



Frequently Asked Questions, Policies, and Quality Standards

1. How do I start working with your property management company?
 - Begin by contacting us through our website or giving us a call. Our team will guide you through the onboarding process.
2. What services do you offer for property owners?
 - We provide a range of services, including property marketing, tenant screening, rent collection, property maintenance, and financial reporting. Our goal is to make property management hassle-free for you.
3. How are rental rates determined for my property?
 - Rental rates are determined based on various factors, including market analysis, property features, and current demand. We aim to set competitive rates to attract quality tenants.
4. How do you handle tenant screening?
 - Our rigorous tenant screening process includes background checks, credit checks, rental history verification, and income verification to ensure reliable and responsible tenants.
5. What steps do you take in property maintenance?
 - We conduct regular inspections, address maintenance issues promptly, and work with trusted contractors to ensure your property is well-maintained. Emergency repairs are prioritized for immediate attention.
6. How is rent collection managed?
 - We offer convenient online rent payment options for tenants. Our team monitors rent payments closely and takes prompt action in case of any delays.
7. What financial reports can I expect to receive?
 - You will receive regular financial reports detailing income and expenses, making it easy for you to track the financial performance of your property found in your owner portal.
8. How often will my property be inspected?

- We conduct routine property inspections to identify any maintenance needs and ensure that your property is being well cared for. The frequency is done twice a year.
9. Can I communicate with my property manager directly?
- Yes, we encourage open communication. You can reach out to your dedicated property manager with any questions or concerns. We also provide regular updates on your property.
10. How can I terminate the property management agreement?
- You can terminate the agreement by providing written notice as specified in the contract. We aim to ensure a smooth transition and can assist you with the necessary steps.
11. How do you handle property emergencies outside regular business hours?
- We have a dedicated emergency hotline that property owners and tenants can contact in case of urgent situations. Our team is ready to respond promptly to address emergencies.
12. Can I choose my own maintenance contractors, or do you have preferred vendors?
- While we have a network of trusted vendors, we are open to working with your preferred contractors. However, all vendors must meet our standards and qualifications.
13. How are property taxes and insurance managed for my property?
- Property taxes and insurance are the responsibility of the property owner. We can provide you with the necessary documentation and assist with any questions you may have regarding these matters.
14. What happens if a tenant breaks their lease agreement?
- In the event of a lease break, we work to minimize the impact on you. We handle the process of finding a new tenant and, if applicable, enforce the terms of the lease agreement to address any financial responsibilities.
15. How are property inspections conducted, and will I receive a report?
- Property inspections are conducted regularly, and you will receive a detailed report outlining the condition of the property. This report includes photos and notes on any maintenance or repair recommendations.
16. How do you stay updated on local rental market trends and regulations?
- We stay informed about market trends and local regulations through continuous research, attending industry events, and maintaining strong connections with local real estate associations.

17. Can I access financial statements and documents online?
 - Yes, we provide an online portal where you can access financial statements, lease agreements, and other important documents related to your property at any time.
18. What marketing strategies do you use to attract tenants?
 - We utilize a mix of online and offline marketing channels, including popular rental websites, social media, and traditional advertising methods, to attract a wide pool of potential tenants.
19. How do you handle rent increases, and will I be consulted?
 - Rent increases are typically discussed with property owners before implementation. We analyze market conditions and consult with you to determine a reasonable and competitive rental rate typically 90 days prior to lease agreement end date.
20. How do you handle security deposits, and when are they returned to tenants?
 - Security deposits are held in accordance with local regulations. They are returned to tenants promptly after deducting any necessary charges for repairs or unpaid rent, as specified in the lease agreement.
21. How do you handle disputes between tenants or with neighbors?
 - We work to resolve disputes diplomatically and in accordance with lease agreements. If necessary, legal guidance may be sought, and you will be kept informed throughout the resolution process.
22. Can I visit my property, and how much notice is required?
 - Property owners are welcome to visit their properties. We request advance notice to ensure that the visit does not disrupt the tenant's right to quiet enjoyment of the property, as outlined in the lease agreement.
23. How do you handle property turnovers between tenants?
 - We manage the turnover process efficiently, conducting necessary repairs, cleaning, and inspections to prepare the property for the next tenant. We aim to minimize vacancy periods.
24. Can the tenants smoke in the property?
 - The property strictly prohibits smoking indoors. While we do consider tenants who smoke, it is a mandatory requirement for both tenants and their guests to smoke exclusively outside the premises.

25. Do you assist with evictions if necessary?

- Yes, we provide assistance in the eviction process when necessary. Our services include overseeing the eviction proceedings and coordinating with experienced attorneys. Currently, we are actively working on establishing an official eviction protection plan. Our team is well-versed in the eviction process, and we have attorneys on retainer who handle these matters professionally and with competence. If you have any specific questions or concerns regarding evictions, feel free to let us know, and we'll be happy to provide further information.

26. How often are financial disbursements made to property owners?

- Financial disbursements are typically made on or prior to the 10th of each month, and you will receive a detailed statement outlining income and expenses for your property inside your owner portal.

27. Do we offer eviction protection plans for managements that transfer into Vista Management Group

- Yes, offer it but the current tenant has to be current on rent and paid rent on time for the previous two consecutive months.

28. When do homeowners receive the rental distributions, once rent is paid on the 1st of each month.

- Owner Distributions are completed on the 10th of each month, depending on whether the tenant pays rent on time and funds clear accounts.

29. Does Vista Management Group offer a 2nd distribution if rent is paid late.

- Yes, we can offer owners rent distributions on the 15th of each month at no additional cost.

30. Does Surevestor Protection Plus plan have a maximum rental amount to assist with evictions?

- They don't have a maximum rent but at this time they only cover up to \$3000 per month. So if you had a \$4000 a month rental, the coverage would be \$3000 of that \$4000 per month

31. What if my tenant moves in Mid month when should I receive the rent for this prorated rent amount?

- If an applicant moves in mid month, The homeowner will receive their rental funds on or before the 10th of the following month. Example rent paid on May 16th, the final owner distribution will take place June 10th. Combined with May and June rent payments.

32. If a tenant breaks their lease early, do I have to pay a new leasing commission?

- No — when a tenant pays an early termination or lease break fee, Vista Management Group retains that fee as compensation for the re-leasing process. This helps reduce your cost and allows us to quickly find a qualified replacement tenant without charging you an additional commission.

What do you do to get my property leased?

To optimize the leasing process for your properties, we employ a strategic merchandising approach rather than traditional selling efforts. Our focus is on enhancing the outer appearance of properties in sought-after neighborhoods, where potential tenants often discover their future homes. Key tactics for attracting tenants include:

- Strategic Signage: We prominently display "For Rent" signs on properties at least thirty days before their availability date, ensuring visibility to passing traffic. This is an effective method for generating interest.
- Multiple Listing Service (MLS): Your property is listed on the San Antonio Multiple Listing Service, granting exposure to over 15,500 REALTORS®. We compensate leasing agents, whether from our office or another company, for bringing in qualified tenants.
- Online Presence: Leveraging the power of the internet, we feature your properties on our website www.vistamanagementgroup.com and other prominent platforms like <http://homes.mysanantonio.com>. Regular updates ensure accurate and appealing listings.
- Military Outreach: Through www.AHRN.com a major hub for military tenants, we advertise properties to effectively reach this demographic.
- Newspaper Advertising: Upon request, classified ads are strategically placed in publications like the San Antonio Express News, with billing based on your specific advertising requests.
- Leasing Locators: Our listings are made available to Lease Locator Companies, specializing in aiding tenants in finding suitable rental options.
- Referral Network: We cultivate a robust network of referrals, including recommendations from current and past tenants, friends of tenants, and fellow Broker's agents.
- Thorough Market Analysis: Correct pricing is crucial for prompt leasing. We conduct a comprehensive market analysis to ensure your property is competitively priced based on current market conditions.
- Property Presentation: Ensuring your property stands out, we emphasize thorough preparation. This involves presenting properties in impeccable condition, with a focus on cleanliness and attractive curb appeal.

By integrating these strategies, we aim to not only lease properties efficiently but also attract high-quality, qualified tenants.

Certainly, three factors that can make a property challenging to rent are:

- **High Rental Price:** Setting the rent too high compared to market rates in the area can deter potential tenants.
- **Poor Property Condition:** A property in disrepair or with inadequate maintenance can be a turnoff for prospective tenants.
- **Unappealing Location:** If the property is located in an undesirable or inconvenient area, it may be difficult to attract tenants.

TENANT SCREENING

We strive to get your investment rented quickly, but feel it is important to get the RIGHT tenant versus the FAST tenant! Spending time up front and finding the BEST tenant for your rental creates a good experience all around, versus one that is stressful and frustrating.

Oftentimes people think they just need to do a quick credit check and verify employment but there's more to it than that. Our high quality tenant screening process digs deeper. We gather extensive information on the following:

Credit Check:

- Purpose: Assess the applicant's creditworthiness and financial responsibility.
- Information Obtained: Credit score, credit history, outstanding debts, and any history of late payments or defaults.

Employment Verification:

- Purpose: Confirm the applicant's employment status and income stability.
- Information Obtained: Verification of current employment, position, and income level.

Debt-to-Income Ratios:

- Purpose: Evaluate the applicant's ability to manage current debts in relation to their income.

- Information Obtained: Comparison of the applicant's monthly debt payments to their gross monthly income.

Eviction History Check:

- Purpose: Identify any history of evictions, providing insights into the applicant's rental behavior.
- Information Obtained: Records of past evictions or legal actions related to non-payment of rent.

Criminal History Check:

- Purpose: Assess the applicant's criminal background to ensure the safety of the property and other residents.
- Information Obtained: Any convictions or criminal activities in the applicant's history.

Previous Landlord Calls:

- Purpose: Gather information on the applicant's rental history and behavior as a tenant.
- Information Obtained: Insights from previous landlords regarding rent payment history, property care, and lease adherence.

Terrorist Database Search:

- Purpose: Ensure compliance with legal requirements and assess any potential national security concerns.
- Information Obtained: Check if the applicant appears on any known terrorist watchlists or databases.

Pet Screening:

- Purpose: Assess the compatibility of the applicant's pets with the property's policies and potential risks.
- Information Obtained: Details about the applicant's pets, including breed, size, and any history of property damage.

Each of these components contributes to a comprehensive tenant screening process, enabling you to make informed decisions and select tenants who align with your property management goals and standards.

Our screening process is not just based on a credit score only - we take a comprehensive look at the overall applicant. This process has proven to be extremely successful.

Property Analysis Program

Occupied homes require Vista Management Group mandatory routine inspections for optimal maintenance. We offer a comprehensive property analysis service, twice a per year through a third-party vendor. The cost for each report is \$75.00.

Benefits of Property Analysis:

Conducting property analysis reports offers several advantages. The detailed report, complete with photographs, highlights areas of concern, serves as evidence of the property's condition, aids in dispute resolution, identifies lease renewal considerations, and ensures compliance with lease terms (e.g., pets and occupants).

Opting Out:

While Vista Management Group permits landlords to opt out of this service, it is strongly advised against. Landlords who choose not to undergo routine property analysis reports may incur higher expenses during tenant move-outs and face an increased risk of eviction suits.

Important Note:

Opting out of this service will require broker approval if the landlord decides to do so.

Smoke Detector Compliance:

Smoke detectors found to be out of compliance with the Texas Property Code, not due to tenant negligence, will be corrected during the inspection and charged to the owner.

How Long are the lease terms?

The duration of the lease is typically outlined in writing and commonly spans one or two years. However, the possibility of longer leases exists, subject to approval following discussions with the property owner. In instances of slower rental periods, leases for less than one year may be considered with the owner's consent, strategically aiming for the lease to conclude during a more active rental period. In certain circumstances, such as a property owner intending to sell, an impending tenant departure, or a desire to transition the property into a more opportune rental market, a month-to-month or 6-month rental lease may be arranged, contingent upon agreement from all parties involved.

Do you offer any Renter Benefit Programs

We provide an extensive range of programs for tenants, designed to support their adherence to the terms of the lease agreement.

Filter Delivery Service: Cleaner air and lower utility bills? That almost sounds too good to be true. But with regular air filter deliveries, you can keep the HVAC unit running smoothly, lowering utility bills by 15% and reducing maintenance requests by 38% on average. MERV8

\$1M Identity Protection: 1 in 4 Americans are victims of identity theft. With identity protection as part of your RBP, every adult on the lease automatically gets the peace of mind, including dark web monitoring, alerts when a strange account is opened in your name, and a US based restoration specialist team—all using the latest technology with IBM Watson AI.

Resident Rewards Program: Turn rent day into rewards day. By paying your rent on time, you can earn rewards like gift cards, exclusive discounts to stores and restaurants, and even cash prizes.

24/7 Maintenance Coordination: It always seems like things happen after hours. This makes reporting those pesky maintenance issues fast and easy, either online or by phone.

Home Buying Assistance: If and when you're ready to move on to homeownership, we can help you get there.

Online Portal: Access your documents, pay rent, and more through our easy to use online portal.

Credit Building: You can build credit by paying for virtually anything. Except rent. Let's change that. By automatically reporting on-time payments to the

three major credit bureaus, residents typically see an average credit score increase of 23-42 points—improving credit card rates, auto loans, and future mortgages.

Renters Insurance: Our group rates are incredibly competitive—with an average retail policy at \$18/mo according to quotewizard.com. Our master policy meets all your lease requirements and enrolling is as easy as signing your lease. If you want more or different coverage, of course you can shop and provide your own.

Move-In Concierge: Turn hours of research and calls into a single conversation. Our move-in concierge service helps you get your utilities, cable, internet, even security systems set up for you. Plus, they take time to find only providers that service your address and any promotions so you don't waste time or money.

On-Demand Pest Control: Preventive sprays aren't always effective and can get expensive. With On-Demand Pest Control, you can quickly eliminate pesky pests. Just file a claim and let the professionals handle it before it becomes a bigger problem. All covered pests are handled at no additional cost.

Vetted Vendor Network: Everyone who services your home is screened to meet or exceed our standards for insurance, licensing, and professionalism for the job.

Do we offer Eviction Protection?

Our goal at **VISTA MANAGEMENT GROUP, LLC** is to shield our property owners from a wide range of financial risks that can jeopardize their success and profitability.

Protection and Profitability that is Problem-free!

There are many risks to owning a rental property that can cost you a lot of money. Some of these risks, including Tenant Malicious Damage, are not covered by any other broker in the U.S. except for SureVestor. That's why as a part of our service, we offer their ProtectionPlus Insurance which is only available when under our management and automatically includes the following:

- **Loss of rent guarantee** with up to 25 weeks of rent loss
- **Eviction Guarantee** with \$5k in eviction coverage, plus \$600 for any sheriff fees
- **Tenant Malicious damage guarantee** with \$35k in Coverage
- **\$100k in tenant accidental damage coverage** resulting in fire, Water, Smoke, and Explosion
- **\$1,000,000 coverage for 3rd party claims** that happen on your property*
- **\$15K in Theft** or Damage Due to Theft.
- **Rekeying of locks** if a tenant skips or has to be evicted
- **\$5k lockbox coverage**

Remember, this insurance is only available through SureVestor by being a client of ours. *Please note that the loss of rent Insurance covers properties with rents between \$1000-\$3000. For properties with higher rents, you will be protected by the \$3000 maximum rent loss limit. Tenant occupied properties where the tenant is not current on rent and had not paid rent on time for the previous two months, will not be eligible for the Loss of Rent, Eviction and tenant malicious damage Guarantees until those conditions are met. To view the complete listing of benefits, download the [detailed flyer here](#).*

(This insurance is included in the Ultimate level service.) If you selected the Full Service, the monthly fee for this Protection Plus is only **(\$ 42)** per month which includes the tax and there is a small administration fee of **(\$ 13)** a total of **(\$55.00) a month**. This cost is per unit for Single-Family properties. That is only a fraction of the costs of paying for \$35,000 in tenant damages, legal fees or lost rent out of your own pocket. Plus, it gives you twice as much liability coverage that you probably have on your current dwelling policy.

*The \$1,000,000 general liability is screened for properties that are in areas rated D or F for violent crimes. Consequently, properties in these violent crime areas will not be eligible for the general liability. The other coverages are not affected.

How do you handle Evictions?

Eviction procedures are initiated if tenants fail to pay their rent by the fourth (4th) or sixth (6th) day of the month. The specifics of an eviction notice can vary; some give residents three days to vacate, while others permit them to stay if they settle the full amount owed, including any late fees. The initial step is a Notice to Quit or Vacate (NTQ). If, after around ten days, there's no response, we proceed to the second step – a Forcible Entry and Detainer Notice (FE&D). **Depending on the loan type, we are required to provide notice to the residents, which can range from 10 to 30 days. Additionally, if the residents are military personnel, they may be entitled to specific protections and timelines under the Servicemembers Civil Relief Act (SCRA). **This notice requires the resident to appear in court on a designated day. Our staff represents the property owner's interests in court, making a claim for all outstanding amounts.

The third and more sensitive step involves requesting a Writ of Possession or simply a Writ from the court. This becomes necessary when a resident doesn't comply with the FE&D. The Writ process involves hiring a crew to move the tenant's belongings to the street or, in inclement weather, into storage. If there are monetary damages, a court-issued judgment is filed in the county records and with the Credit Bureau. On average, the eviction process takes about 45 -70 days depending on the loan type, and we aim to minimize these situations through rigorous tenant screening, resulting in a low frequency of evictions.

The property strictly prohibits smoking indoors. While we do consider tenants who smoke, it is a mandatory requirement for both tenants and their guests to smoke exclusively outside the premises. This policy is explicitly communicated to potential tenants, and they are required to sign an acknowledgment during the application process, affirming their full understanding of this condition. Furthermore, the prohibition of indoor smoking is explicitly outlined in the lease agreement, ensuring clear adherence to this policy throughout the tenancy.

Rekey & Property Compliance

Compliance with Texas Security Device Statute (As of January 1, 1995):
Applies to various rental dwellings, including apartments, houses, duplexes, etc

Required Security Devices:

Keyless Deadbolts:

- Must be on every exterior door, excluding sliding glass doors and doors from the garage to the outside.

Keyed Deadbolts or Door Knob Locks:

- At least one exterior door must have either a keyed deadbolt or a keyed door knob lock.

Door-Viewers (Peepholes):

- Required on each exterior door, providing a clear view, even if there's a nearby glass panel or window.

Pin Locks on Sliding Glass Doors:

- Must have a sliding door pin lock on each sliding glass door.

Security Bars or Door-Handle Latches on Sliding Glass Doors:

- Choose either a security bar or a door-handle latch on each sliding glass door.

Window Latches:

- A window latch is required on each window, whether original or aftermarket.

French Doors:

- Threshold bolt and upper door jamb bolt on one French door, and the other door must have a keyless deadbolt and either a keyed deadbolt or keyed door knob lock.

Automatic Door Closers:

- Required on hinged doors leading directly into a pool-yard or multi-unit rental complex.

Window Screens:

- Screens in pool-yard enclosures of multi-unit complexes must have a latch or be permanently affixed with screws.

Please note that when homes are rekeyed, certain lock brands may not be compatible with the locksmith's rekeying cylinder systems. In such cases, a full door lock replacement may be necessary to ensure the property is brought up to code.

Operational Requirements:

Good Working Order:

- All security devices must be in good working order when residents move in.

Rekeying at Turnover:

- Rekeying of keyed deadbolts and keyed door knob locks at each resident turnover.

Quick Repair:

- Prompt repair or replacement of any missing or malfunctioning security device.

Prompt Response:

- Timely response to resident requests for rekeying, repairs, installations, or replacements.

Fair Charges:

- Fair billing for rekeying, repairs, and installations, avoiding advance payment requirements.

Legal Considerations:

Unlicensed Locksmiths:

- Illegal for unlicensed locksmiths to install, repair, and service locks.
- Businesses contracting with unlicensed locksmiths face criminal and civil penalties.

This comprehensive guide emphasizes the importance of maintaining security devices, complying with legal requirements, and promptly addressing residents' requests for security-related matters.

Smoke Alarms

The new legislation in Texas, specifically HB 1168, mandates certain requirements for the placement of smoke alarms in residential units. The key provisions are as follows:

Alarm Placement in Bedrooms:

- At least one smoke alarm is required in each bedroom.

Efficiency Units:

- For efficiency units, the smoke alarm should be placed in the room used for sleeping.

Hallway Requirement:

- If multiple bedrooms are connected by the same hallway, there must be a smoke alarm in the hallway, positioned in the immediate vicinity of the bedrooms.

Multiple Levels:

- In units with multiple levels, there must be a smoke alarm installed on each level.

These regulations aim to enhance the safety of occupants by ensuring adequate coverage throughout the living space, especially in areas directly associated with sleeping quarters. Compliance with these requirements helps mitigate fire-related risks and ensures that residents are promptly alerted to potential dangers.

Updating Appraisal District

Updating your information with the County Appraisal District is crucial to avoid common pitfalls made by homeowners and investors. Failing to update your mailing address or removing ineligible exemptions, such as the Homestead Exemption, can lead to issues.

When acquiring a new rental property or transitioning a property into a rental, it is imperative to promptly update your mailing address with the County Appraisal District. Additionally, ensure any exemptions you no longer qualify for are removed. Similarly, when relocating, update the County Appraisal District and notify any Homeowners Associations governing the property.

Neglecting these updates may result in conflicts, including underpaid Real Estate Taxes and the risk of missing vital notifications or documents. In some instances, crucial documents, like Deeds, are mailed directly to the rental property, with tenants often unaware or not forwarding them.

To prevent these challenges, regularly verify and update your current mailing address with the County Appraisal District. Visit their website and search for your rental property address to confirm the accuracy of the information on file. This proactive approach can save you both frustration and money in the long run.

Insurance

Don't make the mistake if not having Proper Homeowners Insurance

Complexity of Investor Insurance:

- Real estate investor insurance is more complex and less standardized than typical homeowner's insurance.

Coverage Enhancements:

- Essential coverage options for every investment policy are listed to avoid coverage gaps.

Consultation with a Licensed Texas Insurance Professional:

- It is crucial to consult with a licensed Texas insurance professional who understands the unique needs of real estate investors.

Essential Coverage Options:

Property Manager Listed as Additional Insured:

- **Contractual agreements, such as with Vista Management Group, may require listing them as an additional insured.**

100% Replacement Cost:

- Recommended minimum coverage of \$70-\$75 per square foot in Texas to ensure complete rebuilding in case of a total loss.

Landlord Liability Protection:

- **Basic policies may only cover up to \$100,000 of liability; Vista Management Group, LLC requires property owner coverage is at least \$500,000-\$1,000,000.**

Accidental and Sudden Discharge of Water or Steam:

- Coverage for common plumbing issues like water heater bursts and pipe breaks, often excluded in basic policies.

Dwelling vs. Homeowners Policy:

- Switching from a homeowner's policy to a dwelling policy is crucial, as the homeowner's policy may exclude coverage if the property is not occupied.

Vacancy Clause:

- Most dwelling policies exclude coverage for properties vacant for 60 days or longer; switching to a vacant home policy is necessary.

Loss of Rents (Loss of Use, Fair Rental Value):

- Endorsement that pays rent to the property owner if the property is significantly damaged, and the tenant moves out during repairs or rebuilding.

Understanding and addressing these insurance considerations is crucial to protecting against financial losses and maintaining the integrity of credit. It emphasizes the need for specialized insurance tailored to the unique requirements of real estate investors.

Updating Your HOA Importance

Failing to update your mailing address with the Homeowners Association (HOA) can lead to various issues. Here's why it's essential to keep this information current:

Communication Breakdown:

- The HOA relies on accurate contact information to communicate important updates, announcements, and community news. Failure to update your address may result in missing crucial information.

Missed Notices and Correspondence:

- The HOA often sends notices, invoices, and important correspondence via mail. An outdated address could lead to missed payments, fines, or other essential communications.

Voting and Community Involvement:

- Some HOAs conduct votes or community events that require homeowner participation. An outdated address may mean missing out on these opportunities to engage with the community.

Financial Transactions:

- If the HOA manages financial transactions, such as collecting dues or fees, an outdated address could result in missed payments or late fees.

Failure to Address Violations:

- If there are violations of community rules or regulations on your property, you might not receive timely notices. This could result in unaddressed violations, leading to fines or other penalties.

Missed Payments or Late Fees:

- If the HOA sends invoices or bills for dues, assessments, or other fees, an outdated address may result in missed payments. This can lead to late fees, penalties, or even legal actions if left unattended.

Exclusion from Community Activities:

- You may miss out on community events, meetings, or voting opportunities that require homeowner participation. This could limit your involvement in important decisions affecting the community.

Legal Consequences:

- In extreme cases, consistent failure to update your address and address HOA-related matters could lead to legal action by the HOA. This might include fines, liens on your property, or other legal measures to enforce compliance.

To avoid these issues, it's crucial to promptly update your mailing address with the HOA whenever there is a change. This ensures seamless communication and participation within the community.



Thank you for your business

We appreciate the trust and confidence you have placed in Visiting Management Group LLC. Your valuable suggestions, recommendations, and comments are essential to our ongoing commitment to excellence. We welcome any insights you believe would benefit not only us but also your fellow property owners.

Please be aware that, as part of our dedication to continuous improvement, we reserve the right to make adjustments to our Frequently Asked Questions, Policies, and Quality Standards as deemed necessary by our management team. Your feedback plays a crucial role in shaping our practices and ensuring that we provide the highest quality service to you and all our valued clients.

If you have any questions about our management agreement, policies, or any other aspect of our service, please do not hesitate to reach out. Our team is here to assist you, whether by phone, office visit, or email at John@vistamgtgroup.com.

Once again, thank you for choosing Visiting Management Group LLC. Your business is highly valued, and we look forward to a continued positive and mutually satisfying relationship.

*Best regards,
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