21ST
CENTURY
PROPERTY MANAGEMENT

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PROPERTY MANAGEMENT

21st Century Property Management is a cutting edge, high-tech, Southern California based property management firm that is driven by over fifteen years of experience in property management. 21st Century Property Management's founder has worked in both management and development on the national stage and brings a wealth of knowledge to the management of smaller market properties: single family homes, duplexes, triplexes, and small apartment buildings. Additionally, the 21st Century Team has over a decade of experience managing large-scale, institutional-class buildings throughout the United States.

Mission and **Values**

Mission: Our Mission is to deliver an unparalleled customer experience for our residents, owners, and vendors with an eye toward sustainability, inclusion, and community.

Values:

» **Do the Right Thing –** We are committed to always do right by our residents, partners, & owners.

» **Win-Win Over Compromise –** We believe a rising tide lifts all boats and whenever possible we look for win-win outcomes.

» **Deliver on Promises –** We keep our word and work to ensure we perform on every agreement we make.

» **Customer Service is Paramount –** We identify ways to deliver the "Extra Degree" of service at every opportunity.

» **We are Relentless –** We play to win, and we focus on discipline, hard work, and execution to deliver success.

» **Treat Every Stakeholder as a Valued Customer -** We treat everyone with respect, dignity, a service mentality, and an inclusive environment, regardless of their association with the Company.

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Leadership **Team**

FULL REALTY SERVICES

TROY DODGION, ARM®
MANAGING PARTNER/BROKER

Troy Dodgion is co-founder and Managing Partner of 21st Century Property Management and is responsible for developing and executing the firm's overall vision, strategy, and operation. He is an experienced real estate executive who has directly managed large commercial-residential assets and SFR portfolios, raised institutional equity and debt for multi-site acquisitions and joint ventures, and has underwritten and entitled A+ development projects in Colorado, California, and Arizona.

Troy holds an undergraduate degree in Business Operations Systems from the Leeds School of Business at the University of Colorado at Boulder. He is also a licensed California Real Estate Broker (#0192258), Colorado Real Estate Broker (#100097681), and IREM® Accredited Residential Manager.

Full Realty Services, Inc.
ADVISORY BOARD

RANDY THOMPSON
BROKER/CEO

Randy Thompson founded Full Realty Services, Inc. in 2007 and has led its growth for over 15 years from a two-person shop to one of the fastest growing full service Real Estate & Lending Brokerages in Southern California.

The firm employs over 400 agents and loan officers spanning more than 14 offices in Riverside, San Diego, Los Angeles, and Orange Counties. His experience in real estate, lending, sales, and construction exceeds half a billion dollars in annual transactional value.

KEITH THOMPSON
COO

Keith Thompson is responsible for directing strategy and operations at Full Realty Services. With 12 years of off-campus student housing experience, Keith previously lead a portfolio of 86 communities and a team of 4 regional vice presidents, 14 regional managers and nearly 1200 on-site team members.

His focus now encompasses all aspects of operations, facilities, personnel management, talent development, and various strategic initiatives for Full Realty Services, Inc. Keith earned his B.S. in Business Marketing at California State University – Fullerton campus.

MATT THOMPSON
CGO

Matthew is the Chief Growth Office (CGO) for Full Realty Services, Inc. directing all sales activities. He has 14 years of experience in sales and management in a variety of industries on a national level. Prior to joining FRS, he was a district manager, overseeing 38 facilities and more than 240 managers and salespeople.

Matthew leads Full Realty Services Agent Relationship activities across all the firms regional Southern California offices. In addition, Matthew oversees all new office build outs and acquisitions. His motto is simple, energy brings sales and sales brings energy

Industry **Certified**

WHY HIRE AN A.R.M®?

Industry Knowledge

Those who have completed the training required to earn the ARM® certification have demonstrated proficiency in the areas of marketing and leasing, financial operations, maintenance and operations, legal and risk management, human resources and ethics. But learning doesn't stop there. ARM® professionals have access to the latest industry information through the Institute's courses, publications, conferences and Web site. In addition, an ARM® can also draw upon the knowledge of over 3,400 other ARM® professionals worldwide to collaborate on optimal solutions and best practices.

Experience

Close to three-fourths of all ARM® professionals have over ten years of property management experience, which means they have the expertise to manage your residential properties seamlessly. With an average portfolio size of 637 units, an ARM® has plenty of hands-on experience in attracting and retaining tenants. ARM® professionals also bring supervisory experience to the job, overseeing an average staff of 14 employees.

Problem Solving

With years of residential management experience, an ARM® has the proven ability to deal with complex issues and unforeseen obstacles to reaching your goals. An ARM® can get to the core of the matter immediately and implement the right solution. Whether a tenant crisis or a series of operational setbacks should suddenly arise, an ARM® has the troubleshooting skills to resolve the problem quickly and efficiently.

Value Creation

ARM® professionals have the training and experience to maximize your bottom line. An ARM® can optimize value for the full range of residential properties – conventional apartments, federally assisted housing, condominiums and many more. From marketing your property to supervising rental operations to negotiating service contracts, an ARM® will do whatever it takes to make your residential properties operate at their best.

Integrity & Ethics

Every ARM® must abide by the IREM Code of Professional Ethics, which is strictly enforced by the Institute, or risk losing the certification. The code requires the use of utmost care in managing your properties and handling funds. Considering that this level of professionalism is unparalleled in the industry, you can trust an ARM® with your investment.

Services and **Capabilities**

FULL-SERVICE MANAGEMENT

» Online tenant screening, application, and rent-payment

» Online leasing allowing tenants to execute leases directly from their smartphone

» Coordination, management, and accounts payable services for all contractors and vendors for property maintenance and turnover

» Online access to your real-time owner financial statements & maintenance records

» Risk Management

» Compliance with Federal Fair Housing, ADA, and California Landlord-Tenant Laws

» Experience with evictions and collections

» Experience with RSO Properties and SCEP Compliance

» 24 Hour On-Call Emergency Maintenance

» Rental Listings automatically syndicated to all the top leasing websites, reducing vacancy times

Protect Your Rental Income & More Starting at $19.99/ Month

WHAT IS IT?

The Owner Benefit Package™ protects our clients from tenants who default on their rental payments. Receive guaranteed rental income with OBP™!

Rent Advance™
Receive up to **12 months of rent payments upfront** on qualifying leases. Remove the risk of resident non-payment as **Rent Advance™ is guaranteed rental income**

Rent Protection
Receive up to **2 months of lost rental income** with the Owner Benefit Package™. Protect your rental income from tenant's who default on rent.

OBP™ Rental Report
Our rental report provides owners with on-demand access to accurate rental listing comparables.
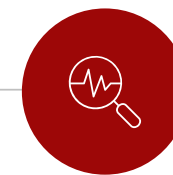
Real -Time Legislative Alerts
Stay ahead of rental housing laws and tax policies that may impact your rental portfolio.

Legal & Re-Tenanting Expense Shield
Receive up to **$1,000 towards the legal costs of an eviction**, or other legal action, following a tenant's default on rent.

Fraudulent Listing Removal
With OBP we **Identify and Eliminate Fraud** across Social Media and Real Estate Listing Platforms before damage and loss of rent income occur.

Services and **Capabilities**

LEASING ONLY

» Includes all marketing, showings, advertising and services necessary to lease tour property

» We can use your lease or provide a lease for you

» Collect and deliver security deposits for you

» Online tenant screening, application, and deposit collection

» Online leasing allowing tenants to execute leases directly from their smartphone

» Compliance with Federal Fair Housing, ADA, and California Landlord-Tenant Laws

» Rental Listings automatically syndicated to all the top leasing websites, reducing vacancy times

FEE STRUCTURE
75% of One-Month Rent Includes
- Professional Photography
- 3D VR Walkthrough
- Floorplans
- All marketing including Zillow Group, Apartments.com & 7 other Affiliates

PROPERY MANAGEMENT
TECHNOLOGY STACK

Property **Operations**

Buildium
A RealPage Company

Buildium by RealPage is an industry-leading, high-tech property management platform that forms the core of the 21st Century Property Management tech-stack. Buildium is highly efficient and allows 21st Century to deliver best-in-class service to residents, owners, vendors, and contractors.

Buildium was recently acquired by RealPage, one of the world-wide leaders in property management software and the biggest competitor of Yardi. RealPage has given Buildium a robust API allowing for seamless integration with the top prop-tech applications in the industry.

Property **Operations**

Buildium®
A RealPage Company

01.	Online Payments	**02.**	Full Property Bookkeeping
03.	Bank Reconciliations	**04.**	Electronic Vendor Payments
05.	SMS and Email communication with Residents and Owners	**06.**	Electronic lease signature
07.	Resident Maintenance and Call Center	**08.**	Industry-leading data security
09.	Open API allows high-tech integrations	**10.**	Rental Listings and Syndication
11.	Tenant Screening	**12.**	Renters Insurance compliance and monitoring

Keyless Entry And Smart Home Tech

MojoLock

» MojoLock allows you to go keyless with your property management company or real estate empire to take leasing automation to the next level with delightful and secure self-showings. You can give smart access to every resident, including Bluetooth unlock and the ability to share access codes with friends and family as well as supporting multi-lock deployments for both single family homes and multi-unit properties.

» • Keyless Entry
   • Self-Showings of vacant properties
   • Requires no internet connection and no additional equipment
   • Rated to operate in both hot and cold climates and is factory-tested to withstand conditions as cold as -31ºF or as warm as 140ºF.
   • Allow controlled access to only the vendors, staff, residents, and individuals who need it.

Prospect And **Applicant CRM**

ShowMojo

ShowMojo automates the leasing process for property managers and investors across North America, delivering significant cost savings, happier staff, reduced market times, and a better experience for prospective tenants.

Our syndication partners include Zillow, Trulia, Hotpads, Realtor.com, and Homes.com. All syndicated listings are tailored to encourage prospects to schedule online.

Whether over the web, by email, or by phone, ShowMojo ensures that every prospect can learn more about your on-the-market listings and schedule a showing.

Prospect And Applicant CRM

SHOWMOJO

Multi-Source Lead Collection	Two-way prospects SMS
Personalized & branded auto follow up	AI assisted follow-up scheduling
Demographic collection	Two-way integration with Buildium
On Demand Reporting	Real-time availability
Mobile Friendly	Leasing Agent Performance Tracking
Online appointments	Market Analysis

Applicant **Screening**

» SmartMove allows rental history reports to be delivered to the property manager while protecting consumer information in a manner consistent with the Fair Credit Reporting Act and applicable regulations. These tenant background checks are completely paperless and completed online.

» Utilizing this integration, 21st Century has no need to collect or store social security numbers or income information related to prospects, applicants, or residents.

Applicant **Screening**

TransUnion | **SmartMove**
Great Reports. Great Convenience. Great Tenants.™

01
Broad coverage of millions of records covering credit, criminal and evictions histories

02
Accurate matching with advanced matching logic

03
Report types and formats are designed for landlords, and specific to helping 21st Century decide which rental applicant to choose

04
Includes a custom report that tells us which applicants need additional income verification.

05
ResidentScore 2.0: This credit measurement is built specifically for tenant screening and delivers a more accurate assessment of renter risk than a typical credit score.

Resident **Satisfaction**

Online reviews now play a huge part when it comes to our residents' choices in housing. Unfortunately, for every 100 residents, the 99 that have a good experience are far less likely to share it with the world (i.e. leave a review) than the 1 resident that felt they had a bad experience.

Opiniion allows 21st Century to gather instant feedback on move-in, maintenance performance, and overall management performance from residents in real time, respond to upset residents quickly, and filter our happiest customers to our review funnel.

Resident **Satisfaction**

opinion
REVIEWS & RESIDENT EXPERIENCE

Instant feedback on maintenance performance

Move-in quality feedback

Quarterly management performance feedback

Automatically filters happy residents into our online review funnel

Move-out and lease satisfaction feedback
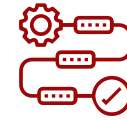
Leasing process feedback

Fully integrated into Buildium
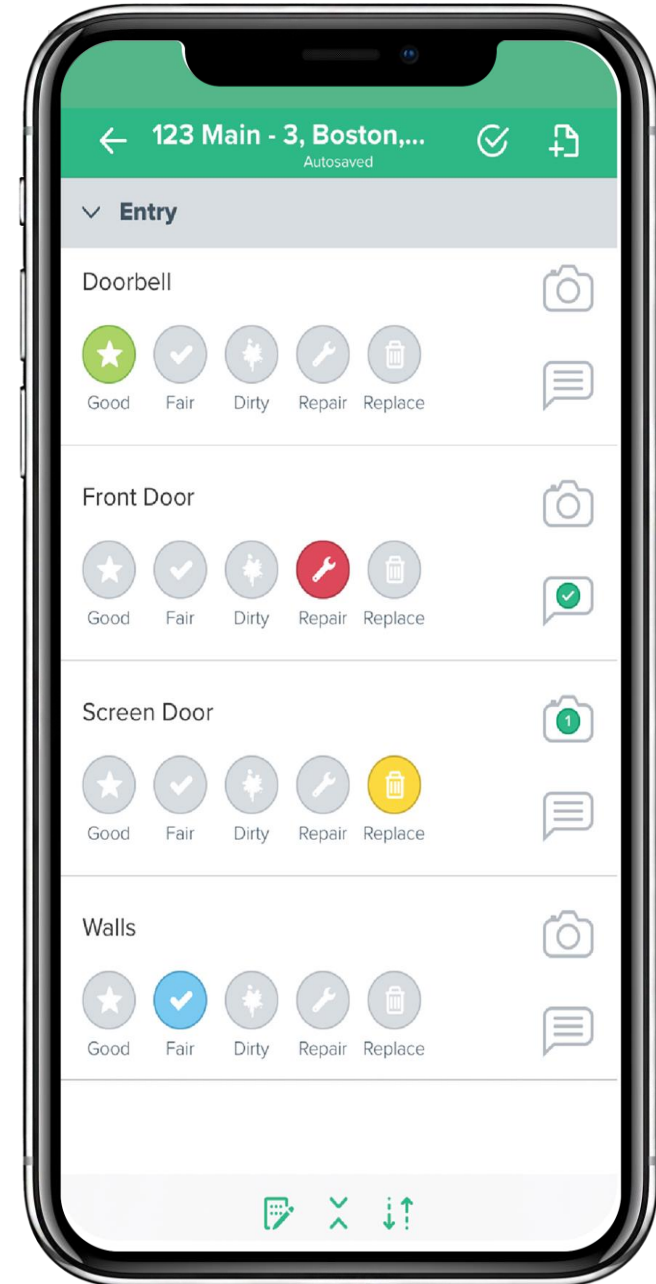
Property **Inspections**

HAPPYCO

>> With the HappyCo inspection app, 21st Century can identify problems and effortlessly generate work orders to correct them. While our maintenance teams are working, their progress fuels powerful, data-driven insights that let us see what's working and what isn't about the properties we manage.

>> HappyCo's unified dashboards make it easy to review and share inspection results in real time. Giving our managers and owners maximum visibility into inspection details, property conditions, item adoption, and inspection quality.

Property **Inspections**

HAPPYco

Move-in and Move-out inspections delivered to Residents side-by-side upon moveout

Make ready inspections

Curb appeal management

Customizable inspection templates

Powerful features that speed documentation

Tools for improved compliance

Real-time dashboards for instant intelligence

Inspection reports tailored perfectly for residents

Increased security deposit retention and compliance with State Law

Buildium **Bookkeeping**

» OJO bookkeeping is 21st Century's Buildium bookkeeping partner. OJO provides both cash and accrual accounting including tracking of depreciation if needed by our more sophisticated clients. Additionally, OJO is well-versed in Broker Trust Accounting and compliance with State Department of Real Estate Regulations ensuring that 21st Century meets its mission of providing complete transparency.

» For most owners, OJO can produce a standard set of financial statements from Buildium and can also produce custom financial reports for clients who need a more robust reporting package.

Buildium **Bookkeeping**

01. Entering & Paying Bills	**02.** Tenant Move-Ins & Move-Outs
03. Financial Diagnostics	**04.** Owner & Tenant Statements
05. Monthly & Back 3-Way Bank Reconciliations	**06.** Processing Management Fees & Owner Disbursements
07. Enterprise-level password management	**08.** Industry-standard, high-security file sharing software
09. 256 bit AES encryption for file storage	