



## *The McGrath Real Estate Team*

McGrath Real Estate Services understands the special management needs of home owners who are transferred away from home and want to feel good about their real estate choice. For over 30 years we have been successfully representing educated investors, World Bank executives and Foreign Service Officers in every aspect of residential property management.

Our experienced staff will provide you not only with the highest quality of professionalism and effort but also the best personal attention, dedication and customer service in our industry. Our niche has been service oriented management of independently owned condos, townhomes, and single-family homes in Northern Virginia. We focus and specialize in Virginia real estate only. We serve you best because we concentrate on the rules and regulations, as well as the evolving dynamics of the rental markets in the territories we cover.

McGrath Real Estate employees possess over 100 years combined experience working with Foreign Service Officers, State Department and Military Personnel, IMF and World Bank employees as well as investors all over Northern Virginia.

Your properties will receive the attention and effective management they require, and you will receive the property management experience you deserve as a valued client of our firm. Our experienced staff will provide professional service and sound advice while:

- Implementing the most effective leasing and marketing strategies to decrease your vacancy costs and time on the market
- Screening all prospective tenants with thorough background checks unmatched in our industry
- Performing regular inspections with trained and true inspectors (you will receive descriptive reports and digital pictures)
- Providing 24-hour response to emergencies with an on-call property manager
- Furnishing detailed monthly statements through online individual account access (including invoices, leases/addendums and other pertinent information)
- Providing an end-of-year income and expense statement for tax purposes

### *CREDENTIALS*

- We manage more than 600 properties in Northern Virginia and protect the value of over \$300 million in real estate assets
- Licensed real estate broker in the State of Virginia. We focus and specialize in Northern Virginia property management. This is our area of expertise. Our territory encompasses Arlington, Alexandria, Fairfax and Loudoun Counties.
- We are members of the National Association of Property Managers (NARPM)
- We are members of the Northern Virginia Association of Realtors (NVAR)
- We are members of the National Association of Realtors (NAR)

## **OUR TEAM**

### **CLIENT ADVOCATE TEAM: [ClientAdvocate@McGrathRealEstate.com](mailto:ClientAdvocate@McGrathRealEstate.com)**

The client main point of contact during the lease term, our Client Advocates review and respond to all communications to and from McGrath Real Estate clients to ensure that our clients receive answers to their questions. Our Client Advocates also direct the right people in our organization to address client needs or questions.

#### ***Gregg Waters – Client Advocate / Property Manager:***

Gregg is a dedicated advocate for property management needs. Experienced and genuine, Gregg reviews and responds to client questions and advises clients on solutions and answers to their property management needs and educates them to select the best course of action.

#### ***Tim Savin – Client Advocate / Property Manager:***

Tim works in our clients best interests through all aspects of his responsibilities as a Property Manager. Putting himself in the shoes of the client, Tim takes an extra element of care as he reviews and responds to questions and advises clients on solutions to their property management needs.

#### ***John Bennett – Lease Specialist / Senior Property Manager:***

John advises clients on lease compliance negotiations, enforces legal issues and special situations where experience and un-emotional reasoning are important. He resolves tenant issues by enforcing leases and pursuing legal and alternative actions. John is a National Association of Residential Property Management (NARPM) member, and he is an example of solid, "Procedure-based" property management.

### **MARKETING & LEASING TEAM: [Marketing@McGrathRealEstate.com](mailto:Marketing@McGrathRealEstate.com)**

The client point of contact from the point of initiating our services through the marketing and leasing phase and until the tenant has moved in. This team will provide marketing data, advertising exposure and communicate expectations, as well as negotiate leases and handle leasing renewals or special lease circumstances.

#### ***Dave Anderson –Leasing Agent /Property Manager:***

Dave exemplifies the McGrath Real Estate emphasis on care and effort to serve our clients. He will perform owner-departure inspections to make sure we have all the things we need to be successful for our clients once they leave their homes. Dave also works in the field showing prospective tenants McGrath properties and encouraging applications and tenant outreach.

#### ***Meylin Cano – Marketing and Leasing Coordinator:***

Meylin is responsible for our qualitative approach to leasing by managing and overseeing application presentations. She coordinates with the Inspections Team on lease commencements and termination dates and ensures contingencies are met regarding lease deals. Meylin also oversees lease renewals by contacting tenants about their interests in staying at the rental property.

#### ***M. Thomas (Tommy) Chambers – Marketing Analyst /Property Manager:***

As a marketing analyst, Tommy provides professional marketing advice from his experience and knowledge of the unique characteristics within the rental and leasing market. He will communicate with you the process of initiating McGrath Real Estates Services, our program and procedures. Together, you will discuss with Tommy the marketing and pricing strategy for your home and what the next steps are to enjoy a successful landlord experience.

***Brian Chevalier – Marketing Coordinator/ Property Manager:***

Brian is adept and motivated in coordinating the process of preparing a home to be “ready for the market”. He’ll help you identify what needs to be done and help you select and/or synchronize logistical efforts with the right contractors for the job. Brian is a helping hand to guide new clients through the procedures to enjoy a smooth transition into becoming a landlord partnered with McGrath Real Estate Services.

***Nicole Nieves – Marketing and Leasing Coordinator:***

Nicole is responsible for processing applications, as well as tracking and ratifying leases. She is our detective in thorough background checks when processing applications and expedites our ability to land the right tenants.

***Jessica Stinnette- Marketing Director:***

Jessica is thorough in ensuring our clients are communicated with promptly during the marketing and leasing phase of the landlord experience. She oversees the leasing administrators, enters listings, and coordinates advertising, and web marketing for your property. Organized and efficient, she’ll get you the market feedback necessary to make the best decisions to rent out your home quickly to a good quality of tenant. Jessica also trains interns and guides our leasing program to be more effective.

**MAINTENANCE DEPARTMENT:**

Receive and coordinate repair and maintenance requests between contractors, tenants, and client advocates. All maintenance concerns are outsourced with independent contractors, and this department is dedicated to leveraging their experience and repair volume into value for our clients and tenants with maintenance concerns.

***David (Buck) Buckingham- Maintenance Manager:***

Buck is the hands on manager who uses his expertise to trouble shoot before sending out vendors. His key focus is addressing problems at the source and taking effective measures to resolve them. He coordinates the right contractor for the renovations and repairs and uses metrics for success in measuring the performance of those vendors to ensure they are performing good quality of craftsmanship, can be responsive to repairs that need immediate attention, are fair-priced for their services, and are licensed, bonded and insured.

***Beverly Snead- Maintenance Coordinator:***

Beverly is the point of contact for maintenance requests from tenants. She is persistent with tracking repair status and in following up with contractors to ensure the job is done. Whether it is a hurricane that whips through our area, a hot day when twenty air-conditioners break down, or a simple leaky-faucet – Beverly is the first point of contact for the tenants in reporting the repair and facilitating that it gets done.

***Michelle Durost- Maintenance Program Assistant:***

Michelle is responsible for quality control with-in the Maintenance Department. She manages the vendor database for McGrath, follows up on outstanding items, confirms contractors carry the required insurance and comply with our procedures. She also works as a liaison between the Maintenance Department and the Client Advocate Team.

**INSPECTIONS TEAM:**

Move-in and move-out inspections, interim and annual inspections, identifying and recording security deposit issues and concerns – they are the eyes and ears of our management team. Our inspection crew is made up of two full-time property inspectors (internal staff) and an independent 3<sup>rd</sup> party inspection crew to identify liability issues or property damage concerns. The inspection committee performs more than 1,000 inspections a year!

***Chris Smith –Inspector:***

Chris performs inspections and reports his findings. He is out in the field daily and helps us appraise the conditions of your home while ensuring your risks as a landlord are kept at a minimum by identifying liability and tenant negligence issues when he visits each property.

***Luis Gutierrez – Inspections Manager:***

Luis is in charge of coordinating and scheduling, inspections and inspection reports. He also reviews pictures and reports for damage concerns or tenant negligence. Luis sets the procedures, improves the processes, and stresses the accountability of our inspection team. Luis is the “white glove” inspector. He has a trained-eye and an acute sense of cleanliness and property damages.

***Premier Rental Inspections, LLC (3<sup>rd</sup> Party Independently Contracted Team of Inspectors):***

The team of inspectors at Premier Rental Inspections, LLC performs inspections for McGrath Real Estate Services and works for the benefit of both the Property Owner and the Tenant. A Move-in Inspection is performed with high expectations of delivering the property to the Tenant in good condition so that we can hold the Tenant to a high-standard of care during their time at the property. All areas of the property are thoroughly documented during the Move-in Inspection and any new areas of concern are compared to a Move-out Inspection that is often completed years in the future for long time tenants. The team at Premier Inspections is out in the field daily and helps McGrath Real Estate Services assess the conditions in your home while ensuring that your risks as a landlord are mitigated by identifying areas of liability and tenant neglect or negligence. Premier Rental Inspections has raised the bar on quality and care of inspections. Their professionalism and ability to be in the field on a daily basis keeps the lines of communication flowing between McGrath Real Estate Services, the Property Owner and the Tenant.

**ACCOUNTING DEPARTMENT:**

Accounting and rent processing, monthly and year-end owner’s statements, security deposit and rent disbursements, and processing and paying invoices.

***Leslie Sheldon – Office Manager:***

Leslie is responsible for bookkeeping, maintaining/monitoring thorough office records and overall office and individual team quality control. Leslie is ultimately responsible for handling all rent payments in a timely manner for your property’s account.

***Meghan McGrath – Payables Review Processor:***

Meghan provides valuable depth within the accounting functions handled by our firm. She processes checks for client and vendor payment and enters receivables and payables in a timely manner for your property’s account.

***Thuy Nguyen – Account Manager:***

Thuy is responsible for processing new-client accounts and assists in making sure invoices are posted and ready to be paid. Thuy also assists with the processing of utility transfers, disbursement of security deposits, and records vendor invoices.

**ADMINISTRATIVE SUPPORT:**

The backbone of our operations is facilitating all the processes in a successful way, and that means smart, hardworking administrative support to all our core functions!

***Jessie Evans – Administrator:***

While also often answering the phone, she will help you reach someone to assist in your real estate inquiries, conduct research, perform maintenance follow-up and communicate with tenants, as well as many other administrative duties. Jessie is the “Gatekeeper of the keys” and audits the keys weekly for occupant security.

***Lindsay Curtis- Special Programs Coordinator & Leasing Agent:***

Lindsay assists in special projects with an emphasis on quality control and improving customer service and satisfaction. Lindsay stays fluent with market values by staying out in the field, she prioritizes showing McGrath rentals and filling vacancies. She is exuberant and energetic and helps clients find the best property to fit their needs.

***Interns:***

Our interns reflect those extra elements of enthusiasm and care that makes McGrath Real Estate a top-notch service provider. They are responsible for research and assisting in the tenant screening process. The interns also draft reports for property managers to review and regularly do a quality job of putting together marketing brochures from digital pictures of your home to display its best features.

**COMPANY OWNERS:**

***Jim McGrath – Principal Broker / Realtor / Owner:***

Jim is the principal broker and sales manager for McGrath Real Estate. He is a member of Northern Virginia association of Realtors (“NVAR”), the Life Top Producer Club, a life member of NVAR and a member of the Multi-Million Dollar Sales Club. Jim has provided over 30 years of real estate services in Northern Virginia in property management and sales. He was a chairman of NVAR Property Management and Leasing Committee in the 1990s. If you are looking to buy or sell a home, there is no finer choice than Jim McGrath.

***Tim McGrath – Associate Broker / Owner:***

Tim is a CCIM broker with over 30 years of experience in commercial and residential sales, leasing and assets management. Tim grew up around the world in a Foreign Service family and now he focuses on providing the tools and direction to his property management team to serve FSOs and investors with homes in Northern Virginia. Tim is the executive arm of the McGrath property management program.

**LEASING AGENTS & REALTORS:**

In addition to the above property managers and Realtors, all our licensed agents focus and devote time to showing properties to prospective tenants and buyers. A list of all our full and part time licensed Realtors is below in alphabetical order:

**Jim McGrath– Principal Sales Broker / Realtor**

Tommy Chambers– Leasing Agent / Realtor  
Brian Chevalier– Leasing Agent /Realtor  
Brian Mostero– Leasing Agent / Realtor  
David Anderson– Leasing Agent / Realtor  
David Buckingham– Leasing Agent / Realtor  
Gregg Waters– Leasing Agent / Realtor

Jessica Stinnette– Leasing Agent / Realtor  
John Bennett– Leasing Agent / Realtor  
Lindsay Curtis- Leasing Agent / Realtor  
Meghan McGrath-Leasing Agent/Realtor  
Pat Rhoads– Leasing Agent /Realtor  
Tim Savin– Leasing Agent / Realtor