

Time Matters

Featuring Information on our Services, News, Views & Tidbits...
KEEPING YOU ON TOP OF YOUR INVESTMENT!

Professional
Property
Management

Your
Key to
Peace
of Mind!

info@ahunter.com
www.ahunter.com

I've Got to Write a Book!



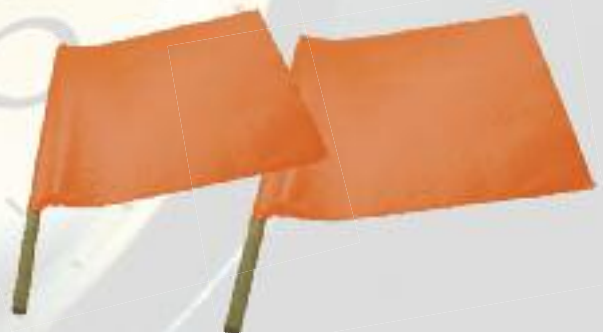
For the past 25 years, as I deal with manufactured housing on an every day basis, I always find myself saying, "I thought I've seen it all," and then something new comes up. Seems to happen every day! So this week, after *thinking I've seen it all*, I received this message from one of my employees who is in charge of typing up the violation letters after our inspections are completed.

Lisa – What should I do about the following violation and how exactly do I write this letter ... As I review the inspection report our inspector actually has noted ... ***"Do Not Pee in the School Bus Shelter!"***

Well, that is a brand new one, one of those things that makes me think I should write a book. We all see it every day, and I'm still amazed!

The next day, the same person typing violaton letters wants to know if I've ever heard of this ... One of the residents has little orange flags throughout their yard. When the inspector asked why the flags were there, the tenant told him that when his dog poops, he just marks it with an orange flag and then he goes out to pick it all up every few weeks. That's great! Our lease requires residents to clean up after their dogs ... this tenant is obviously not cleaning up after his dog, plus he is marking the entire yard with ugly orange flags!

*I've got to
write a book!*



Check our NEW website
to see our Sales/Rentals

www.ahunter.com

Learn How

A. Hunter Property Management, Inc.
can make your rental property a NO-HASSLE Investment

Includes links to other manufactured housing industry related sites providing you with a wealth of information.



METERED UTILITY BILLING BY A. HUNTER

We can bill your residents for utilities.

If you have metered utilities, you can send us your readings and we will bill your residents. Bills can also include rent amounts and/or other charges. We do not read meters, but will bill based upon the readings you supply.

**Why hire and train someone
to work for you, when you can hire**

*A. Hunter
and their Staff*

who are experienced in
all facets of this industry

**YOU GET OUR
WHOLE STAFF 24/7
for LESS than the
Cost of 1 EMPLOYEE!!**

**Contact A. HUNTER for a
FREE COPY OF THE
MANUFACTURED
HOME COMMUNITY
RIGHTS ACT
ACT 261 of 1976
as Amended by
ACT 80 of 2010
by ACT 156 of 2012**

Remember, along with your rules and regulations,
this Act should be on your bulletin board.

Why Not Advertise in Our Newsletter?

which reaches over 1000 manufactured home community
owners throughout the state of PA. If you are interested in
submitting something for our newsletter, please email:

lisaastewart@comcast.net

Business Card Size is \$100 per edition, Half Page is \$250.

Would You Prefer An Electronic Copy Of Time Matters?

If you would like to receive your copy of *Time
Matters* via email, and not the USPS, please contact
us and we will change your method of receiving our
newsletter.

717-274-2104 or info@ahunter.com



Suzette Sammer Administrative Manager

A. Hunter Property Management, Inc.

Suzette is a native of Lebanon PA, and a graduate of Cedar Crest High School. She met Lisa Stewart, the owner of A. Hunter, and started working with her 12 years ago. Suzette met Lisa after leaving a rewarding administrative position at Hershey Medical Center to care for her children.

Suzette is pursuing her Real Estate License and is an absolute asset to A. Hunter Property Management, Inc. In her spare time she spoils her English Bulldog (Molly). She loves the beach and spending quality time with her family. She is proud to be a part of a growing female owned company and looks forward to being a part of a growing business. She recently married and is starting the next chapter of her life.

What Our Customers Have to Say *Will A. Hunter manage everything?*

- Yes! **A. Hunter** will manage everything. They are patient with me when I have management questions or input. I chose **A. Hunter** because they are experienced and cost effective.
 - I like to do some work at my mobile home park (next to Terryhill water park on 222) and do the grounds maintenance with my kids. It is nice to be able to tell the homeowners to, “just call **A. Hunter**” when they have questions about the street lights or a dog that relieved themselves on their lot.
 - They do the accounting well. Since I do some maintenance work myself, I organize the finances in Quickbooks myself, but if I wasn’t spending money myself, I wouldn’t need to. They do well with unit turnover. They turn the units over quite quickly and have new homeowners do the work themselves, this involves less contractor cost to repair the units for sale.
 - 24/7 Service. They have an answering service to take all the calls, homeowners like this more than the answering machine.
 - They have helped me proactively manage the oil tank risk at the park. **A. Hunter** found an insurance company that will insure the tanks, and the cost is passed to the homeowners with insurable oil tanks.
- Many people are switching and the insurance will prevent losses from leaks.
- What do they do well? Collect rent, rapidly go after homeowners who are behind, go to court, get possession of homes, etc. Send letters and notices to homeowners that need work done.
 - It is my preference to fix up homes and sell them at a higher price. This involves more expense and work with contractors. I have some friends that do all the contracting needed and do honest fair work. **A. Hunter** could just sell the homes as is ASAP, but I’d rather put 5-15k into a doublewide to make it into a nicer home before selling it. This does mean more months of lost rent, but slows the devaluation of the homes in the community, it depends on your current business plan.
 - If there are issues, send an email directly to Lisa Stewart. Lisa always gets back to me and addresses issues promptly. Her father Tony manages the community maintenance issues which helps, he responds rapidly also.
 - If you would like to contact me for further questions, feel free to send an Email to jjmast6@lghealth.org. You can also text a message to my cell, and I’ll call back when I have availability in the evening (717) 421-3478.



A. HUNTER HOMES

We're So Excited!!!

A. Hunter Property Management has branched out and has obtained their Dealership License.

We are proud to bring you A. HUNTER HOMES !!

Obtaining our Dealer's License has been a long undertaking, but after 6 months we are now licensed to sell new homes in Pennsylvania

We obtained our license in order to assist our community owners. We can now buy homes direct from the factory for your community. We have started with franchise licenses through *Eagle River Homes* and *Clayton Homes*.

Our market is on an uptrend and we are excited to see home sales taking off over the past year or two. Now, instead of having a lot sit vacant, we encourage our owners to place a new home on the lot and sell it. Communities are finally being upgraded! For years, community owners have been holding on to all abandoned homes and trying to repair them, but we are seeing a shift where we can finally install and sell new homes. How Exciting!!! People driving through your community can't always imagine themselves on a vacant lot ... they think it's difficult to go through the hassle of purchasing a home and having it placed on a lot ... but, when they see a beautiful home on a lot, they can actually envision themselves living there!

The placement of new homes in your community will revitalize the community and encourage existing residents to look at making repairs or even upgrading to a new home. Some of our quickest sales result from an existing resident purchasing the new home once it's placed.

New homes will change the curb appeal of your community! If you are interested in purchasing a home for your community, it is a great time to do it! We'd be honored to place a home in your community and will oversee the project from ordering the home to having it set up.

We are thrilled to be taking part in this new endeavor and would love to help you!

TRAILER DOESN'T MEAN TRASH



- Manufactured Home vs. Trailer or Mobile Home
- Manufactured Housing Community or Land Lease Community vs. Mobile Home Park or Trailer Park
- 1,200 sq. ft. Home vs. Double Wide or Single Wide
- Smith's Home Sales vs. Smith's Trailer Sales
- Professional Installation vs. Block and Level
- Right Sizing vs. Downsizing
- Affordable New – Family Home vs. Starter Home
- Builder or Housing Center vs. Dealer or Retailer
- Home Consultant vs. Sales Person
- Gable End vs. Hitch End
- Resident vs. Tenants
- Monthly Land Lease Expense vs. Lot Rent
- Service Request vs. Work Order
- Avoid talking about “Model Year”

US 2017 DATA

*Info by MHI

- 22 Million people live in Manufactured Homes
- 9% are new single families
- Average Median Income \$30,000
- 34% of all sales are placed in communities
- Average Sale Price \$70,600
- Average Annual Lot Rent Increase 3%
- Average Age of Residents is 30-59
- Highest Percentage of Residents are ages 18-29

Lancaster County Introduces Zoning Guidelines for Tiny Homes



To help eliminate confusion, the Lancaster County Planning Commission created a planning tool designed to help municipalities address their concerns related to Tiny Homes.

The Tiny Homes document, is an attempt to consolidate information and provide guidance for municipalities when residents want to place a Tiny Home in their jurisdiction.

This document can be found at

[https://lancastercountyplanning.org/DocumentCenter/View/1017/Tiny-Homes?bidId=.](https://lancastercountyplanning.org/DocumentCenter/View/1017/Tiny-Homes?bidId=)

Choose From A. Hunter's **2 Comprehensive Management Plans** **Or We Will Customize a Plan for You!**

— Monthly Responsibilities for Your Community —

FULL SERVICE

1. Negotiate and complete all new and existing leases, resident information sheets, addendum clauses, etc. If owner wants all residents to have a new lease agreement, owner is responsible for the cost of copying and mailing the agreements.
2. Review all rental prospects through established criteria.
3. Handle all resident communications, including complaints, suggestions, rules notifications, overdue rents, rent increases, rule violations, etc.
4. Resident emergencies will be handled on a 24 hour/7 day basis.
5. Collect all rents and timely deposit of same in a dedicated property checking account.
6. Pursue all delinquent accounts and attend District Justice Hearings.
7. Conduct periodic on-site visits and enforce all community rules and regulations in legal accordance with PA Act 261.
8. Arrange and supervise employees and outside contractors to perform regular maintenance and leasing work for the property.
9. Solicit bids for lawn care, snow removal and maintenance/emergency work as authorized and approved by owner of community. Follow up for on-time satisfactory completion of all contracted services.
10. Pay all bills for the community, subject to owner review, if desired.
11. Provide a computerized monthly accounting of income and expenditures. Owner will be provided with copies of actual bills, and bank statements.
12. Work diligently and make every reasonable effort to maintain occupancy and fill any community vacancies through normal advertising channels, mobile home dealer contacts and other methods of self-promotion. All promotional move-in incentives will be submitted for prior approval by owner.
13. Provide owner with a written, detailed monthly report on the property including but not limited to: move ins/outs, resident notification, unusual activity, etc.
14. Newsletters can be sent to residents on a monthly or quarterly basis. Owner is responsible for the cost of preparation and cost of postage for the newsletters.

FULL SERVICE **WITHOUT BOOKKEEPING**

1. Negotiate and complete all new and existing leases, resident information sheets, addendum clauses, etc. If owner wants all residents to have a new lease agreement, owner is responsible for the cost of copying the agreements.
2. Review all rental prospects through established criteria.
3. Handle all resident communications, including complaints, suggestions, rules notifications, overdue rents, rent increases, rule violations, etc. (Owner would give us a report on delinquent accounts.)
4. Resident emergencies will be handled on a 24 hour/7 day basis.
5. Pursue all delinquent accounts and attend District Justice Hearings.
6. Conduct periodic on-site visits and enforce all community rules and regulations in legal accordance with PA Act 261.
7. Arrange and supervise employees and outside contractors to perform regular maintenance and leasing work for the property.
8. Solicit bids for lawn care, snow removal and maintenance/emergency work as authorized and approved by owner of community. Follow up for on-time satisfactory completion of all contracted services.
9. Maintain occupancy and fill any community vacancies through normal advertising channels, mobile home dealer contacts and other methods of self-promotion. All promotional move-in incentives will be submitted for prior approval by owner.
10. Provide owner with a written, detailed monthly report on the property including but not limited to: move ins/outs, resident notification, unusual activity, etc.
11. Newsletters can be sent to residents on a monthly or quarterly basis. Owner is responsible for the cost of preparation and cost of postage for the newsletters.

A. HUNTER
PROPERTY MANAGEMENT, INC.



Professional Property Management

Over 34 Years Experience in the Industry



Specializing in Manufactured Home Communities

A. Hunter Property Management provides the highest standard of professional management services thoroughly and efficiently through the competence and technical knowledge of our staff. Our primary objective is to maximize return on your investment using years of experience and expertise, and a sophisticated approach to property management.

Objectives

- Provide a service to owners which will free them of the work load involved with running an investment property
- Maintain a clean, smooth operating, profitable property
- Ensure a pleasant community residents will appreciate

Advantages for the Owner

- Experienced and Dependable Service
- Well Maintained Property
- Satisfied Residents
- Informed Owners
- Freedom of Owning
- Employees have PHC Designation

Services

- Coordinate Property Maintenance Including: utilities, lawn care, snow removal, etc.
- Improvement Projects
- Rent collection, payment of property bills
- Monthly Income and Expense Reports
- Owner/Resident Communications
 - Routine "On-Site" Inspections
 - Rule Violation/Enforcement
 - Represent Owners at Related Hearings
 - Emergency Service Hotline 24 hrs/day, 7 days/wk
- Maintain Occupancy
- Keep Owners Informed of Changing Legislation with Proactive Involvement

For More Information Contact...

A. Hunter Property Management

P.O. Box 224, Annville, PA 17003 • (717) 274-2104

eMail: info@ahunter.com • Website: www.ahunter.com



Member PMHA, Institute of Property Management, SOHO, Lebanon Valley Chamber of Commerce, Manufactured Housing Institute, Small Business Association, NAR, LCRA, PA Real Estate Broker, Realtor

A. HUNTER

PROPERTY MANAGEMENT, INC.

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Annville, PA 17003

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While a great deal of care has been taken to provide accurate and current information, the ideas, suggestions, general principals and conclusions presented in this letter are subject to local, state and federal laws and regulations, court cases and any revisions of same. The reader is thus urged to consult legal counsel regarding any points of law – this publication should not be used as a substitute for competent legal advice.

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