



CHAMBERLIN + ASSOCIATES Real Estate Management

CHAMBERLIN + ASSOCIATES

DOES MORE

- EXPERIENCE
- MARKETING
- ACCOUNTABILITY

- SERVICES
- EXPERTISE
- VALUE

A MANAGEMENT COMPANY THAT DOES MORE

Choosing the right multi-family property management company is the most important decision you will make for your asset. The right manager can help increase your NOI and reduce the workload that comes with owning a multi-family property. Using the wrong manager can mean money left on the table, increased liability, and more of your valuable time taken away by resolving everyday issues.

Unfortunately, not all management companies are created equally. In our experience, too many multi-family property managers are content with doing just enough—never capturing the true revenue potential of their properties.

Here at Chamberlin + Associates, we believe "just enough" is NOT enough. A great property management company does more than just maintain the status quo. We do MORE. And that's what makes us different.

For over 50 years, we've built our reputation and our business on a simple premise:

BETTER MANAGEMENT = A BETTER RETURN ON YOUR INVESTMENT



DAVE **CHAMBERLIN**

Owner

As the second-generation in a family of professional property managers, Dave Chamberlin brings a lifetime of expertise to managing your properties.

He has managed over 40,000 apartment units during his career. He continues to innovate in our industry and find new ways to help our clients.



TODD CHAMBERLIN

President

Todd assisted in the company's initial growth in the early 90s, while working on his B.S. in Business Administration at Arizona State University, graduating in 1993.

Currently, he assists Dave in overseeing operations and improving quality at Chamberlin + Associates as the family-run company continues to expand.



CLARENDON PARK

DELINQUENCY: 1.8% OCCUPANCY: 100%

MORE EXPERIENCE

Great multi-family property management isn't easy. It involves overseeing many moving parts every day. Our wrap-around management strategy includes marketing, accounting, staff training, maintenance, incident management, renovations, rent collection, new move-ins, and more. Having the systems, training, and team to execute on all fronts at a high level is what sets us apart.

Here at Chamberlin + Associates, we've developed quality resources and the best team over 50 years in this business. It all started with our founder Brett Chamberlin in 1957. As a successful real estate developer, Brett spent decades building profitable multi-family projects, including condominiums, in Arizona. In 1990, Brett's son, David Chamberlin, transitioned the family company from property development to commercial property management.



Brett Chamberlin founds the business in San Francisco, CA.



1980

Brett completes his 3,000th multi-family unit.



1990

Dave Chamberlin transitions to property management.



2022

Chamberlin now manages over 15,000 apartment units in five different states.

Looking Forward →

Whatever the future of our industry holds, we will be there innovating.

MORE **SERVICES**

When we say MORE, we mean more. No other company offers the complete range of services that we provide. Here are just a few of the things we do as part of our monthly service fee:

- Regular audits for potential new income opportunities
- · Preventative and restorative maintenance
- · An industry-leading team of housing professionals
- On-going tenant retention programs
- Meeting occupancy goals
- Property analysis and inspection
- Detailed weekly reporting on key performance metrics

OCCUPANCY: 99%

- · One-on-one staff trainings and weekly coaching
- On-site technology specialist
- State of the art accounting



DUE DILIGENCE

Interested in purchasing a property? Let us help with your due diligence to make sure you're making a smart investment.

COMPLETE SITE MANAGEMENT

Top-to-bottom, we help take care of it all to make sure your property is generating maximum returns.

1-ON-1 STAFF TRAINING

We work extensively with your on-site team. Our training department has developed a program to ensure the highest quality of staff training.

CONSTRUCTION REHAB

Looking to boost rents? From design to construction, we excel in rehab.

+96.6%

Average occupancy rate of our clients' properties

+13.5%
Average increase in net operating income for properties switching to our team

-1.63%
Average delinquency compared to previous management companies



MORF MARKETING

One of the biggest areas of wasted revenue potential we encounter with new properties is a failure to market effectively. We believe that a great marketing strategy is more than having your manager put a sign out front of your property or placing an ad on Craigslist.

To determine how to best help each of our clients or potential clients, we start with a comprehensive marketing overview. This due diligence is done to determine the following:



DO YOUR **RATES** NEED TO BE **RAISED**?



HOW WELL IS THE OFFICE STAFF **CONVERTING POTENTIAL** AND **RESIDUAL RENTERS**?



HOW DOES THE PROPERTY **COMPARE**, BY UNIT TYPE AND RENTAL RATES, TO THE **SURROUNDING PROPERTIES**?



WHAT KIND OF "CURB APPEAL" DOES THE PROPERTY HAVE AND HOW COULD IT BE IMPROVED?



WHAT KIND OF **MARKETING** IS THE PROPERTY DOING NOW AND WHAT ELSE COULD BE DONE?



As part of our due diligence and for all properties on a routine basis, we engage two "ghost shoppers" to evaluate the property using an extensive checklist and scoring system. They'll interact with your team members as potential renters and perform an on-site visit as well.

Often we find that through rate adjustments, staff training, or simply improving the property's visibility online, we can help generate more revenue without significant cost.

WOULD YOU LIKE TO SEE A SAMPLE OF OUR **SHOP REPORT?**



CALL 480.782.5100

MORF EXPERTISE

Regardless of how efficient our systems are or how advanced our technology is, what truly sets us apart at Chamberlin + Associates is our team members. We are proud to have some of the most experienced and talented managers and support staff in the business working hard for our clients every day.

Why is "people power" so important? In our experience, property management is about decisions. Raise or lower rents? Evict or keep that delinquent tenant? Repair or replace a faulty AC unit? Top-notch team members with years of experience make better decisions---decisions that can sometimes mean tens of thousands of dollars to your bottom line. This know-how is also directly passed on over time to your on-site team as we mentor and teach them.

25+ YEARS

Average experience of our regional managers

130 YEARS

Combined property management experience of our team

MORE **LEADERSHIP**

Why is your regional manager so important?

They are the core of a proven system that has generated impressive results for our owners for more than thirty years. The regional manager is responsible not only for making sure your team is working together effectively, but also oversees training for the on-site manager and staff. By imparting their years of expertise, they elevate every part of the management system.

MORE ACCOUNTABILITY

Accountability is essential.

You demand it from your on-site team. We demand it from our staff. It's only natural you should expect it from us.

To keep you informed about your property and facilitate easy communication, we provide a comprehensive monthly report. It covers everything from vacancy rates and accounting summaries to the receipts from your vending machines. You'll get all the facts you need to know in one powerful document that we deliver monthly for you to review.

WOULD YOU LIKE TO SEE A SAMPLE OF OUR **MONTHLY REPORT?**



ACCOUNTING TO THE NEXT LEVEL

At Chamberlin + Associates, we've taken accounting and accountability to the next level. Our competitors simply compile a monthly report of financial statistics. Instead, our accounting and management teams work PROACTIVELY to make sure we're on track to meet or exceed your goals for your property.



12-MONTH OPERATING BUDGET

Great planning starts early. Our management team and accountants will work with you and your on-site manager to define a budget plan for the year ahead.



MONDAY STATUS MEETINGS

Every Monday at Chamberlin + Associates, each of our property teams meets to review the operating budget and discuss current progress towards our clients' goals



1X MONTHLY BUDGET MEETINGS

Once a month our accounting team meets in our office with your site manager to discuss the property, accounts payable, and review any variances to the budget.

MORE VALUE

We know every dollar you spend on management must improve your bottom line. Thanks to our unique scope of services, first-class team members, efficient systems, and decades of experience, we are confident we deliver like no one else.

To ensure quality work from start to finish, we employ our own licensed and bonded construction and maintenance team while most property management companies outsource work to third-party vendors.

VS

THIRD-PARTY CONTRACTORS

- Higher Hourly Rate
- Incentivized to make jobs take longer & be more expensive.
- Have other customers and multiple jobs leading to slower response times.
- Each new vendor has no former knowledge of the property's past problems.

OUR INTERNAL CONTRACTORS

- Lower Hourly Rate
- Incentivized to get jobs done faster and less expensively.
- * No other customers mean faster response times.
- * Using the same contractors allows them to handle repeat issues faster and identify problem trends over time.

That's not all that we do to keep costs down for our clients. Here are some other ways we provide exceptional value:



BETTER FEE STRUCTURE All of our services are offered in a simple fee structure. No surprises or sneaky charges.



ON-SITE STAFF TRAINING We provide extensive training and documentation for your on-site team to help reduce incidents and liability.



BIG PICTURE PROFITABILITY Our team focuses on more than just the day-to-day operations of the property. We actively work to improve long-term profitability by elevating each property's tenant profile over time, maximizing the rate structure by continually reviewing competitor rates, and increasing curb appeal with active walk-throughs.



UTILITY RECAPTURE PROGRAM While other property managers offer utility recapture programs, ours is unique in how effective it is. We have properties currently recouping up to 90% of their utility costs by implementing our system.

WE ARE ALSO PROUD TO SPECIALIZE IN HUD REGULATED COMMUNITIES:

TEXAS:

Knightsbridge	120 Units
Sovereign	209 Units
Sunningdale	130 Units
Town Park	120 Units

PHOENIX:

Ava Park	224	Units
Bella Vista	200	Units
Canyon Woods	224	Units
Clarendon Park	138	Units
DC Heights	158	Units
Desert Eagle	196	Units
Glen Brae	234	Units
Las Aguas	154	Units
Montana	134	Units
Mountain Trail	160	Units
Ocotillo	173	Units
Renue Downtown	200	Units
Sonoma Heights	96	Units
Sonoma Valley	176	Units
Tamarak Gardens	144	Units
Trailside	111	Units
Urban Connected	74	Units

SOUTHERN ARIZONA:

Wilcox Apartments 40 Units Marana Apartments 80 Units Gila River I Apts 40 Units Gila River II Apts 40 Units

A detailed reference check is available upon request



LAS AGUAS DELINQUENCY: 1% OCCUPANCY: 99%

THE NEXT **STEP**

We know your time is valuable and we appreciate your interest in our company. After reviewing this overview of our services, we hope you have a sense of all that Chamberlin + Associates can do for you and how proud we are to serve our valued clients.

We'd love to sit down with you, either in person or virtually, to get to know you and your property better. Our team is available and ready to help answer any questions. We are also happy to draft a non-obligation proposal of services for you to consider.

Thank you for your consideration. We look forward to working together.

Sincerely,

The Chamberlin Team

480-782-5100 • dchamberlin@ca-mgmt.com • www.CA-MGMT.com





"Chamberlin has been instrumental in helping us drive revenues up, control expenses and provide quality monthly reporting."



"Chamberlin helped me increase income from \$89,000 to over \$145,000 a month."



"Chamberlin has far exceeded my expectaions of what a great property management company should be. The biggest difference is their business model which is accountability and performance based."





