (Use & Occupancy)

## Whether the home is occupied or currently vacant, we would need the following:

- ✦ Name, address and phone number of tenant
- ✦ Copies of leases
- ✦ Amount of security deposit, date & amount of last rent raise, balances owed & last 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 may be some additional details but we'll make sure to cover them all with you. Most of all, we would like to help improve your bottom line, gain your confidence and trust, and make sure to improve your current life style. We will begin sending you your monthly report at the beginning of each month. You will now be able to enjoy your investment (s) free from the day to day responsibilities.

**We appreciate your time and consideration and look forward to working with you!**







## Onyx Management Group, Inc.

301 Lakeside Park  
Southampton, PA 18966

Phone: 215-355-0500  
215-953-0500  
Rentals: 215-354-0404  
Fax: 215-953-1065  
E-mail: [info@onyxmgt.com](mailto:info@onyxmgt.com)

**Monday:** 9:00 AM – 6:00 PM EST  
**Tuesday:** 9:00 AM – 6:00 PM EST  
**Wednesday:** 9:00 AM – 6:00 PM EST  
**Thursday:** 9:00 AM – 6:00 PM EST  
**Friday:** 9:00 AM – 6:00 PM EST  
**Saturday:** 10:00 AM – 2:00 PM EST



## Contact Us Today!

Felix Portman Broker of Record Phone: (215) 355-0500 x.102 (office) Email: <a href="mailto:felix.portman@yahoo.com">felix.portman@yahoo.com</a>	Marina Foydel General Manager Phone: (215) 355-0500 x. 111 (office) Email: <a href="mailto:mfoydel@onyxmgt.com">mfoydel@onyxmgt.com</a>
Andrey Telegin Supervisor, Maintenance Dept. Phone: (215) 355-0500 x.114 (office) Email: <a href="mailto:atelegin@onyxmgt.com">atelegin@onyxmgt.com</a>	Michael Friedman Public Relations Manager Phone: (215) 364-9100 x.117 (office) Email: <a href="mailto:mfriedman@onyxmgt.com">mfriedman@onyxmgt.com</a>
Christina Gresh Realtor/Maintenance Dept. Phone: (215) 953-0364 (office) Email: <a href="mailto:christina.gresh@onyxmgt.com">christina.gresh@onyxmgt.com</a>	Diana Pershes Rentals Manager / Conveyancer Phone: (215) 354-0404 (office) Email: <a href="mailto:dmeyer@onyxmgt.com">dmeyer@onyxmgt.com</a>
Gizelle Minazova Collection Manager Phone: (215) 355-0500 x.110 (office) Email: <a href="mailto:gminazova@onyxmgt.com">gminazova@onyxmgt.com</a>	Vera Skubarenko Bookkeeper Phone: (215) 355-0500 x.109 (office) Email: <a href="mailto:vskubarenko@onyxmgt.com">vskubarenko@onyxmgt.com</a>
Victoria Portman Realtor/Property Manager Phone: (215) 364-9100 x.122 (office) Email: <a href="mailto:victoria-preferred@onyxmgt.com">victoria-preferred@onyxmgt.com</a>	Abey John Property Manager Phone: (215) 355-0500 x.103 (office) Email: <a href="mailto:ajohn@onyxmgt.com">ajohn@onyxmgt.com</a>
Oksana Telegin Bookkeeper Phone: (215) 355-0500 x.107 (office) Email: <a href="mailto:oksana-preferred@onyxmgt.com">oksana-preferred@onyxmgt.com</a>	Zachary Gutman Maintenance Manager Phone: (215) 355-0500 x.151 (office) Email: <a href="mailto:zgutman@onyxmgt.com">zgutman@onyxmgt.com</a>
Irina Sprishen Certified Public Accountant Phone: (215) 942-2980 (office) Email: <a href="mailto:info@sprishen.com">info@sprishen.com</a>	Vicky Ladyzhensky Property Manager Phone: (215) 355-0500 x 112 (office) Email: <a href="mailto:Vicky@onyxmgt.com">Vicky@onyxmgt.com</a>

*"...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.*

*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.*