

HERITAGE

PROPERTY MANAGEMENT

ABOVE
&
BEYOND!



Here's what our clients have to say...



“The first step in exceeding your customer's expectations is to know those expectations.”

~Roy H. Williams

Hello Gavin,

I just wanted to let you know how fortunate we at Wieuca North feel for the sound advice, helpful spirit and bottomless patience we receive from Dan. He has been a blessing to our community. He is a fountain of information and the problems he solves for me on an almost daily basis are such a great help. If he retires while I am on our Board, I think I'll have to go and drag him back.

~Wieuca North Condominium

Dear Paul,

I would like to commend your staff for their outstanding work on the recently completed water damage problems at the Fischer Mansion. Ty has built a door at the exact specification needed to replace a much damaged one at the lower level of the Fischer Mansion. The new door is dimensionally smaller than a regular door, so it took exactness. In addition, he sealed the Mansion Verandah at its floor, column bases and rails to prevent further water seepage. Nathan also did an exemplary job on the portion of the Mansion's damaged roof shingles as well as providing a new foundation drain on the grounds. Both Ty and Nathan were very dedicated to doing the job in a most professional manner. The work is significant because it is well done and most worthy for a 1927 Mansion that is listed in the National Register of Historic Places. We appreciate Heritage's very fine Construction and Maintenance Division.

~Preserve at Fisher Mansion Condominium Association

Dear Wendy,

Really, it is us that need to thank you! The knowledge and expertise you possess surrounding property management is invaluable. You were able to explain things in a way that "makes sense" and were so patient with our questions. Meeting with us last night gave us a positive direction to head and many solutions to problems that have been consuming every board meeting we have had! It was so helpful to have you go through the agenda line by line and guide us to our next step. I personally feel that the single best thing I have assisted with in our community was voting to partner with Heritage; and I do mean partner, not hire, because that is the energy you transmit.

~Steeplechase Condominium Association



*You don't earn loyalty in a day,
You earn loyalty day by day.*

~Jeffrey Giltmore

Hi Gavin,

We had our 5th Annual Cumberland Harbour POA meeting last Saturday. The meeting was our most positive to date and Kyle played a huge role in the meeting. I along with my fellow Board members enjoy working with him. Kyle is a true professional and a great resource for the CHPOA.

Thanks for all that Kyle and the Heritage team do for us!

~Cumberland Harbour POA

Good morning Mr. Cobb,

I just wanted to write to you about Danielle. She represented Heritage Property Management very well, assisting me as I am trying to close on my condo. You need to know that she conducted herself in the best manner and resolved my issues by manually doing what I needed done. I walk away having nothing but positive things to say about her and Heritage. I appreciate your hard work and definitely Danielle's.

Thanks for what you do!

~Glenleaf Condominium Association

Dear Barbara,

The financial gain for our community from the cable access negotiation was an unexpected but greatly appreciated gift. It is also a gift that does not end, as we are receiving regular checks from the use of our residents that use Charter Cable. We can do things for the community that we would otherwise have to fund by other means.

~Westridge Association

Hello Paul

We appreciate your honesty in suggesting what is better for our neighborhood. The integrity you showed in this situation and what we see every day in dealing with Dan is why Old Atlanta Commons has been with Heritage Property Management since D.R. Horton turned the neighborhood over to the homeowners in 2003 or 2004.

~Old Atlanta Commons HOA



Perfection is not attainable, but if we
chase perfection, we can catch excellence.

~ Vince Lombardi

Dear Sir,

I wish to express my sincere appreciation to your staff and, in particular, to Meagan, Customer Service Representative, for researching and reconciling a homeowners' association monthly fee refund discrepancy that occurred during my recent condominium sale. Meagan was extraordinarily professional and conveyed a sense of confidence that she would assist with my inquiry. This, not being the usual customer service inquiry, required that Meagan consult with the Closing Services department and coordinate a reply to my request. While briefly on hold, a communication failure caused a loss in telephone contact. Meagan was able to call me back, even though I did not provide her with a telephone number. She instructed me to e-mail the HUD-1 document from closing. She further related she would forward the form and my inquiry to the appropriate personnel. The next morning, I followed her instructions, and was pleasantly informed by Meagan that afternoon, that a refund check would be forthcoming.

This singularly distinctive interaction with Meagan reflects great credit upon herself and the Heritage Property Management staff. It displays Meagan's excellent work ethic in action with an unconventional customer service problem. An organization's success is measured more by the quality of their employees than by its balance sheets. Based on my experience, you have and will continue to have a very successful business!

~Victoria Heights Condominium Association

Hi Gavin

I wanted to send you a message about Amanda. When Natasha went on maternity leave we were lucky enough to get Amanda as our property manager. I assume she's ours permanently. Just to be sure we want Amanda for life, please do not switch us to anyone else. I have been on the board 5-7 times and a homeowner since 1985. She's absolutely the best property manager we have ever had and probably the best employee in your firm. Yesterday we gave her a trophy for best property manager, I'm suggesting you maybe consider giving her, on your end, a \$100,000 year end bonus. Your call :-)

~Satter's Point Homeowner's Association



Until you understand your customers, deeply
and genuinely, you cannot truly serve them.

~Rasheed Oguniaru

Dear Mr. Cobb,

I just wanted to take a few moments to send a long overdue email. We are new residents to the state of Georgia and specifically the neighborhood of White Columns in Milton, GA. The stress of moving my family from New York to Georgia, including new schools, new jobs, etc., was quite high. Soon after moving in we were trying to apply for a permit through the HOA and were experiencing quite a bit of trouble obtaining access to the HOA site due to our recent arrival. We were under a bit of a time crunch, because we were under contract with a contractor to begin work. I was put in touch with Meghan by the HOA president. In addition to being a very pleasant person, she was committed to helping us through the issue. In fact, she continued to work with us on a Friday, well after business hours. Thanks to Meghan, we had everything submitted that Friday night and all work was completed as scheduled.

~ White Columns Community Association

Dear Warren,

Thank you for taking my call, for your swift response and for your professionalism. If this is an indication of the quality of service we will receive from Heritage, the Metropolitan owners are in for a wonderful experience.

~ The Metropolitan Condominium

Dear Heritage,

The Townhomes of Suwanee Station board of directors' interaction with the leasing department for Heritage Property Management has been a pleasurable experience. Prior to implementing our current leasing program, we had an overwhelming number of leasing issues. With Heritage's Effective Leasing Program, our association has established our current leasing policy, enforced the policy, and gained control of leasing in our neighborhood. The leasing department has been very responsive to our many requests, and we would like to thank Katie and Danielle for all their hard work and commitment to cleaning up leasing for our association!

~ The Townhomes at Suwanee Station



If you're not serving the customer,
Your job is to be serving someone who is. "

~Rasheed Oguniaru

Mr. Cobb,

You do not know me, but I want to let you know about the fantastic job that Linda is doing for the Emory Parc HOA. I am Board President this year and have been on the Board in different capacities for the past four years.

She is very diligent and resolved several lingering issues for us during her first sixty days. Most impressive, recently she saved us over \$5,700 in a water bill from DeKalb County by forcing them to document past meter charges. It turned out that we had been overbilled. The credit came at an opportune time for us and more than covered the other charges (they had been sending a bill to the wrong location for a couple of years!).

~ Emory Parc HOA

Dear Robyn,

Thank you so much! You always are such a pleasure to work with and make the entire process easy and straight-forward. Please tell whomever needs to know, how much I personally, and my company, appreciate your efforts and work.

I am serious. I deal with and work with so many HOA's, Condo Associations and management companies, including a ton in Georgia. As a company, we are almost completely nationwide. Without a doubt, you are the most pleasant, hard-working, efficient, and diligent of anyone with whom I have had interactions. I understand that being in your position you probably do not hear "congratulations" for a job well done, but you should be commended; and each project in an association in Georgia that comes through my queue, I hope has Heritage and you as the property manager. Thank you again Robyn, and please don't ever change.

~ Power Home Remodeling Group

Dear Jessica,

Thank you once again! You have really been a breath of fresh air. Thank you for all your follow up and professionalism. Please let me know who I can send a customer satisfaction letter to paying compliments to your level of service and attention to detail.

~ Riverstone at Wildwood Townhome Association



“The customer’s perception
is the company’s reality.”

~ Kate Zabriskie

Dear Mr. Cobb,

The Board of Directors of Durham Lake Golf and Country Club Property Owners Association (POA) would like to thank you for assigning Dawn as the Manager of our development. Dawn has consistently functioned at an extremely high level of both efficiency and professionalism. She is a credit to Heritage Property Management and we commend your organization on establishing systems and procedures that allow us to be effective as Directors.

Our POA just completed the complicated purchase of our swimming pool, playground, tennis courts, clubhouse and related facilities. Dawn made the purchasing process seamless in the manner she responded to inquiries from buyers, sellers and the related legal and accounting professionals. She promptly responded to the day to day requests for information from our POA and working with her is a pleasure.

We know businesses may receive complaint letters from customer when things are not going well, but we wanted to be proactive in letting you know that we are ecstatic with the service provided by Dawn and the Heritage Management team. We look forward to working with Dawn and Heritage in the future.

~ Durham Lakes POA

Hi Wendy,

I wanted to let you know that Michael has been such an incredible resource for BridgeMill, as it relates to the day to day operations. He has a willingness to help with any task that we ask of him. His organizational gifts have single handily changed the way we assess for violations. He is also receiving rave reviews from every member of our ARC team. His communication skills and professionalism are wonderful attributes and make him a joy to work with.

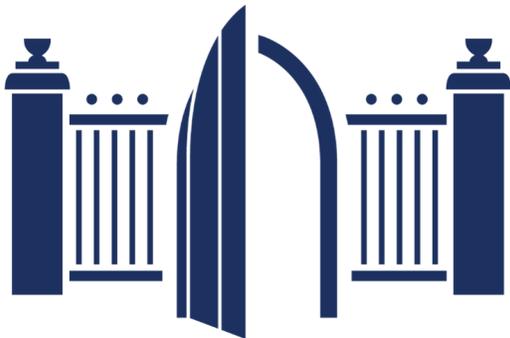
~ BridgeMill Community Association, Inc.

“Do what you do so well
that they will want to see it again
and bring their friends.”

~Walt Disney



How can we help you?



HERITAGE

Property Management

(770) 451-8171

500 Sugar Mill Road, Building B
Suite #200, Atlanta, GA 30350

www.heritageproperty.com