

# OUR YEAR

IN REVIEW  
2017

IMPERIAL PROPERTIES NEWSLETTER

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## A Message from Norma Villamayor, Operations Manager



The past year has been a time of exciting growth and change at Imperial Properties. In 2017, we've added six new properties to our management portfolio in Winnipeg, as well as three to our Regina portfolio, signaling our continuing commitment to

working with a variety of property types across the residential and commercial sectors.

In our efforts to remain at the forefront of changes in the delivery of property management services, we have taken steps this year that we believe will benefit both our team and our clients. We equipped our property managers and caretaking staff with a new mobile site inspection app, which offers GPS tracking for our clients' benefit and enables our team to provide a consistently high quality of service.

As we grow both in the size of our company and in the scope of our service offerings, it becomes increasingly important that we strive to set and achieve specific goals as a firm. To that end, one of our biggest changes in 2017 has been the implementation of monthly key performance indicator tracking across all departments within the

company. We are excited to further hone this system in the coming year.

In looking ahead to 2018, we're excited to announce that we've put together a Best Practices Committee that will be tasked with overseeing the implementation of the Institute of Real Estate Management's best practices program for management service providers. We look forward to putting these strategies into practice as we work to further the efficiency, effectiveness and overall success of Imperial Properties.

A handwritten signature in blue ink that reads "Norma Villamayor".

**Norma Villamayor,**  
Operations Manager



## Welcoming New Property Managers



▶ Albert Janabajab

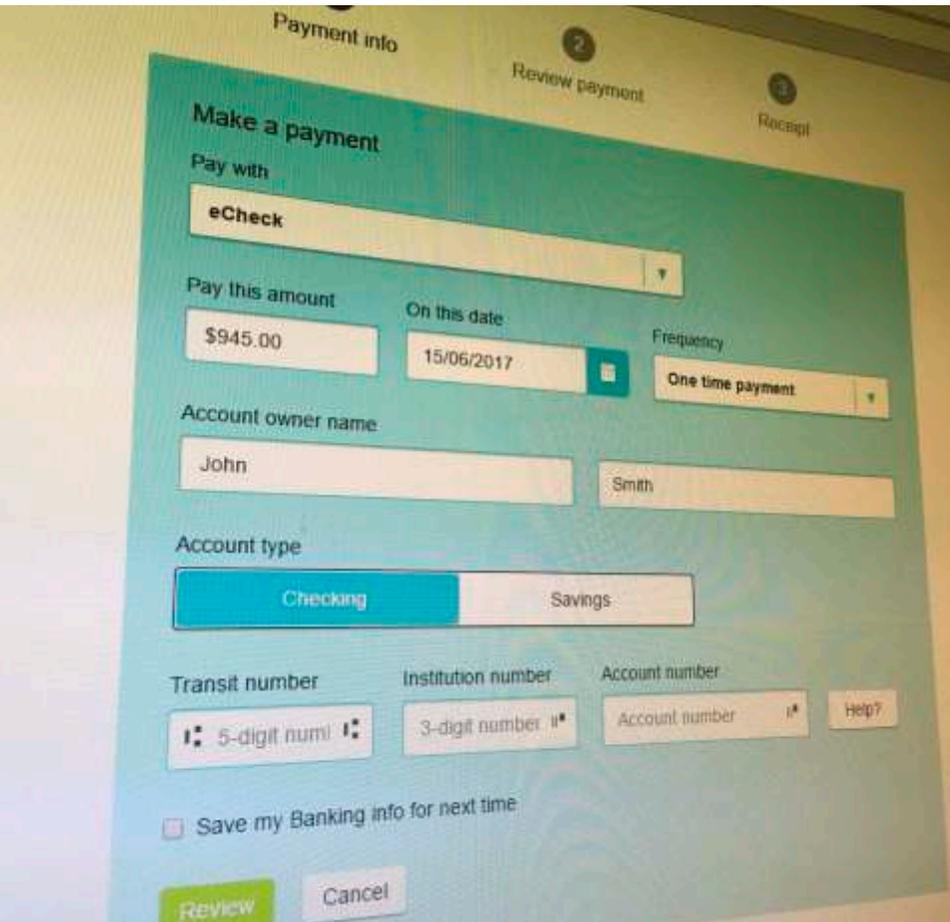
Imperial Properties is consistently looking for new talent to welcome into the company, and in 2017 we were pleased to bring Albert Janabajab and Lisa Williams on board as property managers in our Winnipeg office. Albert joined us in March and is already making his mark, bringing two decades of commercial property management experience to his new role. Lisa joined our team in November, and has nearly a decade of experience in



▶ Lisa Williams

residential multi-family and condominium property management. We're excited to have Albert and Lisa bringing their expertise and insight to Imperial Properties as the company continues to grow.

We remain committed as ever to recruiting and retaining personnel of the highest caliber at every level of the company, and look forward to continuing to expand our team throughout 2018 and beyond.



## Successful Launch of ePay Service for Condominium Clients

Over the summer, we were pleased to announce the launch of a new online payment system for our condominium unit owners. Funds transfers through ePay are designed to make payment fast and easy, and the service allows for one-time and recurring payments via the Resident Login portal on our company's website.

The ePay service also makes changing or updating banking information easy for condo owners, and we were excited to be able to seamlessly migrate existing data to the new system on our clients' behalf. The service, which is also being used to pay Imperial Properties' vendors, has already had a positive impact by reducing our postage and banking expenses. We are happy to be able to provide this valuable and convenient service to our condominium property owners.



## New Building Caretaker Services Introduced

In October, Imperial Properties was very excited to announce the establishment of building caretaker services through our Maintenance Services Division, which has itself been enthusiastically received since its launch in September 2016. An exceedingly valuable service for larger residential and commercial properties, caretaker service provides properties with an onsite maintenance presence five to seven days a week. This allows for effective and efficient solutions to a wide variety of needs, ranging from drywall and paint repairs to changing lightbulbs and handling landscaping duties.

Additionally, the building caretaker serves as a point of contact for third parties performing services onsite, enabling access for these providers as necessary and monitoring progress of ongoing projects. Our

building caretaker services are designed to augment the outstanding services provided by our Maintenance Services Division, offering even more attentive and responsive service to our residential and commercial properties.



## Real Estate Blog Offers Educational Information for Clients

For several years now, Imperial Properties has been publishing blog content related to multi-family residential, condominium and commercial real estate topics. In the latter half of 2017, we revamped our approach and have been blogging twice each month, covering such topics as how to develop a budget for your condominium corporation, how to negotiate a smart commercial lease, how to conduct condominium board meetings and much more. We believe these are subjects our clients are eager to learn about, and they are topics our team is ready to discuss in greater detail with current as well as prospective clients of Imperial Properties.



As we work to grow our company and expand our reach in Winnipeg and Regina and throughout Western Canada as a whole, we're pleased to be able to share our knowledge and experience with our current and prospective clients in an informative and engaging way. We invite you to check in with our blog every other week—you never know what we might have to share! Visit [www.imperialproperties.ca/blogs](http://www.imperialproperties.ca/blogs)

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