



MAPLE LEAF
PROPERTY MANAGEMENT
& REAL ESTATE

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Vendor Newsletter

Building Strong Connections: A Conversation with Tina Christensen

In this edition, we're excited to feature Tina Christensen, one of Maple Leaf's experienced Property Managers. Tina sat down with us to share her perspective on what makes vendor relationships thrive.

Q: How would you describe your approach to working with vendors?

Tina: My approach is rooted in **partnership**. I value vendors who see themselves as an extension of **our team**. **People who take pride in their work**, communicate openly, and understand that we're all **working toward** the same goal: **protecting the owner's investment** and providing a **positive experience for the tenant**. I try to build long-term relationships with vendors I can **trust**, so **consistency, reliability**, and shared values are really important to me.



Q: What do you believe makes a vendor-PM relationship successful?

Tina: A successful relationship is built on **mutual respect** and **clear communication**. I appreciate vendors who are **honest about timelines, transparent about challenges, and proactive in offering solutions**. When both sides take accountability for their part and work together, everything **runs smoother**...from scheduling to **problem-solving** to the final result. It becomes less of a transaction and more of a **partnership**.

Q: What are your non-negotiables when it comes to vendor performance?

Tina: **Communication** is number one. I need vendors who **respond quickly, update me** through the platforms we use, and **clearly outline next steps**. **Professionalism** is non-negotiable; both in how they interact with tenants and in the **quality of the work performed**.

Timeliness, accurate estimates, and treating the property with care are absolutely essential. And one of my biggest non-negotiables is **no surprise charges**. If a vendor is going to exceed the maintenance limit, go over their bid, or encounter something unexpected, **I need to be notified ahead** of time with an explanation. **Clear expectations** protect the owner's budget and **help me ensure** we're making decisions that support the property's **long-term ROI**.

Q: How important is tenant experience in your expectations of vendors?

Tina: Extremely important. **Vendors represent us when they're on-site**, so their interactions with tenants matter just as much as the repair itself. I expect vendors to be **respectful, courteous, on time, and mindful of the tenant's home**. When tenants have a **positive experience**, it **builds trust and reduces anxiety**, and it also saves me time because I'm not fielding follow-up concerns or complaints. Smooth, professional vendor interactions **make everything more efficient** for everyone involved: **our team, the owner, the tenant, and the vendor**.

Q: What's one small detail that makes a big difference to you?

Tina: **Clear communication with tenants**...especially if a vendor is running late or needs to adjust an appointment, it makes a **huge difference**. It sets the tone for the entire **experience** and shows **respect for the tenant's time**. I also **appreciate** when a vendor looks beyond the immediate repair list. If they notice something else that needs attention and **reach out to ask** whether I'd like it addressed, that's **invaluable**. It saves me time, and it saves the owner money by preventing a second trip back to the property. I take a lot of **pride** in the condition of the properties I manage, and having **vendors who share that proactive mindset helps keep our homes in the best possible shape**.

Vendor Reminders

To keep processes smooth and efficient, please follow these guidelines:

- **Photos, Photos, Photos**: We require our vendors to take clear before and after photos and upload them to the work order. This ensures there are no questions about the quality of the work requested.
- **Invoices**: Be sure to include the work order number, invoice number and the property address on every invoice. Incomplete invoices cannot be processed.

Community Spotlight: Wolfe Plumbing Inc.

We're proud to highlight Wolfe Plumbing this month. They consistently deliver quality work and dependable service. Their responsiveness, professionalism, and attention to detail truly embody the kind of partnership we value at Maple Leaf Property Management.

Special thanks to Ryan Star and the entire team at Wolfe Plumbing for always going above and beyond.



<https://wolfeplumbinginc.com>

Warm Holidays and Happy New Year

From all of us at Maple Leaf Property Management! We look forward to continuing our work together in the coming year and achieving even greater success as a team.



Thank you for your continued partnership and commitment to excellence.