



MANHATTAN + BROOKLYN

Ora

Property Management  
*Associations Edition*

MORE THAN MANAGEMENT.  
WE CREATE HARMONY BETWEEN OWNERS,  
RESIDENTS, AND THE CITY WE ALL LOVE.

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# NYC Property Management, Personally Tailored.

We built Ora to be the kind of property management company we'd want to work with — transparent, approachable, flexible, and built around real people.

Built for small condo and co-op associations, we provide everything from turnkey operations to task-specific support. No long contracts, no hidden fees—just practical management and service that feels human, not transactional.

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## Why Ora?

**NYC Compliance Experts** – We live and breathe the city's housing rules, tracking every update so you stay protected.

**Dedicated Manager** – One point of contact, backed by specialists who will know your property inside and out.

**Personal Support** – Real people partner with you directly, offering a hands-on approach.

**Transparent Pricing** – Clear, upfront fees with no hidden mark-ups or surprises.

**Flexible Service Plans** – Mix-and-match coverage—scale from essentials to full-service care as your needs change.



# Service Pillars

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## **BUILDING OPERATIONS**

### **Maintenance & Repair**

We oversee all day-to-day repairs and upkeep, ensuring the building, common areas, and essential services are consistently well maintained.

### **24/7 Emergency Response**

When the unexpected happens, our team responds immediately—coordinating reliable vendors and on-call technicians to ensure the safety of residents and protection of property at any hour.

### **Preventive Programs**

Programs and Procedures to ensure the maintenance and smooth operation of the property; and recommendation, planning, bid solicitation, and supervision of major repairs and capital improvement projects.

### **Site Inspection Report**

We perform thorough site inspections that review the building's structural, mechanical, and aesthetic conditions, with clear reports and recommendations for the board.

### **Contractor & Staff Supervision**

Staff and contractors are trained, scheduled, and supervised to ensure accountability and consistent service.

# Service Pillars

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## **FINANCIAL MANAGEMENT**

### **Budgeting & Reserve Planning**

We prepare annual operating budgets and long-term reserve plans, giving the board a clear roadmap for both day-to-day needs and future capital projects.

### **Financial Reporting**

We provide monthly and annual reports with clear statements of income, expenses, collections, and reconciled accounts, keeping the board fully informed.

### **Recordkeeping**

All financial books, records, and supporting documents are maintained in an organized, accessible, and audit-ready format.

### **Collections & Disbursements**

We handle billing, follow up on unpaid charges, and process payments to vendors and taxing authorities while reviewing expenses to keep costs reasonable

### **Audit & Tax Support**

Our team coordinates with accountants and attorneys to simplify audits, tax filings, and year-end compliance.

# Service Pillars

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## REGULATORY COMPLIANCE

### **City & State Filings**

We manage all required registrations, inspections, and permits—including HPD, DOB, FDNY, and DEP—ensuring filings are accurate and on time so your property remains fully compliant.

### **Violation Management**

We act quickly when violations arise, addressing issues proactively to reduce fines, minimize risk, and protect your property's reputation.

### **Insurance Oversight**

We review building and directors & officers insurance annually, making sure coverage is complete, cost-effective, and aligned with your association's needs.

### **Safety & Certifications**

We coordinate required safety plans and certifications—boilers, elevators, fire safety, and local law filings—to keep the property compliant and residents protected.

# Service Pillars

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## **BOARD & COMMUNITY SUPPORT**

### **Board Meetings**

Agendas, board packages, and minutes are prepared and distributed; managers attend meetings to advise and support board business.

### **Communication**

We keep residents and owners informed with clear, timely updates. Our digital platform allows them to pay charges, submit requests, access documents, and receive notifications from any device.

### **Bylaw & Policy Enforcement**

We uphold your community's bylaws, rules, and policies with fairness and consistency—protecting community standards while supporting board leadership.

### **Closings & Transfers**

We manage sales, sublets, and alteration requests efficiently, ensuring every transaction complies with board policies and building requirements.

### **Move-In / Move-Out Coordination**

Scheduling, deposits, elevator reservations, and checklists are managed to make transitions smooth for residents and efficient for staff.

# Service Pillars

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## VENDOR MANAGEMENT

### **Competitive Bidding**

We solicit and review multiple bids to ensure contracts provide the best balance of cost and quality for your building.

### **Contract Oversight**

Vendors are monitored and supervised to confirm work is completed reliably, on time, and to standard.

### **Performance Reviews**

We evaluate vendor performance regularly and recommend adjustments or replacements when necessary.

### **Expense Review**

We track vendor invoices and service costs to identify savings opportunities and keep expenses reasonable.

# Technology That Works for Your Community

At Ora, we believe management should be transparent, efficient, and accessible. Our technology platform gives boards and residents the tools to stay informed and connected anytime, from any device.

Our mission is to give time back while staying cost-efficient—leveraging technology not to replace human interaction, but to enhance it.

We offer online portals for boards, owners, and residents, accessible by desktop or iOS/Android app. Our platform also connects with NYC agency databases—including HPD, DOB, FDNY, and DOF—so we stay current with the latest announcements, laws, violations, and notices.

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## Pricing

Our management fees are tailored to each building, based on size, complexity, and the level of service requested by the board. We keep our pricing competitive and fully transparent, ensuring the resources needed to deliver consistent, high-quality service without hidden costs.



# Contact Us

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