

# CASE STUDY

## MOUNTAINVIEW TOWNHOMES ELLICOTTVILLE, NY | 25 UNITS



### CHALLENGES //

Ciminelli's management agreement with Mountainview Townhomes Association focused on owner concerns related to vendor performance on maintenance tasks and repairs. Existing conditions did not meet owner expectations, and basic maintenance was being neglected by the current management company.

### ACTION PLAN //

Ciminelli's residential management team performed a thorough property inspection to identify issues and immediately tasked our skilled in-house professionals with completing a variety of maintenance needs and repairs at the property. Our team performs a number of disciplines, from HVAC and plumbing to electrical and carpentry, ensuring most maintenance needs are resolved without the need for outside vendors.

Ciminelli's team mobilized to complete emergency and dated tasks within one week of being awarded the assignment. Upon completion, an analysis of the property and the feedback from our technicians helped form a detailed management program.

### RESULTS //

Currently, Ciminelli's maintenance protocols, skilled team, and proactive approach to maintenance and repair have yielded excellent results at agreeable prices and within time constraints, resulting in a high level of satisfaction among the owners. The team's detailed management plan and focus on communication, pricing, and performance ensures safety and security and increasing property value going forward.