



# A. HUNTER PROPERTY MANAGEMENT, INC.

PO BOX 224 • Annville, PA 17003 • Ph. 717-274-2104 • Fax 717-274-2327 • [www.ahunter.com](http://www.ahunter.com)

VOL. 23, No. 2 SUMMER 2021

## 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](mailto:info@ahunter.com)  
[www.ahunter.com](http://www.ahunter.com)

## Property Newsletter Tips ...

**Newsletters offer owners the ability to get news out to the residents, while at the same time building good will!**

1. Are you providing your residents with a monthly or quarterly newsletter? If not, it's something to think about.

Newsletters offer owners the ability to get news out to their residents, while at the same time building good will.

Some tips for things to include in your newsletter:

- Make it interesting, something the residents will want to open up and read.
- Don't just hit them with negatives – build in some “good will.”
- We like to include a “Kid’s Page” for the kids that includes a puzzle or drawing page for them to submit to the office, the first one back gets a prize.
- For the adults we like to put in a “Home of the Month” and give out a \$25 gift certificate. You could also do a landscaping contest or some other type of contest.... Think outside the box.
- We include an “Adult Fun Page” – Sudoku, seasonal recipes, puzzles, etc.

- Make a section for your residents to advertise items for sale or mention birthdays.
- Give them important news – Rent Increase Reminder, an important rule reminder.
- You can include your annual CCR Report.
- Put some “Things to Do in the Area” into the newsletter – where are fireworks taking place, what can the parents do with their kids this summer at some fun place in your area.
- Mix your important messages in with the fun.

For some ideas on newsletters, check out our webpage at [www.ahunter.com](http://www.ahunter.com) and take a look under our community newsletters.



*Learn How*

**A. Hunter**

**Property Management, Inc.**

*can make your  
rental property a*

**NO-HASSLE Investment**



**www.ahunter.com**

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

**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.

## **PMHA CALENDAR 2021**

In person classes have been suspended due to COVID-19 restrictions. HUD Licensed Installer Training Initial and Continuing Education classes are available online [click here](#) for more information.

More information and registration form will be available once rescheduled.

**November 18, 2021**

Comfort Suites, Carlisle PA

More event information and registration form will be available closer to the event.

## ***Resident Homeowner Insurance and Liability Insurance:***

Do your lease, rules and regulations require your resident to have liability insurance? If not, it's a good idea to require that they carry insurance. Then make sure to follow up and require the resident to provide you with proof of their insurance on an annual basis.

# WHAT MANUFACTURED HOME PROPERTY MANAGEMENT CAN DO FOR YOU

If you've wanted to travel, free yourself from taking care of the day to day operations of operating a community, not have to answer the phone 24/7, you want to continue to own your investment, but free yourself from the every day hassles, then Professional Management may be your answer.

**A. Hunter** offers full service property management, and we will take care of everything you are currently dealing with – rent collections, handling delinquent accounts, screening applicants, inspecting your community, keeping your residents in compliance with your rules and regulations, taking the 2 am calls for emergencies that arise, attending landlord tenant hearings, rent increases, and all other aspects of management. *WHAT YOU ARE DOING NOW, WE WOULD LOVE TO DO FOR YOU!*

Our team is experienced, educated and trained in all facets of manufactured housing management and the laws in effect for our industry. We provide our community owners with money saving recommendations as well as making recommendations that we believe can reduce your liability. We strive to keep your community occupied, maintained, having residents complying and low delinquencies, all keeping your investment where it retains its value.

You no longer have to deal with the resident who is upset about the neighbor's music ... we take care of those calls. We document, document, document everything and at the end of the month, you are provided with reports that you want to see – income reports, delinquency reports, expenses, profit and loss, tenant history notes, inspection reports ... we will customize the reports to your needs.

Our team will also look for common area issues – trees, potholes, deteriorating signs or roads, and our team will get bids from local contractors and provide those bids to you.

Instead of dealing with people all day, every day, you will only have one call to make at your leisure and that's to us.

We are proud to have many satisfied and happy community owners. Give us a call today and we can share how we can be of help to you.

**A. Hunter** can provide you with an entire team to take care of your community for less than what it would cost to hire people to work for you.

We would love to hear from you and have your communities in our community family.

*So get out there.... Take your vacations, enjoy life and let us take care of the hassle of daily operations.*



## Connie Santana Office Manager

### A. Hunter Property Management, Inc.

Connie Santana is our Administrative Assistant. Connie began answering phones for A. Hunter 11 years ago and has worked hard to become our full time Office Manager. Connie takes care of resident concerns, working with the tax offices, coordinating many of the office functions. Connie has been a valuable team member and we would be lost without her dedication and loyalty to A. Hunter. She is always there to help our residents and make sure they are satisfied and happy in our communities.



## Affordable Housing..

- Customized Homes
- 3-4 Total Bedroom(s)
- 2 Bathrooms
- Approx: 1000-2000 sq ft
- Energy Efficient
- Air Conditioning
- Vaulted Ceilings
- Hardwood Floors
- Slate Entry
- Family Room and Living Room
- Beautiful plumbing fixtures and the latest appliances
- Affordable
- Financing Available
- Homes must adhere to strict guidelines administered by the Federal HUD Code



# A. HUNTER HOMES



MANUFACTURED HOUSING offers affordable housing and quality homes. New models offer family friendly floor plans, beautiful flooring, drywall and the latest appliances. Choosing manufactured housing is affordable, the homes offer quality and energy efficiency, customization, and finally great financing options! With the demand for manufactured housing increasing, lenders are offering lending solutions to buyers.

*Call A. Hunter and let us help you move in to your brand new home.*

Call A. Hunter Homes at 717 274-2104

# CDC extends moratorium till July 31, 2021

It seems as if it will never end, as if we will never be able to get some of these residents to pay, because they signed the CDC Declaration, which will not allow landlords to evict a non paying resident.

Fortunately, with the Rent Relief Program, we have seen many accounts paid in full and beyond. Also with consistent communication with residents and helping them navigate the rent relief process we have been able to maintain very low delinquencies. But, we still have one or two residents who do not qualify for rent relief, and have taken advantage of the CDC Declaration to live rent free.

Keep in mind, you can still file your Landlord Tenant Complaints, you simply cannot evict. However, we

have seen different District Justices interpreting the CDC Declaration differently and not even hearing Landlord Tenant cases. But, if you have a District Justice who is allowing the hearings, it's time to get these residents to court, if you haven't done so already. This will allow you to proceed with evictions as soon as the CDC Moratorium expires.

Unfortunately, we may see a loss from a resident who has taken advantage and lived rent free for the past 14 months, but at least we will finally be able to bring this to a resolution.

Thankfully it seems the world is opening back up and we will be returning to some normalcy in the upcoming months.

## Just when we think we've seen it all ...



**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!!**



## MANAGEMENT TIP ...

Keep your resident information up-to-date. Current phone numbers, emails, vehicles and occupants come in handy. When a resident calls, take a minute to get current up to date information or better yet, send out a resident questionnaire every few years.



# *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 36 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](mailto:info@ahunter.com) • Website: [www.ahunter.com](http://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.

PO Box 224  
Annville, PA 17003

PRSR STD  
U.S. POSTAGE  
**PAID**  
LEBANON PA  
PERMIT NO. 110

RETURN SERVICE REQUESTED



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