



CB Properties Overview

Founded in 2009, CB Properties is a Memphis-based, family-owned property management company that takes pride in providing excellent service to both investors and tenants. We currently manage more than 500 homes, focused on single-family houses, duplexes and small apartment units. As a partner to Memphis Turnkey Properties, which is owned by the same family, we bring proven expertise and best practices throughout the entire life cycle of real estate investment. Our goal is to provide the best customer service, with consistent communication and competitive costs to help maximize your investment potential.

Core Values



At CB Properties, we focus on the investor and how to make your portfolio most profitable. To achieve this, we uphold core values throughout our everyday operations:

Communication: As more than 95% of our investors are located out of state, we understand that entrusting a local property manager with your investment home is a big commitment. Clear, timely communication sustains this trust. We return all calls, emails, or any other form of communication within 24 hours of receipt.

We also make it easy for investors to communicate with us through the instant message feature of our property management software, Propertyware. We recommend that all investors contact the office in this way, as it results in the quickest answers and will always be saved in the portal's communication history for reference if needed.

Transparency: Simply put, we want to be upfront with everything. Investors should never be caught off guard or surprised by a monthly statement or think maintenance billing has been marked up beyond the property management agreement –which unfortunately happens all the time in our industry. We communicate all maintenance requests via our online portal, and require all vendors to send photos of work conducted. We also upload all invoices once paid so that investors can easily review bills on the portal, including a breakdown of the work done and time of completion. Out of state investors should have peace of mind with how their property is be manage and we accomplish this through Transparency.

Cost-Consciousness: We do our best to keep costs low for all investors. Our insured vendors provide competitive pricing on maintenance and labor that will beat any other price. We also keep our vendors accountable by requiring them to operate on their own tab if the issue is not repaired correctly the first time.

Management for Investors by Investors: As investors ourselves, we know what poor management decisions can do for a property's cash flow. CB Properties ownership not only has a portfolio of homes, but some of our staff members also own property. We feel that is important that your management staff to not only have experience through their day to day role within the company, but real experience as an investor.

Dedicated Portfolio Managers



When you select CB Properties to manage an investment home, you will be set up with an Portfolio Manager as your main point of contact. We believe having a single established contact causes less confusion on who to call, creates a better working relationship with us, and helps to resolve your questions faster. We like for investors to have one contact for all billing questions, maintenance queries, tenant issues, payments, or even questions on the eviction process. For the tenant, it also provides a higher level of customer service too.



Comprehensive Services

CB Properties provides a variety of services, including:

Tenant Placement: We market homes primarily through our website, which is tied to 15-20 real estate sites, as well as Craigslist, placing signs, and referrals. We screen all applicants by pulling credit, verifying employment, looking over FED and criminal background, and obtaining rental history. Our leasing agents are 100% commission based which makes them eager to rent homes! We also feature an inside sales position who follows up on nearly the 500 calls we receive a week. Between our inside sales coordinator and the leasing agents, we can provide excellent customer service to prospective tenants from the initial phone call to the move in experience.

Rent Collection: We collect rent from tenants on the first day of each month by money order, cash, cashier's check, or paying online through the online portal or renttrack.com, which helps build a tenant's credit score. Rent is due by the 5th of each month.

Eviction: If a tenant is late, we will contact them by phone, email, and placing letters at the home until all monies are collected. If a tenant doesn't pay and isn't cooperating, we will recommend the eviction process. All attorney fees and court costs fall back on the tenant.

Maintenance: We communicate all maintenance with a message via the Property Management system to the owner as soon as we receive any maintenance request. This is our investors opportunity to engage the Portfolio Manager if they wish. By Tennessee law, all maintenance requests must be completed within 72 hours of receipt.

Inspections: We provide an optional inspection at least twice a year wherein we visit the home to take pictures, change filters, check mechanical units and smoke detectors, and send a full report to the owner.

Rent Ready Projects: One item that distinguishes us from our competitors is that once a tenant has turned in a 30-day notice to vacate, we begin move-out/rent ready procedures, including marketing and preparing the home for the next tenant. Because of the complexity of showing a property with tenant in place, most management companies wait until the home is vacant before they start their marketing process. After the tenant has moved, investors receive move-out pictures and the rent ready estimate within two business days. Most rent ready projects can be completed within 2-3 business days of owner approval.

Portal/Payments Made Easy

- We set up all investors with an individual online portal through Propertyware, through which you can:
- View any maintenance request, bills, invoices, tenant information or documents on file
- Communicate directly with your account manager through instant messenger
- Enter banking information to enable monthly EFT of your rental income (we issue payments to investors on the 5th of the following month)
- View a live income/expense report for your complete portfolio under management with CB Properties
- View a monthly owner statement to track your portfolio performance over time

Fee Structure

- Monthly management fee is 9% of rent collected with minimum of \$50. Memphis Turnkey Clients have a discounted rate of 8%
- First tenant placement fee waived after MTP purchase; 75% of first month rent or \$750, whichever is greater thereafter.
- 15% maintenance over vendor invoice and materials purchased.
- \$150 lease renewal fee. This will be returned to the owner if the tenant moves out before fulfilling half of the renewal

Office Structure

Operations Manager: Andrew Akins
Project Manager: Alejandro Natera
Senior Portfolio Manager: Cristina Hammers
Portfolio Manager: Meg Wakefield I
Tenant Hospitality: Doyle Catron

Contact Information

Office Phone: 901-620-6787
Investor Hotline: 901-530-1979
Office Fax: 901-205-0629
Office Email:
info@cbpropertiesmemphis.com

Hours of Operation

Monday through Friday
8:30 AM to 5:00 PM CST

Office Address

1060 Brookfield Suite 100
Memphis, TN 38119

Office PO Box

PO Box 17462
Memphis, TN 38187

