

PMI James River Newsletter

Fall 2025

A Message From Your Property Manager



Dear Owners,

As Fall settles in, we want to thank you for your continued trust in PMI James River. Whether you're local or far away, we're here on the ground safeguarding your property and keeping your investment moving forward. This season brings both challenges and opportunities—like leaf maintenance, preparing for colder weather, and adjusting to market shifts—but our team is staying proactive every step of the way.

Warm regards,

The PMI James River Team

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Preserve property value; reduce turnover; safeguard income.



Upcoming Office Closures

Nov 11: Veterans Day

Nov 27–28: Thanksgiving Holiday

Website

[PMIJAMESRIVER.COM](https://pmijamesriver.com)

Visit the website to:

- Access our owner [portal](#)
- Read our [blog](#)
- See our [maintenance tips](#)
- Access [owner resources](#)

Repositioning Your Portfolio?

Although PMI James River is a fully licensed brokerage, we choose not to act as buyer or seller agents. This allows us to stay laser focused on delivering top-tier property management. That said, we're always glad to support owners looking to expand, diversify, or reposition their portfolios by connecting you with trusted referral partners who understand investor or homeowner needs.



Please review your experience with us. Your feedback helps us provide better services!





Owner Disbursements, Statements, and Ledgers

About PMI James River



PMI James River is a locally owned property management company serving the Richmond Metro area.

We specialize in residential homes across the region, but also manage a few select properties beyond our core service zone.

Our mission is to combine modern technology with a personal, hands-on approach. We believe innovation should enhance—not replace—great service. That's why we're committed to delivering both efficiency and genuine care to every owner and resident we work with.

PMI James River offers two regular financial reporting options to owners through our [Owners' Portal](#): **monthly statements** and a **live ledger**. Statements are also emailed each month, generally around the 10th.

Here's how the payment schedule works: Rent is due on the 1st, but [Virginia law](#) provides a grace period through the 5th, and many residents wait until that deadline. Once rent is collected, we wait an additional 5 days for payments to clear to avoid disbursing funds during the period when a non-sufficient funds (NSF) reversal could still occur. Once the NSF risk has largely passed, we issue owner disbursements.

When disbursements are made, we also issue the monthly owner statement. These statements reflect income and expenses for the **previous calendar month**, while the disbursement itself includes income and expenses from the **current month** up to the date of payout. Because of this, there is often a mismatch between what appears on the statement and the actual owner disbursement amount. Many property managers avoid this issue by delaying disbursements by a full month. At PMI James River, we prioritize timely payments, so we issue funds as soon as reasonably possible.

For full transparency and to avoid confusion, the **Owner Portal's Ledger tab** provides a live view of your portfolio's transactions, including activity up to the date disbursements are made. This Ledger matches your actual payout. If you have any questions about your disbursement calculation, the first place to look is the Ledger. If you have questions about a maintenance item, you can view the actual invoice under your portal's "Bills" tab, selecting the appropriate line item. While errors are rare, they can occur, and we encourage you to notify us right away so we can make corrections promptly.



Proactive Maintenance Protects Your Investment

TOP LINE: PMI James River adds **no markups** on proactive maintenance services.

Let us know if you're interested in us coordinating these for you.

Maintenance is one of the toughest aspects of property management. Owners understandably want to minimize expenses, yet neglected maintenance is the [second most common reason](#) residents don't renew. Slow responses and low-quality repairs erode trust quickly. And when residents leave, owners lose twice: first through the cost of making a property rent-ready, and second through vacancy loss while it sits on the market. Homes showing deferred maintenance are also very hard to lease, often attracting unreliable prospects that are unable to qualify elsewhere.

At PMI James River, we view maintenance as an investment. Proactive care preserves assets, reduces costly breakdowns, and [encourages lease renewals](#)—all of which protect your bottom line. **While the final call always lies with the owner**, we strongly recommend acting early. Addressing small issues before they escalate can help avoid disruptive repairs and far greater expenses down the road. The upfront cost may sting in the moment, but proactive maintenance is the surest way to safeguard long-term cash flow. Every avoided vacancy represents thousands saved in lost rent, turnover work, and leasing costs. The math is quite simple: pay a little now, or pay a lot more later.

As we head into fall and winter, proactive care is especially critical. Seemingly minor issues like small roof leaks, clogged gutters, or neglected HVAC servicing can quickly escalate into water damage, mold, or equipment failures. Catching these items early saves money and ensures a smoother season for both owners and residents.

Recommended Fall Maintenance Tasks (in generalized order of priority):

- **HVAC Servicing** – You have a [habitability issue](#) if the HVAC fails; emergency repairs are costly in peak season.
\$230 for two semiannual visits, excluding materials.
- **Gutter Cleaning**
- **Dryer Vent Cleaning**
- **Plumbing Check, Winterization, Water Heater Flush**
- **Landscape Refresh**
- **Power Washing Exteriors**
- **Roof Inspection**
- **Sump Pump Inspection** – For homes with basements
- **Periodic Services (Non-Annual):**
 - Septic tank pump-out (every 5 years),
 - Duct cleaning (every 3–5 years)
 - Deck staining (every 2–3 years).

To make proactive maintenance easier and more cost-effective, PMI James River partners with **HomeSmiles Richmond**. Through bundling services, HomeSmiles reduces callout fees while ensuring your property receives consistent, preventative care. HomeSmiles offers:

- An annual [365 Plan](#) with 4 quarterly property visits starting at **\$99/month**.
- One-time packages [starting at \\$299](#) (a \$675 value).
- Because of our established partnership, we could also negotiate custom packages.