

MEM TO LAUNCH MEM CONSTRUCTION SERVICES

mem property management, one of the leading property management companies in New Jersey, recently announced the launch of mem construction services, a comprehensive repair, maintenance and improvement solution for associations and residential communities in New Jersey.

“Over the past 30 years, we have been helping residents enjoy their home with best in class service and expert property management that is without equal,” explains Martin Laderman, founder and CEO of mem property management and co-founder and President of mem construction services, “our communities and management team were continually frustrated with the delays, costly mistakes and extraordinary expenses associated with routine repairs and maintenance, as well as emergency work and restoration. It became obvious that there was a better, faster and more affordable option that should be made available to our managed communities, so after months of planning, we brought together the premier home repair and maintenance professionals in New Jersey, all licensed and bonded, to offer repair, maintenance and home improvement services to our managed communities.”

mem construction services will offer general repairs, including: deck repair/replace-ment; interior repair; roof and skylight repair; fencing; siding/wood repair; foundation repair; gutter repair/cleaning; debris removal; water damage restoration.

“We are very excited for this next stage in our company’s evolution,” says Laderman. “On behalf of our extraordinary team, we appreciate the confidence and trust placed in our company by our clients all across New Jersey and look forward to introducing mem construction services.”



WE WOULD LOVE TO HEAR FROM YOU!

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RECENTLY I HAVE HAD THE PLEASURE OF WORKING WITH MR. LADERMAN AND HIS TEAM AT MEM PROPERTY MANAGEMENT AS THEY TOOK OVER THE MANAGEMENT OF A LARGE CLIENT OF MINE AT MTP. THEY HAVE BEEN EXTREMELY RESPONSIVE TO WORK WITH, CARE ABOUT THE RESIDENTS IN THEIR MANAGED COMMUNITIES, AND TAKE THE BUSINESS OF KEEPING OTHERS' HOMES SAFE AND SECURE QUITE SERIOUSLY.

AS A FORMER COMMUNITY MANAGER WITH OVER 16 YEARS OF EXPERIENCE, I CAN HONESTLY SAY THEY HAVE WELL EARNED THEIR GREAT REPUTATION IN THE INDUSTRY! TRUSTWORTHY, FAIR, CARING, SOLIDLY GROUNDED PROFESSIONALS FROM THE WORD GO. I KNOW A NUMBER OF THEIR ON-SITE MANAGERS WHO HAVE NOTHING BUT PRAISE FOR THE COMPANY AND ITS PRINCIPALS.

TERRY W.



APRIL 2019

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COLLECT WITH RESPECT—A NEW APPROACH TO COLLECTIONS



mem property management will shortly be announcing a powerful new partnership with one of the country’s leading collections companies to help Associations more efficiently and more affordably collect overdue monthly fees and special assessments from delinquent unit owners.

Our approach will be proactive and innovative, very different from the “sue first, ask questions later and send a big bill” attitude of most law firms. We are adopting a customized approach—working directly, collaboratively, and respectfully with the unit owners using a highly effective communications and negotiations strategy that has proven incredibly successful for thousands of associations nationwide, securing the outstanding assessments owed to community Associations, while improving financial stability and cash flow.

Working alongside our Board members and our experienced and fully licensed collections partner, no additional fees will be charged for this service. **All money due to the Association will be paid in full. The Association will always receive 100% of whatever is owed.**

As you already know, an Association is only as effective as its ability to collect from unit owners who have fallen behind or neglected their financial responsibilities. Fees and assessments are critical to the ongoing management and financial health of every community. However, the cost and time associated with collections is a substantial burden. For example, legal fees, accounting and bookkeeping fees, collections agency fees and additional staffing to manage the collections process can add up quickly – easily costing several thousands of dollars or more, not to mention the time, effort and distraction involved for everyone else.

Our new partnership is one of several exciting new mem property management initiatives that help residents enjoy their home and help Board members more effectively discharge their fiduciary responsibilities, and increase property values.

We will be sharing more details very soon!



Thank you as always for your continued support and loyalty!

MEM SELECTED TO JOIN CAI-NJ ULTIMATE PARTNERSHIP PROGRAM



mem property management, a leading property management company in New Jersey, was recently selected to join the New Jersey chapter Community Associations Institute (CAI-NJ) 2019 Ultimate Partnership Program. The New Jersey chapter of CAI (CAI-NJ) is dedicated to enhancing the quality of community association living, through education, legislative advocacy and professional development. The New Jersey chapter of CAI is one of the largest in the United States, with over 1,600 members.

“As an Ultimate Partner, mem property management will receive acknowledgment at over 50 CAI-NJ events and programs throughout the year, a two page company profile in Community Trends Magazine, prominent logo placement on inside cover of Community Trends Magazine, a dedicated email blast to all CAVL, Manager & Management company members and sponsorship and table top display at an upcoming event for board members and community managers.”

MARTIN H. LADERMAN
FOUNDER & PRESIDENT OF MEM

MEM IS ON INSTAGRAM

mem property management recently launched **@mem_property_management** as its official Instagram account. “With one billion users monthly and the majority of users under the age of 35, this is another way for us to connect with residents. Now, it is easier than ever before to stay up-to-date with all things happening at mem property management,” says Martin Laderman, founder and CEO of mem property management. Follow us today!
#HelpingYouEnjoyYourHome



MEM ANNOUNCES MAJOR TELECOMMUNICATIONS UPGRADE

mem property management recently announced a significant upgrade to its telecommunications services to serve their residents and vendors better than ever before. The improvements will help residents and vendors get the answers they need quickly and effortlessly, whether inquiring about payments, late fees, accounting matters or any service-related issues.

mem’s adoption of ShoreTel Workgroup Queue Handling activates a feature to play an announcement to callers about how much time is left in the queue and an opportunity to learn more about mem property management while they wait. The Estimated Wait Time is a moving average based on the duration of the previous calls and rounded to the minute. This allows residents and vendors to manage their time more effectively and is the latest improvement in a state-of-the-art automated workflow system that routes calls quickly and efficiently to the right person, every time. There is no need to leave messages or wait for a call back, mem is committed to 21st century personalized service for all its residents and vendors.

The new system also allows mem to monitor calls for quality assurance, work to further reduce wait times and evaluate call handling performance metrics across the entire organization.



PLAYING IT SAFE

Spring is in full swing and summer is right around the corner, and for many of our youngest residents that means they have the freedom to play outside to their heart’s content (or at least until mom or dad call them back inside). While we encourage kids to enjoy the outside to the fullest, we also want everyone to stay safe. Here are a few guidelines to make sure these next few months go smoothly:

- **Make sure your children are proactive about their safety.** Whether they’re playing at a park, swimming at a pool or riding their bikes around the neighborhood, it’s important that kids understand what types of injuries could occur during these activities and how they can best avoid them. If an injury does occur, your kids need to know what actions to take—such as alerting a trusted adult or, in the case of a true emergency, calling 911.
- **Supervise your kids at the pool.** While it’s always a good idea to keep an eye on your kids, it’s particularly important to make sure your children have adult supervision while they’re in the water. It only takes a second for even good swimmers to find themselves in a dangerous situation, so it’s vital that kids are supervised by someone who knows the signs of a distressed swimmer. To learn about how you can keep your family safe at the pool, visit www.poolsafety.gov.
- **Slow down while driving through the neighborhood.** All residents should take note of this rule. With children out and about in full-force during the spring and summer, you’re more likely than ever to see a distracted kid chasing after a run-away baseball or skateboarding on the streets. So slow down, be extra aware of what’s going on around you, and be prepared to stop suddenly if a child runs out into the road. Parents should remind kids that they have a responsibility to be aware of oncoming cars as well, and to be extra careful when they are on the street.



- **Remind older kids to check in with you when they’re playing without adult supervision.** When kids are out on their own, it’s easy for them to forget to let their parents know they’re okay. So establish a set of rules, such as checking in every few hours or whenever they change locations, and be firm about enforcing them. If your child has a hard time remembering to give you a call every so often, it might be helpful to have them set an alarm on their cell phone or watch so they don’t forget. It’s a great way for kids to build a sense of independence and for you to know they’re safe even when they’re not within sight.

While spring and summer can present many hazards, there’s no reason your kids can’t come out of it unscathed (notwithstanding a few minor scrapes, bruises and bug bites, of course).

Stay safe and enjoy this wonderful season!

