

OUR SERVICES

Capstone Real Estate Services is extending its proven expertise in the field of Affordable Housing Compliance Services. Having excelled in the Multifamily Fee Management field for over 45 years, Capstone believes its systems and services have been created in a very unique and successful manner to serve the Affordable Housing industry property owners, investors, syndicators and even other management firms. One of these services is our Eligibility File Reviews. We offer services for new move in applicant files or audits of existing files.

EXECUTIVE SUMMARY

Our Eligibility File Review services will provide same day turn around for your new move in files while using our centralized expertise which allows your assets to stay in compliance even with an inexperienced, on-site staff. Join the numerous property owners that are experiencing these benefits today:

- **Eliminate Lost Credits** — Many of our current portfolios' file audits by State agencies have resulted in no file error related findings upon review of the files our systems have approved as eligible.
- **Increase Rental Income** — We have implemented a same day file review with document management systems that allow for quicker completion of required paperwork. This allows your future residents to move in earlier, reducing vacancy loss.
- **Constant Communication** — Our systems allow for 24/7 visibility to the current status of applications submitted for move-in approval or audit services.
- **Increase On-Site Team Focus on Leasing and Operations** — Our centralized expertise allows your team to focus more on leasing and managing by removing the requirement for them to be compliance experts
- **Focused Training Efforts** — With our centralized expertise we allow you to focus training efforts and dollars on Operations related duties.

BUSINESS SITUATION

According to the Texas Department of Housing and Community Affairs the rate at which they are including potential fee assessments, as a part of the routine audit process, has risen 20% over the past year. Regulations are constantly changing and the enforcement agencies expect management teams to stay apprised of the changing requirements and ensure resident files are in compliance. Keeping track of these requirements, without a proven technology will leave any team exhausted and ineffective. If you take a moment to review the Capstone Compliance Successes document you will see unarguable evidence that our systems will bring your communities a better reputation, regulation adherence and revenue stream.

SOLUTION

Capstone has combined its Centralized Expertise and Advanced Technologies to provide solutions to these business and technical challenges in the Affordable Housing field. Our file review process is efficient and has been proven to yield excellent results. *Here are a few ways we have been successful:*

- **Our online technologies** allow us to electronically access your applications, provide immediate feedback and a long-term backup and repository for all files reviewed.
- **By hiring certified professionals** that are highly focused, well-trained and experienced in managing affordable communities we have reduced the need for on-site expertise, which has lessened the impact of on-site turnover and the need for intense Compliance training for on-site teams.
- **Our services are scalable** in that a high volume of applications can be processed efficiently which eliminates the typical on-site delay in getting the applicants approved and moved in.

In the same way the property management industry outsources the Background Screening due to heavy regulations and training requirements, it makes good business sense to let us handle your eligibility file review process.