



April 8, 2016

Mr. Chris Jacobs, President  
The Jacobs Group  
6283 Guava Avenue  
Goleta, CA 93117

Dear Chris:

It has been our pleasure to work with you over the last seven years. You and your team have been invaluable in our quest to get our Yardi software set up properly to utilize the many features available to us to help manage our 5,000+ unit portfolio.

Your staff is responsive, knowledgeable and produces results in a timely manner and within our budget. We have used your firm to troubleshoot our current set up, to assist in our upgrades, to be our 'support team' as we launch the use of new features. We also often use your staff when Yardi's support group is unable to be responsive in a timely manner and that often saves us hours of time and productivity. Your team has been extremely instrumental in helping us implement and use all of our modules, from Affordable to Construction to Commercial; we are far more efficient with our work flow for having utilized your services.

All of our various department staff members that your team has interfaced with have nothing but the highest regard for your team and your service.

We look forward to continuing our relationship with The Jacobs Group for years to come as we continue to streamline our processes and implement more Yardi functionality.

Kind Regards,

Renee Groves  
Director - Accounting