

The Birch Quarterly

B I R C H M A N A G E M E N T , I N C .

ITEMS IN THIS ISSUE

- Knowledge
- Bed Bugs
- 1099's
- Do it Yourself
- Welcome
- Service Announcements
- Employment Growth
- Guilford County Full Service Office Rents
- Average Sales Price
- Total Transactions/ Days on Market

Knowledge

Knowledge is a key component to the value we offer our clients at Birch Management. Several members of our team were able to attend a national property management conference in Florida during October. There were over 200 attendees from companies across the country.

The conference covered four days and included 12 educational sessions and additional networking and educational opportunities. Needless to say, the days were very long and mentally taxing but the end result will be the implementation of many more great services for our clients.

Among the upcoming improvements will be greatly enhanced client web access—stay tuned for more information to come very soon.

Bed Bugs!!!

Good night, sleep tight, don't let the bedbugs bite— Well they are biting!!!

Bedbugs are flat, brown, wingless bugs that grow to about a quarter of an inch and have six legs. They feed on blood and typically do so when someone is sleeping. While research has shown that they do not transmit diseases, they are easily crushed and then could expose someone to blood.

The human eye can see bedbugs but they are very adept at hiding and can be difficult to detect. Some of the places bedbugs like to hide are:

- ◇ Mattress seams
- ◇ Sofa seams
- ◇ Bed frame cracks
- ◇ Under chairs and beds
- ◇ Under rugs and seams
- ◇ Behind light switches
- ◇ Clocks, phones, and TV's
- ◇ Clothing
- ◇ Behind wallpaper and pictures

Sanitary conditions are not necessarily a factor to a bedbug infestation. They are an equal opportunity pest and must be handled with immediately.

What should be done if there is a bedbug infestation? Pest control experts recommend that residents of infested areas do not do the following:

- ◇ Sleep on the sofa, another room, or stay with a friend

- ◇ Throw away beds and other furniture
- ◇ Treat yourself— bedbugs can only be effectively handled by a licensed pest control expert
- ◇ Release a bug bomb
- ◇ Bag belongings
- ◇ Assume they are only in the bed
- ◇ Assume you are the only one being bitten

Several members of the Birch Management team attended an educational session recently to learn even more about bedbugs and how to effectively deal with them. This is bedbug infestation is national in scope and can only be handled effectively with proper planning.

We have developed a bedbug management plan and will implement it as the need presents itself. One component of the plan includes responsibility and the payment for the eradication of bedbugs. While our lease stipulates that the resident must pay for pest control, most residents do not have the resources to pay for the eradication. As part of our plan, we have developed contingency plans that we will discuss with our clients on an as needed basis.

1099's

A provision in the recently passed small business jobs act requires ALL landlords to supply an IRS Form 1099 to anyone that they paid more

than \$600 to in a calendar year. Birch Management has done that for many years and will continue to ensure the compliance of our client accounts to the ever-changing governmental requirements.

DIY

Recently a jury awarded \$24 million to a plaintiff in a case where the landlord chose to perform a “do it yourself” pest control treatment. The full details are in the news section of our website and clearly point out that it is dangerous to perform certain items by unlicensed providers.

Not only does Birch Management require proper insurance, but we also require proper licensure for our vendors.

Welcome!

We are pleased to welcome the newest member of the Birch team this quarter, Tracy Perry. Mrs. Perry joined us after working for a large regional multi-family developer and will be assisting in the accounting area. After obtaining a BA in Business Management at NC State University, Mrs. Perry has specialized in the financial area of several companies and currently assists with the Triad Apartment Association when not helping Birch Management.



BIRCH MANAGEMENT

BIRCH
MANAGEMENT, INC

1118 Greccade St.
Greensboro, NC
27408

Phone: 336-288-6997
Fax: 336-272-2575

Web: www.thebirchcompanies.com

Our mission is to offer personalized and professional service to both our clients and customers by building strong relationships, utilizing the latest technology, implementing effective marketing strategies, following consistent systems all with honesty and integrity throughout every facet of our business

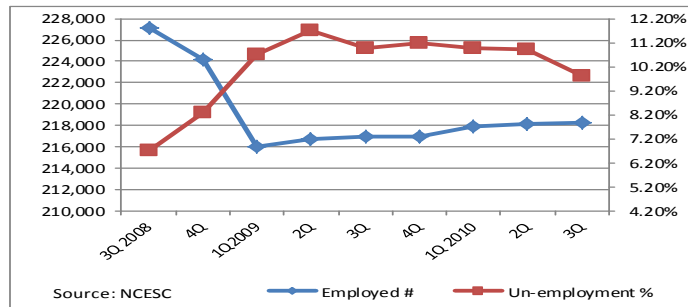
SERVICE ANNOUNCEMENTS

- Office Schedule:** Please note that our office will be closed to allow out team members some well deserved family time over the holidays, on the following days:
 - November 25th and 26th
 - December 23rd and 24th
 - December 30th and 31st
 As always, our emergency providers will be on call to handle emergency situations that occur.
- Client Web Access:** Those who have taken advantage of our client web access have found it to be a very helpful source of information. This is the fastest way to find out the answers to most financial questions, please contact us if you do not have your log-in ID and password. This is yet another valuable tool provided for our valued clients.

TRIAD REAL ESTATE MARKET INDICATORS

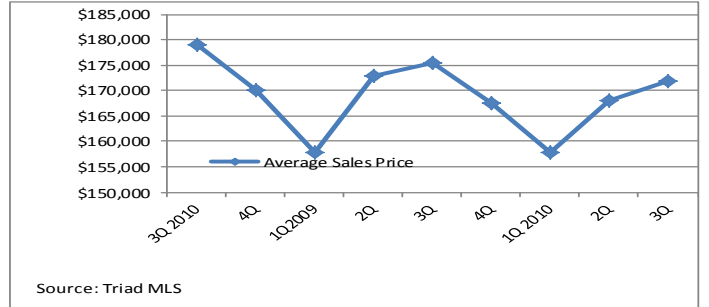
ECONOMIC INDICATORS

EMPLOYMENT STATISTICS



RESIDENTIAL SALES

AVERAGE SALES PRICE



TRANSACTIONS / DOM

