

Please Read



Thank you!

Office Website: www.equitybcs.com
pm@equitybcs.com

Hi ...

As a Reminder, All the great staffers in the **FRONT** office are doing their best to **MONITOR** emails that go to pm@equitybcs.com Always CC: keith@equitybcs.com

If you have any **QUESTIONS** or **CORRECTIONS**, please call or email us.

**Please don't hesitate to call or email us if
you need help with something ...**

pm@equitybcs.com

Have a great day & **Gig'Em**

Keith Clements/Broker | Equity Real Estate & Company | Since 1986

HELPFUL NUMBERS AND WEBSITES:

-Office: (979) 696-4464

-For My Email: keith@equitybcs.com

-For Property Management Email: pm@equitybcs.com

-For HOA Email: hoa@equitybcs.com

-For Office Website: www.equitybcs.com

-Member of the B/CS REGIONAL ASSOCIATION OF REALTORS®

Let's Go Make It A Great Day

Equity Real Estate & Company, Inc.

A Bryan/College Station Tradition

[Systems and Strategies](#)

Your success is OUR success.



Thank you!

End of the Month Report

Dear **MOST** valued Property Owner(s):

Regarding your enclosed end of month report

It's our **GOAL** to ensure your report is complete to your satisfaction. Our wish is to exceed your expectations by providing you with all the information you need about your property.

We take pride in our work and try very hard to make sure all end of the month reports go out correct.

If you have any questions or **CORRECTIONS**, please call or email us at pm@equitybcs.com

We Worked Really Hard on Making Sure Your Reports Go Out Ready and Complete.

Diana/Karen/Kathy/Gaby/Liz/Keith/Valerie

As a team we completed your end of month report.

Please don't hesitate to call or email us if you see any needed correction

pm@equitybcs.com

Thank you for the opportunity to assist you in Managing your property.

Thank you!

Please Read



Thank
You
for your
business

The pm@equitybcs.com email is monitored by all staffers.

February 28, 2026

Dear Most Valued Client: **THANK YOU!**

Power of Clarity

TEAMWORK- Divides the Task and Multiplies the Success.

CLARITY is the bedrock of a **HEALTHY HOA**. When homeowners feel like the "books" are a black box, it breeds distrust ... even if the management is doing everything perfectly. Having **CLARITY** is foundational to our success, not just as property managers, but as stewards of our homeowners' **financial reporting**. When managing HOAs, we are handling other people's money. It is **crucial** that we remember that what seems like a standard accounting entry to us can look like a mystery to a homeowner. When financial information is unclear, it creates fear, speculation and mistrust. One of our **Core Principles ... Clarity, Clarity, Clarity.**

Our goal as a team, and for our office, is that we adopt a philosophy of absolute **CLARITY, clarity, and more clarity**. Ambiguity is the enemy of trust. If a HOA homeowner has to email us to ask what a line-item means, we have failed to be clear. If they can't find the report, we have failed. **No Ambiguity ...** We work hard to ensure that every report, invoice, and budget variance is explained simply. **Plain Language ...** If we must use technical accounting terms, we need to provide context. The goal is to make our financials understandable, not just compliant. **The Website & Access ...** We work hard to ensure all financial reports are accurate and easily accessible on the website. We treat the website as our '**living document**' of truth. **Consistency ...** The same detailed information that goes to the Board should be summarized for the community, ensuring they see exactly how their fees are being used.

WHY THIS MATTERS ... When we provide clear, consistent, and transparent financial reporting, **Trust is Built ... Conflicts are Reduced;** The number of complaints and disputes decreases. **We Protect the Association.** Accurate, open reporting helps us identify errors early and prevents fraud. **IT IS OUR MISSION ...** to ensure that when a HOA HOMEOWNER looks at the website, they feel confident, informed, and secure in their community. The EQRE TEAM aims for zero ambiguity.

Thank you for your trust.

Support Staff Team

Our Commitment to Your Success

Great teams are built around individual excellence. In addition to a standard of excellence, **Equity Real Estate and Company** encourages a culture of positive and value-based problem solving, so that client needs can be met on a daily basis.

pm@equitybcs.com ... This email is picked up by all the staffers to help us all communicate better.

Keith E. Clements ... Chief Sales Officer keith@equitybcs.com always CC: pm@equitybcs.com

Kathy ... Receivables Coordinator

Diana ... Receivables Coordinator (**Kathy's right-hand HELPER**)

Gaby ... Make Unit Ready Coordinator / Property Management / Work-Orders

Valerie ... Receivables Coordinator Assistant / Resident Customer Service / Maintenance work orders

Karen ... Front desk Call Coordinator / Resident Customer Service / Maintenance work orders

Kendall ... Call Coordinator / Maintenance Coordinator Assistant / Maintenance work orders follow up.

Nick ... Licensed Realtor (Sales and **Leasing** Department)

Jack ... Licensed Realtor (Sales and **Leasing** Department)

Kim ... Licensed Realtor (Sales and **Leasing** Department)

Patrick ... Licensed Broker (Sales and **Leasing** Department)

Cesar ... Licensed Broker (Sales and **Leasing** Department)

Frank ... Licensed Realtor (Sales and **Leasing** Department)

Elizabeth ... Office Administrator, Staff Support / Licensed Real Estate Broker



We have an amazing team at **EQREPM** ... that is here for you. This moment reminds us that we are all connected like never before. We are called upon to be our **best selves, with patience, understanding and compassion**. On behalf of all of us at **EQREPM**, we're committed to being your partner and persevering together in all the days and years ahead.

Keith Clements/Owner/Broker | Equity Real Estate & Company | Since 1986

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