

New with Terra

## Informative Updates for You

Communication is one of the fundamentals in any relationship. So why would it be any different between you and Terra? We want to ensure we keep you in the loop as your professional real estate resource on topics pertaining to real estate and your real estate portfolio.

Our goal, with sending you these newsletters, is to provide relevant information but also to build our communication with you as your property management company.



## Winter is Coming

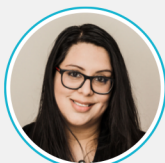
With how moody Houston weather can be, it is a bit difficult to know when “true” winter is coming to town. Most landlords or investors only think of professional property managers as people who get tenants, handle everyday maintenance and collect rent. You have never probably thought of us as part of your First Responder Team! (cont. on page 2)

## Meet Your Team



**Michael “Mike” Mengden**

As the broker & owner, Mike oversees all company employees and operations.



**Mariela Aguirre**

Leading sales & acquisitions, if you plan on expanding your portfolio, Mariela is your first point of contact.



**Khruma Myrie**

As property manager, Khruma is responsible for the management of all properties and tenants.



**Khai Hoang**

Khai’s supportive role with Khruma is to ensure the properties are move-in ready.

Just as the Fire Department advises property owners to clear brush away from homes, label circuit breakers, and have emergency supplies on hand we have a disaster plan. Some typical things that we routinely update monthly, quarterly, or annually are:

- Have current insurance and emergency contact info for you and our tenants
- Tenants are highly encouraged to have Renter’s Insurance
- Our phone system is on the cloud with recordings and cell phone backups in event of emergency
- All files including tenant leases, accounting, and maintenance files are electronic and backed up remotely
- Vendor contact info is available on our cell phones as well as our property management software and accessible remotely.
- We periodically conduct drills just like Fire and Police so if the unthinkable happens everyone knows what to do.

Once the event has passed it is up to the property manager to:

- Assess damage
- Get bids for repairs
- Overseeing the repairs
- Manage frazzled nerves of tenants which could mean finding alternate housing for them
- Working with insurance companies to get reimbursed for damages

We are proactive before the weather event hits. We will do such things as notify tenants how to handle emergencies, and to stock up on supplies and make sure that our maintenance team or vendors are prepared and on standby. – Mike M.

## Education

Real estate investing has so many parts to learn and that is what we are here to provide. Below are the next upcoming classes that are investor focused.

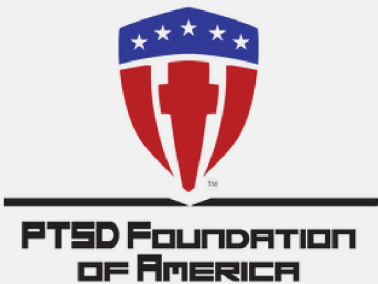
From our family to yours,



## Rent vs Sell Calculator



This helpful resource provides both scenarios of what the numbers would look like if you rented your home or if you were to sell your home. Useful to make an informed decision impacting one of the biggest assets you own.



At Terra, we proudly support Camp Hope Houston in their efforts to provide help and guidance for veterans that suffer from PTSD. Click on the QR code above to learn more about their continuous efforts and passion to serve our veterans.

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