

Word-of-Mouth Success Elevates Villa Management Ltd.

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In business for over 30 years, Steven Heuberger founded Villa Management Ltd. after being frustrated with the lack of management at his own townhouse in 1976. "I lived in a townhouse association under control of the developer who was not maintaining the buildings," says Heuberger of his company's humble beginnings. "I was concerned about my investment, so I formed the company and began managing the community after the developer turnover."

What began as a company of just three employees serving one client has steadily grown over the years to 18 employees covering 34 different associations. Though based in Libertyville, Villa Management Ltd. works with associations throughout the Western suburbs, including Wheeling, Vernon Hills, Mundelein, Elgin, South Elgin, Naperville, Buffalo Grove, Palatine, Bartlett, Algonquin, Aurora, Joliet, Schaumburg, Carpentersville, Geneva, Gurnee, Northbrook, Arlington Heights, Woodstock, and Plainfield.

In the property management industry, standing out from the crowd isn't always easy. Like a number of other firms, Villa Management works with condominiums (both townhome style and high-rise), townhomes, and single-family community associations. However, Heuberger believes that it is his company's ability to save associations money that has helped the business stay strong and continue to thrive. "Our comptroller is a CPA," says Heuberger. "Therefore, we save our clients money by not having to get an independent accounting opinion for every question a board may have."

In addition, Heuberger feels that having "handy" managers has helped with client retention over the years. "Although we do not do repairs for our clients, our managers know how to screw in a light bulb," he says. "They are all well-versed and heavily involved in the oversight of the maintenance/repair of our communities."

Twenty percent of Villa-managed communities have been with the company for 20 years now, a number which a member of any industry would be proud to report. Also, the firm's managers have been with Villa Management for an average of 16 years. "Our company is not a revolving door for our clients or our staff," says Heuberger.

While Villa Management Ltd. does some advertising, most clients arrive by word of mouth. Clients keep discovering the firm due to a strong reputation, and the team approach that Heuberger has implemented. "We are responsive to our homeowners," he says. "You will never call our office and get lost in voicemail prompts. You can always reach a human being and we are available 24/7." The business also stays current with upcoming rules and regulations that could be a concern for a community. "Our president keeps an eye on legislation that affects associations, and writes legislators with comments and suggestions on an ongoing basis."

Though some might feel the burn of the current economy, Villa Management Ltd. has only seen the difference in terms of developer contracts. Regardless of the direction of the economy, the firm still plans to follow the same principles that have helped Villa Management Ltd. grow and thrive for almost 35 years. "Our future plans are to just keep competently managing our clients," says Heuberger.

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