



Peak Campus Management currently manages over 26,000 beds at 45 assets nationwide. Valued at over \$1.6 billion, The Peak Campus Management portfolio is a diverse blend of student housing assets spanning from Maine to California. The Peak Campus Management platform offers broad experience that includes all student housing property types: university sponsored, development start-up, stabilized, and those that were operationally distressed assets before our involvement. Our values include:

- *People First*
- *Competitive Team Spirit*
- *Creativity*
- *Fanatical Commitment to Detail*
- *Excellence All the Time*

Our properties are managed by a professional and well-trained team of leaders. The onsite staff is typically comprised of 2-3 full time Management team members including the Property Manager, Assistant Manager and Leasing Manager. There is also a full time Maintenance team, generally consisting of a supervisor and 1-2 technicians. Along with the full time staff, we utilize part time student assistants for leasing and marketing. The management office is typically open 7 days a week with a staff member on call 24 hours a day.

The onsite team receives a great deal of support from our corporate staff. A Regional Manager and/or Regional Vice President will typically visit the property every 4-6 weeks to provide operational guidance for the asset. Additionally, corporate services are always available to the onsite team and include accounting, human resources, information technology, and training expertise.

As for property maintenance, we utilize an online work order system that generates work order requests via our website. Residents and office staff can enter a work order through our website 24 hours a day. Once work orders are complete, they are closed in the system and an email is sent back to the original person submitting the work order. Our company standard for completing work orders is 48 hours if the incident arises over the weekend and 24 hours if during the week, unless it is an emergency in which case we strive to respond within 1 hour. Our maintenance and management team also perform quarterly inspections of the units in the fall, winter and spring to assess cleaning and repair issues that require attention.



As for after hours security and emergencies, our answering service takes all resident calls and, if the issue is deemed emergency, they will page the on call team immediately. There is a systematic call list so that if the call is not initially picked up it will go to the next person on the list. We also typically employ a courtesy officer for the property (they are a resident of the property) as a resource for our Management team and the residents. This individual has specific requirements as it pertains to walking the property, driving through/patrolling the asset and answering disturbance calls or lock out calls.

The attached lease contract provides for a very professional relationship with our residents and allows us to manage our assets in a world class manner.