



PEABODY
RESIDENTIAL



Award Winning Service

In 2010 we decided to really do things the “Peabody Residential Way”. Since 2010 Peabody Residential has been awarded the annual Super Service Award by Angie’s List and is the only property management company to achieve the award ever in our marketplace. Additionally Peabody Residential was awarded the 2014 Best of Reston Award, with the most nominations by our clients and peers.

Our 2015 client survey feedback noted the following:

- 98% Customer Satisfaction
- 100% said we exceeded their expectations
- 100% said they heard from us in less than 24 hours or the next business day
- 97% said they have referred someone to us

Satisfaction Guarantee

We believe so strongly that we provide a superior property management experience that we offer our clients THREE Guarantees!

Guarantee One – Re-Rent Leasing Fee Guarantee

If the tenants we place in your property do not complete the first 12 months of their lease agreement we will re-rent the property for free. You will never pay 2 full leasing fees in the same 12 month period!

Guarantee Two – 100% Happiness Guarantee!

If for any reason you are not 100% Happy with our property management service, we will refund you that one month’s management fee.

Guarantee Three – It’s Easy to Switch!

If for any reason you are not completely happy with our services and you want to leave Peabody Residential, you can cancel your agreement without penalty at any time.



Superior Performance Statistics

In 2015 we achieved the following statistics from our portfolio:

- Less than a 1.13% Late Payment rate
- Less than 30 days on average to lease a property
- 1.34% Vacancy rate
- 0% Evictions
- 100% owner reimbursement for damages billed
- 100% success rate of \$0 costs/loss of income to owner when tenant terminates lease early

*based on 263 properties annually averaged



A+
We have an A+ rating
with the BBB and we're
PROUD!