



STAFFING

AAMCI typically operates within a payroll box of 3FTE per one hundred units. A dedicated Regional Property Manager (RPM) will be assigned to directly supervise each of the subject properties. The RPM reports directly to the Director of Asset Management, who reports directly to the President. The RPM will be required to visit each property as often as required. More frequent trips will be required in the initial months after AAMCI assumes management and until operations have stabilized. The RPM is supported by the corporate office in the areas of Compliance, Marketing, Quality Assurance, MOR preparation, and PC/Software support.

VENDOR AND PROFESSIONAL RELATIONSHIPS

AAMCI partners with the following companies to enhance Economic Occupancy through ancillary opportunities and operating efficiencies. Our goal is to increase income and reduce expenses.

- **BB&T – KDC Insurance Services, Inc.** provides competitive property insurance, typically well under IREM industry statistics. A quote can be obtained for your property as part of the AAMCI package. The average insurance cost of AAMCI's properties currently under management is \$185 pupa.
- **Buyers Access** is a national purchasing agent with over 1 million units of buying power, providing volume pricing to member users. Typical savings of 30% on overall materials and supplies can be realized. Additional ancillary member services include; contract negotiations for laundry and cable, scopes of work, assistance with bidding, marketing, etc. Cost is \$5 per unit per annum for basic purchasing membership and an additional \$3 per unit for expanded services. Fees are payable to Buyers Access and are project expenses. Experience shows that fees more than pay for themselves. Find out more what Buyers Access does for you at www.buyersaccess.com.
- **Windsor Consulting** assists with compliance. Windsor provides file reviews and pre-qualification of Income Restricted applicants, as needed. The owner of Windsor, Greg Proctor, is an industry recognized leader in compliance.
- **National Affordable Housing Management Association (NAHMA)**. Russell Fleming currently serves on the Tax Credit and Elderly Housing committees for NAHMA. NAHMA is the leading management association for the affordable housing industry in the US. www.nahma.org.
- **Southeast Affordable Housing Management Association (SAHMA)**. As former board member of SAHMA, Russell worked closely with Florida delegates and continues to do so. SAHMA is a valuable resource for training and vendor support.

- **ApartmentSmart.com** provides an internet marketing service and is one of the leading providers for apartment rentals.
- **Community Customer Relations Strategies (CCRS)** is a dedicated customer-care service designed to improve tenant satisfaction & reduce turnover. Tenants are provided with a toll-free number to call with comments, questions, and complaints. This service supplements the standard in-house procedure.

ACCOUNTING AND FINANCIAL SUPPORT

AAMCI uses Voyager (a Yardi software product), an integrated property management/financial accounting system. Voyager provides real-time information, customizable access for different roles, and improved tracking and transparency.

AAMCI uses AvidXchange, an accounts payable integration system, to insure that vendor invoices are processed in a fast and efficient manner, insuring accurate financial reporting of vendor transactions. This system allows vendors to email or mail invoices to Charlotte, North Carolina for scanning and posting into the AAMCI portal for approval and recording into the general ledger of the property. This system also allows owners to have research access to all invoices processed for their properties, if needed. AAMCI's Chief Financial Officer is also a Certified Public Accountant with experience in auditing affordable housing communities. She oversees the accounting function at the corporate office, assigning tasks to accounting personnel with the experience required to oversee the general ledger postings of the properties managed by AAMCI.

AAMCI uses a digital filing system, M-Files, to digitally file all property corporate records for each fiscal year. This system is web-based, with customizable access for different roles.

AAMCI uses onsite deposit banking machines at all properties managed. This insures that monies collected are deposited daily without the requirement of site personnel visiting the bank. Electronic copies are kept of all money orders and checks deposited within the onsite deposit system. This also allows for investigation of any discrepancies noted by tenants, thus improving tenant satisfaction at the property.

AAMCI uses Paycom to capture wage and hour data and process the bi-weekly payroll of all AAMCI employees. AAMCI employs all site employees. Paycom insures state and federal withholdings, state unemployment taxes, 401(k) contributions, local taxes and garnishments are calculated correctly and submitted timely to all regulatory authorities. All employees are strongly encouraged to maintain direct deposit of their wages. Paycom guarantees timely deposit of employee wages bi-weekly on Fridays directly into employee bank accounts. Paycom also tracks property wage and benefits separately for timely recording into the general ledger of the properties.

The accounting and financial support for all properties managed by AAMCI is housed at our corporate office in Knoxville, Tennessee. All corporate filing is electronic to insure all communications and documents are easily accessible to owners, property staff and the traveling

management team. The Chief Financial Officer of AAMCI oversees the corporate office and the accounting team. As of January 2015, the accounting team consists of a controller and eight property accountants. The corporate office also includes a corporate/human resources accountant and three administrative support personnel.