

To Whom It May Concern:

In March 2006, I purchased a small commercial complex consisting of twelve (12) residential rental units. I signed up for Property Management with the rental department of the company that our sales agent was affiliated with. Unfortunately, this relationship was financially disastrous for me, as the property was not properly maintained in spite of the fact that the monthly repair/upkeep costs were extremely high every month. Since this was my first experience owning rental units, I had no idea what the costs should be. The units were empty for months at a time and I finally discovered that the Management Company was not making much effort to rent the empty units, nor were they advertising the vacancies.

In December 2009, I signed up with Ben Tubbs at Hendricks Enterprises. When Ben took over, there were only 4 units rented (8 vacant!). Ben quickly resolved the vacancies issues. Today, Ben consistently runs 100% occupancy with usually not more than a month vacancy for a tenant turnover. Ben has his own maintenance staff, which is capable of handling most repairs, lock changes, and all minor problems. This constitutes a **huge** savings on pest control and maintenance costs.

Looking back, if I had not changed management companies and hired Ben Tubbs, I would have lost the property, as it was costing so much "out of pocket" each month! Not only did Ben turn a financial drain into a monthly pension for me, he is so pleasant to work with! In addition, his office receptionist, Alice, is also extremely helpful and friendly.

Today, my property is in very good condition with happy tenants. I receive a detailed monthly report and there is no stress on my end whatsoever. It's been a WIN WIN decision!!! I am very pleased with the service and professionalism of Ben and his staff, and I highly recommend him to anyone seeking a professional, competent Property Management firm.

Sincerely,

M. Lorraine Smith
March 24, 2015