



Your **Property Management** Family

SINCE 1972



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Our Team Is Amazing!

We were recently notified by our after hours emergency phone service that, not only are our property managers among the best in the country to work with, but three of our vendors are among the top ten! To me, this says volumes about our company and the people who work here. Until a little over a year ago, our property managers took turns monitoring the “emergency/after hours” cell phone. Based on seniority, they either got to have the phone for a week, or the weekend. It was better to have the phone during the week because most tenants could call in during business hours and the cell phone was not as busy as it was on the weekends.

About 15 months ago one of our NARPM colleagues sold her property management company and opened an after hours/weekend emergency phone service. I have had the pleasure of knowing this woman for many years and I already know her work ethic and how she ran her property management business—I thought this was a great opportunity for Bennett Property Management. It took a couple of months to work out the kinks. Night Tenders was a new business and Bennett is an old business—we were both in training on the new idea.

To get this type of recognition from a company that WE hired is phenomenal feedback. These folks deal with genuine emergencies like floods and malfunctioning air conditioners. For them to tell us that our property managers are exceptional to work with (they work with companies all over the country) reinforces to me that our managers are a step above! One thing that we get questioned on quite a bit is the quality of our vendors. The cost of maintaining properties has gone up and Owners are watching every penny. Having our vendors recognized as responsive and professional is a huge deal!

I would like to thank Night Tenders for taking the time to give us this feedback. I have shared it with my property managers and it was much appreciated. We are also going to acknowledge the three vendors to show our appreciation and invite them to join us for a celebration lunch—personally prepared by us!



Congratulations to my team, and also to Aloha Air (Kent and team), John Newell and Bryan, and Kendall Plumbing (Kendall, Christy, and team).
Keep up the good work! -Anne McCawley

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Kate Erbe

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Melissa Guerrero, AB

Sarah Johnson

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Jane McCawley

Megan McCawley

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Carolyn Summers

Kim Tracy

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Margie Cooley

Paulette Eaton

Sarah McCawley

Irene Ruiz

Michele Winkles

General Factotum

Frank Bennett, Sr.

Owners

Anne McCawley

Frank Bennett, Jr.

Frank's Forum

Cheaters!

The Department of Real Estate has forced the closure of more than 40 property management companies in the past couple of years, mainly for embezzlement from trust accounts. Many years ago the Legislature mandated frequent audits of real estate companies. However, no funds were appropriated for this department. Adding insult to injury, all licensing money collected by the real estate department was swept into the General Fund. The result was a lack of auditing for many years. The department attempted a "self auditing" program for some time but reviews of that policy concluded that it didn't work due to lack of accountability.

A new Commissioner and strong audits are clearing out the bad apples. We welcome the scrutiny. The call to schedule an audit is still scary, but is for the best.

This all came to my mind as I read the stories about the Justice Department indicting the traders at JP Morgan Chase. Auditing helps maintain the integrity of the business.

My Grand-dad always said — *"Trust everyone, but cut the cards"*

Time is more important than timing.

You can only get poor quickly. To get rich, you have to do it slowly.

The most important road to wealth is regular savings.

**PAY
YOUR-
SELF
FIRST**

**Credit Cards are
the crack cocaine of
the financial world.**

*Barbara has been free-
basing shoes at
Nordstrom's for years!*



Wiggle Room

It has been interesting to watch the trials and tribulations of JP Morgan Chase. The company paid a huge fine a couple of years ago and now two of their traders are under criminal indictment for fraud and misrepresentation in connection with the 6 billion dollar loss suffered by the bank.

In words even this old house salesman can understand, the traders tried to disguise multi-billion dollar losses by exaggerating the value of the assets they held. They made a bad bet. Why did they do it? I suspect it's because they thought they wouldn't get caught.

From there the term "wiggle room". The traders had too much lee-way and used it to their advantage (at least for a while).

We are all human. There are many situations usually involving control of money not our own, where there should be very little wiggle room. BPM has a great set of policies and procedures designed to leave very few options for our managers where the handling of money or possession of property are involved. I like to tell peo-

ple, with very little exaggeration, that our policies are written in blood and money. The policies protect owners, managers and tenants.

Bennett Managers Make the Grade

Take a look at the masthead of the front page of our newsletter. We now have at least 8 brokers on board, about 25% of the staff. These folks have continued with their education and qualifications. That level of professionalism is important to the performance and long-term health of our company. I believe it is a standard un-matched in the State.

NARPM NEWS

*National Association of
Residential Property Managers*

Narpm.org

**25th Annual Convention
and Trade Show**

**The Keys to
Excellence**

**October 16-18,
2013**

San Diego, California

To join our mailing list,
please email us at :
susan@bennett2rentit.com

Don't be Scammed by Fake IRS Communications

The IRS receives thousands of reports each year from taxpayers who receive suspicious emails, phone calls, faxes or notices claiming to be from the Internal Revenue Service. Many of these scams fraudulently use the Internal Revenue Service name or logo as a lure to make the communication more authentic and enticing. The goal of these scams – known as phishing – is to trick you into revealing personal and financial information. The scammers can then use that information – like your Social Security number, bank account or credit card numbers – to commit identity theft or steal your money. Here are five things the IRS wants you to know about phishing scams:

1. The IRS doesn't ask for detailed personal and financial information like PIN numbers, passwords or similar secret access information for credit card, bank or other financial accounts.

2. The IRS does not initiate taxpayer communications through e-mail EVER! They will not send a message about your tax account. If you receive an e-mail from someone claiming to be the IRS or directing you to an IRS site:

- **Do not reply to the message.**
- **Do not open any attachments.** Attachments may contain malicious code that will infect your computer.
- **Do not click on any links.** If you clicked on links in a suspicious e-mail or phishing website and entered confidential information, visit the IRS website and enter the search term 'identity theft' for more information and resources to help.

3. The address of the official IRS website is <http://www.irs.gov>. Do not be confused or misled by sites claiming to be the IRS but ending in .com, .net, .org or other designations instead of .gov. If you discover a website that claims to be the IRS but you suspect it is bogus, do not provide any personal information on the suspicious site and report it to the IRS.

4. If you receive a phone call, fax or letter in the mail from an individual claiming to be from the IRS but you suspect they are not an IRS employee, contact the IRS at 1-800-829-1040.

5. You can help shut down these schemes and prevent others from being victimized. Details on how to report specific types of scams and what to do if you've been victimized are available at <http://www.irs.gov>, keyword "phishing."

Richard Hart EA, CAA
President
NARPM National Affiliate

Family Time

We are grateful that our kids live close and we get to see the grand kids a lot (except those 2 in Salt Lake). We have 8, plus the Marine who belongs to us, ranging in age from 23 to 3. We've been going to band concerts, dance recitals, chess matches and ball games pretty continuously since our own kids were performing — about 45 years now.

The special feature for us is the belief and joy of the child, that their performance is unique and that they are the total focus of the audience. The "ham" gene runs very strong in our gang. I believe it comes from their grandmother.



"A New Leaf" Annual Essential Needs 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.

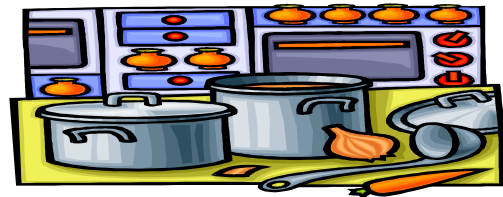
**October — New Pillows, Linens and
Kitchenware**

November & December — Holiday Gifts
For Holiday Giving, 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)



Highlights this year include Jake Erbe's election to National Honor Society and great scores on the Arizona Aims test; Alex Erbe's selection as an All-Star pitcher in Anthem Little League; and Malcolm Bennett's start in Kindergarten. Kolton made it out of Afghanistan in one piece and deployed to Japan.

All of us have kids, grandkids, nephews, and nieces, who make us proud. I think the country will be in great hands as they grow.



Southwest Vocal Project

Sing with us!

OPEN REHEARSALS
Thursday evenings
7:00 pm-10:00 pm

The Southwest Vo- cal Project

**of Sweet Adeline's
International,
the world's largest
women's singing
organization.**

**For more infor-
mation
Call Denise at
602-818-3541**

www.fiestachorus.org