



Your **Property Management** Family

SINCE 1972

## Capital Improvements at Rental Properties

My siblings and I have owned rental property since I was 18 years old. No, I am not going to tell you how long ago that is. We have had many lean years with our properties, just like everybody else. We did at least two smart things, in my opinion. We've never taken the equity out of our properties and we've paid them off as fast as we have been able. Now, however, our properties are aging – fairly significantly. There are many good reasons for normal upkeep; aesthetics, preventative maintenance, marketability. Making the decision to spend the big bucks can be difficult but sometimes a necessity. Renters needs have changed along with homeowners. Homes need the accessibility to all of the technology advances. Kitchen cabinets wear out (sometimes especially because it's been a rental for 20 years). Schools of thought have changed on flooring options and we all know that the "Fiesta" avocado or goldenrod refrigerators have got to go! There are also energy concerns; how old are your windows, your electrical system, the sprinkler system, or your roof? Tenants pay attention to this stuff and so do buyers. We provide you with annual walk-throughs, but a property manager is not an inspector. We also recommend that you personally visit your rental property annually (or as often as you are able). There are companies that will do a complete inspection for a fee and make recommendations for repairs/replacements. We can help you make a plan and a budget. We can also impound a portion of rent monthly if you want to save for future repairs. We are available for questions about this. Your property manager can most likely give you some good advice, but again, we are not professional inspectors. If you'd like to speak with us, please call or email. We would love to hear from you.

Anne McCawley\_

Congratulations to our CFO, Mike Mumford, on achieving his CRPM. The certified residential property manager is a new designation in Arizona and Mike is the 5th person in the whole state to earn this prestigious designation. Way to go, Mike!



Happy 4th of July!

[www.bennett2rentit.com](http://www.bennett2rentit.com)  
[info@bennett2rentit.com](mailto:info@bennett2rentit.com)

### Designated Broker

Anne McCawley,  
RMP®,MPM®

### Broker's Assistant

Susan Reeves, AB

### Associate Broker

Sharon Wilson, AB

### Office Manager

Mike Mumford,  
AB,RMP®,MPM®,CRPM®

### Property Managers

Jodi Brace

Lance Brace,AB

Kate Erbe

Kristina Fogliano

Laurie Frame

Melissa Guerrero, AB

Sarah Johnson

Jane McCawley

Megan McCawley

Terry Mendoza

Luana Patterson

Travis Reich,AB

Sandy Shannon

Kim Tracy

Jim Wilson

### Bookkeeping

#### & Clerical

Eileen Atkiss

Margie Cooley

Sarah McCawley

Irene Ruiz

Michele Winkles

### General Factotum

Frank Bennett, Sr.

#### Owners

Anne McCawley

Frank Bennett, Jr.

# FRANK'S FORUM

## Farmers Insurance

I've done business with Farmers insurance for many years—very good company. Competitive rates, and competent and ethical agents.

Except for the competency and ethical behavior we have little in common, with one exception. The tag line for their recent commercials reflects the way we think about our business: “we know a thing or two ‘cause we’ve seen a thing or two.” There just ain’t any substitute for experience. Our senior management team has been in place for more than twenty years. Many of our managers have been on the job for more than ten years.

We think this gives us a special advantage in the property management world, one almost no one can match. When we say we’ve seen a thing or two, you can bet on it. We know that it is important to realize that we can never say we’ve seen it all, but we’ve come close. I wrote an operating manual many years ago, and Anne and the staff have refined and updated it regularly. We always say it is written in money and blood.

## Optimism

The political season is certainly full of henny-pennys running around screaming that the sky is falling. I've always been a glass half full kind of guy and it sure looks to me like we're doing okay, maybe in spite of our “leaders”.

Job growth is strong, with unemployment low. The American economy is larger and

stronger than the next two combined. We are seven times as productive, per capita, as the Chinese.

Pollution, discrimination, crime and most diseases are on the decline. The American military is the strongest ever in the world.

Most of this is courtesy of the NY Times, which may make it suspect for some, but the facts cannot be denied.

## Statistics

The Arizona Republic has spent a boatload of money on a product they call Street Scout. It purports to be able to tell us what our properties are worth. They seem to blend data from the County Assessor, various free services and the Realtor MLS system to arrive at values. Not bad, but we need to remember the old GIGO rule. I looked up a couple of mine and one seemed about right, the other was way too high. Made me feel good, but not of much use. My advice—look at the information, but call a professional if you need to make a meaningful decision (we have some great ones).

## Maui

This is written on Maui, one of the beautiful spots on the planet. Barbara and I have been coming here for many years and we never tire of it. Nice people, wonderful weather, spectacular scenery, what else could you need? Well, money. Our long time, regular investment in residential real estate in the Valley of the Sun allows us to come here for a lengthy stay and not worry about how

to pay for it.

The other half of the equation is capable, trustworthy management. For a long time Barbara managed our property. Slowly but surely the staff we hired, and she led by example, has taken over our rentals giving us regular income with peace of mind. All help us enjoy Maui.

## Savings

We've always told our kids (and anyone else who would listen) that it isn't what you make, it's what you keep. We always made a decent living, but we're never a threat to break any records. Our strength was that we invested regularly and held on when times got tough. We were fortunate in that we agreed on what we were doing: that building for the future was important for both of us.

At least once a year I have to recall that I still have never had a pizza delivered to my house and I still wash my own car, most of the time. Big savings? Of course not, but it reflects a mindset that we use in the rest of the things we do and in the way we manage the assets of our clients. Take care of the small stuff.....

Budgeting has always been important to us. We don't construct a straight jacket for ourselves but we know pretty much where our money is going or where it went. I've worked with several younger people on their budgets, usually when they get into trouble, and it is very rewarding to watch them recover.

I recommend a small book, The

Richest Man in Babylon, for folks that want to take control of their finances. It's an old book written in the form of parables but it works. I also recommend listening to Dave Ramsey. I don't agree with his politics or religion but he really nails it on personal finances.

## Family Business

We are a family business, and proud of it. Barbara and I started buying and leasing and managing residential real estate more than 40 years ago. Our kids all grew up cleaning rentals, hauling trash and watching our interactions with tenants (it's hard not to when the phone in the kitchen is the rental hotline). They have a strong feeling for the realities of the business. And now they run the joint. And now their kids are becoming a big part of the operation.

The word family means more to us, however, than just blood. Every one of our managers has some close tie to the family. Our most senior staff, Sharon Wilson and Mike Mumford, were in the gifted program in junior high school with Anne, and almost everyone here has that kind of story.

The same applies to many of our clients. We like to think we treat all of you like family. One of our oldest clients and friends, Alex Roberts, is called Uncle Alex by our kids. These relationships have contributed greatly toward the longevity and success of our business. We are so very grateful for the trust and for the business.

## Property Manager Spotlight

We used to always write an article in our newsletter featuring one of our property managers. This was back in the days when our company was growing by leaps and bounds-not only units to manage-but property managers as well. It was a nice forum to introduce new people and to update our owners on life events like someone having a big birthday or having a baby. We have, somehow, gotten away from that over the years. We had an owner send in a testimonial, along with a specific request that their praises be put in our next newsletter and I feel compelled to do so for a couple of reasons. First, I am very proud of the way that they feel about their property manager. Second, I am proud because she happens to be my sister. And last, they are not the only Owner who calls her "Great", so it must be true!

### "Kate the Great"

(From a Client)

Our family (my parent, brother, sister, and myself) have been partnering with BPM on rentals for over a decade. Most specifically, we've been working with Kate Erbe....we simply call her "Great". We call her Great for a reason. She has always kept our properties rented, she makes sure to address any property concern immediately, and she keeps us informed of market rates when contracts are due. She is professional and fair, but when she needs to put on the Private Investigator hat...she will. I had a renter years ago that was not paying rent and lying to Great about when she would have monies to pay. Great was upset about the missed payments, but the renter lied...I saw a side of Great that made Sherlock Holmes look like a dog chaser. If you disrespect or lie to her....she will

find you! Great tracked the renter down at work....I won't go in to details as it wasn't pretty, but Great got the rent and earned our respect for life after that. Security has since been upgraded at that office complex.

She is a wonderful person and has as we call it "the complete package". She is not only our BPM property manager, but has become our friend as a result of meeting at our first rental in Rovey Farms a decade ago.

Thank you Great!  
The Steveken Family

### A New Leaf

#### 6 Ways to Have a Philanthropic Summer

Summer is upon us, which means bike rides, fireworks and lazy days beside the pool. But summer can be more than just some extra vacation time-it's a chance to get involved and volunteer in the community. Summer is an opportunity to give back in philanthropy, so here are 6 hot ways to do just that.

**Hold a Yard Sale**-A yard sale is a super easy way to give back that also helps you. Clean out unnecessary stuff around the house and raise money to donate to a local charity. Then, give any extra items to your local shelter. Have children? Get them involved by letting them pick the charity!

**Sell Lemonade**-While hosting a yard sale, you may as well have a lemonade stand while you're at it. This is a great way to get kids involved and excited about raising money for philanthropy. Not only do they gain a sense of responsibility, but they understand the value that goes into helping others.



### **"A New Leaf" Essential Needs Gift Donation Drive**

#### **We are asking for New items only**

We encourage family, friends, neighbors and social groups to host an Essential Needs Donation Drive to benefit *A New Leaf's* homeless and domestic violence shelters and programs.

Call Doreen at 480-464-4648

#### **Drop Off Locations:**

##### **Development Office**

845 E. University Dr., Mesa (All East Valley donations)  
9:00 am to 4:00 pm, Mon.—Fri. (closed weekends)

**A New Leaf celebrates 45 years of serving our communities.**

**Run a Charity Race**-If you're to get in shape this summer, consider running a charity race. These are running events held where participant registration fees go towards a philanthropic cause. You can look up local races via theme, distance or nonprofit organization.

#### **Host a Block Party**

Hosting a summer block party is a fun way for your neighborhood to be involved in a cause. Send out invitations asking friends to bring freewill donations to donate to a local nonprofit. This way, you get to eat and celebrate with friends while also helping those in need.

#### **Coordinate a Carwash**

Car washes are an awesome way to raise money for nonprofit causes. Get your family, friends or kids involved in promoting and working the car wash for a collective goodwill. Let customers know where their money is going, and watch your dona-

tion dollars soar in.

**Volunteer on Vacation**-For those truly dedicated to having a philanthropic summer, consider volunteering while on vacation. By getting involved in philanthropy you can be a huge part of helping those in need.

### **NARPM NEWS**

*National Association of Residential  
Property Managers*

**Narpm.org**

**\*NARPMPhoenix.com**

July 28, 2016

Advanced Trust Accounting

3 hour CE Commissioners Rules  
taught by Mike Mumford

\*details on the website

To join our mailing list, please  
email us at:

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