



Shamah Properties/Shamco Management launches new tenant/management initiatives to meet tenant needs

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Shamco Management, a New Jersey-based building owner/management company, has launched a new "Meet and Greet" tenant/management program, along with innovative controls designed to quickly and efficiently address tenant concerns.

The company began holding informal "Meet and Greet" meetings at various Shamco apartment communities for tenants and management to get feedback and discuss tenant needs.

"Computers and phones are great for setting appointments or sending over documents, however getting instant feedback from tenants is invaluable," said Alan Shamah, a Shamco Management executive. "The "Meet and Greet" is a great way to build strong ties with our tenants." Shamah said that tenants have already expressed how much they appreciate and like the meetings. The program, he explained, is designed to augment the company's present policy where management makes regular visits to maintain the properties and repair hot line management.

The company also recently introduced a "tenant focused" high tech information system designed to supply all of the company's building superintendents with an I-Pad tablet that gives them daily updates on tenant repair requests.

"Getting the repair request to the super immediately assists us in delivering even better tenant services," added Shamah, who explained that the I-Pads allow the superintendent to get sign offs by the tenant on the tablet. "It gives us a chance to focus more on the tenant rather than paper work," said Shamah. "We also have a hot line for tenants to inquire about their account."

Shamco Management, which has served tenants since 1980, has been on the forefront of management technology. Over the last two years they have implemented tenant repair hot lines that go directly through the main office, so that all repairs are recorded before it goes to the maintenance department or superintendant.

Shamco Management encourages tenants to contact them about their repair needs for fastest response time. They also supply the tenants with a direct office extension for tenants who may want to contact the office outside of the hot line. "We have an open door policy with our tenants," said Shamah. "This is the only way to manage the properties."

Over 30 years ago Joseph Shamah, founder of Shamah Properties/Shamco Management, purchased his first property on East 29th Street in Brooklyn and started the company's long history of implementing these kinds of tenant programs that are still used today in their investments and management techniques.

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