

# Owner Statements Are Easy To Read



Easy-to-read owner statements will be posted to the secure Owners Portal. You'll have on-demand access to all of your monthly and year-end tax statements from anywhere. You can also have your monthly proceeds directly deposited to the bank account of your choice preventing mail delays or lost checks - you'll get your payments faster!

Property management company information

**Your Property Management Company**  
50 Castilian Dr.  
Goleta, CA 93117

Statement period

Period: 01 Dec 2013-31 Dec 2013

Owner information

**Raymond Thompson**  
896 Sofitel Drive  
San Diego, CA 92109

**Properties**  
**Bayside Court - 3960**  
Bayside Court  
San Diego, CA 92109

Complete description of each bill

Date	Payee / Payer	Type	Reference	Description	Income	Expense	Balance
Beginning Cash Balance as of 12/01/2013							400.00
12/02/2013	William Thompson	Receipt		Rent - Rent	3,000.00		3,400.00
12/04/2013	Interwest Management	Check	92	Management Fees - Management Fees for 12/ 2013		240.00	3,160.00
12/10/2013	Mountain View Lawn Care	Check	93	Gardening		114.71	3,045.29
12/15/2013	PECO Gas Co.	Check	98	Gas		135.96	2,909.33
12/20/2013	Raymond Thompson	Check	109	Owner Distribution		2,509.33	400.00
Ending Cash Balance							400.00
<b>Total</b>					<b>3,000.00</b>	<b>3,000.00</b>	

**Property Cash Summary**

Required Reserves	Current balance	400.00
Prepaid Rent for Future Rent		0.00

Easily identify bills paid and associated with each property - no surprises.

Owner Statement

# Robust Marketing







We can efficiently market your properties and fill vacancies faster using AppFolio's leasing dashboard, vacancy postings, and website integration.

## Leasing Dashboard

- › Our team can quickly view information on available and soon-to-be available units and track the progress.
- › All of the information is at our fingertips including guest cards and access to rental applications submitted. This makes it easy to track and improve on the effectiveness of our marketing efforts.

**Average days vacant: 10** ?

 <p>7 Photos &amp; Video</p>	<p><b>Olympic Park - Sedona</b></p> <p>1007 5th Ave San Diego, CA 92101 <b>Beds: 2 Baths: 1 Sq Ft: 900</b></p> <p><b>Market Rent: \$1,400.00</b> <b>Available Now!</b></p>	<p><b>Vacant For 30 days</b></p> <table border="1"> <tr> <td>Our website</td> <td>Not posted</td> <td><a href="#">post</a></td> </tr> <tr> <td>Internet ?</td> <td>Not posted</td> <td><a href="#">post</a></td> </tr> </table> <p><a href="#">Post Vacancy Manually</a> <a href="#">Remove from Vacancies List</a></p>	Our website	Not posted	<a href="#">post</a>	Internet ?	Not posted	<a href="#">post</a>
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 <p>6 Photos &amp; Video</p>	<p><b>Olympic Park - Tucson</b></p> <p>1007 5th Ave San Diego, CA 92101 <b>Beds: 3 Baths: 1 Sq Ft: 900</b></p> <p><b>Market Rent: \$1,600.00</b> <b>Available Now!</b></p>	<p><b>Vacant For 11 days</b></p> <table border="1"> <tr> <td>Our website</td> <td>Not posted</td> <td><a href="#">post</a></td> </tr> <tr> <td>Internet ?</td> <td>Not posted</td> <td><a href="#">post</a></td> </tr> </table> <p><a href="#">Post Vacancy Manually</a> <a href="#">Remove from Vacancies List</a></p>	Our website	Not posted	<a href="#">post</a>	Internet ?	Not posted	<a href="#">post</a>
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 <p>7 Photos &amp; Video</p>	<p><b>Olympic Park - Mesa</b></p> <p>1007 5th Ave San Diego, CA 92101 <b>Beds: 1 Baths: 1 Sq Ft: 800</b></p> <p><b>Market Rent: \$1,175.00</b> <b>Available Now!</b></p>	<p><b>Vacant For 4 days</b></p> <table border="1"> <tr> <td>Our website</td> <td>Not posted</td> <td><a href="#">post</a></td> </tr> <tr> <td>Internet ?</td> <td>Not posted</td> <td><a href="#">post</a></td> </tr> </table> <p><a href="#">Post Vacancy Manually</a> <a href="#">Remove from Vacancies List</a></p>	Our website	Not posted	<a href="#">post</a>	Internet ?	Not posted	<a href="#">post</a>
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 <p>7 Photos &amp; Video</p>	<p><b>Olympic Park - Sante Fe</b></p> <p>1007 5th Ave San Diego, CA 92101 <b>Beds: 1 Baths: 1 Sq Ft: 800</b></p> <p><b>Market Rent: \$1,325.00</b> <b>Available On: 01/01/2014</b></p>	<p><b>Vacant For 3 days</b></p> <table border="1"> <tr> <td>Our website</td> <td>Posted</td> <td><a href="#">unpost</a></td> </tr> <tr> <td>Internet ?</td> <td>Not posted</td> <td><a href="#">post</a></td> </tr> </table> <p><a href="#">Post Vacancy Manually</a> <a href="#">Remove from Vacancies List</a></p>	Our website	Posted	<a href="#">unpost</a>	Internet ?	Not posted	<a href="#">post</a>
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# Vacancies Are Filled Quickly

We will post eye-catching vacancy advertisements quickly to our website and hundreds of rental listing sites on the internet. Prospective residents can fill out an online application through our postings, our team completes the screening process and fills the unit quickly. The modern renter expects the ability to view property details online and to quickly apply to rent and we offer it!



2  
BEDS

1  
BATHS

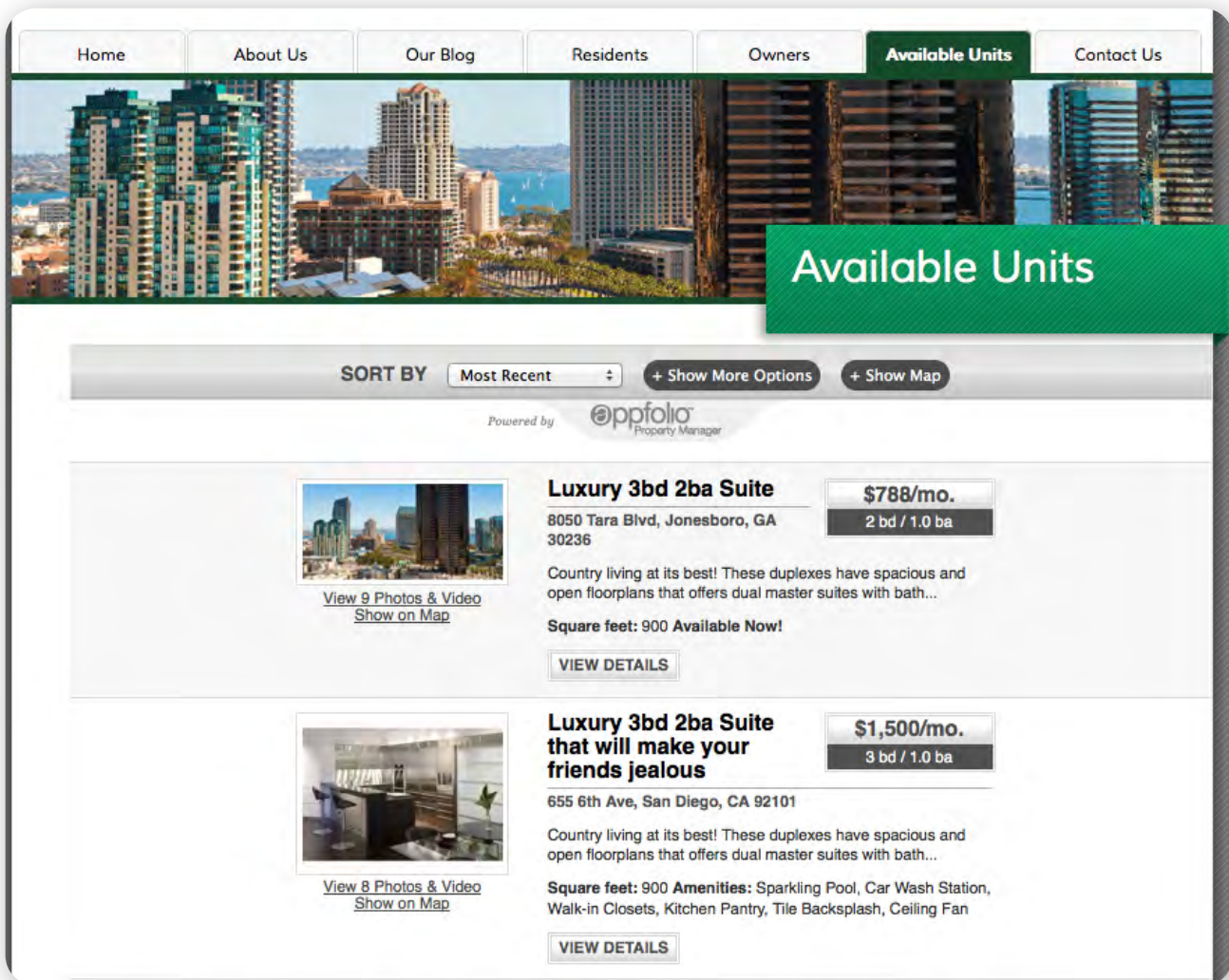
\$1,250  
RENT / MONTH

Vacancy Ad



# Professional Web Presence

Our beautiful website, powered by AppFolio, is 100% integrated, so that we can seamlessly accept rent online, post and update vacancies with a few clicks, and accept online maintenance requests that automatically create work orders. With the ability to immediately post new vacancies to our SEO optimized website, we can help prospective renters easily find our listings and ultimately fill vacancies faster.



*Professional, Completely Integrated Website*

## We Maximize Rental Rates

AppFolio's built-in rent comparison tool allows us to compare rental prices of similar units in the same geographic location. With this information we can ensure our properties are competitive and we are maximizing rental revenue.

### RentMatch Comparison

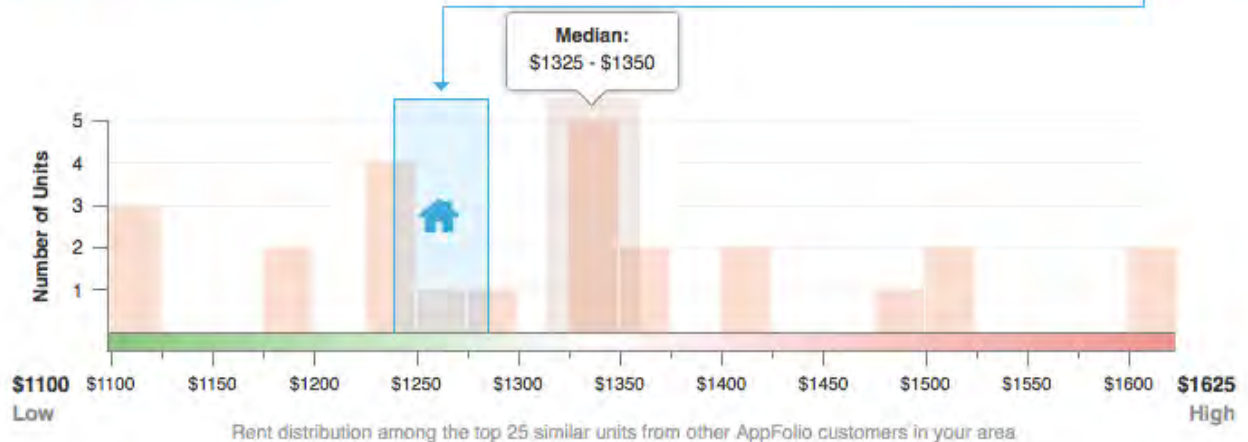
Use this tool to compare this unit's advertised rent with nearby units of other AppFolio customers. To learn more, visit our [RentMatch FAQs](#).

#### Comparison Profile



**Your Unit**  
Olympic Park - 005  
1007 5th Ave

Beds	Baths	Sq. Ft.	Location	Advertised Rent
2	1.0	900.0	Core-Columbia	\$1,250.00



Similarity ?	Bedrooms	Bathrooms	Square Feet	Location ?	Rent Date	Rent
97%	2	1.0	900	Barrio Logan	09/01/2012	\$1,325 ▲ \$75
96%	2	1.0	900	Hillcrest	08/01/2013	\$1,225 ▼ \$25
95%	2	1.0	900	Hillcrest	09/01/2012	\$1,400 ▲ \$150
94%	2	1.0	925 ▲ 25	Hillcrest	08/01/2013	\$1,325 ▲ \$75
94%	2	1.0	900	Hillcrest	07/01/2013	\$1,600 ▲ \$350
93%	2	1.0	900	about 1 mile away	10/15/2011	\$1,500 ▲ \$250
92%	2	1.0	900	University Heights	07/19/2013	\$1,350 ▲ \$100

RentMatch Comparison

# Appealing To The Modern (Mobile) Renter

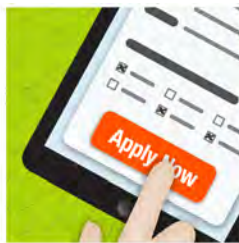


With AppFolio, our team provides a seamless online leasing experience for prospective renters. The prospective renter submits an online application, we run a background screen, then we sign the lease -- all electronically!

Making this process easy and simple for the modern renter and our team means we can rent properties more efficiently and faster, every time.



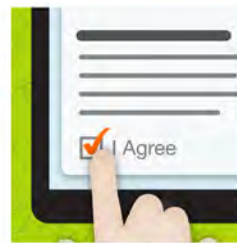
Show The Property



Apply Online



Screen Instantly



Sign Lease Online



Give Keys

# Online Rental Applications

Prospective residents can fill out guest cards and apply online giving us the ability to capture their information in real time and approve these residents even faster. The online application is even mobile friendly!

## Rental Application

**Lenzen, LLC**  
☎ (805) 555-8585

**Before you begin:**

Please be prepared to pay the application fee as outlined in the property listing. In addition to this rental application, you will also be required to provide a copy of a valid form of identification and proof of income.

To complete this rental application, you must be prepared to provide 3 years of residential history as well as contact information for your rental references. You will also be asked to provide information on your monthly income, and please note that most properties require that applicant combined gross income is at least three (3) times the monthly rent amount.

Each resident over the age of 18 must submit a separate rental application.

**Application fee: \$35.00**


**You are applying to rent:**

1225 Caroline St NE  
Atlanta, GA 30307

**Desired Move-in**


02/01/2014

**Get Started**



**Before you begin**

- Your contact info
  - Where you've lived
  - Your housemates
- ⊙ Personal information
- Your income
- ⊙ Questions
- Review and confirm



Rental Application

# Finding The Best Residents


Resident Screening is centralized in AppFolio. Applicants can easily be screened on the spot while at the property showing and the results are returned within seconds rather than hours. This easy-to-read Screening Report paired with rent payment history from Experian RentBureau allows us the unique opportunity to choose the most qualified resident for your property while they are still interested.

7/8/13

JOHN DOE - Tenant Screening Report

REPORT DATE: 07/07/2013

TENANT SCREENING REPORT

powered by: 

APPLICANT SUMMARY

APPLICANT INFORMATION

NAME

SSN

DOB

CURRENT ADDRESS

PREVIOUS ADDRESS

XXX-XX-6789

05/17/1961

1951 MADISON ST, LARAMIE, WY 82070-6001

1016 MILL ST, LARAMIE, WY 82072-1848

✓ VERIFIED

CREDIT SUMMARY

FICO Score

535

The credit report includes 3 potentially negative items.

TRADES

ESTIMATED MONTHLY PAYMENT

DELINQUENCY HISTORY (2 YEAR)

COLLECTION ACCOUNTS

TOTAL

OPEN

NEGATIVE

15

0

3

\$406

TOTAL PAST DUE AMOUNT

\$880

30+ DAYS

60+

90+

10

10

5

0

COLLECTIONS BALANCE

\$0

NEGATIVE TRADES SUMMARY (3)

CREDITOR

TYPE

LAST UPDATED

STATUS

HIGH BALANCE

PAST DUE AMOUNT

CURRENT BALANCE

BANK OF AMERICA

Revolving

01/12/2013

Past Due

\$3,173

\$468

\$3,173

BANK OF AMERICA

Revolving

01/27/2013

Past Due

\$2,706

\$289

\$2,706

CHASE

Revolving

02/04/2013

Past Due


\$8,200

\$123

\$1,789

Showing 3 of 3

RENT PAYMENT SUMMARY

 4

The RentBureau report includes 4 potentially negative items.

TOTAL PROPERTIES

PAYMENT HISTORY (2 YEAR)

TOTAL AMOUNT OUTSTANDING

4

On-time

Delinquent

Write-offs

14

2

2

\$3,700

NEGATIVE TRADES SUMMARY (4)

CREDITOR

APARTMENT COMPANY

COMPLIANT HOMES OF TOMORROW

COLLECTION AGENCY NAME

COLLECTION AGENCY NAME

RENT PAYMENT HISTORY

Provided by Experian RentBureau

PROPERTY

STATUS

STATUS DATE

MOVE IN

MOVE OUT

RENT AMOUNT / ORIGINAL AMOUNT

TOTAL OUTSTANDING

PAYMENTS (2 YEAR)

1

Apartment Company  
Alexandria, VA

Write-Off

03/27/2007

02/01/2013

\$1,000

\$500

On-time  
Delinquent  
Write-offs

3  
1  
1

24 MONTH PAYMENT HISTORY

2012

JUL

JUN

MAY

APR

MAR

WO

✓

✓

D

✓

2

Compliant Homes of Tomorrow  
Orlando, FL

Write-Off

03/27/2007

LEFT EARLY, MONEY OWED

02/01/2012

\$1,100

\$1,100

On-time  
Delinquent  
Write-offs

11  
1  
1

24 MONTH PAYMENT HISTORY

2012 2011

JAN

DEC

NOV

OCT

SEP

AUG

JUL

JUN

MAY

APR

MAR

FEB

JAN

WO

✓

✓

✓

✓

✓

✓

✓

✓

D


✓

✓

✓

✓

EVICTION HISTORY

 2

2 evictions reported

CRIMINAL HISTORY



# Sign The Lease Online

The lease automatically pulls in data from the renters online application saving time and reducing the requirement for manual data entry. The lease can be finalized by signing electronically and is automatically stored in our system and the Tenant Portal so the resident can print a copy at any time. This is the most advanced and modern approach to lease signing and we're proud to offer it!

Legacy Creek

388 Cranky St • Crankytown, CA 95117

777.777.7777

INTERWEST  
MANAGEMENT

1

Residency and Financials

1.1 PARTIES AND OCCUPANTS

This Lease Contract is between you, the undersigned resident(s):

Jennifer Robinson, Amy Love

and us, the property management company:

Legacy Creek

You've agreed to rent the property located at

5012 Luckman Way  
Elk Grove, CA 95757

for use as a private residence only. The terms "you" and "your" refer to all residents listed above. The terms "we," "us," and "our" refer to the owner/agent listed.

The apartment will be occupied exclusively by the resident(s) listed above. The Owner/Agent must approve unauthorized occupants living in the premises for longer than 7 consecutive days.

LEASE AGREEMENT

1. Residency and Financials

2. Policies and Procedures

3. Responsibilities

4. General Clauses

ACCEPTANCE

Sign and Accept

5

Sign and Accept

5.1 ACCEPTANCE OF LEASE

This is a legally binding document. By typing your name, you are consenting to use electronic means to (i) sign this contract (ii) accept lease agreement and addenda. You will receive a printed contract for your records.

X \_\_\_\_\_  
Jennifer Robinson

X \_\_\_\_\_  
Amy Love

LEASE AGREEMENT

1. Residency and Financials

2. Policies and Procedures

3. Responsibilities

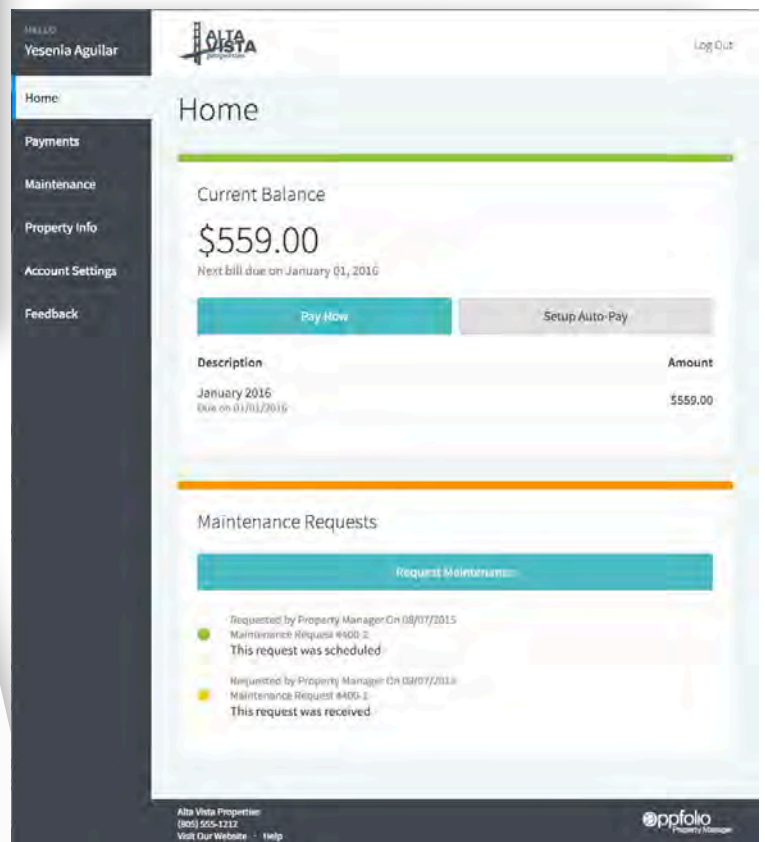
4. General Clauses

ACCEPTANCE

Sign and Accept

# Online Rent Payments

We offer the option for residents to conveniently pay their rent online 24/7 instead of mailing checks. They can pay once, establish a recurring payment, or make a last minute payment. With a variety of online payment options including E-Check, Credit Card, and Electronic Cash Payments, funds are deposited faster and more securely. The online tenant portal is completely integrated with our accounting records and residents really appreciate the convenience and accessibility the online services provide them. Our team is so much more efficient without the need to shuffle checks and drive to the bank.



# Our Team Is Extremely Efficient



## Maintenance Requests and Online Work Orders

Residents can easily submit maintenance requests online and we can create electronic work orders, then communicate electronically with our vendors. All of this is tracked seamlessly in AppFolio and we can access information from any mobile device. This means we resolve property maintenance issues faster and keep residents even happier!

**RIVERSTONE**  
**Riverstone Apartments**  
1007 5th Avenue  
San Diego, CA 92101  
Phone - (805) 617-2134

**To:**  
**Top Notch Plumbing**  
P.O. Box 2563  
Forest Park, CA 30298  
Office - (720) 436-7819

**Work Order #**156  
**Status**Completed  
**Created On**10/18/2013  
**Estimate Requested On**10/18/2013  
**Estimated On**10/21/2013  
**Scheduled On**10/22/2013  
**Completed On**10/22/2013  
**Tenant(s) Notified**Yes  
**Permission to Enter**Yes  
**Job Site**Olympic Park - 003  
1007 5th Ave  
San Diego, CA 92101  
**Maintenance Limit**\$500.00

**Tenant(s)**  
**Name**Erik Sandoval  
**Phone Numbers**Phone - (555) 969-7823

**Description**  
I am having some serious issues with our plumbing. There is no pressure in our kitchen or hallway bathroom. Please help. - Erik Sand

**Vendor Instructions**  
Please contact tenant and schedule a time to complete the following: Contact Jonathan Hart once completed.  
- Water pressure in kitchen  
- Water pressure in hallway bathroom

**Details**

Account	Statement Description	Amount
6450-00: Plumbing	Fixed pressure issue	125.00
<b>Total:</b>		<b>125.00</b>

**Created By:** Customer Service  
**Authorized By:**  
**Signed By:**  
**Dated By:**  
**Invoice #:** 0001542

**Technician's Notes:**

Online Work Order