



Owner FAQs

Common questions for AC Management property owners

Owner Note: This guide is designed for property owners using AC Management services and should be posted in the Owner Welcome Hub for quick reference.

Getting Started

AC Management is a licensed Texas real estate brokerage and property management company operating under the DBA AC Management. Our team helps owners manage leasing, tenant communication, maintenance coordination, rent administration, and owner reporting.

Frequently Asked Questions

Question	Answer
How do I contact AC Management?	Call 726-213-5360 or use the owner portal/message thread assigned to your property.
How will I receive owner updates?	Routine updates are provided through the portal, email, text, phone, or scheduled owner reports depending on the matter.
When are owner statements available?	Owner statements are generally provided after monthly reconciliation and after rents, fees, expenses, and maintenance items are posted.
Who talks to tenants?	ACM should remain the primary tenant-facing contact unless a specific issue requires owner input. This prevents confusion and protects the management process.
Can I approve or deny repairs?	Yes, for repairs above the approval threshold in your agreement. Emergency repairs may require faster action to protect the property and tenant safety.
Can I change pricing or lease terms?	Yes, but ACM will provide market guidance and compliance recommendations before changes are published or offered to tenants.
How are maintenance vendors selected?	ACM coordinates with Guardian Maintenance and approved vendors, qualified technicians, or owner-approved vendors when appropriate.
What if a tenant calls me directly?	Redirect the tenant to ACM so the request is documented and handled through the proper process.

Best Practices for Owners

- Keep your contact information current.
- Respond quickly to approval requests, especially for maintenance and leasing decisions.
- Avoid giving tenants instructions outside the portal or ACM communication process.
- Keep required property funds, reserves, or owner contributions current when requested.
- Review monthly statements and report questions promptly.

Important: For questions, contact AC Management at 726-213-5360 or visit www.theacmanagement.com. This document is a general owner resource and does not replace your signed property management agreement, lease documents, or applicable law.