

# YOUR MANAGERS' REPORT



March/April 2005



**Need Professional  
Property Management  
For Your Clients?**

**The Worth Ross  
Management Co., Inc.  
Three ★ Star  
Commitment To You**

- ★ Free, no obligation, rental estimates for you and/or your client when needed
- ★ We will provide professional Property Management Services for your clients, (see our services on page 2) & pay a referral fee
- ★ When it's time for your client to sell, we will not compete for your client in the sales market

**Call Us Today!**

**Worth Ross  
Management Co. Inc.**

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Dallas, TX 75204

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(214) 528-6889 Fax**

**worth@worthross.com  
www.worthross.com**

★★★

### **Our Services**

Area management specialists  
Rental marketing  
Tenant screening  
Prompt rent collection  
Communication with clients  
Monthly statements  
Equal Opportunity Housing  
Professional documentation  
Reliable maintenance vendors  
Members/industry organizations

## **"It's Cleaner Than We Found It"**

One phrase that can trigger some smiles among our property manager is the statement, "it's cleaner than when I moved in (the property)." Property managers hear this phrase from many tenants, from those who are clean to one who has lived as a pig in a sty. It is really amazing how a tenant can view filth as "normal wear and tear."

"Normal wear and tear" can elicit very different viewpoints, depending with whom you are speaking – a tenant, an owner, a property manager, or a vendor. However, there are definite items that do not apply to the phrase. Here are some examples:

- It does not apply to filth and dirt, heavy soil, black marks on walls, rips or dye stains on window coverings, bleach or oil on carpets, etc.
- It does not apply to negligence, such as allowing mildew to collect on walls & tubs, or not reporting a roof or toilet leak.
- It does not apply to abuse, such as ripped linoleum from installing a refrigerator, punching a hole in the wall, stained or ripped window coverings, washing the drapes, etc.

How does Worth Ross Management Co., Inc. handle the "normal wear & tear issues?" The first step is to screen the tenants properly as a preventative measure. We prepare the property and create a record of

good condition before the tenant moves in.

Our management company then counsels the tenant on what is expected during tenancy. A rental agreement is then signed by both tenant and management that outlines the expectations while they live in the property and what is expected when they move out.

Then when the tenant moves we check the property and compare the tenant's move in with the move out information. Then we properly prepare their security deposit in accordance with state law to protect our owner.

Undoubtedly, there will still be tenants who claim many of the items listed above are "normal wear and tear," and property managers and landlords alike will continue to hear this litany. It is not always easy to cope with the tenant who cries "normal wear and tear" when it is actually damage. However, by using common sense, working on the "tenant's perspective," and having good documentation, fewer problems arise, and those that do can be handled as needed.

If your investor is tired of handling tenant screams about normal wear and tear, have them call Worth Ross Management Co., Inc.. We can assist them, give them peace of mind, and when they are ready to sell their property, we refer them back to you.

**WORTH ROSS MANAGEMENT CO., INC., PROPERTY MANAGEMENT AT ITS BEST**  
***We Pay You Referrals AND You Keep Your Client!***

Worth Ross specializes in residential property management in the greater Dallas area. We have years of experience in single family homes, duplexes, triplexes, fourplexes and apartments. A full-service Property Management company, we pride ourselves on “*Professional Property Management*” and attention to our clientele. In our commitment to landlords that we constantly update within our company regarding legislation, rental market trends, maintenance issues, and have a commitment to keep our clients “informed.” The Worth Ross staff are proud members of NARPM®, the National Association of Residential Property Managers and NAR®, and the Greater Dallas Association of Realtors. Memberships in these organizations keep us in tune with all markets, which means greater assistance to landlords and real estate agents.

To you, the professional Real Estate Agent, we make a **commitment** to serve your client and guarantee that when they are ready to sell, we will NOT compete for your sales business. You Lease, we Manage, and **send you a referral fee** - or - we Lease, we Manage, and **send you a referral fee for both**. You decide, but when the owner wants sales comps or tells us their thinking about selling, **we will send your client back to you**.

This newsletter is intended to assist you with your client’s needs and to pass on to you important information in the rental industry, and therefore, benefits you and your clients. **Give us a call today and let us know how we can assist YOU!**



4145 Travis St., #204  
 Dallas, TX 75204

*\$\$ We Pay Referrals \$\$*

**WORTH ROSS & ASSOCIATES SUPPORT TEAM!**



**“THE”  
 PROPERTY  
 MANAGEMENT  
 EXPERTS**

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