



**CRM RENTAL MANAGEMENT, INC.**

117 WEST LIBERTY STREET · P.O. BOX 269 · ROME, NEW YORK 13440 · TEL 315.337.1401 · FAX 315.336.0371 · WWW.CRMRENTALMGMT.COM

**Brief Narrative Resume**

Established in 1971, CRM Rental Management, Inc. (CRM) is a respected real estate investment, development, and management company currently managing nearly 70 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 5,000 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<br>Utica – Office Space                           | Holly Manor                | 2018 – Present             | 44                | Senior/LIHTC   |
| 100 Chenango Place              | 2006 – Present             | 144               | Senior/LIHTC   | Kellogg Commons            | 2005 – Present             | 7,478             | Sq Ft Commercial<br>New Hartford -Office/Retail                        |
| Arrowhead Estates               | 1981 – Present             | 13,148            | Sq Ft Commercial<br>Albany – Office/Retail                         | Kennedy Plaza Towers       | 2010 – Present             | 204               | Family/LIHTC   |
| Ashfield (FKA St. Joseph) Apts. | 2014 – Present             | 121               | Family/Market  | Kennedy Plaza Assoc.       | 2010 – Present             | 88                | Family/LIHTC   |
| Asteri Utica                    | 2019 – Present             | 49                | Family/LIHTC   | Kingsborough Apartments    | 2019 – Present             | 40                | Family/LIHTC   |
| Bethany Village Apartments      | 1980 – Present             | 100               | Senior/Affordable  | Knitting Mill Apartments   | 2019 – Present             | 100               | Senior/LIHTC   |
| Camden Apartments               | 1980 – Present             | 40                | Senior/Affordable  | Lord Howe Estates          | 2001 – Present             | 40                | Senior/Affordable  |
| Cazenovia Village Apts.         | 2017 – Present             | 50                | Senior/LIHTC   | Madison Plaza Apartments   | 1983 – Present             | 127               | Family/LIHTC   |
| Cedar Street Apartments         | 2015 – Present             | 44                | Senior/LIHTC   | Mariner Towers fka Maryner | 1983 – Present             | 292               | Family/LIHTC   |
| City Centre Apartments          | 2016 – Present             | 40                | Family/Market  | Marion Manor Apartments    | 2016 – Present             | 28                | Family/LIHTC   |
| Clinton Manor Apartments        | 1988 – Present             | 101               | Senior/LIHTC   | Marjorie Henslin Armstrong | 2015 – Present             | 6                 | Family/Affordable  |
| Clinton Plaza Apartments        | 2017 – Present             | 305               | Family/LIHTC   | Mill Stream Manor          | 1987 – Present             | 18                | Family/Affordable  |
| Colonial Square Apartments      | 2012 – Present             | 98                | Family/LIHTC   | Mohawk Valley Apartments   | 1991 – Present             | 39                | Family/LIHTC   |
| Colonial Square II              | 2012 – Present             | 100               | Family/LIHTC   | Mohawk Terrace Apartments  | 2013 – Present             | 69                | Senior/LIHTC   |
| Dean’s Landing Apts             | 2016 – Present             | 28                | Family/LIHTC   | Montcalm Apts.             | 1978 – Present             | 227               | Family/LIHTC   |
| Delta Luxury Apartments         | 2017 – Present             | 48                | Family/Market  | Monteagle Ridge Estates    | 1980 – Present             | 150               | Family/LIHTC   |
| Eatonian Apartments             | 2017 – Present             | 6                 | Family/LIHTC   | Morrisville Apartments     | 2017 – Present             | 6                 | Family/LIHTC   |
| Edison Apartments               | 2018 – Present             | 60                | Senior/LIHTC   | Moses Circle Senior Apts.  | 2013 – Present             | 31                | Senior/LIHTC   |
| Emerald Court Apartments        | 2017 – Present             | 32                | Senior/Affordable  | Mountainview Estates       | 1981 – Present             | 35                | Family/Affordable  |
| Erie Canal House                | 2015 – Present             | 6                 | Senior/Affordable  | Noyes Manor I              | 2017 – Present             | 40                | Senior/Affordable  |
| Elizabeth Square Apartments     | 1983 – Present             | 75                | Senior/Affordable  | Noyes Manor II             | 2017 – Present             | 40                | Senior/Affordable  |
| Estee Senior Apartments         | 2018 – Present             | 37                | Senior/LIHTC   | NY Mills Senior Center     | 2007 – Present             | 33                | Senior/LIHTC   |
| Foxwood Townhouses I            | 1976 – Present             | 16                | Family/Market  | North George Street Apts.  | 2006 – Present             | 25                | Family/Market  |
| Foxwood Townhouses II           | 2007 – Present             | 12                | Family/Market  | Oliver-Burleigh Apartments | 2005 – Present             | 54                | Senior/Affordable  |
| Foxwood Townhouses III          | 2016 – Present             | 8                 | Family/Market  | Overlook Ridge Apartments  | 2018 – Present             | 48                | Family/Affordable  |
| Friendship House Apartments     | 1979 – Present             | 101               | Senior/LIHTC   | Park Drive Manor I         | 1984 – Present             | 102               | Family/LIHTC   |
| Georgian Arms Apartments        | 1983 – Present             | 81                | Senior/Affordable  | Park Drive Manor II        | 1984 – Present             | 168               | Family/LIHTC   |
| Gethsemane Manor                | 1993 – Present             | 50                | Senior/Affordable  | Parkview Apartments        | 2017 – Present             | 182               | Family/LIHTC   |
| Golden Age Apartments           | 1980 – Present             | 100               | Senior/LIHTC   | Peaceful Valley Townhouses | 2012 – Present             | 20                | Family/LIHTC   |
| Greenway Apartments             | 1978 – Present             | 208               | Family/LIHTC   | Robinson Square Apartments | 1981 – Present             | 116               | Family/Affordable/<br>6,508 Sq Ft Commercial<br>Albany – Office/Retail |
| Historic Pastures Mansions      | 2014 – Present             | 246               | Family/LIHTC<br>3,300 Sq. Ft. Commercial<br>Albany – Office/Retail | Springbrook Apartments     | 2012 – Present             | 194               | Family/Market  |
|                                 |                            |                   |  | Stoneview Apartments       | 2018 – Present             | 36                | Senior/LIHTC   |

|                        |                |        |                                    |                        |                |    |                   |
|------------------------|----------------|--------|------------------------------------|------------------------|----------------|----|-------------------|
| The Mill at Saugerties | 2017 – Present | 89     | Senior/LIHTC                       | Westbrook Apartments   | 2005 – Present | 37 | Family/Affordable |
| Trackside Homes I      | 1979 – Present | 96     | Senior/Affordable                  | Wilcox Apartments      | 2015 – Present | 24 | Family/LIHTC      |
| Trackside Homes II     | 1980 – Present | 109    | Family/Market                      | Woodsedge Apartments   | 1981 – Present | 40 | Senior/Affordable |
| VOA Adirondack Apts.   | 2017 – Present | 40     | Family/Affordable                  | Woodside Apartments I  | 2018 – Present | 24 | Family/Affordable |
| West Liberty, LLC      | 1985 – Present | 18,899 | Sq Ft Commercial<br>Rome - Offices | Woodside Apartments II | 2018 – Present | 18 | Family/Affordable |

**Previous Property List**                      **Experience**

|                              |             |
|------------------------------|-------------|
| 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 |

**Previous Property List**                      **Experience**

|                         |             |
|-------------------------|-------------|
| 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. 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. Another recent example is the Estee Senior Apartments, a newly built community that opened on August 1, 2018. CRM started lease up and reached 100% occupancy by November 15, 2018. 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.