

THE MANAGER

July 1, 2007

A PUBLICATION OF ALEXANDER FORREST INVESTMENTS, L.L.C.*

Vol 11, No 7



Jeremy Price, former Property Manager and current Property Owner

Road to Success: The Jeremy Price Story, Part 2 – Problem Solving

Daylon Cassel

activity at Arthur Square, they were more than willing to help. The police stepped up their patrols of the area, and their presence contributed to the successful rehabilitation of the property.

“Once we put an end to the drug problems the atmosphere changed completely,” Jeremy explained. “We were no longer the gathering place for the drug dealers.” Jeremy could then

focus his attention on the needed property improvements. Additional lighting made the residents feel much safer at night, and interior improvements gave the residents a more attractive home. The atmosphere of Arthur Square drastically changed.

Jeremy’s willingness to deal with problems directly as on-site manager played a large part in his success. He transformed Arthur Square from a rundown complex with questionable residents and a high vacancy rate to a fully occupied community of friendly residents who are proud to call Arthur Square home. Next month we will cover the outcome of Jeremy’s hard work.



Arthur Square Apartments

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Last month, we learned of the initial stages of Jeremy Price’s beginnings in the real estate business. Having managed several locations and progressed in his career, Jeremy bought Arthur Square Apartments in Port Arthur, Texas. As owner and on-site manager, Jeremy began with high spirits, however, it wasn’t long before the existing problems became evident and the initial excitement wore off.

“The main problem was drugs. We had some residents selling and buying drugs on-site,” recalled Jeremy. Jeremy went to work on the problem at once. “We would hide out in one of the open units when we got a tip. We waited to see exactly who was involved in the activity,” Jeremy recalled. Once the offender was identified, Jeremy confronted and asked those involved to immediately refrain or leave the property. When the police learned of Jeremy’s intentions for absolving the illegal

| Monthly Collection Percentages: | | |
|---------------------------------|--------|--------|
| | 2007 | 2006 |
| January | 97.56* | 101.20 |
| February | 93.03 | 97.73 |
| March | 100.31 | 103.00 |
| April | 91.02 | 100.46 |
| May | 101.02 | 102.18 |
| June | 97.52 | 105.15 |
| July | | 106.44 |
| August | | 103.79 |
| September | | 102.10 |
| October | | 100.57 |
| November | | 88.17* |
| December | | 90.50* |

*We have increased the collection goal by \$50,761 across all properties.

Daylon Cassell, Contributing Writer
Magnus Enterprises, LLC

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Weekly Invoice Packet

Mary Hawkins

Training Reminder: Managers, it is vitally important to mail your packet of invoices and Accounts Payable Transmittal Form to the ALCO office every Friday. Per Standard Operations Procedure, we pay our vendors on a 30-day schedule. That provides plenty of room to cover the payment in time, right? Not always; each step in the process takes time. If a vendor submits an invoice and you miss the next Friday mailing date, with the additional two to three days to reach the Accounting Department, 15-18 days have been wasted at this point. Once Accounting receives an invoice, we process the charge, write the corresponding check, send the check for signature, then mail the payment to vendors. Waiting to mail your invoices slows the process down and increases the likelihood of losing the invoices entirely.

Consider the consequences of late payment.

- Vendors add penalty fees to the invoices, unnecessarily costing your Property more for service and product already delivered.
- Vendors are reluctant to work with your Property.
- Credit is constricted and makes accounts difficult to open or increase.



Timely payment is essential for maintaining good relations with our vendors and gives us the authority to demand high-quality service at low rates.

Mary Hawkins, Asst. Director of Accounting
Mary.Hawkins@AlexanderForrest.com

Graduation Success!

Daniel Morris

Toni Quinonez, Property Manager of Eagles Nest Apartments in Kansas City, Kansas, has been looking forward to summer. Along with warm weather and Independence Day festivities, this summer season grants her a break between strenuous semesters in night school. On May 17, Toni celebrated earning her Associates in Arts degree in Business Management from Donnelly College in Kansas City. Three nights a week Toni worked full-time, quickly fixed dinner for her family, then attended classes from 6:30 to 9:30pm. Toni's learning track was interrupted a couple times along the way when she had to withdraw due to a severe car accident in 2004. She has not let challenge get in her way.



Toni Quinonez



Toni is the only one of her eight family members to have graduated from high school and now obtained a college degree. Her family is extremely proud of her. "They know I'm full of surprises. They never know what I'm going to accomplish next," enthused Toni. She plans to continue working toward her Bachelor's degree in the fall and has applied for various scholarships.



Toni's discipline has brought her great success! Congratulations, Toni!

Daniel Morris, Asst. Director of Operations
Daniel.Morris@AlexanderForrest.com

There's Water in My Fridge!

Normally, readers find our Property Managers' questions and suggestions in the "Questions. Answers. Info!" column on page 2. This tip from Jeff Hodson, Manager of Chateau Imperial in Hastings, Nebraska deserves a little more room. Please read Jeff's contribution below:



Questions.
Answers. Info!

I have had many residents call me about water in their refrigerator or on the floor just under the refrigerator door. It was usually caused by ice blocking the freezer drain.

Some older freezers will periodically self-defrost to remove built up ice and frost. The melted water drains down to the compressor area where it evaporates. If the entry point of the freezer drain tube is plugged, the water has nowhere to go and eventually refreezes. After a few times, ice builds layer upon layer and the water flows into the air duct connecting to the refrigerator section.



Drain hole in back of freezer

To unclog the drain tube:

1. Unplug the refrigerator and empty the contents of the freezer into a cooler while you work.
2. Remove the bottom and back plate inside the freezer and, in some refrigerators, the small removable duct work that runs between the freezer and fridge.
3. If you find ice on the bottom of your freezer, use hot water or a good hair dryer to melt and loosen the ice. Keep a rag handy to soak up the melted water. Pull the ice up and discard in the sink. NEVER use a knife or screwdriver to pry the ice out; you may damage the refrigerator permanently. Be patient, keep using hot water and you will uncover the drain tube opening. The first 2 or 3 inches of the drain tube will likely be frozen as well. Keep using the hot water.
4. I use a 16" tube that is smaller in diameter than the drain tube opening to siphon water out and eventually blow the drain tube clear.
5. Clean up and put the panels back in.



Tube for siphoning out drain tube

Next month I will cover installing a drain tube heater that may help your refrigerator from regularly plugging up.

As a thank-you for his contribution, Jeff will receive \$200!

Send your questions/tips to: newsletter@alexanderforrest.com

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Contact Jessica Hudson at 573-424-9331 or Sam Chou at 573-356-6632

Beat the Competition: Dress Professionally

TJ Scoggins

Property Managers, the way that you present yourself visually sends messages about your property and service to visitors and potential tenants. It is very important to make sure you are dressed in uniform and looking sharp. Here are the guidelines you should follow when dressing for work.

1. Property shirt, clean and tucked in. If your uniform is stained, worn or has holes in it, contact the Operations Department to order new uniforms.

2. Clean slacks, khakis pants or shorts, or jeans with no holes and a belt
3. Hair brushed, beard shaved or trimmed. Keep a notepad and pen in pocket at all times.

As a Manager, doing maintenance and turnovers can get in the way of keeping a clean appearance. Designate a specific uniform for doing the dirtier work. Leave a clean shirt hanging in the office so that you can change clothes before your showings. A sharp appearance is the first step in demonstrating your capability and the property's quality.

Next month I will cover **#5: Provide outstanding service**



Right!



Wrong!



TJ Scoggins, Asst Director of Leasing & Collections
TJ.Scoggins@AlexanderForrest.com

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Contractor Selection: Communicate Minimum Safety Requirements

Richmond Wheeler

As previously discussed in the article “Vendor Risk”, in the April 2007 edition of The Manager, in the contractor selection process it is extremely important to get best pricing and to clearly define the expectations of performance and scope of work. In addition, it is extremely important to keep safety as an ever-present concern and to work proactively to minimize the risks and liabilities that can exist on a work site. I have outlined a few items to communicate to every contractor before, during, and after work has begun.

This list should be communicated to every contractor before they begin work.

- Pre-project safety planning (plan for public safety, work area access, etc.)
- Plan safety activities to be coordinated with your already existing safety practices
- Contractor should provide safety education related to how your employees should work with the contractors employees
- Safe housekeeping – The contractor should keep all areas as clean as possible
- Traffic control should be implemented to avoid placing clients, tenants, employees, etc. in hazardous locations
- Fire hazards should be assessed and properly rated fire extinguishers should be at the ready where risk of fire exists
- Protective work clothing and gear should be readily available and its use should be enforced by supervisors
- Emergency medical treatment plan - local emergency numbers should be posted in open and obvious locations)
- Daily or Weekly site progress meetings – Use these meetings to communicate whether expectations are being met and what adjustments need to be made by vendors
- Safety is everyone’s business. Every person should watch for hazards and should feel empowered to report violations.



Richmond Wheeler, Director of Operations,
richmond.wheeler@alexanderforrest.com



Worker Safety and Summer Heat

Managers, as the heat of summer hits its apex, now is the time to be extra vigilant of the conditions for keeping all workers cool and properly hydrated.

- Cool (50°-60°F) water or any cool liquid (except alcoholic beverages) should be made available to workers. Liquids should be placed close to the work area. Although some sports hydration drinks contain salt, this is not necessary for acclimatized individuals because most people add enough salt to their summer diets.
- Encourage workers to wear lightweight, light-colored, loose-fitting clothing.
- Use general ventilation and spot cooling at points of high heat production. Good airflow increases evaporation and cooling of the skin.
- Monitor temperatures, humidity and workers' responses to heat hourly.

| Manager/Property Key | | | | | | | |
|----------------------|-------------------------|-----------------------|------------------|-------------|--------------------|-----------------|------------------|
| | Property | Manager | Location | | Property | Manager | Location |
| BBC | Buttonwood Bus Ctr | Jamie Cooper | Columbia, MO | MRM* | Mora Mi Apartments | Donald Wilson | Paducah, KY |
| CF | Claiborne Fox | Andy Mullins | Marshall, MO | RA | Riviera Apartments | Stewart Naidesh | Paducah, KY |
| CI | Chateau Imperial | Jeff Hodson | Hastings, NE | RT | Ridgetop Apts | Ray Moody | Martin, TN |
| CIM* | Cimarron Apartments | Jose Diaz | Independence, MO | S24* | Sterling 24 Apts | Jill Morgan | Independence, MO |
| ENA* | Eagles Nest Apts | Toni Quinonez | Kansas City, KS | SB* | Stoney Brook East | Abraham Medina | Independence, MO |
| HILL* | Hillside Apartments | Maria Cuevas | Independence, MO | SP | Sterling Price | Tom Evans | Moberly, MO |
| LP | Library Park Apartments | Steve Ipock | Topeka, KS | WDA* | Wyandotte Apts | Juan Veleta | Kansas City, KS |
| LS | Liberty Square | Jessica Hudson | Columbia, MO | WG | Windsor Gables | Ray Moody | Martin, TN |
| LVC* | Lakeview Apartments | Scott Wendland, Aaron | Kalamazoo, MI | WMP | Williamsburg Place | Ben Fisher | Middletown, OH |

**Properties currently under renovation*

| Monthly Collection % Goal: 100% | |
|------------------------------------|----------------|
| RT | 154.92% |
| MRM | 129.11% |
| SB | 118.67% |
| CI | 108.99% |
| ENA | 107.34% |
| CF | 106.63% |
| RA | 104.76% |
| WG | 104.67% |
| BBC | 103.75% |
| WMP | 102.23% |
| SP | 100.21% |
| WDA | 100.17% |
| LS | 96.10% |
| CIM | 81.04% |
| HILL | 79.58% |
| LVC | 79.44% |
| LP | 77.74% |
| S24 | 77.03% |

| Renewal Average by Year Goal: 100% Renewal | |
|---|---------------|
| SP | 67.16% |
| MRM | 54.72% |
| BBC | 53.25% |
| CI | 46.25% |
| WG | 45.45% |
| HILL | 44.00% |
| CIM | 41.71% |
| RT | 41.67% |
| RA | 36.79% |
| SB | 35.90% |
| ENA | 35.48% |
| LP | 35.37% |
| WDA | 29.55% |
| CF | 28.57% |
| S24 | 27.35% |
| WMP | 16.85% |
| LVC | 9.76% |

| Paperwork Proficiency Previous Month | |
|---|---------------------|
| BBC | Master |
| CI | Master |
| CIM | Master |
| CF | Master |
| ENA | Master |
| GW | Master |
| HILL | Master |
| LVC | Master |
| RA | Master |
| SP | Master |
| S24 | Master |
| WDA | Master |
| LP | Master |
| MRM | Paper Knight |
| WMP | Paper Knight |
| SB | Trainee |

Paperwork Proficiency Key:

Master: Mistakes are rare. Little to no time wasted in corrections. Perfect understanding of the system.

Paper Knight: Very good on the paperwork. Time is occasionally wasted on corrections. Excellent understanding of the system.

Paper Journeyman: Average on paperwork. Expect regular interruptions for corrections. Still a novice.

Paper Cut: Poor paperwork skills. Paper work is as likely as not to have errors or be incomplete resulting in much wasted time for corrections. Doesn't understand the system.

Paper Dysfunctional: 'nough said. 40 lashes

Trainee: Self-explanatory

Every project referenced in this publication is individually owned and operated.

Alexander Forrest Investments, LLC
 103 North Garth Avenue
 Columbia MO 65203
 Phone: 573-449-7332
 Fax: 760-491-3087
 newsletter@alexanderforrest.com

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July 2007

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|-------------------|-----------------------------------|----------------------------------|---------------------------|-----------------------------------|---------------------|-----------|
| 1 Rent Due | 2 Rent Late | 3 Juan Veleta's Birthday! | 4 Independence Day | 5 | 6 Late Fees | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 Late Fees | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 Late Fees | 21 |
| 22 | 23 Maria Cuevas' Birthday! | 24 | 25 | 26 Jill Morgan's Birthday! | 27 Late Fees | 28 |
| 29 | 30 | 31 | | | | |