

Our Life's Work

MERIT

Property Management, Inc.



relationship



Cultivating relationships with others.

At the core of our business are the relationships we foster with employees, families, neighbors and business associates. Simply stated, we are in the business of cultivating relationships. It's how we sustain our business.

Relationships are the chemistry that connect people working with one another, being around one another, talking with one another.

We believe that caring about others and sharing with others is the foundation to personal and group success. The joy and satisfaction in life comes from the interactions we have with others. At MERIT, we spend time developing and nurturing our relationships.

Through listening and responding we create an experience that is comfortable and builds a trusting connection.



Empowering and engaging people.

As a company, we are not just one person. We are a team of people working together, thinking and acting creatively and responsibly– with courage.

As a trendsetter and thought leader in our industry, we provide the tools, resources and innovations for shared success. Individually, we come with the skills and desire to be engaged in a way that leads to personal success.

Because we anticipate the next opportunities for growth, we embrace newness and change. Infusing an entrepreneurial spirit in each one of us means we can consistently and continually grow together.



empowerment



respect



Respect for clients' needs.

Our job is creating comfort, confidence and control for our clients. It's their home, their community, and doesn't get more personal than that. Our job is to care about that place they call home.

We ask, "How do we want our clients to experience us?" That old saying about walking in another's shoes describes our chosen path. They have the vision for their home and community. We support delivering on that desired lifestyle. Through that experience they can know they are really valued for the time spent contributing to their community.

Our passion is delivering a depth of service that makes each client take notice. It takes understanding and tuning in to their unique requirements and needs. When the phone rings at MERIT, you can trace our decades of service based on how that phone is answered.

We listen. We care. We put ideas in place. When we can't, we explain why. We make it work – for them.



Our clients have described us as flexible and professional. We've been told our service is exceptional, our staff exemplary. Those are impressions we aim to keep.

The performance that builds that kind of trust is everything to us. That's why we are committed to self-development and why we reward based on performance achievements.

When it comes to day-to-day management – from accounting to reporting to hiring to communicating – we look to maintain the breadth of experience that has produced rave reviews. This deep bench forms the bedrock of our reputation.

We maintain a unique culture supporting and trusting each other to be our best.

Performance that builds trust.



trust

A black and white close-up photograph of two women smiling warmly at the camera. They are positioned side-by-side, with their heads slightly tilted towards each other. The woman on the left has dark, wavy hair and is wearing a light-colored, textured scarf. The woman on the right has long, dark hair and is also wearing a light-colored, textured scarf. The background is a soft, out-of-focus outdoor setting.

service



Serving well

Customer service is at the core of our business – it is who we are. What does it take? Patience, caring, being polite all while getting the job done effectively.

We seek those ambassadors of great service. From the employees who deliver the day-to-day operations to those who plan to those who pave the way for vision and growth, each person under our “roof” serves.

We want to do the job the way we promised we would, in the timeframe we said. Our passion for delivering on those promises is more than a hollow mission. It’s our reputation, our livelihood, our means to growth, and a sense of purpose for a day well spent.

Simply said, serving our customer well takes the load off their shoulders. We serve each other and become leaders in the making.

Our greatest compliment for serving is hearing, “This is a great place to live.”



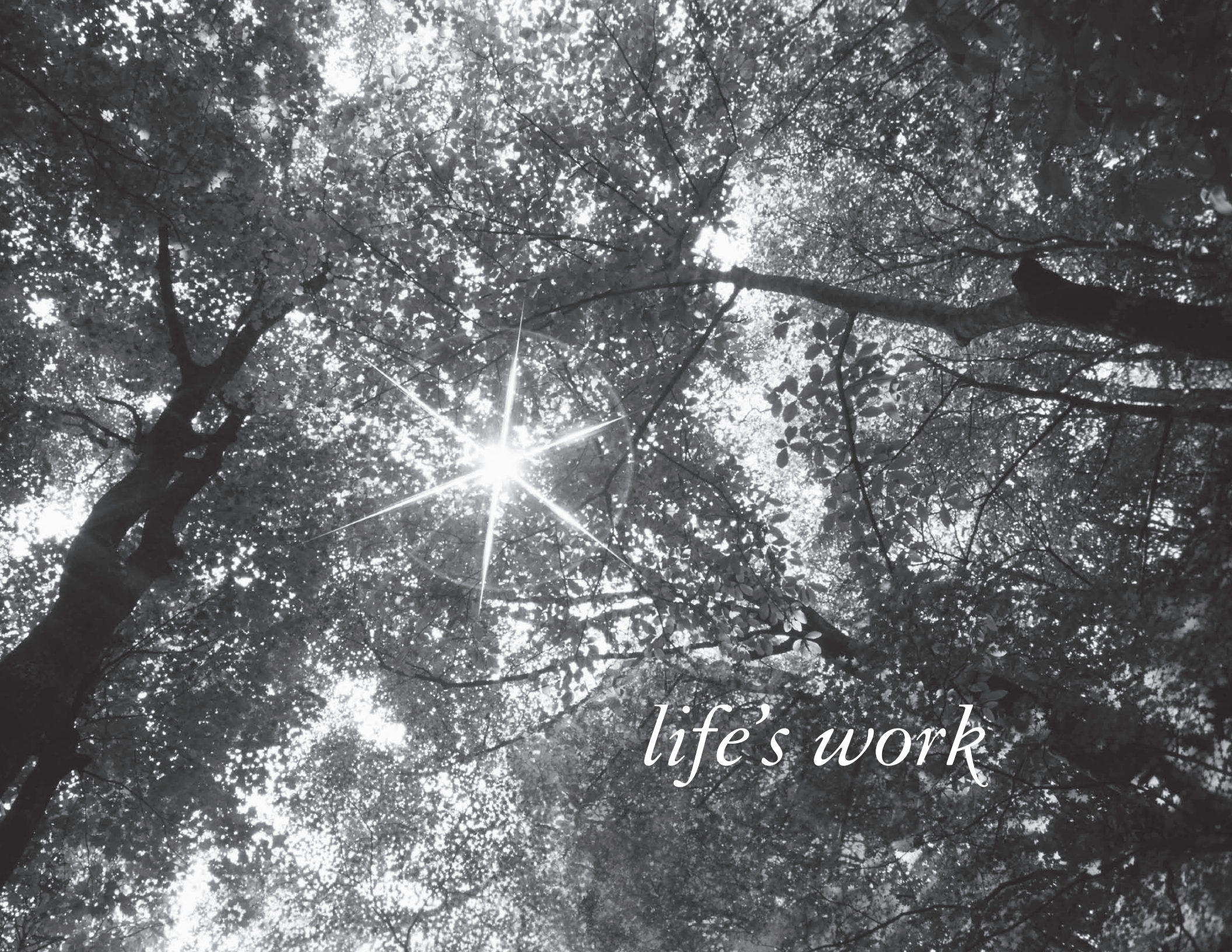
Our life's work.

Our values and beliefs define us. And those values are reflected back in how our customers perceive us. We have a saying at MERIT, board members are volunteers— we get paid to do this. It is our work to serve them and care about their homes and community.

We also have a saying at MERIT, that we are a small company at heart. It's an important concept. While our expertise has born fruit creating a stable growing company each year for three decades, our values remain from the beginning. Relationships, empowerment, trust, respect, and serving are the unchanging forces at work.

When it's all said and done...what's truly behind our continued growth and stability is the credibility we bring to the people we serve. Without the customers and employees we serve, we wouldn't have a company.

It's our life's work.



life's work

