



QUICK REFERENCE OWNER HANDBOOK

Commercial Office



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@peakcommercialmanagement.com

Tenant contact email:

support@peakcommercialmanagement.com

Website & Owner Resources:

www.richmondcommercialmanagement.com

Socials:

Peak Property Management:
@joinpeakpm
The Virginia Investor Podcast:
@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**



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@peakcommercialmanagement.com

Phone for Tenants: 804-372-3272

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

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.



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

Peak works closely with the Owner's commercial leasing broker to manage lease renewals, extensions, and amendments as applicable.



NEW LEASES & TENANT TRANSITIONS

For new leases and tenant move-ins or move-outs, Peak works closely with the Owner's leasing broker to ensure smooth execution. We handle operational aspects such as move-in/move-out coordination, inspections, and deposit processing. We will work closely with the Owner's leasing broker for tenant build-outs or improvement projects.



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>

E Elizabeth N
4 reviews

★★★★★ Edited a week ago **NEW**

The apartment was charming, very clean and well maintained. The manager who showed it to us was very professional and friendly and did a great job answering questions and explaining. It was a totally positive experience.

D Dylan C
3 reviews

★★★★★ a week ago **NEW**

I had a great experience with the leasing office here! Kelvin was extremely responsive and clear when he explained things; he answered all my questions I had about the application process and the property itself, definitely the best leasing agent I've worked with. Everything was taken care of quite fast as well! Very excited to be moving into my new home!

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