

MANHATTAN + BROOKLYN

Ora

Property Management

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

---

(212) 994-4908 | [office@managedbyora.com](mailto:office@managedbyora.com) | [www.managedbyora.com](http://www.managedbyora.com)

# 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 individual landlords and mid-size rental buildings: from turnkey operations to task-specific help, we plug in where you need us—no long contracts, no hidden fees, and support that feels human, not transactional.

---

## 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.

# Properties We Support

---

## **INDIVIDUAL UNITS**

Condo, co-op, or single-unit properties with personalized management needs.

## **MULTI-FAMILY**

Townhomes, duplexes, and classic NYC walk-ups with multiple rental units.

## **RENTAL BUILDINGS**

Small to midsize rental properties with up to 50 units.

# Service Pillars

---

## PROPERTY CARE

### **Repair/Maintenance**

We manage property maintenance and repairs, from sourcing qualified vendors to overseeing the entire process. This includes coordinating with contractors, monitoring work quality, and ensuring the scope of work is completed as planned, delivering reliable results for property owners.

### **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.

### **Apartment Turnovers**

We handle every detail—from inspecting appliances and re-keying locks to coordinating cleaning and repairs—ensuring each unit is safe, up to code, and move-in ready for the next resident.

### **Condition Reports**

We conduct thorough property inspections at move-in, move-out, and annually—documenting with photos, noting any damage, and recommending maintenance—so owners have a clear, up-to-date view of their property's condition.

# Service Pillars

---

## PROPERTY CARE

### Preventative Maintenance

We take a proactive approach to maintaining HVAC, plumbing, electrical, and life-safety systems—scheduling routine service, coordinating qualified technicians, and documenting each visit.

### Property Insurance

Our property insurance, backed by Millennial Specialty Insurance (MSI), provides up to \$100,000 in liability coverage for resident-caused damages when residents lack active renters insurance, with no deductible. While homeowners insurance generally covers damages from natural events or those caused by the owner, it often excludes resident-caused damages.

## FINANCIAL MANAGEMENT

### Automated Bill Pay & Escrow

We manage and pay all property-related bills—taxes, insurance, utilities, and mortgages—on time, every time, to avoid late fees and service disruptions. Dedicated escrow accounts ensure property taxes are fully funded and transparently tracked.

### Mortgage Escrow Audit

We perform quarterly audits to reconcile lender escrow balances, verify charges, and file any necessary corrections—helping prevent shortages, overages, and unexpected assessments.

# Service Pillars

---

## FINANCIAL MANAGEMENT

### **Rent Invoicing & Collection**

Tenants receive a detailed monthly invoice—by email or mail—at least 10 days before it's due, outlining rent, fees, and utilities. Auto-Pay through our app ensures seamless, on-time payments. If rent isn't received by the 1st, automated reminders are sent, and cleared funds are typically disbursed to owners within one to two business days.

### **Budget Planning**

We develop annual budgets, long-term capital plans, and reserve analyses to ensure your property stays financially healthy, well-maintained, and prepared for the future.

### **Monthly & Annual Reporting**

By the 15th of each month, owners receive detailed financial statements with receipts, performance highlights, and key metrics—plus year-end reports prepared for tax season.

# Service Pillars

---

## RESIDENT SERVICES

### **Resident Support**

From maintenance issues to general inquiries, our responsive team resolves resident requests promptly—improving day-to-day experience and supporting long-term retention.

### **Resident Portal & App**

Residents can pay rent, submit maintenance requests, access documents, and receive real-time updates—all from their phone or desktop.

### **Leasing Services**

We partner with local brokerages to deliver a full-service leasing experience—including tenant placement, applicant screening, and lease execution in compliance with Fair Housing laws.

### **Board Package Prep**

For condo and co-op units, we assemble and track complete board application packages—ensuring accuracy, timely submission, and a streamlined approval process.

### **Lease Renewals**

We manage the full renewal process—providing market comps, ensuring legal compliance, sending timely notices, handling tenant communication, and issuing renewal documents—all aimed at reducing vacancy and retaining quality residents.

# Service Pillars

---

## RESIDENT SERVICES

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

We manage every aspect of tenant transitions—from welcome packets and utility transfers to key exchanges and photo-documented inspections—ensuring a smooth experience for residents and owners alike.

### **Renters Insurance**

Backed by MSI, our renters insurance includes \$100,000 in liability protection and flexible options for personal property coverage.

## COMPLIANCE & LEGAL SUPPORT

### **Regulatory Compliance Management**

Our compliance calendar monitors DOB, FDNY, DEP, DEC, HPD, DHCR, and DOF deadlines, schedules inspections, and files paperwork to keep your building audit-ready at all times.

### **Tax & 1099 Support**

We coordinate with your accountant to clarify or reclassify operating statements as needed. At year-end, we provide detailed financials and issue 1099s to owners.

### **Legal Support & Eviction Liaison**

Through our vetted attorney network, we assist with rent demands, holdovers, and litigation, staying engaged from filing to resolution.

# Service Plans

---

## **A-LA-CARTE**

Ideal for owners who need targeted support—flexible, on-demand services that fill the gaps where you need them most, offering expert help in specific areas without committing to a full-service plan.

## **BASIC**

Hands-on landlords who want dependable back-end support while staying actively involved in the day-to-day care of their property.

## **FULL SERVICE**

Owners who want a truly hands-off experience—smooth operations, reliable property upkeep, concierge-level resident care, full compliance, and complete financial management, all managed by a dedicated property manager.

## **CUSTOM**

Ideal for owners with multiple units or multifamily properties—flexible packages that scale, with options for on-site staffing, detailed financial tracking, and tailored support across your portfolio.

*Pricing available upon request*

# Contact Us

---

**Email:** [office@managedbyora.com](mailto:office@managedbyora.com)

**Office:** (212) 994-4908

**Website:** [www.managedbyora.com](http://www.managedbyora.com)

**Office:** 401 Park Avenue S, 10<sup>th</sup> Floor, New York, NY  
10016