

## Company History

In October 1989, D'Ann Harper, REALTORS® acquired two Coldwell Banker residential offices in the San Antonio area from Coldwell Banker Residential Brokerage. Overnight, the company grew from a staff of 18 Sales Associates to 100.

The three-office company then affiliated with Coldwell Banker Real Estate Corporation; the premier real estate Company in North America with over 3,500 offices and 105,000 Sales Associates in the United States and 26 foreign countries.

Every year since then D'Ann Harper, REALTORS® has been awarded the highly acclaimed Chairman Circle award. This prestigious award is given to the top 2% of all Coldwell Banker companies who meet and achieve the high standards and annual goals set by Coldwell Banker.

Continuing on a pattern of growth, in February 2002, the company acquired The Guy Chipman Company, a locally owned independent real estate company. The combined strengths of both companies with a 72-year history of service excellence in San Antonio and the surrounding areas dramatically increased the Coldwell Banker D'Ann Harper, REALTORS® presence in local real estate.

In 2002, the Cendant Corporation, the parent company of Coldwell Banker Real Estate Corporation, recognized Coldwell Banker D'Ann Harper, REALTORS® for its outstanding achievements.

This honor qualified our company to become a member of Cendant's Preferred Client Group, an honor achieved by the top 1% of all Cendant Corporation's Real Estate Customers.

The Property Management Division manages a mix of single and multifamily residential as well as a variety of commercial properties including retail, office, warehouse and industrial types. The division is well staffed with 21 full time employees, each of whom is well trained and experienced in their areas of expertise including tenant/landlord relations and management, maintenance and repair, accounting and leasing. The Property Management Division enjoys the support of an entire Support Center staff as well as Coldwell Banker Commercial, Alamo City our commercial brokerage and leasing group.

Although the Property Management Division provides service for over 1000 clients, we take pride in individual attention provided to each. As a locally owned company with a 30 year presence in the San Antonio area, we are pleased to carry the banner of a nationally recognized corporation while providing the highest level of service to our hometown clients.

Coldwell Banker D'Ann Harper, REALTORS®  
18756 Stone Oak Parkway, Suite 301  
San Antonio, TX 78258

**FORWARDING SERVICE REQUESTED**

# Property Management

Safeguarding your investment.



We never stop moving.™



**D'ANN HARPER,  
REALTORS**

Each Office Is Independently Owned And Operated.

## Take a closer look . . .

Coldwell Banker D'Ann Harper, REALTORS® Property Management is dedicated to providing the highest quality professional management services available, tailored to fit the needs of the individual property owner.

Our goal is to assist owners in obtaining the maximum financial benefit. Each client and each property is given individual attention and care. As a result of our dedicated services, Coldwell Banker D'Ann Harper, REALTORS® Property Management has been a leader in residential property management in San Antonio and surrounding areas for over 30 years.

## Property Marketing & Presentation

Your property will receive the best possible exposure through:

- San Antonio Board of REALTORS® Multiple Listing Service, the Kerrville & Gillespie County MLS and New Braunfels/Canyon Lake Association of REALTORS®
- The internet on [cbharper.com](http://cbharper.com) and over 100 linked real estate related sites
- The local newspaper real estate section of the classified ads — on line
- A prominent yard sign

Our full time leasing agents are dedicated to leasing your property and are available to prospective tenants 7 days a week.

Expert knowledge of the leasing market allows us to market and lease your property at its highest possible value.

**cbharper.com**

We move new listings to our site daily and have a variety of homes for lease. Check back often to see what is available.

# We Manage it Completely

## Tenant Screening

A comprehensive tenant screening is performed prior to tenant approval. Our guidelines include income verification of three times the monthly rent, good credit history, and a good previous rental history. A criminal background check will also be performed.

## Property Maintenance

Coldwell Banker D'Ann Harper, REALTORS® Property Management uses only approved vendors that must meet our high standards. Each vendor carries specific and required business insurance. All work is monitored and approved by your property manager prior to payment of invoices.

## Management Fees

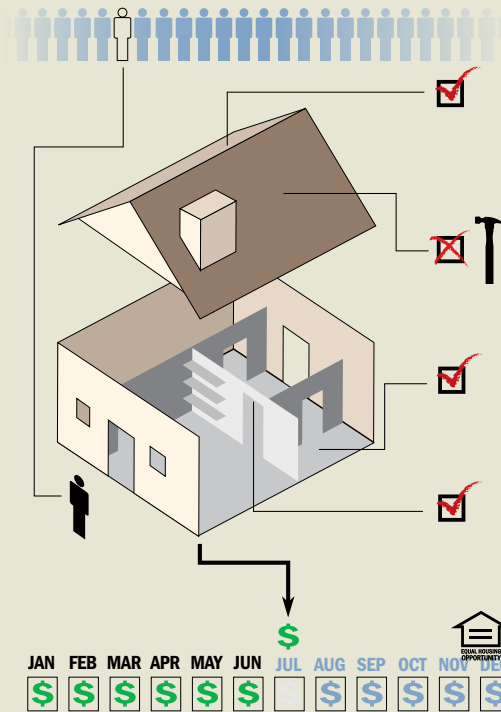
Our management fees which are competitive in the market place will be explained. These fees are deducted from the monthly rent proceeds as each month's rent is collected.

## Accounting Services

Our accounting department provides monthly statements showing all collections and disbursements. For your

## Members of:

- San Antonio Board of REALTORS®
- NB/CL Association of REALTORS®
- Kerrville & Gillespie County MLS
- National Association of REALTORS®
- Texas Association of REALTORS®
- Cartus® Mobility Broker Network
- National Association of Residential Property Management



convenience all proceeds will be electronically deposited in the account of your choice. You can monitor your account from the comfort of your home using our "Owner Web Access" program. Each year a summary of all activity will be provided for your tax purposes.

## Property Condition Analysis

Detailed video documentation is performed prior to tenant move in and at move out. This records the condition of the property. Various walkthroughs may be conducted as well. A property condition analysis report is performed approximately 7-8 months into the lease. You will be provided a copy of this report as well as pictures of the property.

## Military Discounts

We offer certain discounts and/or waive certain monthly fees to show our appreciation to those currently serving in our military.

For more information visit our website at [cbharper.com](http://cbharper.com) or call:

**Susan Farris**

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Property Management | 18756 Stone Oak Parkway