



MERIT
Property Management, Inc.

Urban community residents won't accept anything less than responsive, personalized service.

Residents of today's upscale urban communities demand much more than a living environment that is conveniently located near their workplace. Their choice to move to an urban community is driven as much by an attraction to a quality lifestyle as it is by location. They insist on the best in community amenities and they expect their community association to deliver highly responsive, personalized service and facility maintenance.

With years of experience in meeting the unique management needs of urban living communities, MERIT has the specialized expertise to provide your community with the quality of life and quality of environment your residents demand. We understand the unique needs, desires and motivations of your urban residents. And, we understand the kind of service you expect.

Our approach centers on protecting and adding value through managing your community as a business asset.

Our experience managing more than 5,700 urban units, ranging from under 60 units to well over 500 units is an important fact. Even more important, however, is the fact that our strategic and financial planning for vertical neighborhoods along with hands-on staff training has set us apart with our clients. That kind of expertise is what distinguishes us most.

Hiring and training staff does not go without effort. Our commitment is reflected in the time and personal care we put into our staff dedicated to vertical neighborhoods. You can count on our commitment to deliver:

- *Highly knowledgeable leadership experienced in all aspects of urban community living who provide the personal oversight and training for on-site staff and support teams.*

- *Courteous and prompt customer service along with an in-house, fully staffed, customer care center dedicated to answering your call.*
- *Skilled budget analysis and financial planning with accuracy and accountability specific to urban communities.*

You can also depend on our expert oversight of a full range of community amenities, including:

- *Building operations and maintenance of such mechanical systems as: complex HVAC systems with chillers/cooling towers, boiler systems, high-speed elevators, and subterranean parking garages.*
- *Integrated mixed-use properties, including commercial and retail components.*

Our goal is to live up to our promises, meet your expectations and develop a lasting partnership with your community.

Meeting your expectations is our primary goal. We like to listen. We believe in asking you questions—because all successful solutions require a full understanding of the specific issues and objectives at hand. This open communication guides us to adapt to your special needs.

For many of our communities we're more than a business partner; we've become a part of their life. With nearly three decades of long-lasting partnerships, our success is directly linked to doing our job responsibly while communicating and building relationships along the way.

When you choose MERIT as your community management partner, you'll work with a company that has been built on the tradition of serving unique communities like yours...and has the successful track record and client testimonials to prove it.