

THE MANAGER

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Transforming Vinh

Daylon Cassel

If you happened to be in Columbia, Missouri a few years ago and needed a good cup of coffee or chilled drink you may have visited Fusion Brew. This locally owned and operated coffee house in downtown Columbia was the brainchild of Vinh Tran and his wife, Tracy.

As the coffee shop picked up speed, Vinh realized the responsibilities and duties that owning a small business entailed. As with many energetic entrepreneurs, Vinh began to wonder what other opportunities were available to him in the business world.

In early 2004, Vinh was introduced to Paxton Schneider and a business model that piqued his curiosity. Paxton shared the details of the Alexander Forrest Investments, LLC system in which Private Buyers would gain experience in the field by managing apartment complexes. The Private Buyers improve the property while learning a great deal about managing and owning business property. When the property and the Manager have reached maturity, the option is there for the Private Buyer to purchase the property outright.

Hearing the successes and accomplishments of previous Private Buyers, Vinh was impressed, but careful. "I approached the situation cautiously, as a prudent business



Vinh Tran, Property Manager and Owner

person should. It all sounded good, too good," Vinh recalled. Not one to follow blindly, he wanted to know more. "I wanted to know who these guys were, how they behaved, and how they treated others in business relationships."

Vinh discussed scenarios and details of the business model over several months. "I got a sort of broad-stroke perspective, and I really didn't know much about the whole business. I decided I needed to do my due diligence before I determined anything."

With this Vinh packed his suitcase and fueled up his car for a road trip. "I drove around to all of the properties affiliated with [Alexander Forrest Investments, LLC]. I interviewed the managers and tried to gain a better understanding of the whole process. I took about a week or so and a couple thousand miles to get a good feeling

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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	100.04	106.44
August	100.72	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.

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**Questions.
Answers. Info!**

From Don Wilson, Manager of Stoneybrook East Apartments

Manager Tip: Save your property hundreds or even thousands of dollars by becoming EPA certified to practice refrigerant recycling, recovery and reclamation (Section 608 Type 1).



EPA-Approved Section 608 certification is needed to service building air conditioning and refrigeration systems. With Section 608 certification you can purchase any refrigerant in containers greater than 20 pounds. Visit www.epatest.com and click on the free software download link. Mainstream Engineering Corporation provides a free manual and sample tests for you to study online.

The cost to take the test is \$24.95, FAR BELOW the cost for a single basic A/C troubleshoot and recharge. Upon passing the test, you can print out a temporary certification to purchase freon at your local HVAC supply store. Mainstream Engineering will mail you a permanent EPA Certification Card in a few days.

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

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

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about what was involved.”

Vinh eventually decided it was time to step into action. “We were at a point where we had done all we could with the coffee shop and were ready to get out of retail.” Vinh sold Fusion Brew on September 1, 2005, and began his first day as Manager of Avalon Apartments in Bryan, Texas. With his wife Tracy on board and helping with the accounting, they were ready for the challenges of property management.



Avalon Apartments in Bryan, TX



Avalon Apartments after flatbed collision

Vinh recalls having to learn a lot before being very comfortable in his new position. “There was a lot of chaos, and my inexperience was evident. Some days went very well and other days were ridiculously hard. Some things just happen unexpectedly, like a flatbed truck

plowing into one of the units and doing thousands of dollars in damage. But as time went on I began to feel more and more comfortable in my position, and I realized the necessity of the Manager living onsite.”

Next month we will cover the struggles and the triumphs that Vinh faced as well as some of the steps he took which ensured his success.

Daylon Cassel, Contributing Writer
Magnus Enterprises, LLC

Beat the Competition: Approach Your Job with Creativity

TJ Scoggins

A Property Manager who approaches the job with creativity while being guided by our standardized list of Daily, Weekly, Monthly tasks can open new paths to achieve the goals set before them.

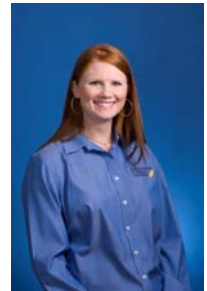
Creativity especially enables the Property Manager to reach new potential tenants. Creatively serving and showing appreciation to tenants will result in higher renewals. Try some of these practices to jumpstart your ideas:

- Define the problem/challenge and list the criteria for success.
- Brainstorm by writing down every idea, no matter how absurd, for solving the problem.

- Ask searching questions like “Why?” and “What if...?”
- Carry a notepad and pen with you. Quickly write down possible solutions when they come to you, then set aside time to review your notes.
- Recreation – If you’re stuck in thought, take a walk or exercise then come back to the issue
- Read as much as you can about the problem as well as other unrelated areas. Often, seemingly unrelated challenges/solutions have many parallels.

The creative process does not end here. Use this list as a catalyst to push you into areas of greater service and self-satisfaction.

Next month I will cover #8:
Continuously work to improve.



TJ Scoggins, Asst Director of Leasing & Collections
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Trade Wind Park Development Speeds Along

Jessica Hudson

Trade Wind Park is off to a great start! The 140-acre Boone County development, owned by I-70, LLC, kicked off their offerings in 2006 with 22 acres of Interstate 70 frontage. I-70 Building #1, LLC is already slated to open a 30,000 square foot retail building on 4.5 acres of the southeast corner of I-70 Drive SW and Trade Wind Parkway. Trade Wind Park's emphasis on accessibility, visibility, and quality is embodied in this Class A building. Unlike typical highway frontage road structures, Building #1 is thoughtfully designed with form and function in mind. The exteriors will boast stone and brick work, canopied sidewalks, and integrated landscaping. The building is smartly equipped with a full-size truck dock, deep interiors, and overhead doors. I-70 Building #1 has already signed Letters of Intent for lease space with two users, signifying 7,200 square feet pre-leased.

Approximately 6.5 acres remain on the southeast corner and 11 acres are available on the southwest frontage. Early 2007 saw the expansion of Trade Wind Parkway, and the sale of three acres to Interstate 70 Enterprises, LLC. Interstate 70 Enterprises has broken ground on their two 15,000 square foot buildings, slated to be occupied this fall.

The development is staying true to its strategic vision while expanding sooner than anticipated. I-70, LLC will extend Trade Wind Parkway south to Richland Road. This will open up an additional 100 plus acres of land for immediate availability. Trade Wind Park is already serviced by Boone Electric, City of Columbia Water, Ameren UE, and Boone County Regional Sewer District. Small or large tracts of land serviced by all utilities and easily accessible to Columbia, and I-70 are available today. Call Jessica Hudson, Director of Commercial Properties (573-424-9331), or Sam Chou, VP Commercial Leasing (573-356-6632), today.



Jessica Hudson, Director of Commercial Properties
 Jessica.Hudson@AlexanderForrest.com



RENDERINGS COURTESY OF SIMON ASSOCIATES, INC.

Now Leasing Trade Winds Building 1. With 30,000 Sq. Ft of retail/trade space available you can truly take your business to the next level. Located two miles east of the Lake of the Woods Exit on I-70 Drive Southeast. There are sixteen, 20'x90' bays (1,800 sq. ft.) facing the interstate. Each bay has 16' ceilings with a rear loading dock.



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

Mary Hawkins Celebrates 10 Years!

Daniel Morris

“Are you ready for a change?” With that offer to join the team, Mark Atkins recruited Mary Hawkins to work with his brother David and he in their small but growing property management business. Mark had recalled Mary’s solid work ethic from his time of working under Mary as her Assistant Manager at Burger King in Columbia, MO. Mary accepted and since September 1, 1997, Mary has become our longest employed team member, and provided stability and key-person knowledge to the workings of Alexander Forrest Investments for ten years.



Mary holds her own with the experience of having filled multiple roles within our company. In her time with Alexander Forrest Investments, Mary has held positions in the Accounting, Operations, and Leasing and Collections Departments. Mary has been a key part of building our organization that has developed into a need for separation of duties and new departments. In sum, Mary has done it all and knows how the business works from every angle. If a single member of our team is unavailable, Mary has provided structure to keep the machine running.



A very spirited person, Mary has a heart for helping others and has her priorities straight. There is no question within our organization as to how much her family is loved. When joking around with the rest of the team, she recently remarked that she never quit working because she had so many grandkids to support! It’s true; she’ll have 22 by December. Mary also looks out for the team members of Alexander Forrest Investments, LLC.

“Mary is like a second mother to me,” reflected TJ Scoggins, Assistant Director of Leasing and Collections, who has worked with Mary for over seven years.

Mary plans to work with our organization until she retires, commenting, “I love the people I work with.” Mary, we love you too and thank you for ten years of hard work and excellent service. You are a delight to work with!



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

Interested in our Business?

Our readers frequently contact us curious about what we do.

We would be happy to speak with you.

We work on:

- Developing new properties
- Purchasing land for development and farms
- Redeveloping distressed properties
- Managing commercial and multi-family real estate

If you would like to know more call Ben Peck at (573) 268-0015 or email at ben.peck@alexanderforrest.com

Opportunity Position: Property Manager!

Alexander Forrest Investments LLC (AFI) is looking to work with individuals hungry for great opportunity with a growing organization! Entering the world of income-producing real estate as a Property Manager offers a challenging, hands-on experience in running a profitable property.

The Property Manager is responsible for all operations of the multifamily community with the primary objective of increasing the net operating income of the community. He/She is responsible for maintaining the physical asset and providing for a quality living environment for the community residents. Also expected to attract residents, establish residency, resolve resident dissatisfactions, and improve community reputation. Basic maintenance experience is required to provide assistance with painting, light electrical, and light plumbing.

Requirements

- Enthusiasm, reliability, and ability to multi-task
- Strong work ethic
- Assertiveness and professionalism
- Good communication and follow-up skills
- Ability to manage vendor & staff relationships
- Takes initiative to prevent and solve problems
- Live on-site
- Weekends and holidays sometimes required
- Computer skills a plus
- Willingness to learn
- Excellent credit
- Related experience not necessary

AFI offers top compensation (salaries, bonuses, perks), a rewarding work environment, excellent training, with opportunities to advance within our organization. AFI performs pre-employment testing, drug screening, credit and background screening, and/or skill related testing as necessary.

Contact hr@alexanderforrest.com for details!

GFCI Outlets

Yousef Darkhalil



GFCI receptacle

Some inventions in electricity have been of equal importance to the harnessing of electricity itself, such as the ground fault circuit interrupter (GFCI). The GFCI is a device designed to protect people from severe electric shocks. The GFCI contains a sensor that monitors the electrical current (amperage) to and from an appliance. A simple coil creates a magnetic field when the current runs through it. When the returning current differs by even a small amount, the power of the magnet pulls a lever, tripping the breaker and interrupting the flow of the current. It has been estimated that this device saves hundreds of lives from electrical shock each year.

Installing receptacle-based GFCIs in place of standard wall outlets will protect the circuits that feed off it. For example, if you have three outlets in your kitchen, installing a GFCI outlet at the first outlet to receive power from the source (electric panel) will protect the other two electrical outlets downstream in the same circuit.

Current compliance codes require GFCI protection for outlets in the following areas: bathrooms, kitchen areas less than six feet from water source, garages, swimming pools, outdoor, and unfinished basements and crawl spaces.



Yousef DarKhalil, Construction & Renovation Supervisor
Yousef.Darkhalil@AlexanderForrest.com

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

Monthly Collection % Goal: 100%	
RT	122.99%
LS	118.01%
WG	113.09%
SB	110.98%
CF	107.64%
CI	103.23%
MRM	103.17%
WMP	103.11%
SP	101.23%
WDA	100.63%
RA	100.60%
BBC	100.58%
CIM	100.58%
HILL	100.52%
S24	100.25%
LP	100.20%
ENA	92.29%
LVC	58.38%

Renewal Average by Year Goal: 100% Renewal	
SP	65.08%
BBC	58.06%
MRM	50.00%
CI	44.57%
CIM	43.48%
HILL	43.33%
WG	41.67%
RA	39.45%
ENA	38.95%
LP	37.78%
WDA	35.56%
SB	34.62%
RT	31.82%
S24	30.77%
CF	27.27%
WMP	22.50%
LVC	14.81%

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

Manager/Property Key				<i>*Properties currently under renovation</i>			
Property	Manager	Location	Property	Manager	Location		
BBC	Buttonwood Bus Ctr	Jamie Cooper	Columbia, MO	MRM*	Mora Mi Apartments	Tim Miller	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	Brandon Mayfield	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	Don Wilson	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	Brandon Mayfield	Martin, TN
LVC*	Lakeview Apartments	Scott Wendland, Aaron Kennedy, Ray Moody	Kalamazoo, MI	WMP	Williamsburg Place	Ben Fisher	Middletown, OH



Front row (l to r): Jessica Hudson, TJ Scoggins, Mirsad Mustafic, Yousef Darkhalil, Scott Stout, Sam Chou, Nancy Snyder, Mary Hawkins

Back row (l to r): Paxton Schneider, Daniel Morris, Makinga Bunyecha, David Atkins, Richmond Wheeler, Scott Adams, Ben Peck

Not pictured: Shannon Kirk

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

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Sun	Mon	Tue	Wed	Thu	Fri	Sat
						I Rent Due
2 Rent Late	3 Labor Day	4	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	24	25	26	27 Late Fees	28	29
30						