

Superlative Performance

As a HomeRiver Group employee I am entrusted to care for real property owned by real people.

Communication

- 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 Management

- 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.

Accounting

- 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 Services/Construction

- 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.