



A. HUNTER PROPERTY MANAGEMENT, INC.

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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

Screening?

So many community owners I meet with make the mistake of not screening their prospective residents. They say they have a "feel" for if the applicant is going to be a good or bad resident. Unfortunately, that does not always work - prospective residents will shine when applying to live in the community and then can be a nightmare once they are living on your property.

When we screen, we ask for:

- Social Security Card
- Driver's license
- Completed Application
- 3 Years of Occupancy and references
- 3 Years of Employment and for permission to contact those employers
- Proof of Income
- Every occupant over the age of 18 needs to complete an application

It can take a long time to get someone out of your community when they stop paying rent. It can take months to get them through the court system, and then they can always appeal, buying more time. They end up living in your community without paying rent for a long time and unfortunately these types of residents "know how to play the system".

Be careful and screen your applicants. Check credit, check criminal, verify income and employment. Check references. Make sure to do your due diligence. Also, be cautious when denying a resident that you are not violating the Fair Housing Act. We have a link to the Fair Housing Law on our website at www.ahunter.com.



PMHA Conference 2019 Gettysburg, PA

Lisa Stewart, Sean Graver (pictured), and Suzette Sammer and Connie Santana attended the 2019 PMHA Conference

Working hard to stay on top of the manufactured housing industry!

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 the manufactured housing 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



Lisa A. Stewart-Miller, CEO

A. Hunter Property Management, Inc.

Lisa Stewart-Miller has been involved in Property Management since 1997, and holds a degree from Penn State University. She has obtained her Real Estate Sales License, PA Real Estate Broker's License, Dealership License, and Salesperson License. Lisa worked with a management company in Harrisburg, Pennsylvania where she implemented their Manufactured Housing Division. In 1994 she began A. Hunter Property Management, Inc. The company focuses on the management of manufactured home communities throughout Pennsylvania. She held a strong belief that it was important to focus strictly on this area of the industry so that she could provide the very best services to her clients. It was in 2018 that Lisa set out to obtain her Dealership License, when she did she opened A. Hunter Homes. This step has allowed her to sell manufactured homes.

In 1994 the company began with 2 employees and now employs over 25. The company has also flourished now managing over 4200 manufactured housing pads.

Lisa is on the PMHA Community Committee and very involved with PMHA and the manufactured housing industry.

How do we keep our communities nicely maintained?

We strive to make sure our communities are well maintained, manicured, and have residents who have nice homes and lots. We do this by conducting monthly walk throughs of each of our communities. Sure, we are visiting our communities throughout the month, but we consistently take a walk through the entire community and around every home, each and every month.

We follow up our walk throughs with monthly letters to the residents – we let them know of any violation that needs to be corrected. We track each violation and make sure the resident complies or we send the next required notice. We are consistent. We don't skip a month, we monitor what we did the prior month. Our residents know that we are serious about them complying with the rules and regulations. They also know that we will take care of our issues. We do not only expect residents to comply, we make sure we are also giving to our residents by repairing potholes, street lights, keeping common areas landscaped and trimmed. Having a nice community is mutually beneficial to both community owner and resident.

We very rarely have to file landlord tenant complaints to get our residents to comply. They realize we are serious about maintaining the integrity of the community and if they don't comply, they will end up paying court costs for a judge to tell them to do the same thing we have been asking of them.

WE ALSO THANK OUR RESIDENTS! We not only send letters for violations, we send Thank-You notes to the residents who are doing a fantastic job in maintaining their homes and lots, we let them know how much we appreciate them and their efforts. We even recognize a resident each month for their efforts in our newsletter and provide them with a \$25 gift card.

Be consistent and be fair and be grateful for the wonderful residents who occupy your community. It will go a long way in having a property that looks stunning year round.

The nicer the community the more valuable to you and the resident.

PMHA CALENDAR 2019

2019 District Meetings

July 9, 2019 - Harrisburg

July 10, 2019 - Meadville area

July 11, 2019 - Delmont

July 12, 2019 - Bedford

July 16, 2019 - Bath

July 17, 2019 - Limerick

July 18, 2019 - Lewisburg

ACM Course 2

October 22-24, 2019 - Carlisle, PA

2019 Community Symposium

November 14, 2019 - Comfort Suites, Carlisle, PA

PMHA Office will be closed:

July 4, 2019

September 2, 2019

November 28 - 29, 2019

December 25, 2019—January 1, 2020



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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!

A. HUNTER is Pleased to Announce We Now Have PA DCED Certified Installers on Staff

In May 2019, Lisa Stewart-Miller and Sean Graver completed the training to become PA Certified Manufactured Home Installers ... Always working to make ourselves better for you!

FINALLY, Some Assistance with Fraudulent Service Animals

It seems like the past year, every person needs a “service animal.” They are in our communities, on airplanes, in stores

I don’t dislike dogs, I own several. I am fully in support of Service Animals helping the disabled.

What has been troubling is the rising cases of fraudulent service animals. These animals have been increasing in our communities and we are seeing some cases where residents are simply trying to get around the pet policies.

Finally last fall Governor Tom Wolf signed into law the Assistance and Service Animal Integrity Act, also known as Act 118. The law assists property owners who have residents in evaluating a resident’s claim that they need an “emotional support animal” or service animals.

The law assists us in several ways: 1) It confirms that community owners are permitted to ask a resident for verification of a resident’s disability (unless the disability is obvious). 2) Whoever confirms the disability for the resident must have “direct knowledge of the person’s disability and need for the assistance or service animal.” Finally, we won’t have the fraudulent internet verification forms, as they do not have “direct knowledge of the resident.” 3) Criminal penalties will be imposed for violators and they will have a misdemeanor of the third degree which can result in a jail sentence and a fine of up to \$2500. The person verifying someone is disabled, when they are not can be fined up to \$1,000. Anyone who outfits an animal that is not a service animal, with a vest, collar or sign can be fined up to \$1,000.

I was worried, as a community manager about how community owners can abide by the law requiring us to allow service and emotional support animals and at the same time meet the requirements of our insurance companies that do not permit us to have dogs or certain breeds of dog.

The law provides landlords with immunity from liability and injuries caused by a person’s assistance or service or emotional support animal that is permitted on the property as a reasonable accommodation for a disabled person.

We still keep records of all dogs residing at our properties – we require a pet lease, a photo of the pet, the dogs medical records, we now are also keeping our verification forms when someone is asking for an accommodation of having a dog that we don’t normally permit on the property.

This has been very frustrating for me over the past several years, and it is frustrating to our residents who do abide by the pet rules, it is also very unfair to the disabled person who truly does need a support animal.

Hopefully we can find some relief with the passage of the new Act.



Social Media Spring Cleaning

In the spirit of spring, now is the perfect time to clean up business social media pages-freshen up company profiles to attract more customers. Below are a few tips to get your pages where they should be for the spring and summer home shopping seasons.

Facebook

- If the profile picture is more than a couple of years old, replace it with a professional image sized appropriately.
- Update the cover photo with an attractive image. This represents your business, so consider a high-quality shot of the office, team, or a seasonal image of your product (an image of manufactured home with spring flowers, for example). Consider creating a video telling the story of the business.
- Update the call-to-action button. Facebook has several options including brand awareness, reach, traffic, lead generation, conversions, store visits, etc. used to enhance both the user experience and provide audience insights to the business.
- Make sure the “About” section is complete with facts you want to be known.
- Update the hours of business and contact information so it’s easy for potential and current customers to get in touch with the business.

LinkedIn

- Replace or update the profile photo with a current, professional image.
- Update the page summary to highlight the most relevant information about the business. Think of this section as the “elevator pitch.”
- Make sure the contact information is updated so potential customers can get in touch with the business.
- Include the company website and social media links.

Twitter

- Complete or update your bio, highlighting the personal or business traits you want to emphasize.
- Add your personal or company website to your bio, if appropriate.
- Consider updating your photo, especially if it’s outdated.
- If you’ve updated logos or colors, you should also consider changing your header photo and/or your theme.
- Consider creating Twitter lists to organize friends or industry contacts.
- Include the company website and social media links.

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.

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Over 34 Years Experience in the Industry

Professional **Property Management**



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

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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

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*Relax this summer
while we handle
your hassles.*

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.

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