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January 2, 2020

**GOOD NEWS!**

Dear clients;

In an effort to “Go Green” and keep daily business expenses down, while also avoid raising management fees, **beginning with your January, 2020** owner report, we will no longer be sending hard copies through the mail. Preparing statements each month is a labor intensive process which includes substantial expenses for paper, postage, envelopes, and staff time. Your statement can easily be accessed each month by logging into your on-line Owner portal via our software, AppFolio. Once the statements are created and reviewed, we will “publish” them to your owner portal. You will then receive an email notification that your statement is ready to view. After logging into your portal, you will be able to view, print, and/or download your current statement, as well as any older reports you may be missing. I will still be able to write “comments” on your statement – they will be located in the upper left hand area of the first page of your statement.

If you haven't set up your owner portal, you will receive an email “Invitation” from us in the next few days requesting activation. It's important you activate the portal prior to January 31<sup>st</sup> in order to view your monthly statements. If you have absolutely no access to the internet or emails, please call me directly at (559) 224-4008 and I'll work something out with you.

If your rental income is directly deposited each month into your account, that won't change. If you usually receive an actual check in the mail, it will still be mailed to you; however, without the paper statement attached. (Please contact me if you haven't yet taken advantage of our ability to directly deposit your income each month. All that's needed is a completed ACH form and a voided check.)

And now for even more **GOOD NEWS!** Also beginning with your January, 2020 statement, we will directly deposit and/or mail your rental income no later than the last day of the month in which the income was collected. In other words, your owner draw will no longer be paid “in arrears”. In the past, you would receive your January income and report the first week of February; February's in March; March's in April; and so on and so forth. We will now send your funds no later than the last day of the month in which the activity occurred.

Thank you for understanding our need to streamline our office procedures. And, to those of you who are already taking advantage of the online portal, I thank you.

Happy New Year and please do not hesitate to call me with any questions.

Sincerely,

Chris M. Darling  
Owner/Broker  
DRE License #00958933  
(559) 224-4008