

## **Guiding Principles**

Seek the best interest of the property owner's financial investment and maintain a safe and enjoyable living experience for the duration of the tenant's lease. We balance the financial requirements of property owners with the needs of tenants to achieve favorable outcomes for all parties whenever possible; and communicate heavily when there are challenges.

### **Primary Responsibility of an EPIC PM Employee**

**Tenants:** Ensure that tenants are provided with a residence that is habitable and free from safety hazards.

**Property Owners:** Ensure that owner's investment (rental property) is protected, well maintained, tenant occupied with minimal vacancy, and that all maintenance issues are addressed promptly and with care.

**Employer (EPIC Property Management):** Ensure the safety of tenants who occupy properties that are managed by EPIC Property Management and to preserve and maintain the properties that are under contract with EPIC Property Management in a manner that is cost effective.