

12/2/2020

Review of Eck Property Management (Laureen Farber).

We unequivocally recommend Laureen as a property and rental manager.

We became aware of Laureen's excellent housekeeping service about 5 years ago, and then 2 years ago, we engaged her to manage both the short-term (ski season) and long-term (summer) rental of our Vail condo. In every respect, Laureen has been thoroughly dependable, competent, and trustworthy.

Laureen is amiable, hard-working, and very organized; and she's also nimble and creative in adapting to changing conditions and to special requests. She offers us very practical and specific suggestions about renting our condo, based on her years of experience, but she also accommodates and respects our particular preferences. We are very comfortable working with her and completely confident in her abilities and her integrity.

Laureen communicates clearly and frequently. She responds very promptly to our questions or requests (whether by phone, text, or e-mail). She is conscientious and fair in responding to renters' needs. And she has a real knack for securing good renters.

The fee structure for Laureen's management of our property and rentals is reasonable and clearly documented in monthly invoices.

Laureen is keenly observant about the state of the condo and its contents (e.g., keeping it clean and well-supplied, and noticing and informing us of any pending maintenance needs). We feel that she treats our condo as she would her own property. Since we live far away in Michigan, this personal touch and attention to detail is a real blessing.

Robert and Margaret Stephenson