

FREQUENTLY ASKED QUESTIONS

1. Why should I get professional residential property management by Kondo Ko.?

Kondo Ko. has the following strategic advantages compared to other property management companies

1. We **switch in between short-term and long-term tenants** to lessen downtime of your unit. When a tenant moves out, we will convert the property to short-term lease so the unit has less waiting vacant days in between long-term tenants. This is of course, with your permission. (SUSPENDED DUE TO COVID-19 PANDEMIC)
2. We do not employ staff that we do not personally know. Being a family run company, we screen our staff, we know where they lived, we have known their family and their household situation. We do not give out keys to just anyone. **We are very particular with the people we employ** to the point that we do not hire and advertise outside our circle. We understand that the keys to your unit shouldn't just be passed to just anyone. We value security above all.
3. We are your **one-stop shop** for all your condo needs. We cover all bases and provide for everything from pre-selling to hand-over, to furnishing, to leasing, to eviction if needed, up to res-selling, until completion of transfer of title.
4. We **focus on process and technology**. We have our own property management system that we have developed to cater to the Philippine market.
5. We are **transparent and direct to the point** when it comes to any issues with your property. We do not sugar coat.

2. Why do you only handle residential condominium units?

Kondo Ko. focuses only on **residential condominium units** due the following reason:

- Condominium units already have security protocols and staff in place making it easier to manage your property and your investment more secure and safe.
- Easier coordination as condominium units already has a property management in place for the whole building.
- Condominium units area easier to re-sell compared to other types of properties. Buyers, for instance, will already know most of the features, advantage and disadvantages of a condominium project just by checking on the internet. Often times, they already have their mind made up and will just have to decide on which unit to buy from what is available.

3. How are you different from the leasing services offered by developer's in-house property management?

Most developers provide an in-house leasing department as part of their property management service. The staff assigned in leasing usually does not get any commission if they lease a unit, and this is why there is not much incentive for them to have your unit rented. They will get their salary whether or not they get to lease any unit. This translate to longer waiting period for your unit to get rented. As most condominium property management are understaffed, they are also assigned to do many other things as part of the property management of the entire building. Getting your units leased and maintained is not usually top of priority. To have something repaired for example, your unit have to fall in line for a schedule of an admin maintenance person to visit the unit. At Kondo Ko., we have our **in-house marketing team to make sure your property gets enough exposure**. If we don't lease your property we don't earn, that's how simple it is. We also have our **own maintenance team**, which will go to your unit as and when needed, you don't need to fall in line among hundreds of other unit owners waiting to be serviced by building admin.

4. How is a property manager different from the any other brokers or agents when it comes to leasing our unit?

Brokers and sales agent gets commission for any successful tenant referral just like we do. They are mostly sales driven and should not really concern themselves with the maintenance and management of your unit. Some brokers or agent may offer these services as add-on touch, but they might not have the team readily available to support maintenance and documentation. They also might not **have the process or trainings** needed to properly manage a residential condo unit.

5. Do you also accept fellow property management companies or sole proprietors managing condo units as clients?

YES WE DO!, we are an advocate of property management in the Philippines. We support fellow entrepreneur's if they want to **outsource** their property management services to us, under their own brand. We also **accept bulk units for management for short-term or long term rentals**.

6. HOW DO YOU GUARANTEE THAT MY UNIT WILL BE TENANTED/SOLD?

As part of our rental strategy, we will make your unit available for short-term lease while we wait for a good deal on long-term lease. We will stick to short-term lease only if the net income for the owner exceeds that of long-term income. We only take in units on areas we know or have done research on, the location of your property and the price you want for your unit very much dictates your occupancy rate. We will explain to you the factors that will influence the price of your unit and we will agree from the start how much will your unit's price range be. We will not take on board if we cannot agree on the price for your rental or re-sell property.

7. Do you also offer pre-selling condominium units? **YES WE DO!**