

Marc Cunningham (Property Manager of the Year 2018) has released the following video resources:

1. [How to Fire a Bad PM owner-client](#)
2. [4 Questions For a prospective owner-client](#)
3. [Compliance strategies for service animals](#)
4. [How to deal with a service animal request](#)
5. [2 reasons your management agreement should be month-to-month](#)
6. [Finding hidden money in your PM business](#)
7. [When you should approve a registered sex offender as a tenant](#)
8. [System Manuals for Property Managers](#)
9. [How to respond to online reviews](#)
10. [Top 5 tech tools for your PM business](#)
11. [Is the PM industry collapsing](#)
12. [How to inspire your employees to perform](#)
13. [Stop hiring and start recruiting](#)
14. [Top 5 management agreement clauses](#)
15. [Should your owner approve the rental applicant](#)
16. [Best marketing idea you are not doing](#)
17. [Why you should never charge a pet deposit](#)
18. [Should a PM also sell real estate](#)
19. [Top 5 lease agreement clauses - Part 1](#)
20. [The 1 equation to know when working with real estate investors](#)
21. [6 Questions to ask before you show a vacancy](#)
22. [Pros & Cons of managing subsidized housing](#)
23. [What insurance do you need for your PM business](#)
24. [4 questions to improve your PM business](#)
25. [4 ways to create more time in your day](#)
26. [5 tips for property inspections](#)
27. [6 ways video tours will improve your business](#)
28. [How to increase your late fee income](#)
29. [5 Steps to organize your PM business - Part 1](#)
30. [5 Steps to organize your PM business - Part 2](#)
31. [Is it possible to show a vacancy without an agent present](#)
32. [5 maintenance process tips](#)
33. [5 things to put in your vendor contract](#)
34. [How to get more online reviews](#)
35. [How to interview a prospective employee](#)
36. [How to get more business from outside real estate agents](#)
37. [How to increase the rent on a lease renewal](#)
38. [5 biggest mistakes I made in property management](#)
39. [Do you want to buy my PM company - she asked me](#)
40. [How much is in your vault?](#)
41. [Why we don't renew tenant lease agreements](#)
42. [Why the new client chose us](#)
43. [How to deal with difficult owner clients](#)

44. [When to fire a PM employee](#)
45. [Top 5 lease agreement clauses - part 2](#)
46. [What to do when you discover an unauthorized pet](#)
47. [3 secrets to 40 years in the PM business](#)
48. [How to profit from roommate changes](#)
49. [How to sell your PM company](#)
50. [Is your business built to grow in 2019](#)
51. [How to get multiple 5-star reviews - FAST](#)
52. [When you should NOT do a security deposit return](#)
53. [4 lease renewal process tips](#)
54. [How to answer the question 'how much do you charge'](#)
55. [How to process applications on low income housing](#)
56. [3 reasons to NOT per-advertise a vacancy](#)
57. [How much should you budget for repairs](#)
58. [What is 'rent-ready'](#)
59. [5 reasons to do video marketing](#)
60. [Should owners do their own maintenance](#)
61. [5 tips when doing lease-only](#)
62. [Should you manage ANY property?](#)
63. [Should you require renters insurance](#)
64. [Video coaching](#)
65. [What is a 'normal' rent delinquency rate?](#)
66. [Google my business - 6 ways to maximize exposure](#)
67. [What to bring to an new owner presentation](#)
68. [Wear and tear vs damages on a sec dep return](#)
69. [4 signs the new owner-client may not be a good fit](#)
70. [Most important customer service policy](#)
71. [How many showings should it take to rent a vacancy](#)
72. [Pros and cons of doing in-house maintenance](#)
73. [What to do when a tenant doesn't pay rent](#)

Here is a video Marc created for the COVID crisis for Property Managers: <https://youtu.be/D5aKC7wLkiE> Marc shares his opinion and offers guidance on 5 parts of your business you must address because of Coronavirus including:

1. Office operations
2. Resident rent payment options
3. Rent enforcement policy & owner involvement
4. Repairs / inspections
5. Vacancies