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Certificate

Belwood Properties

This award is in recognition of **Belwood Properties'** stellar reputation and trust among customers and industry peers, evident in the numerous nominations we received from our subscribers. **Belwood Properties** emerged as a **Top Company** after an exhaustive evaluation by an expert panel of C-level executives, industry thought leaders, and our editorial board.

Awarded By

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Belwood Properties

Redefining Property Management through Personalization

Peggy Woods, Partner | Justine Beltran, Jr. Partner | Theresa Woods-Beltran, Owner

Mr. Johnson owns numerous rental properties across the country and was looking for a property management company to oversee his portfolio. In his quest for a company that values homeowner integrity and tenant respect, he discovered Belwood Properties. The company stood out for its dedication to reforming property management standards and treating everyone with dignity.

Belwood Properties is a family-run and women-run business that offers affordable, personalized property management services without the constraints found in larger corporations. It was founded by two sisters who spent a decade working in property management and gaining invaluable experience and insight into the industry's intricacies.

The company manages all types of real estate, including multifamily, commercial, and industrial properties, as well as homeowners' associations (HOAs). Its HOA management services include collecting dues, property maintenance, document transfers, site management, financial management and covenants, conditions and restrictions (CC&R) enforcement.

Belwood Properties' family-run status ensures stability and consistency in its services. This helps address issues like high turnover rates that clients face in the property management space. The family-oriented structure means that clients don't have to deal with the frustration of new managers every year and experience a reliable and continuous service experience.

It also helps the company extend personal support by eliminating the need for call centers and complex answering systems to ensure that clients can easily reach out to the team members when an issue arrives. Each client is assigned a specific manager, which maintains consistency and fosters a comfortable and reliable relationship. The direct communication approach helps clients feel at ease and builds a strong connection rooted in trust and continuity.

"Our company takes pride in our quick response times, effective communication, and accessibility," says Justine Beltran, Jr., partner of Belwood Properties.

Belwood Properties' boutique size allows it flexibility devoid of corporate constraints. Once free from corporate constraints and rigid policies, it can go above and beyond typical service boundaries and dedicate extra time to addressing clients' issues.

The company's flexibility also stems from its vision of creating a change in the property management industry. It offers month-to-month contracts so the clients are not stuck in long-term commitments. The contracts also come with all-inclusive pricing with no hidden fees except for emergencies or court costs.

Its dedication to customer service is also evident during the initial consultation. The company thoroughly outlines the client's requirements and, based on the assessment, adjusts the contract terms. For example, if a client prefers limited services like only dues or rent collection, it can exclude other aspects of full-service management and offer a reduced fee. While it maintains strict adherence to legal requirements and liabilities like indemnification, it is flexible in tailoring the scope of services to provide a personalized management experience.

For instance, the manager's usual responsibilities don't involve towing cars, as this is typically handled by a volunteer on the board or an onsite manager. While the manager can organize towing, it's not included in the standard contract and would normally incur an additional cost. However, the company's manager chose to assist and personally met with the towing company to have the car removed. All this was done at no additional charge since this client has been with the company for four years, and the car had repeatedly abused the parking space. This ability to make quick decisions with a personalized touch helps it provide excellent service and maintain strong client relationships.

The company also addresses social issues like empowering women. Its women-run status lets it focus on creating opportunities for women and aims to address and reduce the wage gap. Its flexible and empowering structure allows women to strive for success and benefit directly without being limited by traditional corporate hierarchies.

> **"Our company takes pride in our quick response times, effective communication, and accessibility**

Dedication to both professional excellence and social responsibility makes Belwood Properties a standout choice for property management. It offers the clients a refreshing alternative to the impersonal, rigid practices of larger corporations in the market. For property owners like Mr. Johnson, Belwood Properties provides a reliable, compassionate, and efficient partner in managing their real estate portfolios. RB