

# Letters from Owners

## Frank O. Murray, Jr.

On the occasion of our first anniversary I wanted to let you know what a good job you and your staff have done in the management of my 64 one-bedroom units.

Within 60 days of taking over this project, Key had achieved the following:

- Identified and collected about \$3,000 in back rent and removed the deadbeat tenants.
- Cleaned up the vacant units and moved the occupancy from 80% to nearly 100%
- Caught up the back maintenance issues using current cash flow.

Since that time you have been able to raise rents and revenue has gone up 30% since last year. Additionally, the maintenance staff must be very efficient for the maintenance costs have gone down from the time I maintained them with my employees.

In short, the results have been far beyond what I expected! What had been a 10 year disaster is now looking like a real cash flow generator for 2000.

On a personal note, I am pleased to say that I have always found it very pleasant working with you and all of the people at Key.

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## Dave, Jeffrey, MBA

Key Property Management is absolutely the best property Management Company in Abilene, Texas. Their superb dedication to professional service is reflected in their leading knowledge of the local market and industry trends. We especially like their ability to maintain 96 percent occupancy, top of the market income, and simultaneously keep our maintenance cost to a minimum. Key really manages our property as if it were their own. Their expert advice and spectacular guidance really makes owning rental property enjoyable. You will not find a better Management Company in Abilene.

Key Property Management was the third company to manage our properties in Abilene. My bottom line profit has never been so high. As a matter-of-fact their competition was not able to manage our properties on a break even or profitable basis. They further out shine their competition with exceptional communication and easy to read monthly reports. We're constantly aware of the condition and status of our investments without intruding on our day-to day life. We have owned residential real estate investments throughout the United States over the past 13 years. Key Property is definitely one of the best.

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## Steve Roth, Roth & Karrh Properties

I wanted to let you know how pleased we are with tile management services we are receiving from you. Our ownership of our rental properties has never been so worry free. With your help our vacancies are down and we have had very little rent loss if any. The conditions of the properties are, excellent. It's a pleasure to work with someone who will take the properties they manage and treat them as their own.

We contemplated many years whether or not to spend the money to utilize a management company. However, I can assure you, we have now decided it has been the best decision we could have made and the best money we could have spent.

I look forward to many more years of your professional and courteous service on our behalf.

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**KB Massingill**

Switching to Key Property Management has been an enjoyable experience. We sat down from the start and made a plan including target revenues planned improvements and operating procedures. So far we have followed the plan and exceeded my expectations with few surprises. The staff is very professional and interested in my property.

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**Wrobel Properties, Renate Wrobel**

I have known Angie Marsalis for over six years. We met after my daughter's mother-in-law bought rental property in Abilene and gave me power-of-attorney to acquire and manage the properties for her. Since I had never managed properties, other than to help my mother-in-law oversee her rental property, I knew there were many things I did not know about the rental property business.

Much to my happiness I saw an announcement for a seminar being held by the Small Rental Owners Council for the BCAA. I jumped at the chance to attend, and that's where I met Angie. What a joy to deal with someone so knowledgeable, helpful and so full of enthusiasm for a profession she so obviously loved and enjoyed. There has not been a time when I have had dealings with Angie that she did not exude with enthusiasm for her profession. She has always been the ultimate professional. She sets an example for all others to follow.

I highly recommend Angie!

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**Frank Chamness, Chamness Property Management**

I have had the privilege of working with Angie Marsalis on a professional basis for 4 years. She is a capable and dedicated property manager. She is regarded in the Abilene area as the authority on rental property roles and regulations and is sought out by her peers as a valuable source of information. I regularly consult with Angie on issues dealing with my property management business. She is actively involved in the Big Country Apartment Association, an organization which promotes and supports the rental property industry. Angie has been recognized on a State and National level for her unselfish contributions to this organization. Angie will do what it takes to get the job done and care for the best interests of her clients.

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**Neldon L. Watson, Management & Financial Services**

I have witnessed Angie Marsalis in action for several years. She is undoubtedly one of the most organized people I know.

In my estimation she is totally trustworthy and very efficient. I further believe that she will act in the best interest of owners.

Angie Marsalis probably knows the laws concerning managing rental property as well as anyone in the Abilene area. She also teaches courses for certification in Apartment Management.

She has served in numerous leadership roles in both the local, state and national Apartment Associations and currently serves as the Association Executive for the 16 county Big Country Apartment Association.

If you are looking for alert property management, you would do well to take a look at Key Property Management.

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### **Jerry Skaggs**

Being active in Real Estate and Property Management for the past 30 years in the Abilene, Texas area, as well as serving as Association Executive for the Big Country Apartment Association for approximately 8 years, it was my privilege to work daily with many outstanding individuals. I must say that none could surpass Angie Marsalis in conducting the daily operations of any phase of property management. Her ability and knowledge of the management field is surpassed only by her dedication and pursuit of perfection. Angie's ability to accomplish even the most difficult of tasks and to solve delicate problems that arise daily, rates her as "TOPS" in the property management field. If you are in need of top notch management and supervision, hire a professional in the management field. Hire Angie Marsalis. I would.

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### **Kimberly Clark, Country Club Villas**

I would like to offer this letter as reference for Angie Marsalis and Key Property Management. I recently used the services of Key Property Management to strengthen my Leasing Team.

My staff is relatively new and I needed a refresher course in leasing and Fair Housing. Angie Marsalis came to our rescue with a personalized course tailored to fit Northland Investment Corp. policies. Not only were basics covered, but also telephone and personal contact shopping offered.

I have seen definite improvement in my staff's attitude towards leasing and how to handle customers. I would recommend this course to anyone who wishes to learn more about leasing or just needs to put the zing back into customer service.

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### **Jean Tomlin, Newport Village Apartments**

I have been acquainted with Angie Marsalis since 1994 when I was under her employ. Since that time, I have remained in close contact with her as a member of the Big Country Apartment Association.

Angie is extremely knowledgeable about all areas of the rental industry as well as Texas laws of housing. I would feel extremely confident in her management abilities for any services in this industry.

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### **Sandpiper Apartments**

Key Property Management & Real Estate was hired after a very disappointing experience with another Real Estate management company. Angie's services proved superior in that maintenance needs were prioritized more efficiently, costs kept under control, and income raised significantly. It was amazing that the income increased at a faster pace than out occupancy. Angie quickly discovered that under previous management, our monthly income was averaging approximately 64% while our physical occupancy was averaging 87%. She understood that the difference in physical and economical occupancy shows on the bottom line. Her detail to rental collection procedures has helped to turn this property around in short time.