



May 23, 2005

Dear Valued Resident,

As you may already be aware, **Aggie Properties, LLC** has recently taken over the management of either the property you currently live in, or the one that you will be renting in the future. Please note that the ownership of your property has not changed, but we simply split up some of the management responsibilities with Campus Renter Center. We wanted to take this opportunity to formally introduce ourselves and provide you with some additional information about our company. **Please take a few moments to carefully read and understand this letter, as the information within is very important.**

First, let us welcome you to the Aggie Properties family. We are a relatively new division of **Hiwan 100, LLC**, a well-established property management company that has been serving Fort Collins for almost 10 years. **Aggie Properties, LLC** was formed following some internal reorganization with your previous property manager, Campus Renter Center, and since all of our staff was previously involved with that company as well, you will likely notice only a few positive changes. The principals of our company have extensive real estate and property management backgrounds, and most were even CSU students at one time or another. We look forward to the opportunity to work with you going forward, and want to thank you in advance for all of your cooperation and understanding during this time of transition. We are working hard to make this as seamless as possible for you.

Please find enclosed a copy of your June 2005 "Rent Statement" if you are a current resident, or a copy of your future "Rent Statement" if you have not moved in yet. We will generally mail these statements to you at your property address between the 20th and 25th of each month, as your rent is due on or before the 1st of the following month to avoid a late charge. You should note that all security deposits and leases have been transferred to **Aggie Properties, LLC**. If for some reason you notice a discrepancy when reviewing your Rent Statement, please notify our office immediately. Great efforts have been made to insure the accuracy of these statements, but minor errors could still happen. We will gladly work with you to make any necessary corrections.

If you have any past due balance owed to JBM Properties, LLC d/b/a Campus Renter Center, or if you get billed for utility charges in arrears, you will also find enclosed a "Rent Statement" with a detail of such costs that are still due to this entity. Please send your payment for these separate statements directly to JBM Properties, LLC at the address provided. Any utility bill-backs with even a portion of the usage on or before 5/31/2005 will be billed to you by JBM; all utility bill-backs where all usage is for 6/1/2005 and after will appear on the monthly statements from **Aggie Properties, LLC**. If this situation applies to you, it is possible that you will receive 2 rent statements for the next couple of months, one being from JBM Properties, LLC for past charges and the other being from **Aggie Properties, LLC** for current charges. Once your account with JBM Properties, LLC has been paid in full, you will no longer receive such statements.

After many years of experience and input from our residents, we have setup a unique and efficient process for you to pay your monthly rent and any other account charges. **Instead of delivering or mailing your payment to our offices each month, we have established a special checking account at 1st National Bank in Fort Collins for you to directly deposit your payments using the enclosed deposit slip.** We ask that you please use this process for all payments made after 5/25/2005. A couple of important notes about making your bank deposits:

(over, please)

1. You may use any of the 8 local branches for **1st National Bank** to do this. They even have a location inside the Lory Student Center on the CSU campus. Visit www.1stNationalBank.com for a list of other locations and directions.
2. If you are writing a check, please make it payable to the name listed at the top of your “Rent Statement,” and **NOT** to Aggie Properties, LLC, as we are just the management company. Also, be sure to use the deposit slip enclosed with your statement each month so it is properly credited. If you misplace this, or do not receive it, you can fill out a manual deposit slip at the bank using the account number from a previous “Rent Statement.”
3. **VERY IMPORTANT:** As noted on your “Rent Statement,” please be sure to “round up” the “cents” amount of your total payment to match your property number, as is listed at the top of the statement. For example, if the “Amount Due” shows “\$575.23” and your property number is “62,” then you would actually make your deposit for “\$575.62.” Of course you get credit for the extra few cents that you deposit, but by doing this we can uniquely identify your deposit from the other residents; even a minor error of \$.01 would credit another resident’s account accidentally. Please pay special attention to this when making your deposit.

For the most prompt and efficient response to your needs, please note that our preferred method of communication is via email. Our email address is Rentals@AggieProperties.com, and this is checked continually throughout the day. We are of course available to you via telephone 24x7x365 for any emergencies at **(970) 212-RENT**. Since we spend much of our time out in the field working with our current residents and showing property to prospective ones, we kindly ask that all office visits be by appointment only to insure that the proper person is available to meet with you. We very much realize that we are in a customer service business and will gladly setup a time to meet with you personally, either at our place or yours, but we respectfully ask that you help us be able to provide personalized attention to everyone by scheduling all deliveries, visits and appointments in advance.

In closing, we would like to reiterate our interest in working with you in the future, and we hope to have the opportunity to get to know each one of you personally over the coming year. As always, we welcome any comments or feedback as to how we can improve our service to you. Please also remember that you can earn a **REFERRAL BONUS** when your friends rent from us; simply ask them to mention your name when they call or email and you will get a special gift plus a rent discount as our way of saying thanks. Have a terrific summer and please contact us whenever we can offer any assistance!

Sincerely,

Dan Urquhart
Assistant Property Manager

Braun Mincher
Property Manager

P.S. If you have not moved into your property yet, we are mailing this letter and a copy of your future rent statement to the “permanent” address(s) that we have on file. Once your lease begins, we will start sending the monthly Rent Statements to your property address only. Please note that your first month of rent plus any remaining security deposits must be paid prior to keys being issued. Please contact us over the summer to schedule your move-in appointment for the fall. Thank you.