



Properly Managed

March 31, 2016

Mr. Chris Jacobs, President  
The Jacobs Group  
6283 Guava Avenue  
Goleta, CA 93117

Dear Chris,

It has now been over a year since we started utilizing the professional consulting and programming services from TJG for our management company's operations where we use Yardi software to manage our 500+ property portfolio.

Your team has gone far above and beyond our expectations. Your staff has the Yardi expertise to accurately assess our needs, correctly construct a SOW that outlines the tasks to achieve the results, on time, on budget *and the solutions work*.

Additionally, your staff has been exemplary in helping us address Yardi related bugs and issues and works quickly to identify the root cause and implement the corrective measures. Our present support from Yardi's support group, in terms of responsiveness and ability to promptly and identify and correct issues is dwindling year over year. Thankfully, we also now have your team to turn to in order to get things fixed; and a good part of why we have remained using Yardi software.

The projects over this past year have ranged from data migrations/conversions, to training, documenting and supporting them amongst other projects you have undertaken and successfully completed. The individuals throughout our organization who have interfaced with your staff have the highest regard and respect for your people, your service and your company.

We hope to be able to work with you and refer you over the years to come.

All the Best,

A handwritten signature in black ink, appearing to read 'Brian Theobald', written in a cursive style.

Brian Theobald  
Executive Vice-President