

# FULL SERVICE

PROPERTY MANAGEMENT



**NEWGENT**  
PROPERTY MANAGEMENT

## PROPERTY MANAGEMENT

The biggest concerns that we see owners, boards and associations struggle with are almost always related to financial management, NYC code enforcement or physical maintenance – all of which translate directly into unhappy residents.

Leveraging more than 40 years of combined experience, Newgent Property Management will help you regain control of your property (both financial *and* physical). Using our best-in-class methodologies, your property will have a future of financial health, physical robustness and satisfaction

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## WHY NEWGENT MANAGEMENT?

*Your property has a voice. Newgent Property Management listens.*

### A Message from our CEO, Abdullah Fersen

I believe that each building has a “voice” that deserves attention. Newgent Property Management was founded with a single purpose – to listen. The signs are usually clear...if your property is suffering from unhappy residents, overwhelming bills, an uncertain financial future, or in violation of NYC agencies (HPD, DOB, ECB), Newgent Property Management will help.

In addition to turnarounds, one of our favorite challenges is taking solidly performing properties and **uncovering hidden profit**. We are always continuing to break new ground and are never content with the status quo. There is always a way to do things better, faster and for less money. **We never settle.**

Contact us today to learn how Newgent Property Management will turn your property from red to black.



### **General Property Management**

**EVALUATION:** We begin with a full evaluation of each major system / area of your property from financials to delinquent payments, invoices, and repairs, etc.

**TRANSITION PLANNING:** To ensure that the transition to Newgent Property Management is as smooth as possible, each new client is assigned a dedicated Transitional Coordinator to manage onboarding and give us a clear view of each area within your property.

**CONTRACT REVIEWS & VENDOR NEGOTIATIONS:** Reviewing existing contracts is critical to establishing a baseline for operations. If there is room for re-negotiating contracts, we *will* find it. We pride ourselves on our exceptional negotiation skills and are frequently told by our clients that we negotiate prices of which they have only dreamed.

**REPAIRS:** Repairs are prioritized first for safety, and then for budget. We respond quickly to repair requests and keep a detailed, digitized log of all work orders.

**PREVENTATIVE MAINTENANCE:** The preventative maintenance of your property is our first priority. The more time we spend on the front side of maintenance, the less it will cost in the long run.

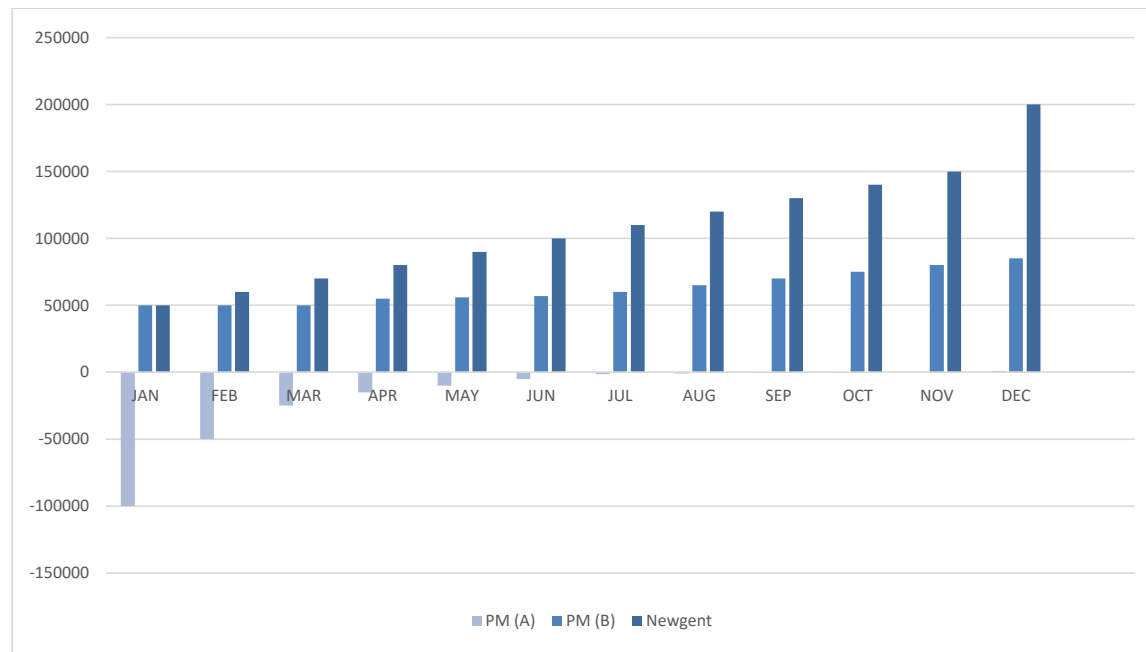
# SCOPE OF SERVICES



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**ON-DEMAND REPORTING:** We believe that our biggest contribution to the management of any property is the way in which we utilize AND provide data. We use data to make decisions, future renovation / rehabilitation plans and ensure that regular upkeep is up to par.

**CASH RESERVE:** On the cutting edge of financial management for our clients, the way in which we budget is key to driving your property's financial stability. Clients typically watch their cash reserves grow between 50% and 200% within the first year.



## Residential relations begin with...




Hiring the “right” employees




Responding quickly to resident requests



Maintaining cleanliness and staying ahead of general upkeep



Constantly monitoring our 311 complaint monitoring system and acting immediately in the event  
emergencies



## ADDITIONAL BENEFITS OF JOINING THE NEWGENT FAMILY

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### RELATIONSHIPS

We remove the guesswork and uncertainty of hiring vendors, and as our client, you will have access to all of our best-in-class service providers. Our vendors have already been vetted for quality, customer service and cost.

### NEGOTIATING POWER

Based on the power of our relationships, you will enjoy prices not available to the general public. Our preferred vendors have allowed our clients to extend the life of major building systems (up to 40 years for boilers) and produce up to 62.5% savings on annual reporting benchmarks with a 23% average reduction in the cost of labor.



**EXPENSES**



**INCOME**



### **Abdullah Fersen, CEO**

Building the company from the ground up, Mr. Fersen is the driving force behind everything we do at Newgent Property Management. For Newgent clients, he works directly with building owners, coops and associations to create and develop each property's wealth. Mr. Fersen takes a hands-on approach to property management and believes that as a CEO, he should remain accessible to each and every client – regardless of property size. His expertise includes city laws, property inspections, budgeting and maintaining critical building machinery (such as boilers and elevators). He also has a 100% track record of curing HPD violations.

### **Our Portfolio Managers**

Our PMs specialize in training and managing your property's staff, developing creative cost saving solutions and overseeing small-to-large scale projects. With more than 25 years of combined experience in property management, project management and community management, they work to create the feeling of pride that comes with owning premium real estate. We will develop a comprehensive work schedule with clear expectations for your building super and porters, and ensure that you and your residents receive the service and attention your property deserves.



### **The Field Management Team**

A Field Management Representative is in charge of physically inspecting your property from top to bottom. With regularly scheduled and surprise visits, we keep your property's maintenance staff on their toes. We begin by streamlining supply orders and integrating a standardized inventory system. Our Field Management team also works to resolve the maintenance needs of individual owners by tracking and responding to every resident comment, complaint, and concern via our Resident Ticketing Portal. This system, along with the office voicemail, is monitored after-hours and on weekends to immediately respond to any incoming emergencies.

### **Front Office Team**

The Front Office Team provides an opportunity to personally connect with each owner, board member or resident that calls or emails us. This team also manages vendor relationships and is responsible for negotiating the best pricing for building services. For individual owners, the front office will complete bank questionnaires, create and collect apartment subleases and complete background checks for prospective tenants. Within 30 days of managing your property, the front office will also complete all necessary filings for building registrations with the City of New York.

### **Bookkeeping Department**

Bookkeeping examines all of your incoming bills and cross references them with the approved payments list, your property's monthly budget and your current income statements, ensuring that your financial statements are properly balanced at all times. The bookkeeping department will also work directly with residents to confirm receipt of

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payment, verify that each resident is being billed the proper amount each month, and will alert our team to any delinquent tenant activity.

Our message is simple. We believe in 100% transparency and view the client relationship as a partnership. You will have full access to reports and rest assured that Newgent is prepared to be your partner in property management for many years to come. Please call us today to schedule an on-site evaluation.

And above all, **welcome home.**

