



## INTERNAL STANDARDS

# Standards for All Paragon Property Management Employees

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*At Paragon Property Management, we are entrusted to care for real property owned by real people. Quality is our priority.*

## Service and Responsiveness

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- We greet people by name whenever possible.
- We make an authentic connection with every customer interaction.
- We initiate communication and put customers' needs at the heart of what we do.
- We anticipate the needs of clients and residents and proactively provide information.
- We are responsive. We answer the phone and respond to emails and missed phone calls quickly. We close the loop on communications, never assuming the other party knows what we know.
- We own and resolve problems.

## Proactive Communication

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- We proactively reach out and update clients on their properties.
- We proactively inform clients of any current or future events.
- We proactively communicate with clients every week their property is vacant.
- We proactively communicate with clients when residents do not pay their rent on time.
- We check on and evaluate vacant properties regularly.

## Financial Accuracy

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- We accurately account for every dollar, treating it as if it were our own investment.
- We provide information that is accurate, timely, clear, and relevant to clients and residents.
- We understand Trust and GAAP accounting and operate within those guidelines.
- We review every owner statement for accuracy and clarity.

## Property Care and Maintenance

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- We take pride in maintaining and enhancing the value of the properties we manage.
- We give owners timely and accurate information about their property.
- We have the client's interest in mind when evaluating repairs and maintenance.
- We provide detailed and accurate estimates, followed up by detailed and accurate invoices.
- We ensure all work is completed within the timeframe allotted for each job.
- We are proud of our work, and we send pictures when appropriate.