



GRIFFIS  BLESSING

# Multifamily Services Group – Qualifications Packet

Submitted By:

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Multifamily Services Group

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President and C.O.O.  
Property Services Group

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# Table of Contents

- About Griffis / Blessing
  - Company Profile
  - Core Values
  - Company Principles
- Core Services Overview
  - Rental Website
  - Corporate Website
  - Insurance & Taxes
  - Technology
  - Accounting
  - Construction Services
  - Human Resources
  - Emergency / Crisis Response
- Personnel Overview
  - Organizational Chart
  - Resumes
  - Performance Detail
  - Professional Credentials
  - References
- Current Management Projects



# Company Profile

For more than a quarter of a century, Griffis/Blessing, Inc. has earned the confidence of private and institutional investors for its performance as a real estate services firm. The company incorporates the latest technology with a broad range of customized management services designed to enhance the value of its clients' assets.

Founded in 1985 and headquartered in Colorado Springs, Colorado, Griffis/Blessing specializes in **Class A, B, & C** communities, and currently has **37 apartment communities under management, totaling over 6,900 apartment units.**

Since 1995, Griffis/Blessing has held the **Accredited Management Organization (AMO®)** designation from the Institute of Real Estate Management. The AMO® accreditation recognizes excellence among real estate management firms. Only those firms that achieve the highest level of performance, experience and financial stability and that have a **Certified Property Manager (CPM®)** in an executive position can earn the AMO® credential. Only six percent of all management companies in the United States are accepted into the AMO® program, and Griffis/Blessing is the only AMO® headquartered in Colorado Springs.

Griffis/Blessing has been involved in virtually every aspect of commercial real estate over its history. In its earliest years the firm specialized in multifamily services, and later expanded its expertise to include office, medical, retail, industrial and corporate and government properties. In 2013, **Griffis/Blessing was named "Best Real Estate Management Company" by the Colorado Springs Business Journal for the eighth consecutive year.**

Today the company has grown to 250 employees, and manages assets valued in excess of \$800 million for numerous private and institutional owners.





# Company Profile



- Our People
  - Griffis/Blessing is a company of great integrity, made up of responsible individuals. Our relationships with clients, customers, and employees are based on honesty, fairness, and trust.
- Our Mission
  - Partnering with our clients to add value and create opportunities through excellence in real estate services and management.
- Core Values
  - Hard Work
  - Integrity
  - Financial Stewardship
  - Innovation and Creativity
- Our Objectives
  - To secure and provide the greatest net return possible over the life of your asset.
  - To preserve and safeguard your capital asset.
  - To enhance the value of real estate through skillful management and long term planning.



# Company Principles

- Long-Term Relationships
  - In an industry where success has traditionally been measured by the size or profitability of a single transaction, Griffis/Blessing believes that the financial needs of our clients – as well as the firm's own economic vitality -- are better served by creating and sustaining long term relationships.
- Professional Competence
  - The ability to support these relationships and serve clients effectively is determined by the competence and experience of the firm's professionals. Griffis/Blessing believes that the principal contributor to its clients' and its own success is its ability to attract and train exceptional employees.
- Specialization
  - While many other firms' management divisions are considered loss leaders to the brokerage division, Griffis/Blessing's primary business is property management. All of our resources and training are geared toward offering the best service in the industry.
- Teamwork
  - With more than 250 employees and a large base of sub-contractors, we have a reservoir of experience and ability from which to draw. Since the complexity of virtually all the firm's engagements requires expertise in multiple real estate disciplines, Griffis/Blessing uses a team approach to solving problems and maximizing the value of its clients' real estate.





# Core Services Overview

Griffis/Blessing, Inc. has earned the confidence of family, private and institutional investors for its performance as a real estate manager and advisor. The company offers an array of services, backed by the resources and experience of a team of the industry's finest leaders, to provide turnkey real estate management solutions for any property situation.

- Advantages of Hiring Griffis/Blessing
  - Investment focused and performance driven
  - Flexible financial and operational reporting tailored to owner's request; secure and available online
  - Comprehensive multifamily market knowledge along the Front Range
  - Extensive experience in capital rehabilitation lead by a Licensed General Contractor
  - National level purchasing power
  - Finance Services Group led by our CFO, a CPA
  - Senior Staff Involvement
  - Investment Underwriting
  - Preventative Maintenance programs
  - Software Utilized: OneSite™, OpsTechnology™, Yieldstar™, RealPage™ and Vaultware™
  - Accredited Management Organization (AMO®) since 1995
  - Dedicated Certified Property Managers (CPM®) with a combined 125 years of multifamily experience



# Core Services Overview

- Staffing & Training

- Griffis/Blessing is always recruiting the best people in the market to be a part of our team. Our reputation allows us to attract and retain the best and the brightest. We are a people-focused organization which is reflected in the longevity of our staff. The average tenure of a Property Manager with Griffis/Blessing is seven years. Additionally, the average tenure of Griffis/Blessing's senior staff is 14 years.
- Griffis/Blessing provides regular training to the site staff in the following areas:

- Leadership
- Sales and Marketing
- Budgeting
- Rental and Management Policies
- Maintenance Policies
- Showmanship
- Telephone Calls
- Internet Inquiries
- Greet and Qualify
- The Sales Tour
- Overcoming Objections
- Federal Fair Housing
- Americans with Disabilities Act
- Soldier and Sailors Civil Relief Act
- Rent Increase Philosophy
- Handling Renewal Objections
- Amenity Pricing
- Reporting: Weekly, Monthly and Annually
- Internet Marketing
- Hands on Maintenance
- Delinquent Rent Procedures
- Social Media
- New Vendor Requirements
- Contracts – Vendor Requirements
- Outreach Marketing
- Resident Retention
- Surveys - Resident and Service
- Required Record Keeping





# Core Services Overview

- Marketing

- Griffis/Blessing produces a variety of marketing materials which can be custom designed to meet the property's needs. Griffis/Blessing, with the help of our service providers, will also develop property web pages, mobile websites, and internet ads specific to the property, posting the information on the applicable web sites. See specific list of marketing capabilities below:

- Website Design / Optimization / Navigation
- Mobile Websites
- Community Marketing Programs
- Leads–Call Centers
- Sign Packages
- Volume Discounts
- Brochure / Ad / Flyer / Banner Design

- Rental Website

- Griffis/Blessing's websites have developed into well-traveled sites offering many services.
- In 2013, a high percentage of our rental traffic was traced to GBREnts.com.

- Corporate Website

- A special section of the [www.gb85.com](http://www.gb85.com) website is devoted solely to clients and investors enabling them to view the latest monthly narrative and financial trend information regarding a specific property.
- Each client's portfolio is password protected, allowing only the owner of the investment to view the confidential information.
- The site offers useful resources to clients and investors as well as to anyone interested in learning more about Griffis/Blessing.





# Core Services Overview

- Insurance & Taxes
  - Griffis/Blessing will review with the owner the insurance coverage for each property.
  - At the owner's request, Griffis/Blessing will investigate the possibility of providing coverage under an umbrella policy maintained by Griffis/Blessing, and an analysis of the results will enable the owner to get the best coverage for the best price.
  - Griffis/Blessing will advise the owner as to the status of the real estate taxes, the assessment and mill levy and make the appropriate recommendations based on these findings.
  - Depending on a variety of circumstances, Griffis/Blessing may, with the owner's approval, appeal the valuations or select an outside company to provide this service.
- Technology
  - The site will operate under the web-based OneSite® program utilizing the following segments: Leasing and Rents, Facilities, Payments, Screening, Learning, Ops Technology, and Accounting.
  - LeaseStar® with Lead2Lease which is a full-circle management tool that helps leasing agents convert more leads into lease and Marketing Center which allows managers to oversee reputation management, post to craigslist and check key metrics
  - Inspection software is used for unit turns, site inspections, due diligence, and budget preparation.
  - Revenue Management – YieldStar® is available and will be assessed for use with ownership.
  - If appropriate, Crossfire systems (call center) will be implemented for 24/7/365 live connection.
  - Leasing Offices will be equipped with high speed Internet, fax/copy/scan machine, computers, printers and communication devices.
  - WelcomeHome Resident Portal allows residents to pay rent online, access community calendars, submit work orders, access message boards, etc.



# Core Services Overview

- Accounting
  - Griffis/Blessing utilizes OneSite Accounting™ software for financial and accounting management, a widely utilized real estate software system used extensively in multifamily real estate management. Employees are connected to the system via the web, providing instant access to key accounting and management data ensuring timely sharing of critical data.
  - This sophisticated reporting system improves decision making by supplying management and owners with timely, accurate financial data. With the OneSite Accounting™ system, Griffis/Blessing has the ability to generate numerous accounting and management reports. The specific reports generated and the frequency of submission will be determined jointly with the owner during start-up activities.
  - Comprehensive financial reports to owner each month include:
    - Balance Sheet
    - Cash Flow Statement
    - 12 Month Trailing Cash Flow
    - Annual Budget Proforma Tool
    - Cash Flow Budget Comparison Report
    - Expense Distribution Report
    - Detailed General Ledger





# Core Services Overview

- Construction Management
  - Griffis/Blessing's Senior Vice President of the Construction Services Group oversees tenant finish (commercial) and remodeling (multifamily). There is no job too small or too large for Griffis/Blessing's construction team. From supervision of a simple common area painting and re-carpeting job to ground-up construction, our construction professionals get the job done.
  - Our goal is to protect the building from substandard workmanship, safety violations, and liens. We provide a central point of contact, ensuring work in progress and any changes are performed in strict adherence to building standards.
  - Our construction services include:
    - Project organization and schedule
    - Initiation and supervision of bid process
    - Approvals, permits, and agency reviews
    - Construction bidding
    - Contract documents/process and flow
    - Space plan review
    - Change order control
    - Volume purchasing
    - Monthly reports
    - Cost engineering
    - Quality control
    - On-time delivery
    - Move-in coordination
    - Tenant improvements
    - ADA compliance
    - Remediation
    - Project close out
    - Warranty management
    - Planning
      - Due diligence
      - Reposition
      - Renovate and re-tenant
      - Occupancy forecast
      - Feasibility/Scenario modeling

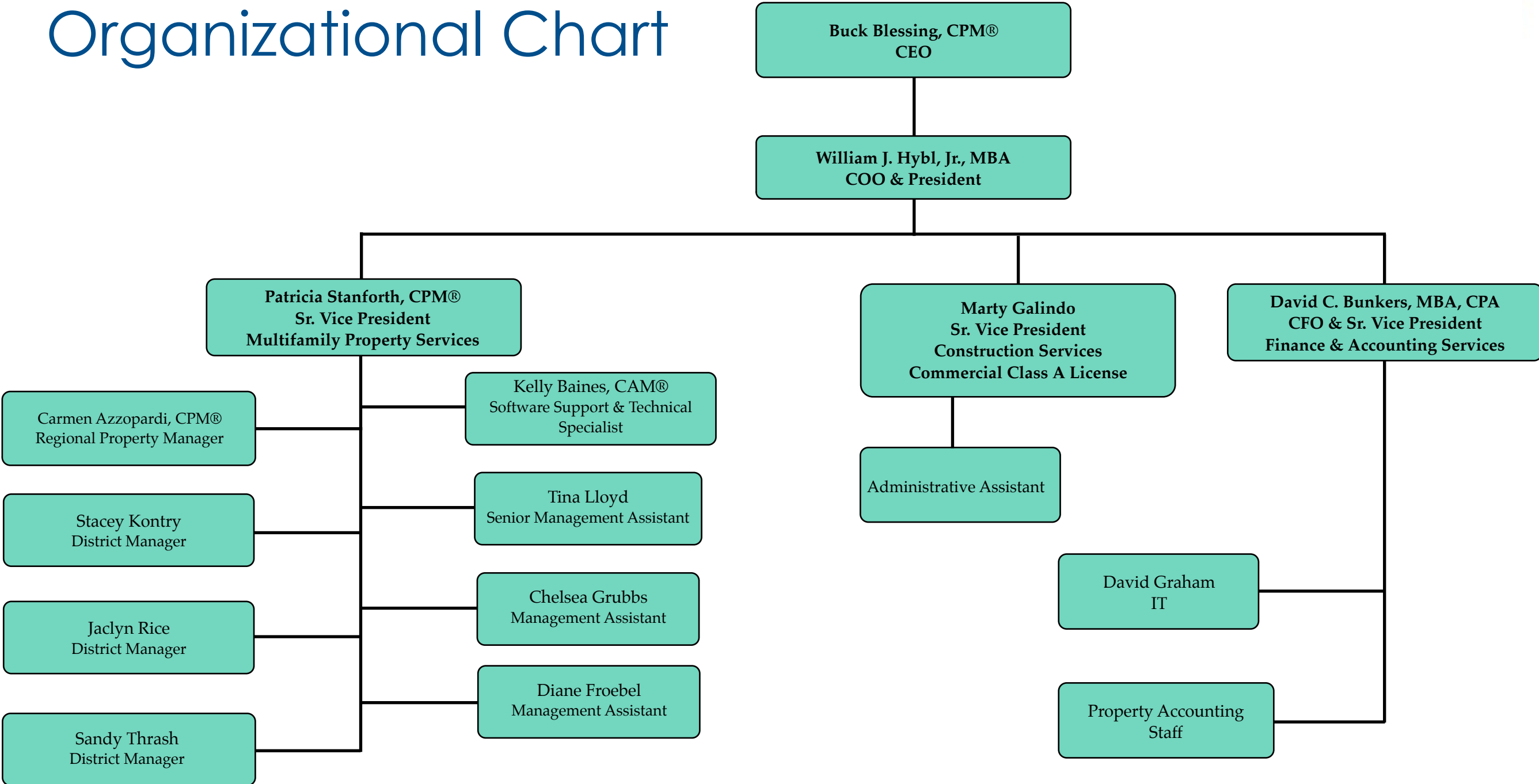


# Core Services Overview

- Human Resources
  - Griffis/Blessing, Inc. utilizes a Professional Employment Organization (PEO®) to handle its human resources. This expertise allows us to focus on our core business: property management.
  - Employment Practices
  - On-the-Job Practices
  - Compensation and Work Hours
  - Health and Safety
- Emergency / Crisis Response
  - Emergency and after-hours calls will be responded to immediately. All employees are versed in emergency procedures and notification protocol, and all sites have emergency procedure manuals. Griffis/Blessing employs a 24-hour service that is able to reach supervisory staff members within 30 minutes. All on-call personnel carry cell phones for quick response.
  - Procedures Include:
    - Emergency Evacuation Procedures
    - Severe Weather
    - Criminal Activities
    - Remediation
    - Public Relations
    - Utility Services Issues



# Organizational Chart



# Senior Staff



William J. Hybl Jr., MBA  
President and COO  
Property Services Group

Mr. Hybl joined Griffis/Blessing as an Associate Vice President in 1999. Since that time, Mr. Hybl has provided invaluable expertise in asset management, acquisition, development, due diligence and financial/market analysis for real estate investments. Since his promotion in 2006 to President and COO, Mr. Hybl has had direct responsibility for over nine million square feet of multifamily, office, industrial, and retail buildings whose market value totals more than \$800 million.



Pat Stanforth, CPM®  
Senior Vice President  
Multifamily Property Services

Ms. Stanforth oversees a portfolio of approximately 5,500 units (31 properties) along the Front Range working with her team. She is responsible for solicitation of new business; implements the takeover for 3rd party and internal investment groups through acquisition and/or management change. Works with the Software Analyst on the transition of software programs and training programs. Performs due diligence for new acquisitions, prepare budgets, assist in capital expenditure plans, monthly/quarterly reporting, and management of specialized property types.



Dave Bunkers, CPA, MBA  
CFO and Senior Vice President  
Accounting & Financial Services

Mr. Bunkers is Griffis/Blessing's CFO and Senior Vice President of Finance and Administration and is responsible for all aspects of financial tracking and reporting for the firm's corporate activities, affiliate companies, and over 100 properties located throughout Colorado. Mr. Bunkers has wide-ranging knowledge of accounting and brings over 20 years of diversified business experience to Griffis/Blessing. His managerial responsibilities include accounting, information and technology, human resource management, and purchasing.



Martin Galindo  
Senior Vice President  
Construction Services

Mr. Galindo is responsible for coordinating and overseeing all construction related aspects of Griffis/Blessing's real estate portfolio. In the past several years, he has successfully managed hundreds of capital improvement and tenant finish projects. Mr. Galindo has worked in the construction industry since 1970. He is a licensed Class A General Contractor, successfully passing the UBC and IBC code requirements. He also helped the Colorado Springs Apartment Association develop the Certified Apartment Maintenance Technician program (CAMT).





# Portfolio Managers



Carmen Azzopardi, CPM®  
Regional Property Manager  
Multifamily Property Services

As Regional Property Manager, Ms. Azzopardi is responsible for the operations of ownership portfolios in Colorado Springs. She works directly with the on-site managers to ensure owners' goals are met. In addition, she directs the operations and reporting of each property. Her background includes new startups of Class A communities and repositioning of assets.

Ms. Azzopardi earned the Certified Property Manager (CPM®) designation in 2010.



Stacey Kontry  
District Manager  
Multifamily Property Services

As District Manager, Ms. Kontry is responsible for overseeing the management and leasing of residential properties in Colorado Springs and Denver for third-party ownership groups. Her focus on income has resulted in increased income across her portfolio.

Ms. Kontry has extensive experience in all aspects of residential real estate marketing and operations, as well as budgeting, training, and policies and procedures, and holds a bachelors degree in English from Albion College.



Sandy Thrash  
District Manager  
Multifamily Property Services

Sandy Thrash has been in property management for the past twenty two years with increasing roles of responsibility. Ms. Thrash is currently the District Manager overseeing a portfolio of seven communities, all under varying degrees of renovation. Her knowledge of the day to day operations creates a good basis for taking a property from a non-performing state to improved operations in short order.



# Portfolio Managers



Jaclyn Rice  
District Manager  
Multifamily Property Services

Jaclyn's experience in the apartment industry began over eight years ago as a Leasing Consultant. Her determination and the support of her peers have been the prime impetus for the growth and success from property management to her most recent progression into the Assistant District Manager position with Griffis Blessing.

Ms. Rice oversees the five communities currently in the Denver portfolio,



Kelly Baines  
Assistant Portfolio Manager  
Multifamily Property Services

As Assistant Portfolio Manager, Ms. Baines is responsible for assisting Pat Stanforth in the day-to-day operations at sites. Her duties also include software reporting and maintenance. Ms. Baines provides insight for business decisions so conflicts between operations and software are avoided. She is a certified trainer for OneSite Leasing and Rents and leads quarterly trainings for new employees.

Ms. Baines completed her Bachelor's Degree in Accounting at Regis University in 2013.





# Professional Credentials

- **Accreditations / Certifications / Memberships**

- Griffis/Blessing's professionalism not only lies in the structure of the company and its personnel but also strengthens its position through participation in organizations, the encouragement of ongoing education for all employees resulting in various accreditations and certifications for the organization and the individual employee.

- We are proud to hold the following professional credentials:

- **Accreditations**

- Accredited Management Organization (AMO®)

- **Certifications**

- Certified Property Manager (CPM®)
- Real Property Administrator (RPA®)
- Certified Shopping Center Manager (CSM)
- Certified Commercial Investment Manager (CCIM)
- Certified Public Accountant (CPA)
- Certified Apartment Manager (CAM)
- National Apartment Leasing Professional (NALP)

- Certified Apartment Maintenance Technician (CAMT)

- Certified Apartment Maintenance Technician (CAMT - II)

- Contractor – Class A – Unlimited License

- EPA Lead Safe Certified Firm

- **Memberships**

- Apartment Association of Colorado Springs

- Apartment Association of Metro Denver

- Colorado Apartment Association

- National Apartment Association

- Institute of Real Estate Management – Chapter 53

- Better Business Bureau

- Chamber of Commerce

- Realtors Commercial Industrial Society (RCIS)

- International Council of Shopping Centers (ICSC)

- National Association of Realtors

- Pikes Peak Association of Realtors

- Colorado Society of Certified Public Accountants

- American Institute of Certified Public Accountants

- Young Presidents' Organization



# Professional References

- Accounting

Eric Ryan  
Stockman, Kast, Ryan  
102 N. Cascade Avenue, Suite 450  
Colorado Springs, CO 80903  
(719) 630-1186

- Business

Steven D. Bell  
Bell Partners, Inc.  
823 North Elm Street, Suite 200  
Greensboro, NC 27402  
(336) 272-7196

- Financial

Roland Laning  
US Bank  
6 S. Tejon Street, Suite 300  
Colorado Springs, CO 80903  
(719) 630-4337

- Insurance

Denny Weber  
Wells Fargo Insurance  
5775 Mark Dabling Boulevard  
Colorado Springs, CO 80919  
(719) 592-1177

- Legal

Gilbert G. Weiskopf  
Gilbert G. Weiskopf, LLC  
102 N. Cascade Avenue, Suite 620  
Colorado Springs, CO 80903  
(719) 389-0305





# Client References



Mr. Mark Polite  
Seagate Properties  
980 Fifth Avenue  
San Rafael, CA 94901  
(415) 455-0300

Mr. Paul Sexton  
Aspen Pointe™, Inc.  
525 N Cascade Ave, 1st Floor  
Colorado Springs, CO 80903  
(719) 572-6154

Mr. Bill Judson  
Judson Realty LLC  
145 East 57th Street  
New York, NY 10022  
(212) 974-1900

Ms. Jane Netzorg  
5779 Green Oaks Drive  
Littleton, CO 80121  
(303) 798-5905

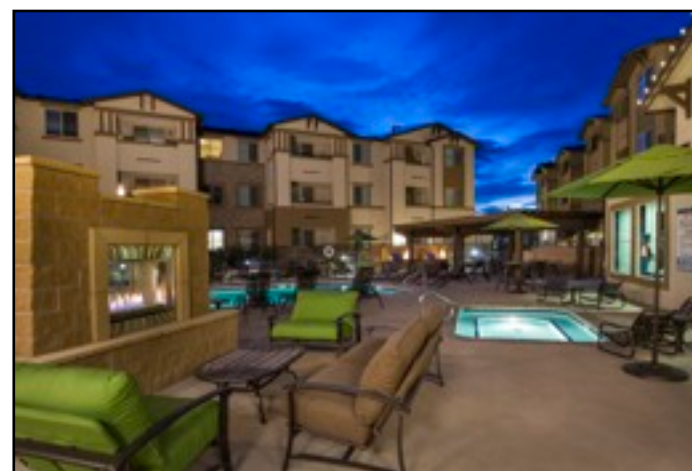


# Comparable Management Projects

## Class A – Colorado Springs



Creekside at Palmer Park  
1050 Cascade Creek View, Colorado Springs  
328 Units

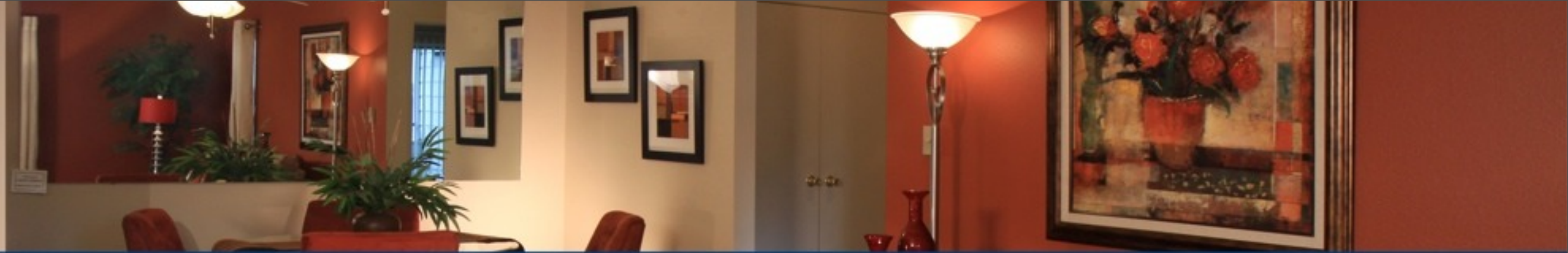


Encore at First and Main  
6102 Olmstead Point, Colorado Springs  
315 Units



Encore at Rockrimmon  
5824 Walsh Point, Colorado Springs  
260 Units





# Comparable Management Projects

## Class A – Colorado Springs

GRIFFIS  BLESSING



Mesa Ridge  
7765 Pitcher Road, Fountain  
240 Units



The Preserve at Hidden Creek  
5910 Vista Ridge Point, Colorado Springs  
240 Units



Willows at Printers Parkway  
2205 Willow Tree Grove, Colorado Springs  
220 Units





# Comparable Management Projects

## Class B – Colorado Springs



Bonterra Lakeside  
890 Quail Lake Circle, Colorado Springs  
156 Units



Cascade Park  
624 North Cascade, Colorado Springs  
77 Units



Clearview  
4840 Manzana Drive, Colorado Springs  
138 Units



Cobblestone Ridge  
4125 Pebbleridge Circle, Colorado Springs  
208 Units





# Current Management Projects

## Class B - Colorado Springs



The Hills

2570 East Cache La Poudre, Colorado Springs  
100 Units



Sienna Place Apartments

850 E. Cheyenne Road, Colorado Springs  
312 Units



The Signature at Promontory Point

380 N. Limit Street, Colorado Springs  
93 Units



# Comparable Management Projects



## Class A – Greater Denver Area



Belmar Villas  
700 South Reed Court, Lakewood  
318 Units



The Dakota at Governor's Ranch  
9097 W. Cross Drive, Littleton  
246 Units



Newport Village  
8901 Colorado Boulevard, Thornton  
220 Units



Willow Run Village  
12621 Zuni Street, Broomfield  
216 Units





# List of Properties

- Altamira Apartments  
2210 Skyview Lane  
Colorado Springs, 80904
- Alturas at Bell Tower  
1145 Bell Tower Heights  
Colorado Springs, 80916
- Belmar Villas  
700 S. Reed Court  
Lakewood, 80226
- Bonterra Lakeside  
890 Quail Lake Circle  
Colorado Springs, 80906
- Boulder Creek  
5713 N. Garrett Street  
Boise, ID 83714
- Boulder Crescent  
30 Boulder Crescent  
Colorado Springs, 80903
- Cascade Park  
624 N. Cascade Ave #45  
Colorado Springs, 80903
- Clearview Apartments  
4840 Manzana Drive  
Colorado Springs, 80911
- Cobblestone Ridge  
4125 Pebbleridge Circle  
Colorado Springs, 80906
- Copper Chase  
2041 Southgate Road #74  
Colorado Springs, 80906
- Creekside at Palmer Park  
1350 Cascade Creek View  
Colorado Springs, 80915
- The Dakota at Governor's Ranch  
9097 West Cross Street  
Littleton, 80123
- Encore at First and Main  
6102 Olmstead Point  
Colorado Springs, 80922
- Encore at Rockrimmon  
5824 Walsh Point  
Colorado Springs, 80919
- Encore at Rockrimmon  
5520 Woodmen Ridge View  
Colorado Springs, 80923
- Esperanza Village  
158 Coleridge  
Colorado Springs, 80909
- Fillmore Ridge  
3210 N. Chestnut Street  
Colorado Springs, 80907
- The Flats at Creekside Park  
5901 Pierce Street  
Arvada, 80003



## List of Properties (continued)

- The Flats at Sky Village  
10364 W. 58th Street  
Arvada, 80004
- The Hills  
2570 E. Cache La Poudre  
Colorado Springs, 80909
- The Landing at Lake Harbor  
3304 N. Lake Harbor Lane  
Boise, ID 83703
- Mesa Ridge  
7765 Pitcher Road  
Fountain, 80817
- Newport Village  
8901 Colorado Blvd  
Thornton, 80229
- Palmer Park  
1304 San Miguel Street  
Colorado Springs, 80909
- Owyhee Flats  
1161 W. Main Street  
Boise, ID 83702
- The Preserve at Hidden Creek  
5910 Vista Ridge Point  
Colorado Springs, 80918
- The Reserve at Oak Park  
6449 Miller Street  
Arvada, 80004
- RidgePointe at Gleneagle  
13631 Shepard Heights  
Colorado Springs, 80921
- Sienna Place  
1675 Lenmar Dr., Ste 202  
Colorado Springs, 80905
- The Signature at Promontory Pointe  
380 N. Limit Street  
Colorado Springs, 80904
- Sunset Creek  
5400 N. Nevada Avenue  
Colorado Springs, 80918
- The Village at Lionstone  
255 Lionstone Dr  
Colorado Springs, 80916
- Wellshire  
2499 S. Colorado Blvd  
Denver, 80222
- Whispering Pines  
3030 E. Fountain Blvd  
Colorado Springs, 80910
- Willow Run Village  
12621 Zuni Street  
Broomfield, 80020
- Willows at Printer's Park  
2205 Willow Tree Grove  
Colorado Springs, 80910
- Wind River Place  
919 N. 19th Street  
Colorado Springs, 80904