



RE: Request for Information about Northpoint Asset Management

Dear Property Owner,

Thank you for the opportunity to present Northpoint Asset Management. Enclosed in this letter is a description of the services we offer and a history of the company. You can expect the same level of attention and quality of services for large or small properties managed in all Northpoint's regions. Please contact us for any questions you have regarding our services.

Sincerely,

Tyler Hartle

Tyler Hartle
Vice President
Northpoint Asset Management, Inc.

Northpoint's History & Management Philosophy

-History-

Northpoint's owners have been in the real estate investment and management industry for over 30 years and have office locations in California, Utah, Arizona, Texas, Colorado, Missouri, Florida, North Carolina, Georgia, and Ohio. We understand managing real estate from the owner and investor's point of view.

Northpoint's roots are different than most management companies because our management expertise does not originate out of real estate sales but out of financial management. We are not experts in sales; we are experts in management. We dynamically hold the financial and decision-making sophistication to successfully operate large real estate portfolios as well as the grounded hands-on experience to handle the nuances of specific properties.

Northpoint strives to be a professional, trustworthy, quick and analytical organization that is willing and capable to take on demanding real estate investments. Northpoint's hallmark is to scrutinize the details of property management. Our management selection process is rigorous. Our dedication to provide superior-client satisfaction is unmatched. Our skill to transform low-performing into stabilized high-performing real estate is best-in-class. Yet... our rates are still competitive and reasonable.

Northpoint's Services

-Leasing-

Northpoint's current occupancy rate for all properties is approximately 95%. We accomplish this through two means: High advertising exposure and our management compensation structure. Northpoint has a low profit margin in our leasing operations because we pay the majority of any leasing fees to the manager who handles leasing. Northpoint made this decision in an effort to focus on high performance for our clients.

Northpoint understands that in leasing, availability is crucial to success. We make sure our managers answer the phone when a prospective tenant calls because if we don't, the tenant will move on to the next available option. To list a few responsibilities in leasing: Northpoint handles all the marketing and advertising, taking phone calls from prospective tenants, coordinating appointments to show available units, screening tenants (which will include a credit check, income verification, previous rental references, criminal and drug

history background check, sex-offender checks, eviction history, and of course, our own intuition concerning the prospective tenant), provide a thorough walk-through inspection and notate the condition upon move in and move out, and properly sign a lease agreement within the laws of the given state and according to any particular desires of the property owner.

-Management-

Northpoint's hands-on management style attracts clients who don't want any nonsense in dealing with tenants. We provide regular supervision of the property managers and their activities to ensure constant quality. We pay close attention to the profit and loss (operating) performance to creatively alter inefficient practices or uses of personnel, capital and/or material resources. We know the best uses of resources and capital to maintain and enhance value. We are an expert in the assembly of onsite management teams, in the identification of inexpensive but quality third-party vendors and contractors, and in the formation of policy and procedure particular to any residential property.

Our rental receipt process requires rent to be received by the 1st and a late fee to be incurred by the tenant if the rent is not received by the 5th. If we do not receive rent by the 5th, we will contact the tenant to arrange for payment. If we can not make contact by phone or in person, we will send a late notice by mail on the 10th. If the tenant still has not paid their rent by the 13th, we will send 3/5-day notices to pay or quit by certified mail or in person. If after the third/fifth day we have not received rent, we will begin the eviction process according to applicable state laws. Northpoint also has web-enabled technology to accept rent by credit and debit cards and to fill out applications on line.

Northpoint has competitive and reasonable management fees and does not charge fees for vacant units because we are dedicated to performance-based management. So we are not paid unless the client receives rent. Included in our management fees are the coordination of all maintenance, tenant and eviction issues, rent collection, and virtually any other issue the property encounters while under our management.

-Maintenance-

Northpoint ensures that properties are in good physical condition. Any maintenance that requires permits or licenses is only handled by contractors that hold the proper licenses and insurance. Northpoint has the proper licenses and insurance. In most of Northpoint's regions Northpoint has W2 paid maintenance employees that bill out at a much less expensive rate than typical maintenance vendors.

We monitor the quality of their work and if it's not done properly, since Northpoint controls their schedule and quality of work, we do it again until done correctly at no extra charge to the client.

Whether a Northpoint maintenance technician or a 3rd party vendor provides the maintenance work for a client, Northpoint makes sure to obtain competitive quotes, work quickly and efficiently, and ensure that all vendor bills and receipts are on file and provided to the client in the monthly accounting statements. If a client wants to do maintenance work themselves or has a friend or family member who can do the work inexpensively, Northpoint will accommodate such requests.

-Accounting-

Strict professional and comprehensive accounting statements are provided monthly and at year-end for taxes to allow the owner full and constant awareness of all financial matters pertaining to their properties. Copies of all maintenance and utility statements provided monthly to present a clear understanding of the exact operating costs. Proceeds are sent either by mail or direct deposit (depending on the preference of the owner). Statements can be delivered by mail, email PDF, or published to an online owner portal real time. Northpoint is fully licensed, bonded, and insured.

-Asset Management & Expert Reporting-

Northpoint can provide detailed reports through our highly skilled and experienced senior managers. These include rental evaluations for specific properties; analyzing quantitative and qualitative measures. Other reports such as profit and loss forecasting, equity valuations, current and projected capitalization rate calculations, investment proformas, property tax assessment analyses, and virtually any other report, valuation, or analysis for a variety of real estate can be provided at competitive rates, quickly, and accurately.

Northpoint is fully equipped to handle real estate portfolio asset management for portfolios ranging from approximately \$10 to \$500 Million in real estate asset value. Please contact us at (888) 889.0081 to discuss your particular portfolio (<https://www.northpointam.com/assetmanagement.html>).

For more information, please visit our website at: www.northpointam.com