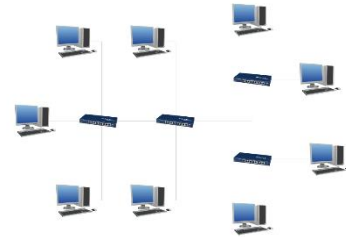




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Communication

We have a tracked internal communication and redundant system to help ensure there is always more than one staff member aware of each property we manage.



We communicate with clients through their online account and via email as well as scheduled phone calls. Our communication is designed to be informative to help reduce the back and forth saving client's time on needed answers while maintaining an informative and participatory role for them



How informed will I be about what happens with my property?

We believe that you hire a property manager to manage the property for you, not to assist you in managing it yourself. We offer a turnkey style of property management service which is most appreciated by those property owners who prefer to be "out of the loop" on all but the most important matters related to the management and leasing of the property. We don't pester you with small details, questions, information or "updates" about your property or tenants, except for those matters which will have a significant impact on your monthly cash flow. Instead, we simply take care of the things you have entrusted us to handle on your behalf.

We do however provide you an email notice for each maintenance dispatches to help account for expenses for the property during the month and also to inform you if there may a repair we will need your authorization to complete over our authorized amount.

Owner Online Account

Each owner has an online account with a full accounting section that allows them to create instant financial statements, a documents section that includes all documents associated with the client's property (agreements, applications, leases, invoices, receipts, notices, utility bills, insurance, etc.), and a communication tracking system for all owner communication that is recorded and updated for clients.





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What if I want to be informed to a greater degree than you have just outlined?

For some property owners, our system is not a good match, and we understand that. We are very up front about the fact that we do not want you to hire us if you expect to be involved in minor details or decisions related to the management and leasing of your property. We simply have not designed our systems and procedures to accommodate that level of involvement by owners.

Under your system of property management, how informed then will I be about what's going on with my property?

Our general rule of thumb is this; if something has happened, or is about to happen, that will disrupt your ordinary monthly cash proceeds by more than \$500 per repair not total invoice; we will get your approval to complete the repair. An example would be that we receive a 30-day notice from your tenant, and therefore a turnover, along with related expenses, is pending and we want you to be informed and prepared for it. Another example would be that your A/C unit has failed during the middle of a hot summer; we have determined that the 12 year old compressor needs replacing and have initiated the work to replace it. We will call to let you know what has happened and the expected financial impact on the following month's statement.

Aside from any special considerations unique to you or your property, our rule of thumb is this: If something may cause a potential interruption in your ordinary cash flow (loss of tenant or major repair), we will let you know about it right away. Otherwise non-emergency items will be notated in your monthly statements. Of course, we encourage you to contact us anytime you have a question or wish to discuss something. If you are a worrisome owner that wants to be informed of every little thing, our style of management is probably not for you.

