

An architectural rendering of a modern multifamily residential building. The scene is viewed from an elevated perspective, showing a central courtyard with a green lawn, several trees with autumn foliage, and a covered outdoor seating area with wooden benches. The building features balconies with glass railings and a modern facade. A large blue geometric shape is overlaid on the left side of the image.

TMG

MULTIFAMILY

A Division of the TMG Family of Companies

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THE TMG DIFFERENCE

Like you, I am a multifamily property investor. I'm a firm believer that investing in real estate is one of the best decisions you can make. You create a stream of income that can take you through retirement, receive multiple tax advantages, and it's rewarding on a personal level.

Whether you're just starting out with your first duplex, or you've been in the game for 30 years and have 10 large-scale apartment buildings, TMG can help. Our services are comprehensive, yet scalable.



Several important factors make TMG stand out from our competition:

- **Longevity.** I started this company with three people in 1985 and we have grown to 160+ employees with three offices in Oregon and Washington. The variety of experience we offer our clients is unrivaled. We've literally seen it all and know how to handle it.
- **Expertise.** I'm proud of our seasoned multifamily management team - they're the best in the business. I'm also proud of the fact that we promote from within. We have people that started in our relocation department and have moved up through the ranks to management positions. This gives them insight into the whole process, from the perspective of the tenant and the owner.
- **The TMG Family of Companies.** No one else offers as many services under one roof as we do. We manage all types of properties (single family, multifamily, and commercial), we manage homeowner associations, we have licensed real estate brokers that can help you buy or sell, we have an in-house maintenance team, a home repair company, and a charitable organization.
- **Regional Presence.** We have three offices in Oregon and Washington - Portland, Vancouver, and Tri-Cities. When you're ready to expand in those areas, we're ready to serve you.

I look forward to working with you, discussing your investment goals, and helping you reach them.

Carmen Villarma

CPM
President of the TMG Family of Companies

LOCALLY OWNED REGIONALLY FOCUSED

ABOUT TMG

Locally owned since 1985, TMG Property Management Services NW (TMG) has been regionally focused on the Vancouver, Washington and Portland, Oregon rental markets. We have been managing apartment communities of all sizes with specialized experience in new construction and lease-ups. We pride ourselves on being the Northwest's most experienced and trusted multifamily property manager. Our seasoned team of management professionals provide unrivaled personal attention to our clients and their assets. We know that well-maintained and well-managed investments produce the highest return to our clients, and we deliver on that knowledge every day. We have the expertise, technology, and experienced staff to help you achieve the maximum return on your investment.



TMG has been awarded the **Accredited Management Organization (AMO)** designation by the Institute of Real Estate Management. We are one of only 537 companies worldwide to receive this accreditation which holds each company to a set of high standards for business operations. TMG offers experience and expertise far above many other property management companies.



When you hire our firm to manage your property, you are hiring a dedicated real estate management team directed by TMG President and founder, Carmen Villarma. Carmen holds the Certified Property Manager certification required by any company that has been awarded the AMO accreditation. Only individuals who have completed extensive course study and have met strict experience requirements hold the CPM designation. Requirements include fiscal and operations management as well as a strict code of professional ethics.

TMG BY THE NUMBERS

IN BUSINESS SINCE

1985

160+

EMPLOYEES

\$410M

PORTFOLIO VALUE

71

MULTIFAMILY PROPERTIES



THE TMG
FAMILY OF
COMPANIES

TMG Property Management Services NW
AMS | Association Management Services NW
TMG Maintenance Services NW
Home Works Repair Service
TMG Cares

SCOPE OF SERVICES

Multifamily property management is not one-size-fits-all. Our services are comprehensive, but scalable, depending on the size of your property. Whether you require onsite or offsite management, the services listed here are intended to give you a broad overview of what we can provide.

TRANSITIONS

- Due Diligence
- Transition Planning and Execution
- Recruitment, Training, and Onboarding
- Contract and Account Management

NEW DEVELOPMENTS AND LEASE-UPS

- Consulting - Rent Targets, Absorption Schedule, Floor Plans, Finishes, and Common Areas
- Staffing - Recruitment, Hiring, and Training of Onsite Team
- Studies - Demographics, Rents, Unit Mix, etc.
- Comprehensive Marketing
- Lease-Ups
- Referrals for lending, permanent financing, etc.

OPERATIONS

- Leasing Automation
- Online Resident Services
- Quality Assurance Audits
- Staffing
- Utility Management and Recovery

MARKETING

- In-House, Centralized Leasing Department
- Dynamic Marketing Team
- Website and Graphic Design
- Photography and Videography
- Online Reputation and Social Media
- Strategic Marketing Plans

REVENUE MANAGEMENT

- Review of all Lease Parameters, Amenities Values, Lease Terms, and Competitors
- Analyze Market Trends and Competitor Performance

ASSET MANAGEMENT

- Risk Management
- Valuation and Pro Formas
- Transactional Strategies

PROFESSIONAL SERVICES & ADMINISTRATION

- Bad Debt Recovery
- Capital Project Management
- Property Tax Appeal
- Cost Segregation Studies

ACCOUNTING & FINANCE

- Full-Service Accounting
- Customized Financial Reporting
- Lender Requirements
- Budgeting
- Construction Accounting



4 FEATURED PROPERTIES

Highlighted here are just a few of the properties we manage. To view our entire multifamily portfolio, visit:

[APARTMENT DIRECTORY](#)





THE TIMBERS AT TOWNCENTER
VANCOUVER, WA



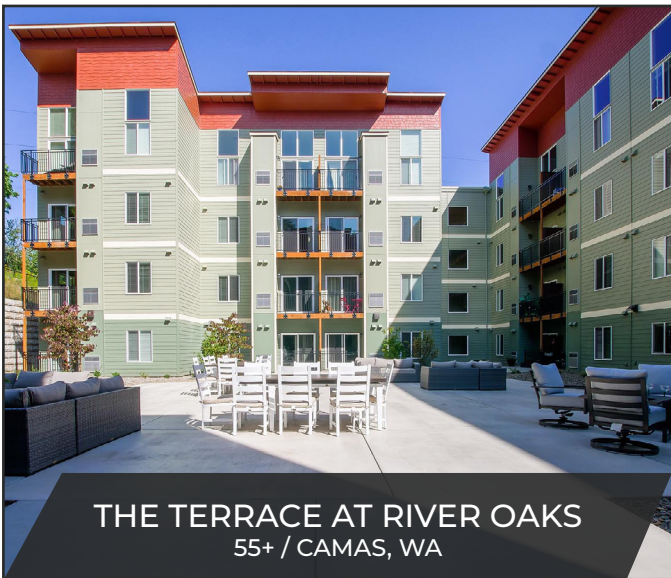
RIVER VIEW APARTMENTS
CAMAS, WA



SEASONS ON THE PARK
BATTLE GROUND, WA



THE CROSSINGS
55+ / BATTLE GROUND, WA



THE TERRACE AT RIVER OAKS
55+ / CAMAS, WA



THE TRAILS AT SALMON CREEK
62+ / VANCOUVER, WA



SUCCESS STORIES

I'm a new owner of investment properties. TMG has bent over backwards to help me with anything I need, be it understanding budgeting, providing documentation, or helping with estimating large-ticket maintenance items going forward. They have experience, expertise, and are available and responsive. I've received that same feedback from the previous owner of my property who had been with them for years. Really nice people to boot!

Cynthia Greyson, Investor

MCD Properties contracted with TMG Property Management Services NW to lease up and manage our 195-unit apartment project, Legacy Trails, in Ridgefield, Washington. Carmen and her staff are very experienced in new construction lease-ups and assisted in more than just leasing units.

They set our rents and deposits, created our website and logo, worked with our construction lender on reports, gave us recommendations for package lockers, handled the building and monument signage, provided resources for window coverings and furnishings for the clubhouse and model, and hired staff that have done an excellent job at getting the property leased.

Carmen assisted with our property and liability insurance and also recommended a lender for our permanent financing that we have contracted with.

We are doing our project in two phases and TMG pre-leased our buildings and had tenants moving into Phase 1 as soon as we could get our occupancy certificates. They are now working on pre-leasing Phase 2 and we expect the same great results.

Matt Jekel, Partner / MCD Properties / Legacy Trails Apartments

Since September of 2012, TMG has managed 60 units that my family owns at the One Lake Place condominium community located in Vancouver, WA. Over that time, their dedication and professionalism helped to increase revenue well over 35% and it continues to increase. They are able to achieve such stellar results by providing superior customer service and following through with the smallest of details. Their staff has an excellent understanding of budgets and financial statements. They maintain outstanding expense control while at the same time meticulously maintaining the community to the high standards set by both my family and TMG.

One of the best attributes of TMG is their site staff's ability to connect with residents. It starts at the moment of first contact - be it a phone call, email, or a drive-by rental inquiry, and continues building through the move-in process and throughout a tenant's residency. They always go the extra mile to ensure our residents are happy and taken care of well.

Needless to say, we are pleased to have a management company of TMG's caliber at the helm of our units at OLP. They represent our industry in the utmost professional manner. I wholeheartedly recommend them from both an ownership and landlord perspective.

Todd Locker, CPM, CCIM / One Lake Place

CONTACT



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