

Table of Contents

Section I	Management Philosophy and Company Profile “The Chamberlin Difference” “The Chamberlin Team” Accounts Payable Division Maintenance Team
Section II	Marketing and Resident Retention Your Marketing Plan On-Site Action Plan Retaining Your Tenants – Customer Service Site-Specific Training
Section III	Property Analysis and Inspection Attention To Detail Customer Service Cost Effectiveness and Efficiency Fire Safety and Security Operational Manual Various Forms
Section IV	Accountability and Fiscal Management On-Site Reports Owner Communications
Section V	Management Agreement
Section VI	Internet Communication The Upcoming Solution Finder
Section VII	Property Specifics
Section VIII	References

“The Chamberlin Difference”

Our Philosophy of Doing Business

With satisfied clients in three states, Chamberlin & Associates have been managing small- to midsize apartment complexes since 1964 for individuals, corporations and investor groups. Attention to detail, accountability and a keen understanding of the local market enables us to manage properties successfully – and that means a greater return on YOUR investment.

We’ve made the necessary investments in our business to provide you with state-of-the-art accounting and management services. Our newly expanded and modernized computerized system enables us to track rents and expenses on a weekly basis. This allows on-site management staff and maintenance personnel to monitor rents and expenses, maximized cash flow and bottom line benefits for YOU, the property owner. We expect, and will accept nothing less than the optimum rental performance from your property including the highest tenant retention possible in your market area.

For the first six months of our management contract, Chamberlin & Associates has final approval on all lease applications. AT the end of that time period, the leasing staff on-site will know and understand the high standards we set for your tenants. To minimize the risk for on-site staff, we adhere to a “no-cash” policy to ensure proper rent reconciliation.

Communication is the key to your success, and therefore our success. As president of Chamberlin & Associates, I am available to you, the investor/owner, as well as to each and every staff member working on your property. It is my commitment to you that your property will be visited weekly by Chamberlin management to make sure your investment reaches its performance peak.

Our History

Started in 1957 as a family-owned realty business in the San Francisco area, we have built, sold and managed more than 800 units in California, 500 units in Nevada and 100 units in Arizona during the past 38 years. The corporate headquarters moved to Tempe, Arizona in 1990 where we continue the tradition of success today, specializing in property management.

“The Chamberlin Team”

Setting the Standards in Professional Property Management

Chamberlin & Associates excels in property management because of its people - from administrative to managers. Each Chamberlin specialist takes personal responsibility and pride in providing you the investor the best service in the property management industry. By combining the right people with leading edge management techniques and technology, we can dramatically impact the overall quality of service and profitability provided to our clients. Investors look to Chamberlin & Associates for an emphasis on investment return while maintaining, protecting and prolonging the life of income producing real estate assets.

Dave Chamberlin

President / Owner, Chamberlin & Associates.

Since our founding by Dave Chamberlin in 1991, the property management firm of Chamberlin & Associates has earned the reputation as one of Arizona's foremost fee management companies, providing leading edge professional services for a large and growing number of apartment complexes throughout the Phoenix metropolitan area.

Dave Chamberlin's philosophy of professional apartment management is based upon a commitment to excellence by every member of the Chamberlin team, combined with the implementation of advanced software applications and internet technology which allows investor clients the ability to instantly view up-to-date information on their property.

Dave grew up in the apartment construction business, and learned about the industry from the ground up. His decision to move into the management area was a natural progression of his interest in the field.

Dave Chamberlin attended Arizona State University in Tempe and has earned several professional accreditations in the real estate field.

Bret Chamberlin, *Rehab Consultant*

Bret Chamberlin has over 40 years of experience in the construction of complexes throughout Arizona, California and Nevada. To date, he has built over 18,000 units, including 2,000 condominiums in Arizona.

At Chamberlin & Associates, Bret is responsible for remodeling, fire restoration and tenant improvements. His knowledge and leadership has been instrumental in the development of Chamberlin & Associates. He also holds a B-Z commercial license.

Our Accounts Payable staff members bring expertise specific to this critical area of the Chamberlin & Associates operation. Their duties include account analysis, sales tax, filing, mapping yearly reports, journal entries, monthly budgeting, computer maintenance, capital rebates for reserve accounts, bank reconciliation, monthly and yearly closings and advertising co-op.

Utilizing Chamberlin & Associates' meticulous state-of-the-art procedures, our accounts payable department functions with the same regard for high standards and client satisfaction that is inherent in every area of the Chamberlin operation.

Human Resources

Michelle Mourey-Chamberlin ***Vice President / Human Resources***

Michelle is responsible for Human Resources activities at Chamberlin & Associates. In addition, her duties as office manager include payroll and benefits administration for all in house and off-site Chamberlin employees. She also oversees accounts payable, business correspondence, and preparation of monthly statements. Formerly a Director of Human Resources and Office Manager in the mortgage brokerage sector, Michelle possesses a strong background in customer service, communications and management. She is a graduate of Bloomsburg University in Pennsylvania.

Jill Moughlern ***Controller/Office Manager***

A graduate of Northern Arizona University, with a B.A. in accounting, Jill has 35 years of property management experience. An Arizona resident for over forty-five years, Jill has seen the valley grow to the metropolis that it is now, and has successfully navigated the fluctuating market with booming times come and gone. She has been part of the family of Chamberlin & Associates for more than 12 years. Her growth, experience and knowledge in every department of our company have earned her the position of Controller and Office Manager. She truly understands what is necessary to be successful in every facet of the company. The responsibility of overseeing all of the staff, ranging from area managers to staff accountants, onsite managers to maintenance staff, makes her an essential part of our staff at the corporate level. She is always willing to help others and has an open door policy for anyone who needs her. As a primary point of contact for our clients and with a direct relationship with the president of Chamberlin and Associates, she ensures that everyone is taken care of and that the company is running as smoothly as possible.

Linda Fairbanks ***Payroll / Property Manager***

Managing two properties, everything from leasing to maintenance for a total of 72 units, Linda applies the core ethics of Chamberlin & Associates to her day to day responsibilities. "The company is very family oriented and I like that," she says. "And, I like to take that same type of extra effort to help the people at my properties. I want to really focus on customer service, but without losing focus on sales." Along with property management, Linda manages a range of payroll tasks. Linda is fluent in Spanish and English. "I love helping people, and that also fits in with my interest in business development and my roles in property management and payroll," she says. Linda joined Chamberlin & Associates in 2007, continuing a solid career. Her experience includes working as an office manager with duties such as updating records in Quickbooks and developing sales concepts. Also, while working with an Arizona credit union, her duties ranged from customer service, mediation and the preparation of detailed reports. While her responsibilities with Chamberlin & Associates are diverse, tending her properties and managing those investments for the property owners remain the emphasis. "We work to improve the property," she said. "And, our goal is always to make the property the best it can be."

Accounts Payable Division

Our accounts payable staff members bring expertise specific to this critical area of the Chamberlin & Associates operation. Duties entrusted to staff in this department include journal entries, bank reconciliation, monthly budgeting, account analysis, sales tax filing, mapping yearly reports, capital rebates for reserve accounts, monthly and yearly closings. Utilizing Chamberlin & Associates' meticulous procedures, our accounts payable department functions with the same regard for high standards and client satisfaction that is inherent in every area of the Chamberlin operation.

Sheena Behrens

Staff Accountant

Sheena is a key team member, someone who keeps the day-to-day operations flowing with smooth, professional precision. Working with 14 properties, she manages the critical financial tasks of accounts payable. Whether it is keeping insurance payments up to date or managing payments to vendors, her attention to every bill, every spreadsheet and every property owner creates a reliable system. "I'm detailed oriented and I like the organization of the job," she says. "I make sure we're running properly." A relatively new member of the Chamberlin & Associates team, she has two years of previous experience working in accounts payable, which fits her personality. "I do like that you're not doing the same thing each day," she says.

Heidi Steddom

Staff Accountant

With more than four years of accounting experience, Heidi is responsible for the accounts payable of ten communities. Her strong organization and outstanding accounting skills help us ensure that our billing is sent in a timely manner and that we maintain strong communication and current accounts with our vendors. In addition to maintaining the payables accounts, Heidi also maintains a close relationship with the area manager and each property manager, holding twice monthly meetings, designed to keep each of her properties on budget. These meetings also enable her to keep owners very well informed, providing variance reports every two weeks in addition to extensive monthly financial reports.

Accounts Receivable

Elda Yeomans

Property Manager/Accounts Receivable

Creating a stable stream of income from the two properties she manages, while balancing the needs of tenants, are only two of the roles Elda plays for Chamberlin & Associates. She also manages the accounts receivables for the properties overseen by one of our management teams. She meets the diverse set of day-to-day duties with determination, and an inherent desire to succeed. "I am very dedicated to every task," she says. "I set my own goals, and I do whatever it takes to hit them. I'm very much a perfectionist." Her job begins on site with two properties. As a property manager, she streamlines everything from work orders and inspections to tenant move-ins and move-outs. And, she keeps the needs of her tenants in mind, never forgetting the necessary human touch. "Both properties are very stable and we have good tenants, so that gives me time to take care of my other corporate responsibilities," she says. The time critical tasks for accounts receivable demand an attention to detail and an ability to hit monthly deadlines, including reports and collection of all budgeted income. "I have many multitasking skills," she says. A property manager with Chamberlin & Associates since 2007, Elda is bilingual and is versed in Microsoft Office, including Word, Excel and Publisher. Educated in Mexico, she completed course work through the fourth semester in Business Administration.

Angela Hall

Property Manager/Accounts Receivable

Problem solver describes Angela, although it does not capture all she does as one of our property managers and receivable professionals. She manages a 76-unit property, where tenants are a priority. "There is a lot of problem solving, because each tenant is unique," she says. "I put a lot of focus on making people happy and there is a lot of follow up with tenants." The personal touch makes a difference. "I've gotten some great compliments and there have been tenants who have actually brought me flowers and cookies. You can really see when you've helped someone." Solid relationships also have a practical business advantages, allowing her property to meet goals for collections and vacancies. "I understand the income and the goals that need to be met," she says. "I know where I'm at in meeting our goals at all times." Her role handling receivables for 13 additional properties keeps her firmly in touch with the numbers, as well as her multitasking skills. "You have to be very organized," she says of her dual responsibilities. Angela came to Chamberlin & Associates in 2009, after previously owning several properties herself. Her background also includes experience with accounting and accounts payable. While meeting the bottom line business demands is critical, Angela believes the human connection with tenants helps her produce tangible results. "I feel I make a difference," she says.

Field Staff

Lonna Crosta ***Regional Manager***

Lonna joined our staff in July of 2005 and has become a crucial asset to our company. A focus on team building and a determination to provide our property owners the highest return on their investments allows Lonna to consistently excel as a Regional Manager. She oversees 10 properties: seven in Arizona and three in Houston, Texas. Lonna handles the full range of management responsibilities, including accounts payable, accounts receivable, marketing, community relations, hiring and staff training. With properties in two states, Lonna must follow updates in the state and federal labor laws, local regulatory changes and community trends. Her diligence in remaining current with both the regulatory details, as well as maintaining a touchstone with the communities surrounding the properties she manages, adds valuable experience to the entire team. She is also certified with the City of Phoenix in the Crime Free Program and has worked to enhance the livability of the community. "My favorite part of the job is interacting with my team, watching them grow and seeing where their careers take them," she says. "I think that's why my team succeeds and that's why we're successful. We focus on good communication skills and try to work together as a team to make things happen." Lonna came to Chamberlin & Associates five years ago, bringing a diverse skill set earned in the fast-paced food service industry, where she worked as a manager with duties ranging from daily bookkeeping and inventory control to customer relations and staff training. Lonna earned a Basic Management and Marketing Diploma in 1981 from the Southern Institute of Technology in Calgary, Alberta Canada. "I am strong willed and determined, and I treat our client's assets as if they were my own," she says.

Flor Aparicio ***Regional Manager***

Marketing is personal for Flor, whether designing a campaign to maximize a property's potential or leading an on-site team in a low-cost, high visibility promotion to catch the eye of potential renters. She supervises 14 Arizona properties, including meeting monthly collections and vacancy targets, providing updates to property owners, overseeing maintenance and offering insight into key decisions. The opportunity to work with a range of properties suits her personality. "I could not do less," she says. "I love having multiple things to do." What she loves best is finding a way to put a creative twist into a property's marketing. "I recently had a marketing day, and I had everyone on my team come to the property. We delivered fliers, had balloons, free hot dogs and encouraged people to come into the property," she says. "And best of all, it was at no cost to the owners." Arriving at Chamberlin & Associates just more than two years ago, she continues a career in property management. She earned her Realtor license in 2004, when she managed a 118-unit Phoenix apartment complex. She later became an area supervisor with six properties. Flor, who speaks English and Spanish, says, "I think my experience as a Realtor has definitely helped me to come up with creative marketing ideas. She is also versed in Microsoft Office applications as well as industry-specific software such as solutions from Yardi and Property View's Remanage. With a mix of experience and creativity, she is an invaluable resource for the property owners who depend on her to professionally manage their investments.

The Chamberlin Maintenance Team

At Chamberlin & Associates, we understand that a critical component to ensuring tenant retention is based on our dedication to professional maintenance for all our managed properties.

Our seasoned staff superintendents divide their responsibilities between the East and West Valleys where they supervise all maintenance personnel and crews and perform spot checks of maintenance activities and subsequent follow-ups on all work completion.

Superintendents also interface with property residents, maintaining cordial relationships during all maintenance activities.

In addition, Chamberlin supervisors oversee all capital improvements to investor properties, ensuring that contractors are in adherence to standards set by Chamberlin & Associates.

Tim Green,
West Valley Maintenance Supervisor

Tim brings over 15 years of construction experience to Chamberlin & Associates, including 6 years in apartment and commercial maintenance.

Vince Chamberlin,
East Valley Maintenance Supervisor

A veteran with over 20 years experience in new home construction industry, Vince is a valuable asset to the Chamberlin team.

Marketing and Resident Retention

Your Marketing Plan

One of the first steps we will make in turning your property into a money-maker for you, is to evaluate its market position.

In developing a marketing plan for your property, our staff will prepare the following:

- A detailed analysis of the rental market in the general vicinity of your property, including a survey of rental rates for comparable units.
- Advertising and promotional options available in the community.
- Past advertising efforts and the resultant leasing performance.
- Incentive programs to encourage tenant retention.

On-Site Action Plan

After careful evaluation of this research, our management staff will meet with on-site management, leasing staff and maintenance personnel to create a definitive action plan:

- Set goals for monthly rental income, reviewing current rates and any possible rent increases. (See Rent Review sheet)
- Move-in procedures will be checked and improved to ease the operation of the move-in by the tenant.
- Suggest ways to improve the physical appearance of the property grounds and individual units.
- Set market rents and security deposits.
- Purpose advertising expenditures for maximized results from budget dollars including move-in specials that bring in tenants at a minimum expense to the property.

Our management professionals will sit with your on-site managers and leasing staff each week to review the property's marketing results. We continually monitor this action plan in conjunction with the established budget to see that we're on target.

Retaining Your Tenants – Customer Service

The key to a successfully managed property is keeping tenants ... keeping them HAPPY, keeping them SECURE, keeping them as TENANTS. The moment a tenant enters the property's office, their concern is our concern. It doesn't matter whether that visit is a repair request, a question about their lease, a security issue, an apartment transfer or just to visit. The staff's main job is to be responsive, efficient and courteous.

Customer attention doesn't stop there, your tenants are encouraged to complete a confidential "Tenant Service Questionnaire" and to forward it to our headquarters. This gives us invaluable feedback on the performance of the on-site staff. Along with this, we offer the following suggestions:

- Always be friendly. Going the extra mile at the beginning can save you time and money in the end.
- Work orders should be done fast and efficiently. All work orders should be returned by the end of the day. The site manager should audit all repairs.
- Make sure the move-in goes smoothly.
- Have small inexpensive parties – so neighbors can get to know each other.

We work hard to keep tenants but when it's necessary for them to leave, their move-out inspections are scheduled promptly and we process their deposit refunds as quickly as possible. The same care and concern is given to each tenant from the first day of their lease to their last day. (See Inspection Move-Out form.)

Site-Specific Training

At Chamberlin & Associates, we recruit ONLY experienced personnel for your property. In addition to their 60-day probationary period, they are put through our intensive week-long orientation/training program. In one-on-one sessions with our accountant, they learn our accounting procedures backwards and forwards. They review your property's budget line by line. They attend seminars on applications review, customer service, complaint resolution, Equal Housing Opportunity issues, salesmanship, security, drug and gang awareness and prevention techniques (see Crime Free Addendum). They review and discuss your property's marketing action plan, learn what their reporting duties will be, and discuss the leasing and retention goals set for your property. On-site management must be able to track your property's performance on a day-by-day basis.

Resident Retention Programs

The Key to Increased Profitability.

Today, many apartment management companies devote a great deal of their energy and resources toward attracting new residents through the implementation of marketing strategies. However, little or nothing is done to *retain* the tenant after the lease is signed.

At Chamberlin & Associates, we have long recognized that resident retention is the key to lowering costs and increasing profits. The following are policies that we implement in order to effectively improve tenant satisfaction and thereby reduce turnover.

Initial Move-In

When a new tenant moves into the property, a Chamberlin & Associates superintendent or maintenance specialist accompanies the resident during an initial walk-through inspection of the property. A move-in / move-out form is then filled out to ensure that the unit meets the expectations of the new resident. If there are defects found, they are promptly dealt with the same day. If possible, we prefer to complete the move-in inspection one day prior to lease signing thus allowing adequate time to complete any needed maintenance or repairs before the tenant is given the keys to the apartment.

Work Orders

The single biggest reason for tenant move-out is maintenance requests which have not been completed or not completed in a timely fashion. At Chamberlin & Associates we assign a maintenance supervisor to each one of our communities. The supervisor audits at least 15% of the property's work orders to review the work that was completed. Next, he visits the unit to inspect the repairs and to verify that the tenant was satisfied with the results. Maintenance requests pertaining to each individual apartment are then logged into the property's computer system. In this way, the complex manager or staff is able to follow-up in the event that further attention is needed on the work order.


Continuing Property Improvement

Each Chamberlin & Associates property manager is required to complete at least one significant low-cost improvement per month. The objective is to provide visual evidence to the complex residents that management is caring enough to continue to maintain and upgrade the property's appearance. The goal is to make the complex even more attractive than when the tenant initially took occupancy. Typical improvements might include the repainting of pool fences, refinishing of decks or adding flowers to common areas. This effectively builds pride in the complex, resulting in increased tenant retention and lowered costs.

Community Activities

There is no better way to promote good will and communication among residents and management than to provide social activities on an ongoing basis. At Chamberlin & Associates our property managers are asked to plan and coordinate a variety of monthly activities for tenants, their children and often the community. These events can range from pool get-togethers with refreshments, community garage sales or candle parties. Even simple things such as delivering A/C filters to each unit along with boxes of Cracker Jacks are an effective way of telling residents that they are appreciated.

Resident Application & Deposit Receipt



RESIDENT APPLICATION & DEPOSIT RECEIPT

PROPERTY NAME	TODAY'S DATE	SOCIAL SECURITY #	FOR OFFICE USE ONLY
PRINT FULL NAME	DATE OF BIRTH	SOCIAL SECURITY #	APT. #:
NAME OF SPOUSE	DATE OF BIRTH	# OF OTHER OCCUPANTS	MOVE-IN DATE
ROOMMATE/ADDITIONAL OCCUPANTS (SS# IF APPLICABLE)			RENT:
			LEASE TERM:

RESIDENCE

RENT # OWN FROM TO

PRESENT ADDRESS _____ PHONE NUMBER _____

NAME OF LANDLORD AND/OR OFFICE _____

PREVIOUS ADDRESS APT # _____ NAME AND NUMBER OF LANDLORD/OFFICE _____

PREVIOUS ADDRESS APT # _____ NAME AND NUMBER OF LANDLORD/OFFICE _____

PRESENT PHONE NUMBER _____

EMPLOYMENT

EMPLOYER	INCOME/PER MONTH	HOW LONG FROM TO
BUSINESS ADDRESS	SUPERVISOR	PHONE #
PREVIOUS EMPLOYER	INCOME/PER MONTH	
SUPERVISOR	PHONE #	
SPOUSE EMPLOYER	INCOME/PER MONTH	HOW LONG FROM TO
BUSINESS ADDRESS	SUPERVISOR	PHONE #
PREVIOUS EMPLOYER	INCOME/PER MONTH	
SUPERVISOR	PHONE #	

INCOME SOURCE OTHER THAN EMPLOYMENT PHONE # TO VERIFY _____

FINANCIAL

CHECKING ACCOUNT AT _____ ACCOUNT NUMBER _____

SAVINGS ACCOUNT AT _____ ACCOUNT NUMBER _____

CREDIT REFERENCE _____ TYPE OF ACCOUNT _____

CREDIT REFERENCE _____ TYPE OF ACCOUNT _____

CREDIT REFERENCE _____ TYPE OF ACCOUNT _____

EMERGENCY CONTACT

NAME	RELATIONSHIP	ADDRESS/PHONE NUMBER	MANAGER'S APPROVAL/DATE
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PETS

YES NO # _____ TYPE _____ WEIGHT _____

AUTOMOBILES

MAKE	YEAR	LICENSE NUMBER & STATE
MAKE	YEAR	LICENSE NUMBER & STATE
DRIVER'S LICENSE #		STATE

RECREATIONAL VEHICLES: boats or trailers prohibited without owner management approval

Applicant understands that occupancy is limited to only those names on this application. Applicant acknowledges that all information listed on this application is true and accurate. Applicant hereby authorizes verification of all information including credit check and rental history reports by the management. Any false information listed shall constitute grounds for rejection of this application, termination of rental agreement and right of occupancy, and forfeiture of deposits. Applicant understands the \$ _____ processing fee for verifying this rental application is not refundable.

Applicant has deposited with the owner \$ _____ as an application deposit for owner taking the rental unit off the market while considering approval of this application. If applicant is not approved, the application deposit will be refunded. If applicant is approved by owner, and a rental agreement is entered into, the application deposit will be credited to the required cleaning and/or security deposits. If applicant is approved but fails to enter into the rental agreement or fails to take occupancy on date specified, application deposit will not be refunded.

Applicant's Signature _____ Date _____

Applicant's Signature _____ Date _____

Manager _____ Date _____

This form is completed as the initial agreement with the new resident.

Rental Lease Agreement



CHAMBERLIN & ASSOCIATES RENTAL LEASE AGREEMENT

Apartment Number _____ Lease Term _____
 Complex Name _____ Type of Apartment _____
 Address _____ City _____ AZ, Zip _____

This ____ day of _____, 19____, the undersigned RESIDENT(S) hereby agrees to rent the premises hereinafter described on the terms and conditions set forth in this Agreement, attached schedules to Rental Agreement and signed Application.

Full Name of Resident(s) _____
 The Apartment will be occupied by Resident(s) and, (list all others) _____

Services Furnished: _____
 Resident agrees to pay the Owner, its successors and assigns as rent for the demised premises the sum of _____ Dollars (\$ _____)
 plus applicable taxes for the term commencing on _____, 19____, and ending on the last day of _____, 19____.

Resident shall pay monthly installments of \$ _____ plus applicable taxes (hereinafter referred to as "rent").
 Rent shall be payable in advance as follows:

	FROM	THROUGH	MONTHLY RENT	TAX	TOTAL
RENT SCHEDULE	_____	_____	_____	_____	_____
PRO RATE	_____	_____	_____	_____	_____
	_____	_____	_____	_____	_____

A. All rents are due and payable on the first (1st) day of each month. Late charges will be assessed after the fifth (5th), starting with twenty-five dollars (\$25.00) for the second (2nd), with an additional five dollars (\$5.00) per day thereafter. ACCEPTABLE FORM OF PAYMENT IS A MONEY ORDER OR CASHIER'S CHECK ONLY. NO CASH WILL BE ACCEPTED. _____ (initial)

RENTAL DISCOUNTS WILL NOT BE HONORED UNLESS RENT IS RECEIVED ON OR BEFORE THE FIRST (1ST) OF EACH MONTH. _____ (initial)

The Resident hereby deposits the Total Sum of \$ _____ as a NON-REFUNDABLE decorating charge. \$ _____ as a Security Deposit for any breach of the conditions or covenants of this Agreement or any obligations imposed by law. Upon termination of this Agreement, the Owner agrees to refund to the Resident the aforesaid deposit after vacating of the premises at the expiration of this Agreement, provided that all terms of this Agreement have been complied with and Thirty (30) day written notice has been given. The landlord may use tenant deposits for operational expenses during the term of this lease. _____ (initial)

- B. The rules provided governing the premises, Schedule A, are deemed a part hereof and a breach of any rule shall constitute a default hereunder.
- C. The Owner or its agents may enter the premises without consent of the Resident in case of emergency, to make repairs or at such times and under such circumstances as provided by law.
- D. If Resident defaults in performance of any provision of this Agreement, or violates or fails to observe any of the rules and regulations governing the premises, or if the Resident disturbs or annoys other residents of the premises or the buildings of which the premises are a part, or if the Resident violates any obligation imposed upon him by law, the Owner shall be entitled to all remedies provided by law, including, but not limited to, termination of this Agreement, recovery of possession, damages and injunctive relief.
- E. Any automobile stored or placed in that area designated for the parking or storage of automobiles and allocated to the Resident, and the contents of any such automobile, shall be at the sole risk of the Resident, it being understood and agreed that the Owner shall not be held in any way responsible to the Resident for loss of, or damage to, the Resident's automobile or to any personal property left herein.

A very important form stating financial agreement between both parties.

Resident's Rules



RESIDENT'S RULES SCHEDULE A

1. The sidewalks, driveways, passages and common areas shall not be obstructed nor used for any purpose other than ingress and egress to and from units.
2. Bicycles must be parked in bicycle racks as provided in the parking areas or stored in your apartment. They are not to be placed on balconies.
3. Most of our complexes do not have recreational facilities for children. At those that do, we request all children be supervised by an adult and that normal safety measures be followed.
4. Vocal or instrumental music and TVs must not exceed your apartment. Noisy, disorderly or offensive conduct, or conduct annoying or disturbing to other tenants, shall be grounds for termination of occupancy.
5. Pets are prohibited unless otherwise approved by management in writing. Management will not accept more than two pets per unit. Each pet cannot weigh in excess of 15 pounds. Two photographs of each pet are required. Violation of this will result in retroactive additional fees and deposits in accordance with our pet rider and with the inception of your lease.
6. We suggest residents obtain renters insurance for fire, theft, etc., as our master insurance policy covers only building and contents belonging to us.
7. If you request an internal transfer to another apartment, we will have to charge you an amount equal to the cost to clean and prepare your apartment for the next tenant.
8. You will be responsible for any misconduct or negligence for any member of your family or guest.
9. Overnight house guests of residents must be limited to two persons for two nights only, except by prior permission of manager.
10. For maintenance service, please call the manager, or stop by the office between 9:00 A.M. and 6:00 P.M. Most work will be done the same day unless there are circumstances beyond our control. Emergencies should be reported immediately to the office; if the office is closed, contact the manager through this number _____. Any and all maintenance requests must be reported through the rental office or it cannot be taken care of.
11. Clothing, towels or other personal belongings are not permitted on the hand rails or balcony rails and walkways. Patios and balconies are for your pleasure. Only plants and patio furniture are allowed.
12. All window coverings must be uniformly white. Foil or any other unsightly window coverings is prohibited.
13. Children under 14 must be accompanied by an adult when using the pool. Use of pool by guests requires advance permission from manager. Rules and regulations regarding the use of swimming pools are posted and must be complied with: A) No breakable items such as glasses, bottles, etc. will be allowed in the pool area. B) Swimming hours are from 10:00 A.M. to 10:00 P.M. daily. There will be no noise of any kind from the pool area that will be disturbing to occupants who may be sleeping or studying in the apartment around the pool. C) Cutoffs will not be allowed in the pool at any time.
14. Digging in any area shall not be permitted.
15. Laundry rooms shall be kept clean at all times. Please turn lights off when not in use. Close door when leaving.
16. Trash containers are located in various places in the complex. These dumpsters are provided for your convenience. However, do not place trash on the ground if these are full. Simply proceed to the next dumpster to dispose of your trash.
17. Manager cannot take personal telephone calls or personal messages for residents.
18. If refrigerators are damaged during defrosting, repair or replacement is at residents' cost.
19. Automobiles and other motor vehicles must be properly maintained and must be in operating condition. No boats, trailers or RV's shall be permitted on property. Automobiles, etc., left unattended and/or stored without permission for 72 hours or more, will be removed from the property at the owners' expense.
20. Repairs to vehicles are restricted to flat tires, battery or jump starting on the premises.
21. NO washing vehicles on the premises unless approved by the manager or rental office.
22. Only tennis shoes are to be worn on the tennis courts. Skateboards, bicycles, etc. are prohibited on these areas.
23. Waterbeds allowed with certificate of insurance provided to the manager.
24. Processing returned checks is very costly; in fact, a returned check must go through 12 handling steps. That is why we will charge you \$15.00 for checks returned for insufficient funds.
25. To eliminate unsightly damage to the blacktop and motorcycles, we require that motorcycles be parked with a plate under the kickstand. Motorcycles are to be parked only in designated areas.
26. Adding, changing or in any way altering locks installed on the doors of the apartment is prohibited.
27. All vehicles, including motorcycles, must be properly licensed. All motorcycles must be parked in the parking lot, and may not be placed in the apartment.
28. No goods or materials of any kind which are combustible or would increase fire risk shall be placed in apartments or storage areas. Bar-b-que shall be operated only in areas designated by Management, not on covered balconies or covered patios.


RESIDENT _____

RESIDENT _____

HAVE RESIDENT INITIAL LINES 5, 6, 21, 23 and 24

Each tenant must sign this form detailing the rules of the complex. (Form is in triplicate)

Security Deposit Refund Request



SECURITY DEPOSIT REFUND REQUEST

Property: _____

Move Out Type: Regular Skip Eviction

Apt. Locator: No Yes Specify: _____

Apt. No. _____

Lease Expires: _____

Move-in Date: _____

Notice Date: _____

Move-Out Date: _____

Forwarding Address: _____

Street: _____

City: _____

State: _____

Zip: _____

MOVE-IN CHECK LIST/EXPLANATION OF MOVE-OUT CHARGES

Item	Move-in Condition	Move-out Condition	Charges	Item	Move-in Condition	Move-out Condition	Charges
LIVING ROOM	<input type="checkbox"/> OK <input type="checkbox"/> Not OK See Below	<input type="checkbox"/> OK <input type="checkbox"/> Not OK See Below		DISHWASHER	<input type="checkbox"/> OK <input type="checkbox"/> Not OK See Below	<input type="checkbox"/> OK <input type="checkbox"/> Not OK See Below	
FRONT DOOR				BEDROOMS			
WALLS				WALLS			
CEILING				CARPET			
CARPET				CEILING			
MINI BLINDS/DRAPES				MINI BLINDS/DRAPES			
LIGHT FIXTURE				CLOSET			
WINDOW	<input type="checkbox"/> OK <input type="checkbox"/> Not OK See Below	<input type="checkbox"/> OK <input type="checkbox"/> Not OK See Below		DOORS			
HALL				WINDOWS			
WALLS				LIGHT FIXTURE	<input type="checkbox"/> OK <input type="checkbox"/> Not OK See Below	<input type="checkbox"/> OK <input type="checkbox"/> Not OK See Below	
CEILING				BATHS	<input type="checkbox"/> OK <input type="checkbox"/> Not OK See Below	<input type="checkbox"/> OK <input type="checkbox"/> Not OK See Below	
CARPET				WALLS			
CLOSET				CEILING			
DINING ROOM	<input type="checkbox"/> OK <input type="checkbox"/> Not OK See Below	<input type="checkbox"/> OK <input type="checkbox"/> Not OK See Below		FLOOR			
WALLS				TUB/SHOWER			
FLOOR				COMMODOE			
CEILING				SINK			
LIGHT FIXTURE				COUNTERTOPS			
MINI BLINDS/DRAPES				MIRROR/MEDICINE CAB.			
WINDOW	<input type="checkbox"/> OK <input type="checkbox"/> Not OK See Below	<input type="checkbox"/> OK <input type="checkbox"/> Not OK See Below		LIGHT FIXTURE			
KITCHEN				WINDOW	<input type="checkbox"/> OK <input type="checkbox"/> Not OK See Below	<input type="checkbox"/> OK <input type="checkbox"/> Not OK See Below	
COUNTERTOPS				TOWEL RACKS			
DISPOSAL				MISCELLANEOUS	<input type="checkbox"/> OK <input type="checkbox"/> Not OK See Below	<input type="checkbox"/> OK <input type="checkbox"/> Not OK See Below	
SINK				SMOKE DETECTOR			
FAUCETS				THERMOSTAT			
WALLS				A/C FILTER			
CEILING				EXHAUST FAN			
FLOOR				KEYS			
CABINETS				LAUNDRY			
LIGHT FIXTURE				DOOR			
MINI BLINDS/DRAPES				MAIL			
WINDOW							
RANGE							
REFRIGERATOR							
TOTALS				TOTALS			

MOVE-IN COMMENTS

MOVE-OUT COMMENTS

RESIDENT HAS DELIVERED PREMISES IN PRESENT CONDITION WITH REPAIRS NEEDED AS NOTED ABOVE. FINAL BALANCE DUE SUBJECT TO ACCOUNTING AUDIT.

NOTICE: The Resident shall be responsible for the condition of this residence "AS IS," and any damage beyond normal wear and tear will be paid for at the Resident's expense.

ACCEPTANCE OF PREMISES UPON MOVE-IN

Resident: _____ Date: _____

Manager: _____ Date: _____

Resident: _____ Date: _____

OFFICE - White & Green

SITE COPY - Yellow

RESIDENT MOVE-OUT - Pink

RESIDENT MOVE-IN - Goldenrod

10/92

This form is completed each time a tenant moves out.

Crime Free Lease Addendum



CRIME FREE LEASE ADDENDUM

In consideration for the execution or renewal of a lease of the dwelling unit identified in the lease, Manager or Owner and Resident agree as follows:

Resident, any member(s) of the resident's household, a guest or any other person affiliated with the resident, at or near the resident premises:

1. Shall not engage in criminal activity, including drug-related criminal activity, on or near the said premises. "Drug-related criminal activity" means the illegal manufactured, sale, distribution, use, or possession with intent to manufacture, sell, distribute, or use an illegal or controlled substance (as defined in Section 102 of the Controlled Substance Act[21 U.S.C. 802]).

2. Shall not engage in any act intended to facilitate criminal activity.

3. Will not permit the dwelling unit to be used for, or to facilitate criminal activity.

4. Shall not engage in the unlawful manufacturing, selling, using, storing, keeping or giving of an illegal or controlled substance as defined in A.R.S. 13-3451, at any locations, whether on or near the dwelling unit premises.

5. Shall not engage in any illegal activity, including, but not limited to prostitution as defined in A.R.S. 13-3211, criminal street gang activity as defined in A.R.S. 13-105 and A.R.S. 13-2308, threatening or intimidating as prohibited in A.R.S. 13-1202, assault as prohibited in A.R.S. 13-1203, including but not limited to the unlawful discharge of a weapon, on or near the dwelling unit premises, or any breach of the lease agreement that otherwise jeopardizes the health, safety and welfare of the landlord, his agent, or other tenant, or involving imminent or actual serious property damage, as defined in A.R.S. 33-1368.

6. VIOLATION OF THE ABOVE PROVISIONS SHALL BE A MATERIAL AND IRREPARABLE VIOLATION OF THE LEASE AND GOOD CAUSE FOR IMMEDIATE TERMINATION OF TENANCY. A single violation of any of the provisions of this added addendum shall be deemed a serious violation, and a material and irreparable non-compliance. It is understood that a single violation shall be good cause for immediate termination of the lease under A.R.S. 33-1377, as provided in A.R.S. 33-1368. Unless otherwise provided by law, proof of violation shall not require a criminal conviction, but shall be by a preponderance of the evidence.

7. In case of conflict between the provisions of this addendum and any other provisions of the lease, the provisions of this addendum shall govern.

8. This LEASE ADDENDUM is incorporated into the lease executed or renewed this day between Manager or Owner and Resident.

Resident's Signature Date

Resident's Signature Date

Property Manager's Signature Date

Name of Property

A Crime Free property is a valuable asset.

Property Analysis and Inspection

Attention To Detail

When Chamberlin and Associates assume management responsibility for a client's property, they first conduct a thorough Property Analysis and Inspection (see form). This inspection not only provides a game-plan for marketing and enhancements, but also is a independent, professional appraisal of the condition of the property, current on-site staff and the viability of the property in the marketplace. This inspection includes the following:

- Color and “showability” – first impressions of the property upon entering the grounds are very important.
- Cosmetics of the physical structures on property.
- Landscaping, grounds and parking areas.
- All tenant facilities including laundry rooms, exercise and recreational areas, whirlpools, pools, tennis courts, playground areas, etc. These facilities are checked for early signs of problems ensuring that all equipment is current in routine maintenance checks and free of safety hazards.
- Obvious physical defects and estimated expense to repair/refurbish.
- On-site staff/management appearance, attitude and salesmanship.
- Appropriateness, effectiveness and availability of marketing materials.
- Attractiveness of decor, effectiveness of furnishings in apartment models.

Preventive and Restorative Maintenance

Maintenance of your property is a daily, on-going process, from the grounds pickup in the morning to work orders of preventive maintenance throughout the property. Our maintenance team inspects all work that is done, monitors the costs and keeps a record of all recommended improvements. On-site maintenance personnel are on 24-hour emergency call-out. Emergency repairs, of course, are given top priority. Non-emergency work orders are scheduled and completed within 48 hours. Prior to renting a unit, our repair team thoroughly inspects, cleans and makes any needed repairs to put the unit in the best possible condition warranting the highest rent possible for the market. Weekly inspection reports are required and preventive maintenance is performed on a set schedule.

Customer Service

For maintenance personnel, experience is essential. They must be skilled in all phases of repair and maintenance from appliance repair to drywall, from pool motors to roof repairs. Our maintenance supervisor gives each new maintenance worker five work orders with instructions to return them to him upon completion. After the work is done, the supervisor judges the individual's workmanship, speed, knowledge and attitude. After a repair work order is completed, a call is placed to the tenant from our customer service representatives. The tenant must be satisfied, not only with the repair work performed, but also with the worker's attitude and appearance.

Cost-Effectiveness and Efficiency

It's been our experience that having on-site maintenance can save a property up to 30% over the cost of hiring outside contractors for all repairs. When a major repair or refurbishment does require an outside contractor, prior to the start of the job, a written estimate is required detailing all parts and labor required. Our supervisors closely monitor the work to ensure it is done properly and within the estimate. The head of our maintenance department, Brett Chamberlin, has negotiated discounted vendor contracts throughout the Valley. With the convenience of our parts warehouse for storage and reuse, we are able to realize substantial savings by ordering parts in volume, including landscaping and irrigation supplies, plumbing and electrical fixtures, drywall supplies and pool chemicals.

Fire Safety and Security

For the safety and protection of your tenants, Chamberlin's maintenance staff monitors the condition of all units and public buildings for fire hazards, fire detection and extinguishing equipment. When a unit is newly leased, all locks are rekeyed for the security of your tenants. If illegal behavior is observed at any time on the grounds, the police are notified immediately. Any situation that has the potential to jeopardize the tenants, their property or any asset of the property, is handed swiftly and law enforcement assistance is called if management's efforts can not resolve the problem.

Operational Manual

Every property will receive an Operational Manual which is their handbook. This handbook contains all information, forms and directional help pertaining to the successful management of your property. Many of the forms are in the following pages for you to view.

Pet Addendum

Apartment _____



PET ADDENDUM TO LEASE AGREEMENT

Chamberlin & Associates allows Resident to keep a pet on the premises providing Resident understands, accepts and agrees to abide by Chamberlin & Associates's current Pet Policy as described below and as it may be revised.

Chamberlin & Associates reserves its right to determine any default of this agreement on the part of Resident regarding the Pet Policy and to respond to such default by revoking permission hereby granted. Resident agrees to permanently remove the pet from the premises immediately after receiving written notice that permission has been revoked.

PET POLICY

1. Dogs are not permitted on the property at any time.
2. Assistive pets permitted as per federal guidelines.
3. Resident shall keep only the type, size, and number of pets authorized by the Property Manager at the signing of this Addendum. Any change in Resident's pet status must be reported to the Property Manager for approval and authorization.
4. As an addition to the Security Deposit for the leased apartment, Resident shall pay a refundable Pet Deposit in the amount of \$_____ per pet. The non-refundable pet sanitizing fee of \$_____ will not be returned under any circumstances. In addition to these deposits, a monthly fee of \$_____ per pet will be required.
5. Resident shall not at any time allow the pet to be outside of the apartment without a leash and without the immediate presence and control of a responsible person.
6. Any pets found on the premises without a leash and without a Resident available or willing to retrieve it, shall cause appropriate officials to impound the pet.
7. Resident shall walk his pet only in areas specified by the Property Manager, which shall not include landscaped, pool and/or recreational areas.
8. If at any time, the pet deposits waste droppings on the property, Resident shall IMMEDIATELY remove and properly dispose of the droppings. Resident may be subject to a fine for any waste not properly removed.
9. Resident shall not permit the pet to disturb any neighboring Resident or guests.
10. All cats must be kept indoors; be neutered/spayed and declawed. Veterinary proof is required.
11. Resident shall keep only the pet described below:

Type: _____ Name: _____ Weight: _____
Breed: _____ Color: _____ Age: _____
AGREED BY RESIDENT: _____ DATE _____

AGREED BY RESIDENT: _____ DATE _____

By Signing below the resident(s) of apartment # _____ hereby acknowledge that they do not have any pets and will not have pets at any time during their residency, without management approval.

RESIDENT: _____ DATE _____

RESIDENT: _____ DATE _____

All residents with pets coming into the community must sign this form.

Swimming Pool and Spa Policies



SWIMMING POOL AND SPA POLICIES

The pools are maintained for our Residents' pleasure and safety. They are operated and inspected under rules of the Health Department. We ask your cooperation in the following, so the pools may be available for your use and enjoyment. Management reserves the right to enforce these rules and restrict pool privileges should any resident or guest abuse these policies.

1. Pools will be opened at the discretion of Management. The pool may be closed at any time for mechanical or chemical maintenance. If applicable, "Quiet Time" is between 10 p.m. and 10 a.m.
2. All Residents are welcome in the pool during the hours of operation. Each apartment is allowed two (2) guests at any one time if, in the opinion of management, there is sufficient room in the pool area. Residents are responsible for all action and behavior of their guests. **All guests must be accompanied by an adult Resident at all times.**
3. **Glass containers** and food are not allowed in the pool area at any time.
4. Diving, running, pushing, loud noises, and roughhousing is not permitted in the pool area at any time. (Climbing, sitting, jumping off rock features is not permitted.)
5. Dangerous winds, sometimes combined with lightning and thunder, cause hazardous conditions in the pool areas. **DO NOT REMAIN IN THE WATER OR SIT NEAR UMBRELLAS OR OTHER POTENTIAL MOVEABLE OBJECTS DURING SUCH CONDITIONS.**
6. All persons must be appropriately clothed and all clothing must be hemmed. Please remove suntan oils prior to entering the water.
7. Admission to the pool area will be denied to persons having any infectious disease, open sores, or any communicable disease.
8. Children under the age of 16 will not be allowed in pool area unless under the supervision of their parent or guardian. An adult parent or guardian shall have no more than two (2) minors under their supervision at any one time. Children that are not toilet trained **MUST** wear rubber pants with elasticized legs or disposable diapers.
9. No pets of any type are permitted at any time in or around the recreational facilities.
10. Management is not responsible for accidents or injuries suffered in connection with the use or misuse of the pool. All persons using the pool or pool area do so at their own risk and sole responsibility. The Resident agrees that no claim will be made against Mark-Taylor Residential or ownership for any loss of life, limb, or bodily injury or damage to property. **Life guards are not available.** Residents and guests swim at their own risk.
11. These policies hereby become part of your rental agreement
12. Any amendment or exception can be approved only by the expressed written permission of the management.

Resident:

Resident:


Agent:

Date:

MTR #6 - REV 1/31/01

Each tenant must sign this form.

Automatic Gate Policies



AUTOMATIC ENTRY GATE

POLICIES & PROCEDURES

1. _____ offers an electronic gate system at its entrance/exit. This gate is designed to be a deterrent of unauthorized persons, but is in no way a guarantee of personal safety or security. This system is only effective in controlling vehicle traffic.
2. Each resident, 16 years of age or above, will receive one access remote/fob. If lost, stolen, or damaged the replacement cost is \$ _____.
3. Each resident's last name and first initial will be listed in the outside directory. Visitors will be able to scan alphabetically for your name, then push the "Call" button. The entry system will dial your phone and you will be in communication with the visitor at the gate.
4. If you wish to admit the guest, press or dial "9" on your phone. (Note: On short duration tone phones, press the "9" button twice.) The entry system will then put a tone in your receiver, open the gate and then hang up. If you do not wish to admit the guest, simply hang-up. The entry system permits conversation for about one minute and will automatically hang up. (A short beep will be heard 10 seconds before disconnecting.)
5. Never attempt to force the gate or tailgates if your remote/fob does not work! Severe damage to your vehicle and gate will result. _____ will not be responsible for damage to your vehicle.

I have read and understand the above:

Signature	Print Name	Personal ID#						
Signature	Print Name	<div style="text-align: center; font-weight: bold; font-size: small;">OFFICE USE</div> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; border-bottom: 1px solid black;">REMOTE #</td> <td style="width: 50%; border-bottom: 1px solid black;">DIR. #</td> </tr> <tr> <td style="border-bottom: 1px solid black;">REMOTE #</td> <td style="border-bottom: 1px solid black;">DIR. #</td> </tr> <tr> <td style="border-bottom: 1px solid black;">REMOTE #</td> <td style="border-bottom: 1px solid black;">DIR. #</td> </tr> </table>	REMOTE #	DIR. #	REMOTE #	DIR. #	REMOTE #	DIR. #
REMOTE #	DIR. #							
REMOTE #	DIR. #							
REMOTE #	DIR. #							
Signature	Print Name							
Signature	Print Name							

TELEPHONE # _____ * If Applicable

All communities with gates – we have the tenants sign this form to help keep track of gate keys.

Lease Expiration



Notice Of Lease Expiration

Date: _____
Apartment # _____

Guess What!! _____ :

Your LEASE is due to expire the last day of _____ .
The manager wants you to stay on with us, unless you just have to go. If you do have to leave, don't forget to write a letter stating, when you are leaving. Manager need it by the 5th of the month. If you stay your rent will be, with tax \$ _____ .

Manager

One of many forms used to help in our Tenant Retention program.

Accountability and Fiscal Management

On-Site Reports

Using the latest computer technology, we are able to track all rents and expenses – on a daily basis. Each week we sit with your on-site management staff and review that week's performance. At a glance, we can identify any expenses that exceed the set budget and take measures to rectify the situation. Standard accounting measures are employed which ensure uniformity and on-site accountability for all rents received.

Owner Communications

At Chamberlin & Associates communication is very important. Owner communication is critical to the successful management of any property. Part of this communication is the various information you will receive each month.

- Monthly Budget Detail sheet covering all expenses and income for each month.
- Budget Cash Flow Comparison chart showing monies budget and actual for each month.
- Variance Report showing budget expenses over \$500 with explanations.
- Income (Cash) Statement showing income monthly for the year.
- General Ledger of all cash expenses in detail so you can compare month-to-month operations.
- Monthly Cash Flow record personalized for your apartment.
- Aged Payables Detail showing accounts past due.

With all the above we can communicate and keep you in touch with your on-site managers and the growth of your investments.