



URGENT – DATED MATERIAL

02/01/09

Dear Owners:

As part of our preventative maintenance program on your investment property, we have contracted with Rol-Air Air Conditioning, American Air, Aircom, Classic Aire Mechanical, and Air Services to service all central-type and window air conditioning units prior to our warmer weather. Past experience indicates it is more efficient to service them in advance than to wait for a problem to arise; it never fails that units seem to wait until the weekend to go out, so this should also minimize those overtime service calls and lessen the likelihood that a vendor can't get needed parts. However, this is a preventative measure and does not guarantee that future problems may not arise...AC systems are a bit like cars in that way (it may check out fine today, but still break down in the future).

The service call will include the following:

- 1) Check condition and operation of thermostat, filter, duct connections, blower, drain line, condensing unit, and running pressures.
- 2) Check refrigerant charge - Due to the rising costs of Freon, actual refrigerant cost is no longer included in the price of the service call. (Also note: freon cannot be added to a unit that has a leak until the leak has been repaired per EPA guidelines).
- 3) Clean outdoor coil, if necessary.
- 4) Flush condensation line. Moisture and our moderate climate make this a frequently reoccurring problem.
- 5) Note general condition of equipment and notify management of any problems.

The tenants will be notified if a dirty filter is found, and will be advised if their unit is not yet ready for operation due to a pending repair.

The entire service call takes about one hour and has proven to be well worth the cost and a proactive service that sets Recar & Associates apart from our competition. The cost breakdown is dependent on the type of property. Because the techs will service entire zip codes at a time, they are offering these prices to us at a "package deal"; service calls at other times will cost more. **Due to the time involved to coordinate keys, tenant contact, billing and the overall project, Recar & Associates will charge an additional administration fee on each diagnostics service invoice** – to be clear, we will provide this value-added service at the same price as last year, but Freon will be additionally invoiced by the vendor if needed to bring unit to proper charge.

This year's prices for Spring HVAC Checks (including the admin fees) are as follows:

A single family unit (with one HVAC system) = \$ 70.00	A single family unit (with two HVAC systems) = \$ 85.00
A duplex (with one system per side) = \$ 120.00	4-plex & apartments (with one system per unit) = \$ 55.00 per door

Note: Each rental unit is counted as a separate dwelling due to the time involved in contacting the tenants and coordinating keys and special circumstances (pets, alarms, etc.). Greater discounts apply on the fourplex and apartment units due to saved travel costs.

Any minor repairs that can be done for less than \$150.00 while the technician is at the property will be taken care of at the time of the diagnostic in order to save additional trip fees. Any service required over that amount will be bid and we will contact you for approval.

The cost of the service will be deducted from your April or May statement, depending on when the property is serviced and when we are invoiced. **If you have any questions or DO NOT want this service, please contact your Client Services Manager Michelle Juhasz (michelle.juhasz@recar-realtors.com) or Tracy Delaughter (tracy.delaughter@recar-realtors.com) no later than February 28th, 2009.** This is a Special Project that falls below \$150 and will be automatically done unless you specifically contact us to opt out. Properties having American Home Shield, First American Home, or other maintenance warranties will be dispatched at the rates listed above unless you do not want the service done, as the warranty companies do not consider preventative services as part of their coverage.

Thank you again for the opportunity to manage your rental property. We appreciate your business and referrals!