

UTOPIA MANAGEMENT

Southern California's Quality Property Management Company



Thank you for your interest in Utopia Management. Utopia Management is a full service professional property Management Company. Utopia's property management services include, managing Single Family Homes, Condos, Apartment Buildings, Commercial Buildings, Office Buildings and provide accounting services for Home Owner's Associations. By choosing Utopia's Property Management service, you will be getting a qualified and professional staff delivered by a Property Management company at one of the lowest rates in town.

Our goal at Utopia is to create and maintain the financial success of your property (ies), while freeing you from the day-to-day management tasks. Our quality property management services are consistently updated to meet the changing demands of the marketplace.

The enclosed packet includes an outline of our Management Services, Utopia's "Professional Management Agreement", a "What We Need From You" form, sample of an "Owner's Statement", "Cash Flow Report" and "Marketing Flyer".

A representative from Utopia will be calling you to discuss your property and schedule an appointment to personally meet with you at your property. If you would like to contact us, you may do so by calling our office. Please let the receptionist know that you are interested in speaking with someone regarding our quality property management services.

Sincerely,
Business Development Manager

UTOPIAMANAGEMENT.COM
(800) 294-4656



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UTOPIA MANAGEMENT

Outline of Management Services



Marketing

We create an extensive web presence for your rental property by placing your property on multiple rental websites. Beyond web traffic, we also use property signage and our dominant position in the rental management marketplace increases exposure for your rental property. As a result, we are able to consistently rent properties, priced at current market rates, to qualified tenants in approximately thirty days.

Tenant Screening

We only place the best possible tenants in your property. Our thorough screening process for rental applicants has consistently kept our eviction rate very low. Utopia® also provides our owners with the optional "Utopia Eviction Protection Program" for further piece of mind. Prospective tenant screening includes running industry-specific credit reports, verifying employment, income and previous rental history. We run credit reports on all applicants age 18 years or older. This report includes a search for prior evictions. We verify driver's licenses, social security cards and pay stubs as well as contact their prior landlords for confirmation that they have been good tenants in the past. As a management company, we have many procedures to eliminate problem tenants prior to ever renting to them. Placing the right tenant is the single most important step in the process.

Management

Your property will be assigned a management team that specializes in your property's area. Having a manager with specific market knowledge is extremely valuable in assessing rents and knowing local market trends. Your assigned management team will offer suggestions to make your property rent-ready, or to enhance the appeal of your property. If your property is not currently in rent ready condition, your management team can help you with this process to ease the transition into management. Our managers have years of industry specific experience and have a wide array of procedures to shield owners from unnecessary liability and help tenants feel they are being well looked after.

Maintenance

Utopia is very flexible with regards to maintenance. We outsource much of your property's maintenance needs to a preferred list of vendors, some of which we have been using for over fifteen years. This relationship and purchasing power helps Utopia's clients get a better than market price for most of the work that is requested. Utopia completes work through our own maintenance technicians when that work is difficult to outsource or when we feel we can complete the work at a lower price than an outside vendor.

Accounting

Our accounting department provides owners with monthly financial statements confidentially posted to your own web portal. The monthly statement includes all financial activity and copies of the bills we paid on your behalf. This same report also has year to date information, so your December statement has all of your annual figures for tax purposes. If you ever have questions regarding your statement, you can contact one of our helpful accounting staff members.

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Commercial and Office Buildings



Utopia Management® manages office buildings and commercial properties of all sizes throughout Southern California. The fee for our full-service management ranges from 2% to 7% of collected revenues, depending on size and complexity of management.

We offer complete and comprehensive management services, which allow our clients to live and work around the world with confidence in Utopia's management expertise. Our full service management includes rent collection, rental surveys, tenant screening and leasing, property maintenance coordination, property inspections, financial record keeping, bill paying, lease provision enforcement and tenant access to 24-hour emergency service. Utopia's expert legal counsel advises and updates us regularly regarding Landlord-Tenant Laws. Utopia's marketing program, combined with our dominant position in the management marketplace, increases rental traffic for your office building or commercial property. As a result, we are able to consistently rent properties, priced at current market rates, to qualified tenants. The first step Utopia takes with potential new owners is scheduling a property evaluation meeting. We normally do a property review (or "walk-through") and evaluation prior to meeting with you. This property review helps to give us a good understanding of your property's needs. At the initial meeting, we will identify owner expectations and establish what services Utopia Management will provide. Further, this meeting will help to identify existing problems, act as a forum to discuss potential solutions, answer your questions and concerns, and establish goals for your property.

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Owners Statement

John and Mary Smith

2409 Homesite Drive
San Diego, CA 92139

Properties: Danjur Luxury Towers

1669 Danjur Street
San Diego, CA 92129

Date	Payee/Payer	Type	Reference	Description	Income	Expense	Balance
				Beginning Cash Balance as of 4/1/2014			15,500.00
4/1/2014	Tenant ABC	Receipt	197	01-Rent	6,525.00		22,025.00
4/1/2014	Tenant DEF	ACH receipt	AZMI-ZWEO	02-Rent	6,250.00		28,275.00
4/1/2014	Tenant GHI	Receipt	L58H-JI32	03-Rent	5,320.00		33,595.00
4/2/2014	Tenant JKL	ACH receipt	200	04-Rent	6,840.00		40,435.00
4/3/2014	Tenant MNO	Receipt	L58H-JI32	05-Rent	4,350.00		44,785.00
4/3/2014	Tenant PQR	ACH receipt	300	06-Rent	3,501.00		48,286.00
4/3/2014	Super Clean Vending	Receipt	42014	Laundry machine collection	329.00		48,615.00
4/1/2014	Farmers Insurance Exchange	Check	20535	Insurance Prop & Per		388.00	48,227.00
4/10/2014	Helix Water District	Check	20538	Water & Sewer		446.00	47,781.00
4/1/2014	Waste Management	Check	20542	Trash		446.00	47,335.00
4/8/2014	Utopia Management Inc.	Check	20552	Maintenance		564.00	46,771.00
4/10/2014	Wall to Wall	Check	20565	Cleaning		475.00	46,296.00
4/10/2014	Las Palmas Gardening	Check	20566	March Service		395.00	45,901.00
4/10/2014	Gas & Electric	Check	20570	02/28/14 - 03/31/14		1,252.00	44,649.00
4/11/2014	Bill Howe HVAC	Check	20573	A/C & Heat Repair		1,087.00	43,562.00
4/11/2014	Mitsubishi	Check	20574	Elevator Repair		734.00	42,828.00
4/11/2014	Jimmy John Pool	Check	20575	Pool		461.00	42,367.00
4/16/2014	Service Master	Check	20580	Carpet Cleaning		869.00	41,498.00
4/16/2014	Affordable Carpet	Check	20582	Floor Coverings		352.00	41,146.00
4/17/2014	Coles Painting	Check	20584	Painting		420.00	40,726.00
4/17/2014	Aztec Appliance	Check	20585	Appliance		973.00	39,753.00
4/15/2014	Home Depot	Check	20586	Maintenance Supplies		440.00	39,313.00
4/15/2014	Home Depot Western	Check	20586	Maintenance Supplies		446.00	38,867.00
4/15/2014	Western Exterminator Co.	Check	20592	Pest Control - March Service		95.00	38,772.00
4/15/2014	Utopia Management Inc.	Check	20593	Mgr/Onsite Payroll & Taxes		585.00	38,187.00
4/20/2014	Utopia Management Inc.	Check	20594	Advertising		100.00	38,087.00
4/20/2014	Utopia Management Inc.	Check	20595	Management		1,311.00	36,776.00
				Plumbing - Maintenance Tenant Reported - Cracked window - bathtub is leaking water			
4/17/2014	Utopia Plumbing & Electrical	Check	20598	LM for tenant inquiring about the cracked window - cause? what window and tub leak - faucet? shower head? or leaking on the floor? MT WO limit \$300		117.00	36,659.00

Total

33,115.00 11,956.00

Property Cash Summary

Required Reserves

15,500.00

Prepaid Rent for Future Rent

8,196.00

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Cash Flow Statement

UTOPIA PROPERTY MANAGEMENT

Properties: Danjur Luxury Towers - 1669 Danjur Street, San Diego, CA 92129

Date Range: 01/01/2014 - 04/21/2014

Accounting Basis: Cash

Account Name	Selected Period	% of Selected Period	Fiscal Year To Date	% of Fiscal Year To Date
Operating Income & Expense				
Income				
Rent	32,786.00	99.00	130,446.00	99.00
Laundry Income	329.00	1.00	1,321.00	1.00
Total Rent Income	33,115.00	100.00	131,767.00	100.00
Total Operating Income	33,115.00	100.00	131,767.00	100.00
Expense				
Utopia Maintenance	564.00	2.00	2,917.00	3.00
Utopia Plumbing and Electric	117.00	0.05	420.00	1.00
A/C & Heat Repair	1,087.00	3.00	8,898.00	2.00
Elevator Service	734.00	2.00	734.00	1.00
Fire Equip	0	0.00	678.00	1.00
Gardening	395.00	1.00	2,175.00	2.00
Insurance Prop & Per	388.00	1.00	1,164.00	1.00
Management	1,311.00	4.00	3,477.00	4.00
Cleaning	475.00	1.00	870.00	1.00
Floor Coverings	352.00	1.00	1,380.00	1.00
Painting	420.00	1.00	1,380.00	1.00
Carpet Cleaning	869.00	3.00	1,153.00	1.00
Pool	461.00	1.00	1,971.00	2.00
Gas & Electric	1,252.00	4.00	4,730.00	3.00
Water & Sewer	446.00	1.00	1,338.00	1.00
Appliance	973.00	2.00	3,325.00	2.00
Trash	446.00	1.00	2,608.00	2.00
Pest Control	95.00	0.50	380.00	0.50
Advertising	100.00	0.01	300.00	0.01
Maintenance Supplies	886.00	3.00	3,133.00	2.00
Mgr/Onsite Payroll & Taxes	585.00	2.00	2,574.00	2.00
Total Operating Expense	11,956.00	33.56	45,605.00	33.51
NOI - Net Operating Income	21,159.00	66.44	86,162.00	66.49
Total Income	33,115.00	100.00	131,767.00	100.00
Total Expense	11,956.00	33.56	45,605.00	33.51
Net Income	21,159.00	66.44	86,162.00	66.49
Cash Flow				
Cash Flow	21,159.00		86,162.00	
Beginning Cash	15,500.00		15,500.00	
Beginning Cash + Cash Flow	36,659.00		101,662.00	
Actual Ending Cash	15,500.00		15,500.00	

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UTOPIA MANAGEMENT

How to Get Started



HOW TO GET STARTED AND WHAT WE WILL NEED FROM YOU !

- ☐ 1. **Executed Management Agreement.** Complete Online, Scan/Email or Fax Management Agreement as follows: Initial each page bottom R corner, Complete and Sign last page of Agreement. (Online at www.UtopiaManagement.com).
- Upon receipt, we will **Schedule an Appointment** to:
- a) **Take photos** of your property and amenities for Internet advertising;
 - b) **Install a Utopia Lockbox** with 1 set of property keys and install professional 'For Lease' sign on the property;
 - c) **Complete a Property Profile**, including property features, amenities, complex and/or area features i.e. schools, parks, shopping for our file and ads.
- ☐ 2. Within 7—10 days, please Fax or E-mail these to us for Lease Attachment and Enforcement:
- a) **Copy of Home Owner Association (HOA) Rules & Regulations** (if applicable)
 - b) A copy of **HOA's Tenant Registration Form** (if required by HOA Management Co);
 - c) **Name & telephone number of HOA Management Company and Manager.**
- ☐ 3. **Keys , Remotes, and Security Cards are needed for:**
- | | | |
|-------------------------------------|---|---|
| <i>All Doors</i> | <i>Mailbox</i> | <i>Swimming Pool / Amenities</i> |
| <i>Laundry</i> | <i>Storage</i> | <i>Garage Remotes & Coded Entry</i> |
| <i>Gate Card & Access Codes</i> | <i>Parking Permits & Assigned Space Numbers</i> | |
- ☐ 4. **Home Warranty, Vendor Contracts/Services:** Please provide copies and telephone numbers for service on Home Warranty or any other appliance under warranty. Please provide a list of names and telephone numbers for all other contractual service providers (i.e. gardener, pest service contractor, propane provider, laundry service provider).
- ☐ 5. **Property Insurance:** Utopia's insurance professional, Kaitlin Carroll, will contact you shortly with your property's insurance requirements. Here is his contact information.
- Kaitlin Carroll
Utopia Management Insurance Services
Direct: (858) 836-2738
Fax (858) 836-2739
Email: insurance@utopiamanagement.com
- ☐ 6. **Smoke Detectors & Carbon Monoxide Detectors:** are required by law to be installed within the Rental Property prior to rental. Utopia will advise, and quote installation cost if needed.
- ☐ 7. **Current Rental Files** (if applicable): A complete copy of tenant files, including rental agreements, relevant or pertinent documentation//correspondence i.e. tenants credit applications, notices sent to/or served upon tenants, file notes, and current rent roll on multiple units.
- ☐ 8. **Optional Payments:** You may request Utopia make recurring payments (i.e. mortgage, Insurance, or HOA fees) from rent proceeds. Upon approval, they will be reflected on your monthly stmt. Please provide one copy of invoice/statement for each payment upon sign-up.

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