



AGENT PROFILE

Will Esway

Will joined Crossroad Ventures Group in 2015 after owning his own car repair and detail business. He joins our staff with over 5 years of technical automotive certifications. His background allows him to see what others do not see. Will interfaces with every facet of the building maintenance component in real estate. He oversees all aspects of the maintenance required for each of our clients. Will is proficient in all areas of roof maintenance, electrical, plumbing, fire sprinkler suppression system, Fire alarm monitoring, landscaping, HVAC, glazing, custodial services, tenant improvement coordination and oversight, lighting systems, elevator systems maintenance, backflow prevention, pest service, building security, asphalt maintenance and storm drainage.

When it comes to building maintenance, tenant retention is paramount. The greatest task of an excellent property manager is to provide excellent tenant customer service. Will embodies excellent communication skills and technical written skills to garner tenant satisfaction even with the most critical emergencies. He is responsive and personal. He is the face of Crossroad Ventures Group and every client we represent as a Landlord. He provides the necessary direction for all of our clients maintenance needs.

Will Esway is the consummate real estate technician. His love for people and maintenance comes through in all that he endeavors as a property manager. Will has over 8 years of experience maintaining cars and everything technical. Will is a hands-on property manager with the knowledge to ask the right questions of every vendor to garner the best value for his Landlord clients. He also has a

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WILL ESWAY

Commercial Property Manager



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AGENT PROFILE (cont'd)

Will Esway

personality that exudes trust. He facilitates tenant retention with every maintenance call with follow through of every detail of a service request.

Will is responsible to handle all tenant requests/problems in a timely and courteous manner, and generate work orders directed to vendors or maintenance staff. His Follow-up with the tenants to ensure satisfactory resolution of the issue is his utmost priority. He conducts periodic inspections of the property and tenant spaces to ensure compliance with leases and the proper upkeep of the property. He ensures that the property and lease files are properly maintained and kept up to date in accordance with company policy. He prepares and maintains the appropriate tenant lease files, records, correspondence and file notes. He assists with administering tenant occupancy including providing the new tenant with an introduction letter regarding emergency contacts, insurance requirements, rent collection procedures, and maintenance request procedures. Will understands a proprietary property management software to ensure great accounting accuracy. He coordinates entry of all property information into the software program and establish reporting protocols for maintenance requests, preventative maintenance, vendor and tenant Certificates of Insurance and key lease date tracking. Bottom line, when Will Esway is on your project your worries are over!

THE COMPANY

Crossroad Ventures Group was formed to provide clients with the highest-level single point of contact services through development, Commercial/Residential and project management and property management services. We are here to serve you. We are a full service real estate company, combining over 100 years experience with a unique platform of specialized services. We are your real estate compass.

(2 of 2)

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