



Pacific Crest
real estate, llc

Property Management

Pacific Crest Real Estate is dedicated to growing investments and building strong and vibrant communities.

Since 1995, Pacific Crest has been entrusted with ensuring the successful operation of some of Puget Sound's finest real estate, providing a customized approach to property management services that accommodate the goals of our clients and the lifestyles of our residents.

We manage properties throughout King, Pierce, Snohomish, and Kitsap Counties.

Property
Management

Brokerage

Development

Syndication

“Great Job!!! Yesterday, I told Ted that I was really glad to have Pacific Crest handling the leak problem and the sewer credit thing because I knew you would stay on it and get resolution! THANKS!!! We really appreciate your persistence!”

Joy Markow, Owner
Tempo Apartments



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About Us

Leadership

John Stoner, Principal

With solid experience gained from being an active property manager, investor, and broker in the Puget Sound real estate market since 1989, John Stoner brings together expertise in several areas of the real estate industry, including property management, brokerage, and development.

In addition to forming Pacific Crest Real Estate, LLC, John is a founding partner at Paragon Real Estate Advisors, Inc., the premier Puget Sound apartment brokerage company.

John is a graduate of the University of Washington, and a long-time resident of Seattle. Outside of work, John's active life includes serving on the Board of Directors for Catholic Housing Services and the Parent Board of Holy Names Academy. In addition to spending time with his wife and their four children, John enjoys hiking, skiing, and mountain biking. John is also a coach for little league baseball and the Seattle Youth Soccer Association.



CONTACT:

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AREAS OF EXPERTISE

- Property Management
- Development
- Brokerage
- Syndication

PROFESSIONAL EXPERIENCE

- Pacific Crest Real Estate, Founder and Principal
- Paragon Real Estate Advisors, Co-Founder
- Marcus and Millichap, National Investment Brokerage, Sales Associate

EDUCATION

- University of Washington

AFFILIATIONS

- Commercial Brokers Association
- Rental Housing Association of Puget Sound
- Institute of Real Estate Management
- University of Washington Alumni Association
- Northwest Multiple Listing Service
- Mercy Housing Northwest
- Catholic Housing Services
- Washington Multi-Family Housing Association



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MANAGEMENT

The initial term of our management agreement is 12 months, and after month-to-month.

Pacific Crest banks exclusively with Washington Trust Bank, with personal bankers at our disposal. WATrust offers sophisticated banking while keeping a strong personal relationship with designated members of our staff.

We operate with a multi-tiered system of checks and balances to guarantee accurate and secure control over each accounting transaction. The methods we have in place ensure that each transaction is monitored through a chain of multiple staff members from start to finish.

Pacific Crest's compensation is calculated on collected income. Our management agreement stipulates a spending cap, so any major expenses must be pre-approved by the property Owner. Additionally, budgets are regularly checked to ensure we are within our projections.

Pacific Crest offers payroll services to our clients as part of the standard fee structure. Payroll accounting and approval is overseen by our in-house Human Resources department and processed by a third party payroll service. This service includes reporting quarterly and annual state and federal taxes.

“I moved in most of all because of my experience with the management; they're professional, responsive, and personable.”

— Terravita Resident

PORTFOLIO MANAGEMENT

Pacific Crest strives to provide informational transparency to our clients. Our portfolio managers provide detailed bi-weekly reports to keep investors updated on financial operations, maintenance issues, and occupancy status. Annual budgets are diligently formulated to realistically predict the property's performance while setting challenging financial goals. Phone calls and emails are answered within 24-hours, and face-to-face meetings are scheduled according to the Owner's preference.

Portfolio managers work closely with our in-house maintenance team to perform building repairs and preventative maintenance. For larger jobs, portfolio managers select vendors from a roster which is frequently updated with high-quality, low-cost providers. Pacific Crest has a 24 hour emergency on-call system that allows residents and site managers to report building emergencies after business hours and on weekends and holidays. This system provides lines of communication necessary to resolve emergencies quickly and to prevent further property damage.

Portfolio managers conduct general inspections of each vacant unit, bi-weekly general property inspections and unit-by-unit inspections annually in order to proactively identify maintenance issues. Additional inspections are performed as necessary to research issues such as high utility bills or resident work orders.

Our portfolio managers schedule regular property inspections, oversee renovations and capital improvement projects and communicate with the vendors working on these projects to ensure the job is being done right.

With thoughtful planning and diligent vendor selection, Pacific Crest's portfolio managers have supervised countless capital improvement projects for our clients. Projects include conversion to condos, retrofitting plumbing, renovating kitchens or bathrooms, relocating residents prior to tear-down, and installing unit utility meters.

These are just a few examples of what Pacific Crest portfolio managers can do for your investment property.



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LEASING and RENT COLLECTION

Pacific Crest Real Estate stays current on relevant real estate laws via various publications (in print and online), classes and seminars, and our membership in the Rental Housing Association of Puget Sound and Washington Multi-Family Housing Association.

Our portfolio managers are all licensed real estate agents with an average of 18 years of experience in renting units, renewing leases, and enforcing lease terms. Open communication between the portfolio managers and resident managers ensures leases are executed correctly and abided by.

Site managers are extensively trained on how to foster positive resident relations, resolve minor maintenance requests, and manage a clean, secure building.

Our leases are reviewed annually by an attorney and updated as necessary to stay current with state and federal laws. All leases are reviewed and stored at our main office; copies are kept onsite as well.

Pacific Crest aggressively collects rents and deposits with three-day “pay or vacate” notices posted at the expiration of the lease grace period. Delinquency reports are run at the main office and portfolio managers follow up with resident managers to ensure any outstanding balances are collected.

BOOKKEEPING

Pacific Crest Property Management utilizes Appfolio property management software that enables us to optimize control over management tasks, streamline our accounting procedures, and present a clear, accurate, and easy to read financial report to our clients. Our knowledgeable and well trained bookkeeping staff has a combined total of over 30 years of bookkeeping experience, and over 25 years of combined experience in the commercial real estate field. In addition to Appfolio, our bookkeepers have extensive knowledge of the Microsoft Office Suite.

Every month, Pacific Crest bookkeepers prepare comprehensive financial statements for each property in our portfolio. Each monthly statement includes a cash flow, budget comparison, detailed check register with bank reconciliation, and a comprehensive rent roll and tenant funds ledger. Our bookkeepers are available to answer any questions a client might have concerning their statement. These statements are available electronically or via traditional mail.

Each bookkeeper is assigned their own portfolio of properties. Pacific Crest’s bookkeepers work closely with our clients and portfolio managers to set up distribution schedules of the Owner’s funds. As a convenience, we offer direct deposit for distributions. Additionally, upon request, we will set up and manage a reserve account for real estate taxes, insurance payments, or capital improvements.

Our bookkeepers work closely with resident managers as well, offering in-house administrative training sessions for new resident managers along with review sessions for current managers. Our in-depth curriculum ensures seamless operations between the property, our corporate office, and our clients.



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MAINTENANCE

Our maintenance team, comprised of a crew of well-rounded maintenance technicians, is willing to take the extra steps necessary to ensure satisfaction to building Owners, residents, and portfolio managers. We have an encoded key system that provides security as well as access for emergency repairs.

Maintenance technicians are scheduled on a daily basis and sent to complete work orders throughout the Pacific Crest portfolio.

Customer satisfaction and resident retention are of utmost importance while completing the varied maintenance requests that residents and portfolio managers submit.

BUSINESS PRACTICES

Pacific Crest Real Estate stays current on all workman's compensation and general liability insurance policies, crime/theft policies, as well as errors and omissions insurance for all of our employees.

We believe honesty, integrity, and hard work are the core of good business practices. We treat our employees with respect, encourage the open exchange of ideas, and support teamwork with monthly company meetings. We also hold separate monthly meetings for our portfolio managers and bookkeepers. Annual and semi-annual reviews offer reinforcement, encouragement, and guidance for all members of the Pacific Crest team, and continuing education is encouraged.

GROUP INSURANCE POLICY

Pacific Crest Real Estate has an optional group insurance policy available for the benefit of those Owners who wish to participate. The goal of the group is to secure our clients better coverage for a lower premium than can be achieved individually.

Any property managed by Pacific Crest is eligible for group coverage, including earthquake coverage if desired.

If you are interested in participating in the policy, we will be glad to obtain a quote for your review.

CONSTRUCTION SERVICES

Pacific Crest provides the expertise needed to make our clients' projects more marketable and efficient to operate.

Since 2003, we have provided a comprehensive package for new development and renovation projects from the pre-development stage to the final lease-up.

DEVELOPMENT

- Operation and investment performance
- Value engineering/ Design review
- Unit mix and layout
- Common area and amenity planning
- Building systems review and mapping
- Punch list inspection
- Commercial tenant improvement coordination
- Contractor warranty claims coordination

LEASE-UP

- Market rent analysis
- Brand evolution: Logo, signage, print, internet
- Marketing strategy
- Staffing and sales training
- Performance audits
- Pre-leasing/ hardhat tours

RENOVATION SERVICES

- Large and small projects
- Vintage, post-modern, contemporary
- Design consultation
- Cost analysis



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