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COMPANY OVERVIEW

All Borough Properties is a full-service real estate asset management company offering property owners of all sizes the management solutions that fit their needs. We specialize in the management of smaller multi-unit apartment buildings throughout the NYC area, bringing professional quality asset management to this segment of the market. We offer solutions that eliminate our clients' involvement in the hassles of day-to-day management and put our skills to work on maximizing their property's return.

Having worked with some of the largest real estate asset managers in New York, we understand the business processes needed to make these assets operate at a level which allows the owner to gain the greatest benefit from their investment. The All Borough Properties team has experience in managing, purchasing, and owning residential rental properties from 2 units to over 48. All Borough Properties offers comprehensive service at a highly competitive price: we utilize our technology to streamline our processes and create efficiencies without losing the personal attention our clients deserve.

MANAGEMENT SERVICES

All Borough Properties services include but are not limited to the following:

- Advertising Vacancies
- Application Management
- Verification of applicants
- Drafting/Executing Leases
- Drafting/Executing Addendums
- Collection of Security Deposit
- Monthly Owner Statements
- Online Statement Accessibility
- Accounts Receivable / Accounts Payable (taxes, insurance, and maintenance.)
- Distributions via Check, Bank Deposit or ACH (Automated Clearing House)
- Rent Increases and Security Deposit Disposition Management
- Project and Capital Improvement Management
- General knowledge of building codes and conditions
- General knowledge of current rent control ordinances and requirements
- Maintenance Management
- Tenant/Vendor Work Orders

ALL BOROUGH PROPERTIES

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EXPLANATION OF SERVICES

Accounting

We offer an on time accounting system that offers precise monthly income and expenditures and year-to-date totals for easy tax preparation. Owners receive monthly statements, cash flow reports along with distribution payments. Distributions may be received via Check, Bank Deposit, or ACH Payment.

Rentals

We manage rental units from start to finish. Inspections are performed prior to tenant vacancy to set a plan for necessary maintenance and repairs upon vacating. A plan is then formulated between Management and Owner; the required contractors/vendors are then scheduled to make necessary repairs and upgrades as quickly and efficiently as possible.

Units are advertised through various media to ensure maximum exposure. Upon rental we use the NARPM landlord favorable lease written to be in full compliance with New York State landlord & tenant laws and ordinances.

Repairs

We deal directly with professional contractors for all repairs and maintenance. Our relationship is based on the ideal that the job is done once and it is done completely. All contractors/vendors are fully licensed and insured. We only work with vendors and contractors who have established a good relationship over multiple projects. One mistake or bad performance is one too many. No more headaches from a “handyman’s” lack of experience or expertise in a specific area.

Property Inspection / Reports

We make semiannual inspections of the entire premises to make sure the building stays clean and problem free. During the inspection we look for any potential problems that can be corrected now at a reduced expense and report to ownership.

We are a full service company; these are just some aspects of Property Management that we handle. We treat your property as if it is ours.

TECHNOLOGY

At the center of our professional management approach are our Internet-based management tools: Asset Control, Owner Portal, and Resident Portal. These systems allow us to provide effective communication, financial management, and reporting tools in one easy-to-use interface that gives our clients insight into nearly every aspect of their property. With all the information online 24x7, property owners can access reports that give them real-time snapshot of their property today, from anywhere in the world.

This technology was designed to allow our clients the ability to remove themselves from the day-to-day management while giving them the peace of mind of having constant and transparent contact with all activity associated with their property. We integrate each asset into our systems on day one and actively administer the account, maintaining up to the minute performance reporting.

ASSET MANAGEMENT

Professional asset management generally requires several technology systems. Often, these systems are not integrated with one another, creating difficulty for asset managers, owners and residents. All Borough Properties Asset Control system is a web-based system that has all the asset management systems needed under one umbrella. Our Asset Control system allows us to use one core system that intelligently integrates accounting, resident and property data, property management functions, communication and reporting.

Detailed Features of Asset Control are:

Documentation

Asset Control offers a central repository for property related documents that can easily be shared with restricted access. Documents like leases, service contracts, owner reports, resident newsletters, and property rules and regulations can all be stored.

Security

Asset Control offers enterprise class security (the same type of security used by major financial institutions) for all property information, which means the data is safe and backed up daily so it is never lost or compromised.

Collections

Through Asset Control we have automated the collections process from one secure online location. Asset Control has a late notice generator which will automatically email and mail a letter to the resident when behind in their rental payment to remind them to pay.

Communications

Our property owners can access all resident communications through the Owner Portal, and email and wireless alerts keep our team abreast of upcoming critical dates for each property in advance. Also, through Asset Control's sophisticated communication tracking tool, our clients are able to access all communications between their resident and our management company. Tracking resident communications is helpful for historical performance reference and affords protection in case of a potential lawsuit.

Financial Management

The tenant ledger feature of Asset Control ensures that we collect what is owed from residents every month. Asset Control also ensures that all necessary deductions are made to a resident's security deposit and that move-out calculations are performed properly.

OWNER PORTAL

Owner Portal is a groundbreaking web-based system that maintains a permanent record of all property activities, provides easy access to all property related documents and allows property owners to get real-time asset performance information. The main goal of Owner Portal is to maintain the highest level of transparency with our owners about All Borough Properties asset management performance. Owner Portal offers a "window" from which to monitor the asset management activities such as accounting, budgeting, resident communication, leasing, etc.

Detailed Features of Owner Portal:

- Owner Portal gives the owner the tools necessary to gauge the effectiveness of our management team. Our clients are able to see a history of all recorded payment by property, date, and payment type.
- Owner Portal tracks payment detail including information regarding recorded income, the user that created it, charges it was applied towards, and any discounts or adjustments. We can even track when and who deposited the payment in the bank.
- Owner Portal simplifies the job of tracking bills. All vendor information, bills, bill payments, conversation notes, and even scanned copies of documents are available to owners from one secure location.
- The online accounting module can be exported directly to Intuit's QuickBooks via the Owner Portal for easy use by our clients' accountant and/or auditor.
- Owner Portal allows us to configure work order spending limits for each property. Owners can authorize small fixes while protecting against large expenditures without their input. We are also able to create work order estimates and then track actual expenses against these estimates.

- Owner Portal provides real time portfolio analytics and decision support by providing clear insight into property data utilizing charts and graphs. It also provides visibility into “what is coming” through supply and demand forecasts, which help manage pricing and planning. Finally, through Owner Portal owners can receive online payments which allow for All Borough Properties to process transactions faster than traditional check payment methods. That means our clients get their money faster, through a more transparent transaction giving them clear insight into exactly where their money is going.

RESIDENT PORTAL

Resident Portal is the resident service package available under our Asset Control system. Resident Portal provides online leasing capabilities to future residents, online rental payments and online service requests to current residents. Resident Portal offers true 24x7 resident support through an online platform. Our system can improve occupancy, increase customer satisfaction, improve cash flow and reduce administration costs. Resident Concierge makes it easier for our residents to communicate and interact with us all while keeping our costs lower than our competitors.

Detailed features of Resident Portal:

- Resident Portal offers an online 24x7 leasing agent to maximize visibility with potential residents. Resident Portal is designed to have up to the minute unit availability and pricing, leasing terms and options, credit and background screening, as well as payments and deposits. This online system streamlines the leasing process and decreases the costs associated with leasing and resident screening. Resident Portal enables renters to obtain applications on-line, and applications are processed within 72 hours.
- With Resident Portal there is real-time submission and tracking of service requests with instant notification to both All Borough Properties and the resident throughout the service request process. Owners can access this information via Owner Portal so they are completely up to date on any service issues reported by the resident, our response activity, and what the maintenance staff is currently doing to solve the problem.
- Residents can pay their rent online with any major credit cards or pay with personal checks online via ACH. The costs associated with this service are able to be passed onto residents as a “convenience charge.” The goal of online payments is to simplify rent collections, reduce delinquency and bounced checks and most of all enhance resident satisfaction. Online payments reduce the processing time needed for each transaction and are a more transparent transaction.
- Resident alerts are provided as part of the Resident Portal suite of services. The alerts allow us to send immediate information to residents about emergencies and possible disruptions in service. It is also available for reminders of important dates such as lease renewals.

- Resident Concierge allows residents to view their account information anytime, including account balances, payment history, track work orders, as well as disseminates news and notices to residents

FINANCIAL MANAGEMENT

Our Asset Control system is fully integrated with state-of-the-art accounting and budgeting modules which allows us to tailor it to each owner's specific needs. Types of services we provide include:

Accounts Receivable (AR)

- Invoice, collect, deposit, and maintain complete records of all rent payments
- Integrated electronic rent collections and electronic payments
- A multidimensional follow up process including mail, email, phone calls, and personal visits to ensure payment is remitted on time

Accounts Payable (AP)

- Bill Paying
- Monthly electronic distribution of owner's profits to designated accounts
- Payment of insurance, mortgage, real estate taxes, and other property related expense payments
- Open invoices are paid bi-monthly
- Our AP processes help ensure no duplicated payments are created
- Receive and review competitive bids annually for utilities, insurance, and any service contracts
- Carefully monitor actual expenditures against projected budgets
- We will set spending limits to ensure that expenses are kept to an absolute minimum, and that nothing is spent over the limit without written authorization

Reporting

Reporting is the most important aspect of our transparency promise to our clients. We are a full service company and we handle all of their property needs. We do understand however that trust must be earned. We earn our clients' trust through our professionalism and by giving them the freedom to oversee us as much as they want with 24x7 access to all property records from the comfort of their own home. A sample of the reports available are as follows:

Comprehensive monthly activity, financial and status reports including

- A summary narrative report on the property's performance
- Accounts payable
- Account reconciliation
- Balance sheet
- Check register of income and expenses
- Collections activity for each apartment
- Income and expense statement
- Cash flow statement
- Copies of all bills paid in the prior month
- Profit and loss statement
- Tenant receipts and delinquencies

We provide year-end close out reports including 1099's for tax preparation.

There are dozens of other reports we can provide. We can also export reports to Microsoft Excel or PDF for convenient offline access and further analysis.

ROUTINE MAINTENANCE

With our Resident Portal system we offer online service requests. Anytime day or night residents can easily submit a service request to have something in the property fixed. More importantly, both our property owners and the tenant can track the status of service requests in real time. This constant contact form of managing the maintenance process is in stark contrast to the "industry standard" and we have found our process increases tenant satisfaction and decreases the number of serious maintenance problems in our properties.

Examples of our specific maintenance related services are:

- 48-hour response and completion of tenant service requests, and coordination with service personnel when necessary
- 24x7 response to tenant emergencies via Resident Portal and toll free phone number
- Timely evaluation and coordination of repair or installation of replacements if and when deemed necessary
- Regularly inspect the property to monitor its physical condition and the tenant's compliance with the terms of their lease
- Coordinate cleaning and make-ready services upon tenant departure

ALL BOROUGH PROPERTIES

GREEN/SUSTAINABLE MANAGEMENT PRACTICES

All Borough Properties is the preeminent Green/Sustainable property manager in New York City. Simply managing assets to today's standards, without employing Green technologies will not create the long-term value vital to the success of our clients' investment. We help our clients capitalize on the growing demand from tenants focused on living Green. In a city already known for being environmentally-conscious, we believe Green is a key differentiator that separates our properties from the competition. Integrating sustainable building practices and technology into the assets we manage has multiple benefits, including:

- **The Indoor Environment/Health.** We only utilize cleaning products and building materials that are low in Volatile Organic Compounds (VOCs) to minimize indoor air pollution sources. The use of low-VOC products creates a healthy, attractive living environment low in toxic VOCs avoiding the harmful exposure to fumes released by conventional cleaners, paints, adhesives, and other products. A consistent focus on residents' quality of life inside each property reduces turnover and vacancy rates increasing our clients' returns.
- **Energy Efficiency to Reduce Expenses.** We work with our clients and any available government incentives to replace lighting and other appliances with Energy Star rated products in order to lower maintenance and operating expenses.
- **Online Services Prevent Waste.** By providing online services to tenants and our clients we are able to minimize our use of paper and the associated fossil fuels used to transport and manufacture traditionally printed materials. We protect the environment and reduce waste without decreasing the quality of the service we provide to our owners and residents. Finally, those paper products we do use have a high recycled content.
- **Environmental Education and Stewardship.** Green management can have multiple benefits beyond those enjoyed directly by our tenants and owners. It helps to reduce the US reliance on foreign oil and, perhaps most importantly, New York City's greenhouse gas emissions and "heat island" effect that contribute to global warming. We also focus on resident education to show residents what they can do to help make an even greater impact.

LEASING SERVICES

As Licensed Real Estate Brokers, we have all of the knowledge and tools to act as a leasing broker should any residents vacate at any time. A short description of our leasing services:

- **Market analysis for pricing and product positioning.** We begin the leasing process by preparing a comparable market analysis on each property, to make sure it is accurately positioned and priced to ensure it leases quickly at the highest rents.
- **Advertising.** We employ a positioning and branding plan from the market analysis, which will direct the preparation of marketing, advertising and promotional programs to appeal to potential residents. Our website offers 24x7 online leasing, providing unparalleled Internet exposure for each unit and ease of use for potential residents. We can also further employ a mix of print and Internet advertising.

ASSET PRICING

Through our property management system, Asset Control we are able to offer a very sophisticated rental pricing module called Asset Pricing. The system eliminates human guesswork and brings a tremendous amount of discipline to the rent-setting process, enabling All Borough Properties to optimize the pricing and occupancy of each unit. The Asset Pricing system bases rental rates on apartment market data for supply, demand, competitor prices, and unit characteristics and then statistically analyzes and sets rents daily.

- **Resident Screening.** We have implemented a comprehensive resident screening process performed by an independent professional agency and includes: a credit check, employment verification, rental history, previous landlord interviews, a fraud search, and a criminal background check. Our innovative online application processing system processes all applications within 72 hours, getting residents into each unit faster.
- **In addition to our internal leasing services, we have also strategically aligned ourselves with some of the most active real estate leasing agents in NYC.** Combining our strengths with those of the wider real estate community allows us to fill our apartments quickly, with the best possible residents, at the least possible cost to our owners.

CONSTRUCTION MANAGEMENT

Our company has extensive experience in construction and renovation projects of all sizes, and we offer full Property Management services that remove another time-consuming, headache and burden for our property owners. Should an owner ever need to renovate a part or all of their property, All Borough Properties has the experience and knowledge necessary to effectively manage the project. Project Related Services include the following:

Pre-Construction Project Analysis

- Meet with the owner to determine the scope of the project.
- Analyze existing conditions of the proposed work site.
- Determine the scope of work.
- Recommend engineers, architects, and other professionals as needed.
- Construction schedule analysis.
- Develop budgets and estimate return on investment for owner.
- Setup financing for the project.

Bidding and Contract Negotiations

- Send out requests for proposals to a prescreened list of qualified contractors.
- Schedule and conduct interviews with the contractors under consideration.
- Review submitted bid proposals and prepare a bid analysis spreadsheet.
- Value Engineering, analyze with contractors any alternatives in means, methods and/or materials to save the project money without sacrificing quality.
- Contract negotiations with contractor and sub-contractors.
- Serve as the liaison between the owner and the various professionals involved.
- Verify and review all risk management issues such as insurance certificates, permits, bonds, etc.

Project Supervisions

- Attend regular meetings with contractor
- Make notes of all work and visually monitor progress
- Review change orders and payment requisitions
- Regulatory and permit compliance coordination
- Approve the work schedule, monitor adherence to the schedule, and resolve any deviations from the schedule
- Project punchlist inspection and coordination
- Report to owners on regular basis
- Assist in resolving any project-related conflicts
- Verify sign offs, warranties and final payments after work is complete