



CRM RENTAL MANAGEMENT, INC.

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Brief Narrative Resume

Established in 1971, CRM Rental Management, Inc. (CRM) is a respected real estate investment, development, and management company currently managing nearly 60 apartment communities throughout New York State.

At CRM we take pride in offering a comfortable and affordable living experience for all of our residents. As one of the area’s finest property management companies, CRM Rental Management, Inc. is committed to excellence while setting innovative standards that others have followed throughout the years. Our trained and highly qualified staffs’ strong teamwork provides our residents with quality living in affordable housing.

Since our start, CRM’s philosophy for our clients has remained the same: *to manage your real estate property for your success.* We manage a wide variety of properties and real estate assets, covering a full spectrum of existent and emerging management needs. CRM has proven its superiority in successfully managing a wide variety of properties operated under a number of funding and regulatory programs. This success includes meeting the diverse and detailed reporting requirements of owners and oversight agencies. The end product - properties functioning well at all levels of operation.

CRM Rental Management, Inc. currently manages a wide variety of commercial and apartment complexes with over 4,000 units (as listed below) along with previous experience in hotel management:

<u>Property List</u>	<u>Years of Experience</u>	<u># of Units</u>	<u>Type of Property</u>	<u>Property List</u>	<u>Years of Experience</u>	<u># of Units</u>	<u>Type of Property</u>
84 Genesee Street	2013 – Present	5,200	Sq Ft Commercial	Lord Howe Estates	2001 – Present	40	Senior/Affordable
			Utica – Office Space	Madison Plaza Apartments	1983 – Present	127	Family/LIHTC
100 Chenango Place	2006 – Present	144	Senior/LIHTC	Mariner Towers fka Maryner	1983 – Present	292	Family/LIHTC
Arrowhead Estates	1981 – Present	13,148	Sq Ft Commercial	Marion Manor Apartments	2016 – Present	28	Family/LIHTC
			Albany – Office/Retail	Marjorie Henslin Armstrong	2015 – Present	6	Family/Affordable
Ashfield (FKA St. Joseph) Apts.	2014 – Present	51	Family/Market	Mill Stream Manor	1987 – Present	18	Family/Affordable
Bethany Village Apartments	1980 – Present	100	Senior/Affordable	Mohawk Valley Apartments	1991 – Present	39	Family/LIHTC
Camden Apartments	1980 – Present	40	Senior/Affordable	Mohawk Terrace Apartments	2013 – Present	69	Senior/LIHTC
Cazenovia Village Apts.	2017 – Present	50	Senior/LIHTC	Montcalm Apts.	1978 – Present	227	Family/LIHTC
Cedar Street Apartments	2015 – Present	44	Senior/LIHTC	Monteagle Ridge Estates	1980 – Present	150	Family/LIHTC
City Centre Apartments	2016 – Present	40	Family/Market	Morrisville Apartments	2017 – Present	6	Family/LIHTC
Clinton Manor Apartments	1988 – Present	101	Senior/LIHTC	Moses Circle Senior Apts.	2013 – Present	31	Senior/LIHTC
Colonial Square Apartments	2012 – Present	98	Family/LIHTC	Mountainview Estates	1981 – Present	35	Family/Affordable
Colonial Square II	2012 – Present	100	Family/LIHTC	Noyes Manor I	2017 – Present	40	Senior/Affordable
Dean’s Landing Apts	2016 – Present	28	Family/LIHTC	Noyes Manor II	2017 – Present	40	Senior/Affordable
Eatonian Apartments	2017 – Present	6	Family/LIHTC	NY Mills Senior Center	2007 – Present	33	Senior/LIHTC
Emerald Court Apartments	2017 – Present	32	Senior/Affordable	North George Street Apts.	2006 – Present	25	Family/Market
Erie Canal House	2015 – Present	6	Senior/Affordable	Oliver-Burleigh Apartments	2005 – Present	54	Senior/Affordable
Elizabeth Square Apartments	1983 – Present	75	Senior/Affordable	Park Drive Manor I	1984 – Present	102	Family/LIHTC
Foxwood Townhouses I	1976 – Present	16	Family/Market	Park Drive Manor II	1984 – Present	168	Family/LIHTC
Foxwood Townhouses II	2007 – Present	12	Family/Market	Peaceful Valley Townhouses	2012 – Present	20	Family/LIHTC
Foxwood Townhouses III	2016 – Present	8	Family/Market	Robinson Square Apartments	1981 – Present	116	Family/Affordable/ 6,508 Sq Ft Commercial
Friendship House Apartments	1979 – Present	101	Senior/LIHTC				Albany – Office/Retail
Georgian Arms Apartments	1983 – Present	81	Senior/Affordable	Springbrook Apartments	2012 – Present	194	Family/Market
Gethsemane Manor	1993 – Present	50	Senior/Affordable	Trackside Homes I	1979 – Present	96	Senior/Affordable
Golden Age Apartments	1980 – Present	100	Senior/LIHTC	Trackside Homes II	1980 – Present	109	Family/Market
Greenway Apartments	1978 – Present	208	Family/LIHTC	VOA Adirondack Apts.	2017 – Present	40	Family/Affordable
Historic Pastures Mansions	2014 – Present	246	Family/LIHTC	West Liberty, LLC	1985 – Present	18,899	Sq Ft Commercial
			3,300 Sq. Ft. Commercial				Rome - Offices
			Albany – Office/Retail	Westbrook Apartments	2005 – Present	37	Family/Affordable
Kellogg Commons	2005 – Present	7,478	Sq Ft Commercial	Wilcox Apartments	2015 – Present	24	Family/LIHTC
			New Hartford -Office/Retail	Woodsedge Apartments	1981 – Present	40	Senior/Affordable
Kennedy Plaza Towers	2010 – Present	204	Family/LIHTC				
Kennedy Plaza Assoc.	2010 – Present	88	Family/LIHTC				

<u>Previous Property List</u>	<u>Experience</u>
1490 Meadows	2008 – 2009
Braco I	1982 – 1993
Cambridge Manor Apartments	2002 – 2012
Driftwood Phase III	2007 – 2011
Edgewater Terrace Phase II	1975 – 1999
Hammerstone Apartments	2008 – 2011
Holiday Inn	1990's
Henry Hudson Townhouses	1983 – 2006
Jewish Federation Apartments	1983 – 1991
Linwood Elderly Housing	1984 – 1990

<u>Previous Property List</u>	<u>Experience</u>
Mansions Rehab Project	1983 – 2014
Maple Court Apartments	2006 – 2012
Meadow Park Apartments	1980 – 2009
Pastures Preservation	1983 – 2014
Pynchon Terrace Phase I	1975 – 1999
Quality Inn	1990's
Ramada Inn	1990's
Schenectady Inn	1990's
Schoharie Senior Center	2007 – 2011
Sunrise Apartments	2010 – 2016
Watertown Redevelopment	1983 – 2015

CRM also has the knowledge, experience, and ability to quickly lease up not only new constructions but newly renovated constructions. A prime example is the New York Mills Senior Center, a new construction project in 2007. The Certificate of Occupancy was issued in August 2007 and CRM started renting units in September 2007; within a two month period this property was at 90% occupancy. We hold this type of standard with all of our rental complexes.

Our staff has the special expertise and experience to help first-time owners who need assistance getting an operation off the ground, to overseeing the renovation and rehabilitation of projects, to managing the turnaround of distressed or foreclosed properties.

Our experienced professionals make extensive use of software systems to generate dependable budget comparisons, cost monitoring, and investment analysis. Furthermore, comprehensive, credible reporting keeps all informed about the status of their property and CRM Rental Management, Inc.'s efforts to maximize its fiscal performance.

In addition, CRM has fully committed to implementing the latest technology in its property management practice, greatly enhancing employee productivity and service levels for tenants/residents.

In 2009, CRM Rental Management, Inc., earned the ACCREDITED MANAGEMENT ORGANIZATION® (AMO®) accreditation from the Institute of Real Estate Management (IREM®), an affiliate of the National Association of Realtors®. The AMO® accreditation is awarded to real estate firms that have a track record of high performance, experience, stability and financial accountability. In addition, our experienced professionals are certified and members in the following:

- Real Estate Brokers Licenses
- Certified Property Manager
- Certified Occupancy Specialist
- Certified Tax Compliance Specialist
- Member IREM
- Member NYSFAFH

At CRM, our selectivity of work and standard of performance have always taken precedent over growth simply for the sake of growing. So our progress has come from - and not at the expense of - delivering consistently superior service and results.

The same benchmark applies whether we serve a client for the short-term or over the long run, our policy is always to provide "*Service Beyond the Contract*". That's the foundation of our commitment to *Managing for Your Success*.

Our *Mission* is to set the standard of high performance and manage residential and commercial properties for the success of our clients while ensuring all of our residents have the best quality, most comforting and affordable living experience possible. The key to our growth and prosperity is a direct result of our exceptional management team and together we strive for excellence and to ensure the success of our client, the well-being of our properties and the future of CRM Rental Management, Inc.

Our *Vision* is to continue to be the property management company of choice, providing full service and care to our clients, properties, and to our team members by setting the standard in the multi-family housing, property management, and development industries.

CRM will always stand behind its mission and vision statements, as we take pride in offering a comfortable and affordable living experience for all of our residents.