

Signature Property Management

Apartment Management

Good People



The
Possibilities



APARTMENT
Management

Good Systems



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Good People Using Good Systems...Think of the Possibilities.

Signature Property Management provides a full array of real estate/asset brokerage and management services. Based in Westwood, Kansas (Greater Kansas City, Missouri) the firm manages over 3,500 apartments, hospitality and condominiums. The Principals key staff of the firm over 460 years of combined experience in providing quality services to our clients.



We understand that the selection of a real estate management firm is a key decision affecting the success of the investment. Signature Property Management was founded to provide quality services geared to such success by utilizing our proven systems, experienced people and state-of-the-art technology.

The result? Value enhancement.



People

Our leadership and staff are experienced professionals who have devoted long careers to property management, understanding your individual requirements. Whether its office, apartments, retail, or industrial properties, our 120 employees assure long-term continuity and direction. These are people who know the market. Their goal is to provide solutions before there's a problem.

Value Enhancement

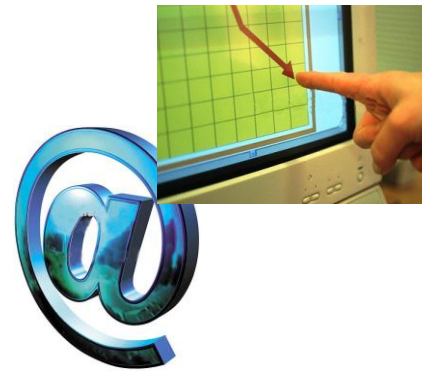
Value enhancement is the focus of our business. The value of a property is closely related to the effectiveness of property management. By delivering quality tenant services, strong relationships are built among tenant, management and ownership. These strong business relationships help retain our tenants. The by-product is higher occupancy rates, lower improvement and turnover costs and enhanced property values. Our team has experience, vision and responsiveness that property owners desire today.

Management Strategy

- **MOTIVATE** employees to do the very best job possible
- Provide them with the tools.
- Focus on customer service
- **TRAIN** supervisors and off-site staff on a continuing basis for long-term success
- Constantly **SUPERVISE** on-site personnel to maintain rigid standards
- Establish specific **MARKETING** strategies and programs for each property
- Organize the **INVENTORIES, SUPPLIES AND MAINTENANCE** systems on each property to function in a professional, organized and timely manner
- Use meaningful **REPORTING** procedures that permit any owner or manager to make a quick and accurate assessment of property performance
- Systematically review the **BUDGET** process
- Provide timely and accurate **ACCOUNTING** reports monthly to owners and supervisors
- Commitment to absolute **HONESTY** and **INTEGRITY** in all aspects of our business, at all levels
- establish the perpetual goal of always trying to do **BETTER**.

TECHNOLOGY

Your investment depends on talent and technology. Not only is timely and accurate reporting critical. Today's commercial tenants and multi-family residents require fast response to their service requests. Through our Service Request System, our staff monitors every detail of tenant service resulting in improved tenant satisfaction and thus retention.



The Property Management Approach

By "avoiding corporate bureaucracy and using a fundamental "hands-on" approach, the firm is able to:

- Maximize occupancy and rental rates for commercial space, apartments. and, occupancy, average daily rate, and rooms, food, beverage, telephone and other income for hotels
- Minimize fixed as well as variable expense
- Maintain the property in good physical condition commensurate with owner's goals



Achieving Your Objectives Through

Yield Management System to maximize rental rates and occupancy • Continual review of phone, showing, closing, sales techniques and marketing efforts to increase occupancy • Monthly managers meetings including continuing professional education • Incentive/motivated staff bonus programs • Frequent in depth property inspections • Quarterly administrative audit • Lowering fixed costs through bulk discount for property insurance, telephone service, energy audit/conservation and assisting in



real estate tax protest • Immediately addressing potential liability issues • Monitoring service requests • Operating and upgrade statements matched against owner approved budget • Improving equity value by increasing the bottom line profit and maintaining maximum physical condition

Apartment Management

It is no accident that our properties follow the same successful trend from assumption to affluence. Our standardized operating procedures, business philosophies, professional employees, dedication and hard work are aimed at making each property the best it can be. This applies to Class "A" apartments as well as distressed "turn-around" properties



Affordable Housing Management and Compliance

The compliance business is difficult at best. Tax compliance management means lots of paperwork, structure and organization. Our procedures and execution make the process less complicated. And our programs successfully ensure the integrity of your tax credits by...

- Setting up proven file structure- procedures, forms, verifications and certification
- Training of compliance staff
- Training in software

Community Associations

Because the continuity of a community association's management company in light of continuing board and committee turnover, it is imperative that the proper firm is selected. It is obvious that when it comes to association management, Prudential Signature exhibits the professional credentials, expertise and experience to meet your association's expectations.



Hospitality

Whether country clubs or hotels, hospitality management offers its unique challenges. Country Club management may entail working with club board, membership as well as staffing and procedural issues. Hotel management means professional systems and includes the understanding the unique aspects of front desk, housekeeping and room and banquet sales management. Our combined people resources have the experience and expertise to meet these

challenges.

Workouts

Serving as Court Appointed Receiver and acting as asset manager involving "workouts" and troubled properties is a specialty of Signature Property Management. Our services include consulting, leasing and disposition associated with such "workout" properties. Past workout clients include GMACCM, FDIC, RTC, Mission Bank, and a host of local and regional lenders. Jerry Miller, an attorney has served as receiver in five states. The experience of asset management, property management, leasing and disposition of over \$200 million to workout assets cannot be matched in the region.

Recent Case Study

Three Fountains East and West Apartments & Townhomes May 20, 2002

At assumption of management on January 1, 2002, 41 units were available for rent between the East and West properties. As of September 8, 2002, 2 vacant un-rented units remain. The net vacancy decrease is 39 units plus 17 additional units rented to cover move-outs during this period.

Our secret? Good people using good systems.

Step One. Organization

Joy Peters installed Rent Roll system on New Years Eve. Resident files were created. Office and administration organized. SOP put in place.

Step Two. Staffing

Through networking, a top-flight manager, assistant manager and leasing agent were hired. The staff had excellent prior experience and expertise.

Step Three. Staff Training and Supervision

Continued professional staff training, mentoring, instructing and monitoring to obtain maximum results.

Step Four. Cosmetics

The office was rearranged and an attractive model was created. Experienced maintenance supervisor, staff and grounds were hired to generally clean up the property and improve curb appeal. New signage installed.

Step Five. Out Reach Marketing

An organized sales call program was instituted to call on “feeder employers” on a consistent basis. See attached marketing results.



“Just want to let you know that I do appreciate your getting your May financial reports to me early. What a treat. In a quick review, it looks like you had a good month in earnings and an outstanding month in leasing. It is a pleasure to see your hard work and excellent staff achieves a big improvement. Thanks!”

Tom Beal, Owner of Three Fountains Apts.

Current Properties Management

Apartment Management

Avanti East Apartments
120 Units
Lees Summit, MO

Cambridge
230 Units
Kansas City, KS

City View
288 Units
North Kansas City, MO

Continental North
258 Units
Gladstone, MO

Falcon Point
192 Units
Kansas City, MO

The Gardens of Northgate
114 Units
North Kansas City, MO

The Gardens of Northgate Phase II
66 Units
North Kansas City, MO

Hampton Court
100 Units
Lawrence, KS

Skyline Apartments
93 Units
Liberty, MO

Stoneybrook North
48 Units
Kansas City North, MO

Three Fountains
172 Units
Kansas City, MO

Timbercreek East
100 Units
Blue Springs, MO

Whispering Hills
376 Units
Overland Park, KS

Willow Lake
132 Units
Kansas City, MO



CONDOMINIUM MANAGEMENT

Altamira
45 Units
Olathe, KS

Carlton Plaza
60 Units
Kansas City, MO

The Crestwood
39 Units
Kansas City, MO

Delaware St. Condominium
100 Units
Kansas City, MO

The Metropolitan
219 Units
Kansas City, MO

Northaven Village
240 Units
Gladstone, MO

Oak Hall Condominiums
142 Units
Kansas City, MO

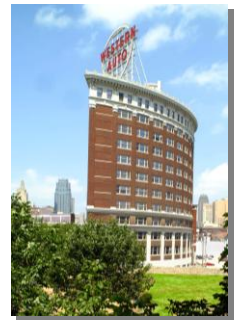
The Sulgrave-Regency
277 Units
Country Club Plaza
Kansas City, MO

Sunnybrook Condominiums
55 Units
Olathe, KS

Townsend Place Condominiums
45 Units
Country Club Plaza
Kansas City, MO

The View Condominiums
144 Units
Kansas City, MO

Wall Street Condominiums
144 Units
Kansas City, MO



Properties Previously Managed

Appletree Apartments
132 Units
Gladstone, MO

Midtown Apartments
195 Units
Kansas City, MO

Trailridge
169 Units
Lawrence, KS

Berkley Flats
100 Units
Lawrence, KS

Mission Road Apartments
105 Units
Kansas City, MO

Westborough Arms
100 Units
Wichita, KS

Cliffside Apartments
96 Units
Independence, MO

North Mountain Village
568 Units
Phoenix, AZ

Westwood Apts
204 Units
Texarkana, TX

El Dorado Apartments
94 Units
Parkville, MO

North Village Apartments
150 Units
Kansas City, MO

Whispering Falls
438 Units
Kansas City, KS

Elmwood Park Apartments
296 Units
Grandview, MO

Plantation Apartments
168 Units
Wichita, KS

Williamsburg Sq.
144 Units
Independence, MO

Gatehouse Apartments
164 Units
Grandview, MO

Quail Creek Apartments
65 Units
Kansas City, KS

Wingfield Apts.
132 Units
Olathe, KS

Glens Apartments
86 Units
Parkville, MO

Regency Apartments
180 Units
N. Kansas City, MO

Ridgeview Apts.
50 Units
Lees Summit, MO

Heather Ridge Apartments
96 Units
Emporia, KS

Hillcrest Apartments
180 Units
Kansas City, KS

Summit East Plaza
150 Units
Lees Summit, MO

Independence Towers
124 Units
Independence, MO

Trafalger Square Apartments
151 Units
Lenexa, KS

Heritage Park
100 Units
Independence, MO

Longevity of Property Management Assignments

Property Management as of August, 2009

Avanti East Apartments 120 Units - Lees Summit, MO	15 years
Falcon Point Apartments 192 Units - Kansas City, MO	12 years
Stoneybrook North Apts 48 Units - North Kansas City, MO	15 years
Sulgrave Condominiums 130 Units - Country Club Plaza Kansas City, MO	8 years
Regency Condominiums 147 Units - Country Club Plaza Kansas City, MO	8 years
Whispering Hills Apartments 376 Units - Overland Park, KS	10 years
Three Fountains Townhome/Apartments 169 Units - Kansas City, MO	8 years

Signature Property Management Staff



Jerry Miller

Jerry Miller, an attorney, is the recipient of three Resolution Trust Corporation (RTC) asset management awards of over \$270 million in commercial properties located throughout the country. He managed or owned commercial property in fourteen states including multi-family units, Section 42 Housing, hotel/motels, office, retail and other properties valued at over \$150 million. He has been involved in real estate management services for over eighteen years and was co-founder of Miller Nolan Real Estate. Community Association Management Certification.

Joy Peters, Vice President, Property Management

Joy Peters has been active in the Property Management Industry for 17 years. She has worked with Condominium Associations for the past 8 years and is CAI certified. She also holds an ARM-Accredited Residential Manager certification as well as a CAPS (Certified Area Property Supervisor) designation.



Tonya Gilley, Director of Accounting

Community Association Management Certification. Director of Accounting Services, including payroll administration, operating statements, budget and projections. Sixteen years accounting and 8 years Director of Accounting in Property Management.

Lauren Miller, Human Resource Director

Community Association Management Certification. Lauren has over 16 years experience as a Human Resources Director. Previously, she was Director of Human Resources for three years at a major bank with multiple locations.



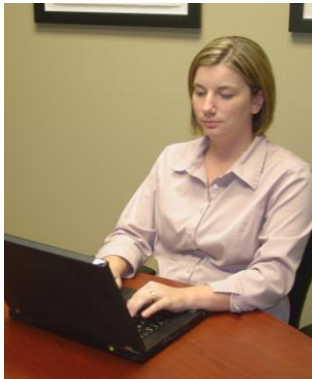
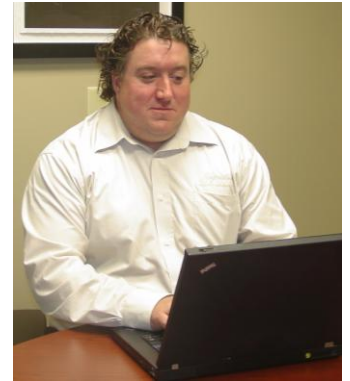
Laura Pyles, Regional Property Supervisor

Laura has been with Signature Property Management for 7 years. She has been actively working in the multi-family industry for 13 years. Laura works exceptionally well with Signature's condominium portfolio. Laura also holds her CAPS (Certified Area Property Supervisor) designation.

Signature Property Management Staff Cont.

Sean Schickedanz, Regional Property Supervisor

Sean holds a Bachelors Degree from the University of Missouri and a real estate license in Missouri. He has been involved in Property Management for the past 10 years and works directly with the on-site staff.



Samantha Gwin, Regional Property Supervisor

Samantha has been with Signature Property Management since 2002. She has been actively working in the multi-family industry for 10 years. In her role, Samantha assists in strategic planning and implementation, and focuses on training and developing the Management team to improve overall performance within the company's portfolio of assets. Samantha has extensive experience in managing and marketing properties of all types, and at all levels of performance and market position. She has completed the requirements necessary to be a Certified Area Property Supervisor (CAPS).

Gina Stuteville, Lead Accountant

Gina has been involved in Property Management for the past 10 years. She has previously worked on-site for Signature as Leasing Agent, Bookkeeper & Property Manager. Gina's current duties include accounts payable as well as financial statements.



Lisa Goodlet, Payroll Administrator

Lisa has been involved in Property Management for the past 8 years. She has previous on-site experience with Signature in the capacity of Leasing Agent as well as Assistant Manager. Lisa's current duties include accounts payable as well as processing payroll for the company.

Ralph Thomas, Executive Assistant

Ralph holds a Bachelors Degree from Kansas State University and has been involved in Property Management for the past 10 years. He has previously worked on-site for Signature as Leasing Agent and Assistant Manager. Ralph's current duties include accounts payable as well as assisting executive staff with special projects.

