



# Investor News

January 2012 Volume 6, Issue 1



## Happy New Year!!

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I hope that everyone had a joyous and safe holiday season. Now for most of us, it is back to work. There is a lot going on in this first quarter of 2012. So, let's begin...

### Company Name

This is probably one of the biggest announcements I will have all year—I am changing the name of the company. As most of you know, I helped my mother, Eileen Ortega start this company back in 2007. In September 2011, I took over as Owner/Broker. Over the years, we have struggled in our marketing of our company because of the name. Most people pronounce our company as Montana Vista Realty, like the state. However, it has the “~” over the last “n” in the name and is pronounced “Montanya”. In addition, because of the “~”, we have problems with people who search us on the internet. If they try to use the “~”, it will error out so we were forced to not use the “~” which goes back to Montana (like the state). There are a lot of Real Estate companies out there and we do everything to excel in our profession and we want to be remembered with the correct name. So, we are changing it to Desert Masters Realty. The LLC is DMR Investments, LLC. We have a new logo as well. Our strive in our business is to continue to master the desert in Real Estate. However, as with any legal change in name there comes paperwork to follow. The Arizona Department of Real Estate requires that our contracts with our clients represent the same name as our company. This month, along with sending out the rent checks, the 1099's, the 2011 Income/Expense Reports, we will also be sending out new Property Management Agreements along with a cover letter basically explaining everything as I just did. None of the terms and conditions that you originally agreed upon will change. Only the name. For those with email, I will be sending yours electronically. Those who do not have email, please look for it in the mail. I wish I didn't have to do the paperwork, but there is no way around it. I am planning on the formal name change starting March 1, 2012 so that will be the start date of the Property Management Contract. In the meantime, if you have any questions, please feel free to contact me.

### Electronic Payments

For those of you who are paid using the Electronic Fund Transfer (EFT), you will especially enjoy this next portion of the news letter. For those of you who currently receive your owner draw via hard copy check, you may want to read on.. Since we started using the new Buildium system, I have been able to offer you the option of using Electronic Fund Transfers for your owner draw checks. This is a convenient way to receive your rent checks every month without having to go to the bank. With EFT, the money is deposited directly into your bank account of choice. I have also been able to provide tenants the same convenience when paying rent. Instead of mailing a check every month, they can pay their rent online. I will tell you that we have about 85% of tenants pay their rent online. I will also tell you that we receive rent more timely vs. just sending in a check every month. However, one of the downfalls of the EFT payments is the processing time. Buildium, uses ACH, which is a third party company, to process the electronic payments. In doing so, they require a 3-business day hold time to receive the electronic funds from the tenant and they require a 3-business day hold time to pay out owners using electronic funds. If tenants pay on a weekend, it can take a good 2-weeks for you to receive your money. That is with me only having one day to process the rent. Well, good news.... I have applied and have been approved for a 1-business day hold on withdrawals. What this means is that once the tenant's money have funded into our account I can process rents and when I send you your owner draw money electronically, ACH will only hold the money for 1-business day, instead of 3-business days, to fund into your account. I think that you will really notice a difference in the time frame. I was approved and they have already begun processing the EFT's quicker. It has taken me a while to get this approved. I think it will definitely enhance our service levels.

### Special points of interest:

- 12 5-Day Notice to Quit or Pay have been sent out this month
- 14 Work Orders in Progress / 10 Work Orders Closed—This was broken appliance month.
- We have 5 people move out last month and 3 people move in.

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Service At It's Finest

Montaña Vista Realty is a full-service real estate company. We were founded in 2007. The Owner/Broker, Kim Ayers, has been in the industry for over 6 years. Our purpose is to assist the consumer with all their Real Estate needs and to protect their interests using professionalism and integrity. Montaña Vista Realty is family oriented and our family of agents is growing in numbers. We have a strong knowledge base in all areas of real estate to include but not limited to residential, property management, land, and commercial sales.

For more information regarding our company please contact Kimberly Ayers at (480) 244-6156



Kimberly Ayers  
Property Manager /  
Broker/Owner

We're on the Web!  
[www.KimberlyAyers.com](http://www.KimberlyAyers.com)

### 2011 Tax Reporting

Hopefully all of you received my email regarding 2011 tax reporting. We are working on getting the 1099's ready as well as your 2011 Income/Expense Reports. We will be sending the 1099's via first class mail and the Income/Expense Reports will be sent to you by email. Our goal is to get both these documents to you within the third week of the month. They are due by January 31, 2012 but we would like to get them to quicker than that. If you need copies of your receipts for expenses that occurred throughout the year, you can download them from your owner portal. If you need assistance with this, please let me know.

### Last Month Surveys

Last month the newsletter was actually a survey for you to fill out and let us know how we are doing. I would have loved to receive more, but we did get a pretty good response. The number one complaint was the EFT processing time. Actually, that was the only complaint. In any event, I am hoping with the 1-business day approval for withdrawals will solve this problem. Please let me know if you notice a difference.