



# QUICK REFERENCE OWNER HANDBOOK

*Commercial Multi-Family*



**PEAK**  
PROPERTY MANAGEMENT

AN **ELEVATED** EXPERIENCE.

# ABOUT PEAK PROPERTY MANAGEMENT

Since 2011, Peak Property Management has proudly served Central Virginia with a concierge level of care for both Owners and Tenants. We are locally owned, not a franchise, which means our team has the freedom to provide highly personalized service tailored to your goals.

Our brand was chosen with purpose: Peak represents raising the standard of property management and delivering nothing less than an elevated experience for our clients. With immediate responsiveness, top-notch communication, and deep community relationships, we are committed to protecting your investments and providing peace of mind.

We thank you for trusting us to care for your property.



Stephen Glover  
Owner, CEO, Principal Broker



## CONTACT INFORMATION

**Office Address (by appointment only):**

4900 Augusta Ave, Suite #200,  
Richmond, VA 23230

**Mailing Address:**

PO Box 11285, Richmond, VA 23230

**Hours:**

Monday–Friday, 9:00 AM–5:00 PM |  
Closed weekends

**Phone:** 804-372-3272

**Owner email:** [myteam@joinpeakpm.com](mailto:myteam@joinpeakpm.com)

**Tenant contact email:**

[support@joinpeakpm.com](mailto:support@joinpeakpm.com)

**Website & Owner Resources:**

[www.richmondpropertymanagement.net](http://www.richmondpropertymanagement.net)

**Socials:**

Peak Property Management:  
[@joinpeakpm](https://www.instagram.com/joinpeakpm)  
The Virginia Investor Podcast:  
[@vainvestorpod](https://www.instagram.com/vainvestorpod)



*Each Owner has access to their Property Manager's direct cell number. If you do not, please contact our office.*



## OUR VISION



Be the best in the market at what we do, where we do it.



Elevate the rental experience for both Landlords and Tenants.



Raise the bar for how local property management companies operate nationwide.

## OUR CORE VALUES

Top-Notch Communication

Immediate Responsiveness

Prioritize Relationships

Own the Outcome

## WHAT MAKES PEAK DIFFERENT

1  
Selective in both clients and assets under management.

2  
Elite, hand-picked team of professionals.

3  
Disciplined focus: we do one thing- property management- and we do it well.

4  
Transparent, proactive communication.

5  
Technology-driven systems (30+ integrated platforms).

6  
Willingness to adapt and improve continuously.

7  
Accountability: we own the outcome, good or bad.

## MARKETS SERVED

We manage residential and commercial properties throughout Central Virginia.

## PROPERTY TYPES WE MANAGE:

### SINGLE-FAMILY HOMES



### SMALL RESIDENTIAL & MIXED-USE PROPERTIES



### COMMERCIAL MULTI-FAMILY



### OFFICE & RETAIL BUILDINGS

We are proud, long-standing members of the National Association of Residential Property Managers (NARPM).

## OWNER RESOURCES

Owner and Tenant Resource Center (24/7 online): Policies, documentation, fee schedules and more. Accessible for reference and transparency.

## AGREEMENTS & TRANSPARENCY

**Management Agreement-** This document governs the relationship between Owner and Property Manager. It includes the schedule of all Owner fees and the terms, responsibilities, and expectations for both parties.

**Lease Agreement-** Defines the relationship between Tenant and Landlord. It includes the Tenant fee schedule and the lease terms and obligations for both parties.

## OWNERS TRANSITIONING FROM SELF-MANAGEMENT TO PEAK PROPERTY MANAGEMENT:

Redirect all Tenant communication to Peak.



## TENANT COMMUNICATION:

Email for Tenants: [support@joinpeakpm.com](mailto:support@joinpeakpm.com)

Phone for Tenants: 804-372-3272

*\*Average response time is less than 2 hours for non-urgent Tenant communication.*

## FAIR HOUSING COMMITMENT

- We fully comply with federal, state, and local laws. We will not allow any deviation from the law.
- Per law, emotional support animals will be accepted at all properties. They are not pets.
- Per law, housing vouchers (Section 8) will be accepted as a source of funds.

## LEASING & MARKETING

- Professional photography to minimize vacancy and attract qualified Tenants.
- Syndication to 10+ national rental sites and sometimes subscribe to marketing packages.
- 24/7 automated scheduling system for showings.
- Licensed leasing staff and call center support for inquiries.

## TENANT SCREENING

- Proprietary scorecard system (shared on our website).
- Screening is handled exclusively by Peak to ensure Fair Housing compliance.

## PET SCREENING

- All animals are screened through a third-party system.
- Recurring fees are based on risk level.

## FINANCIALS



### Rent Collection

Most Tenants pay online, however many national tenants will pay by check.



### Disbursements

ACH transfers the 24-27th of each month for the income collected that month.



### Monthly Owner Financial Statements

Sent on the 10th of the following month.



### 24/7 access to your Owner Portal

Access financial reports and information at any time!

## MAINTENANCE

Dedicated Team of Specialists (coordination & oversight) + Technicians (hands-on work).

We will outsource work to our strong vendor network if we cannot handle it in-house.

24/7 Emergency Response on weekends and holidays.

Approval Limits: Outlined in your management agreement. If the cost of a repair exceeds a certain amount, we will contact the Owner for approval.

During turnover, work may be expedited. Quarterly property walk throughs are to gauge general property condition and tenant compliance.



## LEGAL ACTIVITY

Our team will handle communication and legal coordination as a part of our management services if we encounter lease violations. We will communicate with the Owner as needed.

## RENEWALS & TURNOVERS

Renewals: Market-based rent reviews and documentation handled by Peak. We begin this process 120 days from renewal.

Turnovers: Full move-out, inspection, deposit return, make-ready, and remarketing handled by Peak. Marketing typically begins before vacancy to minimize downtime.



## THE MANAGEMENT AGREEMENT AND LEASE PREVAIL

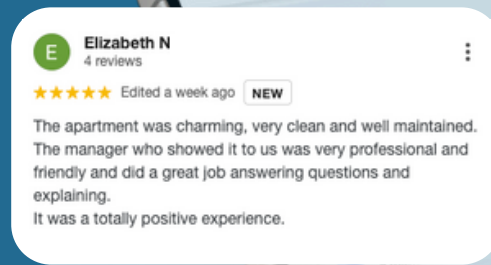
At all times, the Property Management Agreement (agreement with Owner) and/or Lease Agreement (agreement with Tenant) prevail over any other documents provided as a resource by Peak Property Management.



## GOOGLE REVIEWS:

The most powerful way to support a small business is to leave us a review on Google. If we are providing a 5-star experience, please consider leaving us a review.

<https://reviews.nesthub.com/peak-pm>



## FEEDBACK & PARTNERSHIP

Your input matters. We continuously refine our services based on Owner and Tenant feedback. Please reach out anytime. Your insights make our team stronger.

## AN ELEVATED EXPERIENCE

