

To whom it may concern,

Approximately 2 years ago, after loyally sticking with a management company I 'inherited' when I purchased my apartment complex in Tucson, AZ in 2005, I realized it was time to make a change.

I do not make changes frivolously, but my previous management company was clearly no longer doing their job.

I started the process and interviewed and met with representatives from some of Tucson's largest property management companies. I was thoroughly unimpressed. 'Boiler plate' letters, presentations, etc., indicated I would just be another file folder in the drawer. I wanted to have someone who would be 'engaged' in the process of managing and improving my property...someone who would treat it as their own.

Fortunately, in the middle of seeking out a management company, I received a direct mail letter from David Walsh, NORTHPOINT, soliciting my business. I thought it was fortuitous that such a letter should arrive at this critical time and I called him. I immediately liked what I heard and we met soon afterwards.

I decided to turn management over to Northpoint and during the transition a 30 day period, before I actually signed a contract with Northpoint, I had more face time with David and Northpoint than I did with my previous management company in 3 1/2 years.

I can honestly say that I believe David and Northpoint treats my property as if it were his own asset. We certainly have had some challenges...my property is 40 years old and requires some special handling...but between Northpoint and my on site leasing agent/manager, I now have an unheard of occupancy rate nearing 100%.

I can, without any reservations whatsoever recommend NORTHPOINT for property management and asset management.

A handwritten signature in black ink, appearing to read 'Steven W.', is written over a light blue rectangular background.

Sincerely,
Steven W
Owner