

Quality Property Management

Property Management that Works!

**Year In Review
2010**



Manager of the Year!

On Thursday, November 18, 2010 at the historic Crest Theatre in downtown Sacramento, The Rental Housing Association announced the premier of the Stellar Awards, an industry-based awards event designed to honor the rental housing industry's brightest stars. *The Stellar Awards* recognizes achievements in various aspects of the rental housing management profession, including leasing, management and maintenance.

QPM nominated Barbara Richard for the category of 100 or less units. Not only was Barbara a finalist, but she WON!!! Next year, we plan to nominate many people for a variety of categories. We expect to make a great showing!



Barbara Richard

"Property Management is one of my passions. I'm rewarded by ensuring my community stands out amongst all others. One example is organizing community events including BBQ's, Car Washes, Ice Cream Socials, Pizza Parties, Movie Nights and countless others. I have also implemented a Summer Lunch Program which

provides children with free healthy lunches during the entire summer. I know that my commitment to help people achieve a high quality of life benefits those we serve as well as our company. My strong desire to serve and mentor people has been fulfilled ten-fold in my position as Regional Property Manager."

Barbara Richard

"I have found Barbara to be an exceptional Manager. I would say that what has impressed me about her, beyond her general competence, is that she seems to really enjoy her job. She is always positive and plays things straight."

**Lyle Havens
Attorney at Law**

A Word from Gia and Anthony

"As Iron sharpens iron, so one man sharpens another."

Usually when you collaborate with others you win, they win, and the team wins. I am so very proud of the QPM team. I feel truly blessed to lead and collaborate with such hard working committed people sharing a common goal; to provide for our families and to serve each other and our communities.

I have told every one of you that I expect a lot; I expect you to live up to your potential. Thank you for proving me right!

~ **Gia Kramer
President**

"No one who ever gave it their best regretted it" **George Halas**

"A business that makes nothing but money is a poor kind of business."
Henry Ford

Our business isn't rental housing, it's service. Our service isn't providing four walls and a roof, it's providing a home. You provide safe, clean and affordable homes and genuinely care about the people that reside within those homes. That creates a community. You are the reason QPM is able to build communities and service the members of those communities better than any property management

company in our segment. You are QPM, and I am proud to serve you.
~ **Anthony Baimas
Director of Operations**

"Goodwill is the one and only asset that competition cannot undersell or destroy." **Marshall Field**

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"The Achievements of an organization are the results of the combined effort of each individual" *Vince Lombardi*

Regional Managers

Barbara Richard
Toni Iglesias

Property Managers

Adrian Richard Tricia Morrell
Monique Johnson Taleina Gasaway
Precious MCclain Tanisha Ball

Relief Managers

Tanisha
Starlett

Financial Team

Caryn, Traci and Johneen

Maintenance Supervisor

Ardul

Maintenance Staff

Antonio, Ardul, Bruno, Carlos, Chappo,
Gerry, Israel, James, Juan, and Sean

Property Patrol

Andre

Support Team

Lorna, Kristina, Amanda, Kelsey, Stephen



QPM 8 year club—Ardul and Caryn

Loyalty and Service

- **8 year club** Caryn, Ardul
- **5 year club** Traci, Barbara, Chappo
Andre
- **2 year club** Toni, Juan, Adrian,
Gerry, Antonio

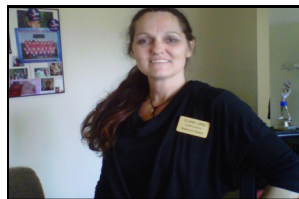
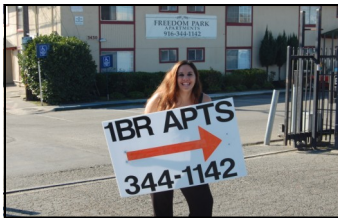
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Gerry,
Antonio

"Coming together is a beginning; staying together is progress, and working together is success" *Henry Ford*

Our Residents Get Involved

My name is Stacy Coit and I work olding a sign to attract renters. I have been doing this for the past year and even met my boyfriend of seven months while holding the sign. I think this is a great opportunity for me and I enjoy living at the complex



My name is Franklin Cano and I get to work for rent credit. It makes me feel like part of the team. In the summer months. I power-washed the grounds at the other properties. I greatly appreciate QPM for working with me and my family!

My name is Rebecca Abalos and I have been living here for 3 years. I have been working for the last two years cleaning apartments and helping with after hours property patrol. All the tenants come to me for help and someone to lean on. I recently joined the pest control task force. I love my job, and management too!!



Community Events

- QPM Bounce House
- Kids Free Lunch Program
- After School Snack Program
- Bingo



My daughter, Jessica the picture-talking elf, and I had fun bringing some of Santa's magic to the QPM properties this year. The true believers were able to have a chat with Santa and place a few simple requests of what they would like to receive on the big day. Even the older kids got their pictures taken and checked their status on the "Nice List" just in case.

Lots of smiling faces...that was the best part!

Caryn Rinaldi
QPM Bookkeeper



2010 Accomplishments . . . results with integrity

- Achieved an annual occupancy rate of 92.5%, a full 5% better than the “industry average!”
- QPM certified as an EPA Accredited Renovation Firm.
- ADA renovations and compliance.
- Barbara and Toni promoted to Regional Managers.
- Resident Exit Interview Program had 91% satisfaction rating.
- Property self inspection and repair program.
- Certified for self inspection by County of Sacramento (eliminating annual county lead inspections).
- Completed weekly “Secret Shopper” audits to ensure our customer service standards were being met.
- Aggressively modified several current systems and created industry-first solutions using a combination of innovation and technology.
- Partnered with Sacramento County to finalize our portion of the *Freedom Park Neighborhood Beautification Project* that will include street widening, sidewalk upgrades and overall curb appeal.
- Installed Vending machines at 5 properties to add convenience for our residents and produce revenue.
- Completed several capital improvement projects with our own staff resulting in significant savings—RG Roof, ADA, VGB compliance and many more.
- Created several new vendor relationships, and continued to strengthen our partnerships with other industry leaders such as: Clark Pest Control, Sherwin Williams, HD Supply, Sac Vending, NexGen, Sac Valley IT, TSM Landscape, Haven’s Law Firm, Amach Carpet Cleaning, Masters Carpets and Appliance, Majestic Pool Service, Clear Star Logistics, Bud’s Glass, Steve Dolim, Howe’s Company, McClatchy Insurance Agency, HB Towing, CBA and Waste Management.
- Established positive relationships with County of Sacramento and the City of Rancho Cordova Neighborhood Services.
- EPA Lead based paint renovation, repair and painting certified.
- Became an EPA Accredited Renovation Firm, Certification #NAT-68871-1
- Class IV Asbestos Awareness Certification.
- 3 California Certified Residential Manager graduates (CCRM).
- Anthony became part of the Instructors team for the Rental Housing Association of Sacramento.



Freedom Park

"We strive to provide a safe, comfortable living experience for all of our tenants and constantly work to improve the quality of our service" QPM

Community Outreach and Assistance

HPRP Homelessness Prevention, Lutheran Social Services, Turning Point
Greater Sacramento Urban League, Salvation Army, Volunteers of America

QPM has partnered with these and other agencies to offer quality housing for those in transition

“Support and Advocacy for people”



Harry Dowell and daughter Saphire-4yrs
HPRP Residents

- **HPRP Homelessness Prevention and Rapid Re-Housing** - Provides short term assistance for residents seeking permanent housing and long term stability
- **Turning Point Community Programs** – Offering a path to mental health with support and advocacy for people working to overcome the effects of mental illness
- **Lutheran Social Service** - Transitional and permanent housing programs provide support for individuals and families coming from homelessness, who often also live with mental health, alcohol and drug, and physical disabilities
- **Greater Sacramento Urban League** - A traditionally African American organization, assists all people in achieving self-sufficiency and equality. We accomplish our mission through direct service, advocacy and education, and collaborative partnerships
- **Volunteers of America** - A ministry of service that includes nearly 16,000 paid, professional employees dedicated to helping those in need rebuild their lives and reach their full potential
- **Salvation Army** - helping people thrive and achieve goals, and for those who choose to do so, live a spiritual life as a member of The Army

“Forging new paths”

The Bottom Line...

- We continue to achieve exceptional results in all market conditions by leveraging our foundation of industry relationships, experience, our history of community outreach, innovative systems, and our exceptionally devoted, well trained and tenured staff.
- We are uniquely positioned to not only acquire new business but ensure it is managed with the same tenacity and care that has made QPM successful for the last decade.



Rose Glen



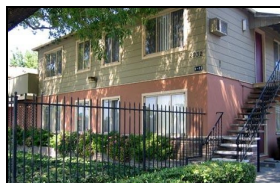
Gold Crossing



Gold Run



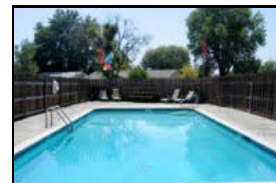
Parkway Townhomes



Alpine



Freedom Park



Taylor Terrace

