

Melissa

HARGREAVES

OF PEACE OF MIND PROPERTY MANAGEMENT

Where Innovation Meets Integrity

PHOTOS BY DAVID STUCK

We sat down with Melissa Hargreaves from Peace of Mind Property Management to discuss how they are redefining property management through exceptional customer service, technological innovation, and a values-driven approach to business.

Q. What do you believe sets your business apart from competitors?

A. What sets us apart from our competitors is our dedication to providing amazing customer service. When potential landlords call in to inquire about our services, one of the most common things I hear is that the previous company never answered the phone and would take days (or weeks!) to respond to questions. Our goal is to make information available to landlords in real time by utilizing online platforms they can access. We also have a call center that backs up our team so instead of leaving a message in a voicemail box, they can speak with a real person who can answer basic questions or connect them with someone who can.

Q. How is technology integrated into your business operations?

A. We use technology for a variety of things but my recent favorite is

a program called PropertyMeld. PropertyMeld is an online portal where our tenants can report any needed repair or maintenance for the property they are living in. When a tenant submits a request, there is an AI component built in that will walk the tenant through simple troubleshooting steps to help the tenant resolve the issue on their own. If that doesn't work, they are prompted to upload pictures and/or video. This allows us to send the correct person to the property and they are prepared to fix the issue when they arrive because they already have a detailed description of what the issue is. This has greatly decreased the number of service calls!

Q. How do your personal values align with your professional decisions?

A. Every year as part of my business planning for the upcoming year, I sit down and evaluate my personal core values. While they rarely change much, they can evolve so I want to be very sure that I know what they are. Once I identify my three, I write them at the top of my monthly planning sheets. Currently those values are: 1. Making a difference 2. Financial Stability and 3. Well-being. Whenever I am approached with an opportunity or a decision to be





Allen Kohel, Rachel Kohel, Melissa Hargreaves and Chris Meldrom

made, I will make sure it fits one of my core values. If it doesn't, it makes it a lot easier for me to say no.

Q. How do you incorporate community involvement or philanthropy into your real estate business?

A. In the fall of 2024, we began managing the rental properties owned by Bridges to Housing Stability. Partnering with Bridges has given us a very up close and personal look at the homelessness problem here in Howard County. In addition to placing tenants and managing their properties, our team has volunteered at seminars they have done and sponsored many of their events over the past year. I love getting to see first-hand the massive impact that Bridges is making on so many families in my community.

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Q. What book or resource has had the most significant impact on you? Why?

A. My all time favorite book is *The One Thing*. I read it every year, I listen to the Podcast and I really do live the principles of the book. In our industry, there is SO MUCH to be done and so many shiny objects that distract us. Having clarity on what is most important and what your “20%” activities are, is game changing.

Q. What values or principles have guided you throughout your personal and professional journey?

A. There are two things I tell my children, my team and myself all the time: 1. Ask questions and 2. Be kind. When someone is upset, I pick up the phone and have a conversation. When you ask questions, you can get a better understanding of why they feel the way they do. Once you know the why, you can figure out how to move forward in a more positive way. I believe that most people are doing the best they can each day. We don't know what other people are going through, so always be kind. One of my favorite quotes is from Anne Frank and I think it applies so well today: “Despite everything, I still believe that people are truly good at heart.”