

Dear Potential Client:

Let me take a moment to introduce myself and my wife. I personally do the majority of the property showings, write tenant applications, process applications, and complete property move in. Then there is my wife/assistant, Barbara Lovett, who has amazing talents running the corporate office and as a Real Estate Broker. She takes over all files once the management agreement is in house and/or the tenant application and move in is complete. Together we have almost 50 years in the real estate and property management fields. I serve as the Designated Broker as I have since October 1984 specializing in all residential aspects of real estate including investors and 1031 tax deferred exchanges. The two of us make up the Christopher Robert Corporation team. At the height of the corporation we had several hundred properties in management but today we have under 100 properties under management. Because of events in the USA including the changes in the tax act and the economy many owners have sold their properties. This gives us a strong desire to once again expand our property management division to over 200 properties. Our firm is well prepared to handle your property giving you the professionalism deserved.

As Designated Broker (Owner) of Christopher Robert Corporation, I have learned effective management techniques both through study and tenure. Knowing we have the most effective and complete property management services offered in Tucson gives us the advantage we need to apply for your business. We have the forms, equipment and personnel required to manage all types of residential properties professionally and know how to use “diplomacy and tact” to handle the most difficult situations including negotiating evictions generally without much need for court action.

Being owners of rental property ourselves makes us extremely aware that in most cases the bottom line is “cash flow.” Our goal is always to achieve that delicate balance between maximum rents and maximum occupancy. Understanding a rent increase of \$50 per month is not worth an extra 30 day vacancy is hard for some managers to understand, but we have it figured out! Your property will be managed as if we owned it personally!

Your property has been personally evaluated by my wife Barbara and I and we accept the responsibility of management. Remember, rents however can never be guaranteed. Ultimately though we do understand that you are the property owner and our boss and you will decide on the amount of rent requested. Tucson is a college and seasonally driven city; therefore, rents will be slightly lower or higher when a vacancy occurs in a particular rental season even when your property is not in the University of Arizona area.

At the rents we will propose, we would have the tenants reimburse all minor repairs and maintenance (up to 10% of the rent or \$100 per month whichever is less) after they have completed their original move-in checklist. This reimbursement from tenants on minor repairs definitely helps to offset your property maintenance costs. Tenants also pay heating and cooling changeover fees per our standard lease.

All properties are personally demonstrated (shown by one of us or licensed cooperating realtors) to all prospective tenants and a comprehensive pre-rental interview plus in-depth application completed by myself. Screening tenants carefully, verifying income, bank accounts, previous tenancies, credit history and criminal background is the basis of our property management success. Extreme care is given to select the tenant most suitable for our property owners.

Advertising for this type of property is done by using Tucson Newspapers and by listing your property through Tucson Association of Realtors Multiple Listing System where it is seen

worldwide through use of the internet. In addition we stock our flyer boxes located on the yard signs weekly. These are the methods that we have found to create rent up success. We will use any source of advertising that you desire and do the work to place advertising, but the cost of advertising is paid for by you, the property owner.

Multiple people whom we employ handle property maintenance. Licensed contractors are used to perform work on properties, when the need dictates. Handy people are used when ever possible to reduce maintenance costs. Because of the volume of work we issue, handy people and contractors have good reason to give us reduced rates to gain additional work. It is always our goal to save you the property owner more than our fees therefore making professional property management a win-win for everyone.

Our fees for service will seem low compared to the expertise we give. We are the Rolls Royce management company of Tucson. Management fees are only charged when your property is occupied, and in most cases are completely tax deductible. We request you consult your CPA for specifics.

When you have an urgent question you should always call Barbara at 520-529-3400. But please understand that she cannot answer all of your questions during a phone call and quite often will need to do research and call you back or email you. All of your questions are important but consider communicating with us by email when it is not urgent, Barbara@ChrisRobertCorp.com.

Thank you again for giving Christopher Robert Corporation the opportunity to apply for the position of property manager. We look forward to working with you! We are confident that you will appreciate our quality of management services creating an amicable relationship for a long time.

Sincerely,
Dale L. Hulvey
President/Broker
Barbara A. Lovett
Vice President