



Southern California's Premiere Full Service Property Management Company

CALCO Management was formed in 2004, with CALCO's principals possessing more than 21 years of combined experience in Property Management. CALCO approaches property management as a "relationship business". At CALCO, we understand that communication is an intrinsic part of effective management. CALCO is a proven company dedicated to high standards of excellence and value. Our list of long-term clients only helps substantiate our claim of being one of the best in the field.

CALCO is uniquely focused on providing an ideal experience for the owners and tenants of commercial real estate. We give owners and tenant's this great experience by using over two decades of Commercial Property Management expertise. By choosing CALCO Management, you ensure that your investment is being managed by someone who has management as the primary focus of our business.

Principals of CALCO Management, LLC

Donna Ferrell, Broker, President, AMS, ARM, CRS, CMCA, AMS, GRI, CRB, RCC, ACoM, CCAM, CDPE,

Prior to becoming a principal of CALCO Management, Donna is a licensed real estate broker with 16 years of both supervisory and practical experience in real estate field. Donna is a Certified Manager of Community Associations and has extensive experience in the management of homeowner associations. Donna's strongest qualities are her solid ability in juggling multiple priorities, and delivering consistent, profitable results. Education is very important to Donna, and keeping up to date on the industry allows her to be a strong leader who pays close attention to details, yet still see the big picture.

Pam Pham-Le , Vice President

Ms. Pham-Le received a Bachelor's Degree in Accounting, and successfully moved up the corporate ladder throughout her career to hold supervisory roles in both Accounting and Information Technology fields, prior to joining CALCO in 2004. Ms. Pham-Le capitalizes upon her extensive knowledge of technology and business processes to help ensure efficient, effective, and trouble-free management. Her tenacity and dedication to her clients more than make up for her relatively short tenure in the Real Estate field.

Full Service Management Company

Lease Administration

- Rent collection, processing & enforcement
- Operating expense pass-through administration and reconciliation
- CAM administration and reconciliation
- Annual rental rate increase calculation and administration

Tenant Services

- Tenant retention program
- Public Relations Ex: Annual Food Drive, Summer Events, Holiday "Giving Back"

Management and Financial Reporting

- Monthly financial reports
- Preparation of an annual operating budget
- Accounts payable---process, approve and pay all bills
- Year- end reporting

Cost Control and Vendor Services

- Maintain all vendor files
- Annual insurance review

- Bid negotiation and vendor pre-screening
- Service contract analysis and annual review
- Energy Optimization

Routine Maintenance

- Regular site inspection reporting
- Common area and exterior lighting analysis and maintenance
- HVAC analysis and maintenance
- Prompt graffiti removal and control

Preventive Maintenance

- Proactive preventive maintenance program to minimize future repairs and reduce liability exposure
- Focus on safety, health and appearance of property with our hands-on approach

Emergency Maintenance

- Emergency Hotline 24 hours a day, 7 days a week

What a Certified Manager Means to You

Only a select few community association managers in the state have met the criteria for being a Certified Manager of Community Developments. We are proud to say that we are one of the select few. Every community manager must be certified or on the certification track. This represents a higher standard, one that ensures effective community association management performed with the utmost professionalism and ethics. This has, and continues to be our goal and commitment to our clients, and feel confident that we can offer the most professional and innovative services available. See the "Code of Ethic for Both CACM and CAI in our proposal for details.

Memberships

Beverly Hills Association of Realtors

Council of Residential Specialist

Condo Association Institute

Bronze Member of the LA Chamber of Commerce

California Assoc of Community Managers

Council of Real Estate Brokers

Graduate of Real Estate Institute

Toastmasters

International Institute of Real Estate

In Closing

The right property manager can give you the edge you need to build and maintain your real estate assets. With CALCO Management, you will find you have a resource that further distinguishes your property from others in the surrounding areas. We give personal care and attention to the property's immediate needs, while keeping an eye toward the future value of your investment. Our managers are experienced, resourceful, and skilled at problem solving. At CALCO, our business is about more than just buildings. It's about building relationships and enabling the success of our clients. We provide results-oriented service and accountability to consistently elevate the standard of achievement for our clients. Maintaining open communication between CALCO and its clients ensures the highest level of customer satisfaction and a long lasting reputation within the community.