

## Letters of Reference

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183

From: Aamir <edwards@\_\_\_ com>  
Sent: Friday, February 27, 2026 7:25 PM  
To: Rosa Olivarez <rosa@bevenandbrock.com>  
Charlie Beven <charlie@bevenandbrock.com>; Fin Beven  
<Fin.Beven@bevenandbrock.com>  
Subject: Re: Welcome to \_\_\_ Merrett Dr #4

Hey Rosa, Our experience has been wonderful so far. We're happy with the space and can't wait to move in

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182

From: Cordelia W. <cordelia.a@.com>  
Sent: Thursday, **January 22, 2026** 5:23 PM  
Cc: Taylor Coumans <taylor@bevenandbrock.com>; usaplumbingservice@hotmail.com;  
Subject: Re: URGENT: Tub Backup

You have been wonderful today, **Taylor**, thank you so much !

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181

From: Charlie D. <ceduvy@\_\_\_\_.com>  
Sent: Friday, **January 9, 2026 9:30 AM**  
To: Fin Beven <Fin.Beven@bevenandbrock.com>  
Subject: MAD199

Hi Fin,  
Happy New Year. Now that the dust has settled from the sale of the 199 S Madison Avenue property, I wanted to thank you for the years of great service that you and the rest of your Beven & Brock team proved to me. I remember when I acquired the property from Dr. William Risser, he said that I should continue to use B & B for the management services because of the great successes he had with you guys. He also told me that he was one of B & B's very first clients for the 230 E \_\_\_\_\_property, and for the 199 S \_\_\_\_\_property from back in the 60's and 70's.

Even now I still get calls on the property asking how B&B is as a management company, and I always give a ten out of ten.

Thank you and best to you in 2026.

Sincerely, Charlie D.

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180

From: Alan M. <[mayer@\\_\\_\\_\\_.net](mailto:mayer@____.net)>  
Sent: Wednesday, December 3, 2025 11:15 AM  
To: Dave Brock <[Dave@bevenandbrock.com](mailto:Dave@bevenandbrock.com)>  
Cc: Lori Lacher <[lori@bevenandbrock.com](mailto:lori@bevenandbrock.com)>;  
Subject: **Lori Lacher**\_\_

Hi Dave,

I'm reaching out to you in my capacity as the Vice President of our Board of Directors. I know I speak for the vast majority of our board members.

Since Bevin and Brock joined our team, **I must acknowledge that Lori in my view is, without a doubt, the best property manager we have ever had.**

There isn't a moment when she fails to promptly answer calls or address any issues that arise. Lori plays a vital role during our board meetings with her experience, and she consistently follows up in a timely manner.

Thank you for your management team's efforts. I would be happy to provide a testimonial for you company if needed, but only if Lori continues as our property manager. Of course, I say this in jest.

Happy Holidays!

Alan Mayer  
Vice president VCA

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179

From: Janine <[janin@.com](mailto:janin@.com)>  
Sent: Tuesday, November 4, 2025 3:32 PM  
To: Dave Brock <[Dave@bevenandbrock.com](mailto:Dave@bevenandbrock.com)>  
Cc: Kyle J. <[kyle@\\_\\_\\_\\_.com](mailto:kyle@____.com)>; Lori Lacher <[lori@bevenandbrock.com](mailto:lori@bevenandbrock.com)>  
Subject: Lori Lacher

Dear Dave,

**I am not exaggerating when I say that the things that have been accomplished in the last 30 days with Lori leading the charge is more than we ever got done with Westcom in the last 20 yrs. Her knowledge and experience has taken so much pressure off of Kyle and me. Speaking on behalf of the entire Board, we cannot thank you all enough for the support we now feel with Beven & Brock.** This is 20 years overdue. We look forward to our future together. (And Lori is already aware that she is not allowed to retire...EVER, so there's that)

Sincerely,  
Janine J.

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178

From: Stephanie <stephleifer@i\_\_\_\_\_.com>  
Sent: Friday, September 6, 2024 10:20 AM  
To: Mary Macnair  
Subject: Re: Termination of SAN20

Mary. And many, many thanks for your outstanding service on this condo. **You made being a property owner easy.** Looking forward to continued work with you on our other rental unit.

Best Regards,  
Steph

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**From:** Jasmyne C. <[jasmyne89@\\_\\_\\_\\_\\_.com](mailto:jasmyne89@_____.com)>  
**Sent:** Monday, July 1, 2024 9:09 AM  
**To:** Mary Macnair <[Mary@bevenandbrock.com](mailto:Mary@bevenandbrock.com)>; Charlie Beven <[charlie@bevenandbrock.com](mailto:charlie@bevenandbrock.com)>  
**Subject:** Commendation for Mary's Exceptional Work as a Landlord (Earlham)

I hope this email finds you well.

**I am writing to commend Mary** for her exceptional dedication and hard work as a landlord. Over the past few months, Mary has consistently demonstrated a remarkable level of professionalism and commitment to ensuring the well-being and satisfaction of her tenants.

**Mary has gone above and beyond in her duties, addressing maintenance issues promptly, ensuring the property is well-maintained, and always being available to assist with any concerns or questions from tenants.** Her proactive approach and attention to detail have significantly enhanced the living experience for everyone in the building. Thank you, Mary, for everything.

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176

**From:** BETH A, <[bandre@.com](mailto:bandre@.com)>  
**Sent:** Wednesday, June 26, 2024 3:10 PM  
**To:** Fin Beven <[Fin.Beven@bevenandbrock.com](mailto:Fin.Beven@bevenandbrock.com)>  
**Cc:** Linda Bailey <[Linda@bevenandbrock.com](mailto:Linda@bevenandbrock.com)>; Doug Hollier <[Doug@bevenandbrock.com](mailto:Doug@bevenandbrock.com)>

**Subject:** Temporary AC Can be Picked Up - New AC is Installed: E. Sierra Madre Blvd., Apt. K

Hello all,

The new AC unit has been installed - work is complete **and the apartment is thankfully cooling!**

You may pick up the temporary AC any time. **Thank you for delivering that - it got us through the last few days.**

Best regards to everyone involved in this work,

Beth A.

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175

From: Dave <[dave\\_cameron@\\_\\_\\_\\_\\_ .edu](mailto:dave_cameron@_____ .edu)>  
Date: 6/9/24 10:13 AM (GMT-08:00)  
To: Sascha Werner <[sascha@bevenandbrock.com](mailto:sascha@bevenandbrock.com)>  
Subject: Re: Litter bugs

Good morning Sascha,

Thank you so much for your reply to my email, and for sending out an email to everyone here, I apologize for not responding back to you sooner. *And thank you for all your hard work in managing and helping to make our apartment community be a great place to live.*

See you soon!

Dave

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174

**From:** Kathryn C. <[kaelibody@\\_\\_\\_\\_\\_](mailto:kaelibody@_____)>  
**Sent:** Monday, May 20, 2024 6:04 AM  
**To:** Fin Beven <[Fin.Beven@bevenandbrock.com](mailto:Fin.Beven@bevenandbrock.com)>  
**Subject:** Management Representation

Dear Mr. Beven,

You probably are unaware of who I am. My name is Kathryn C. and I have been utilizing Beven and Brock as a Management Company for the past 3 years. Taylor Coumans has been my agent.

This short note is to say thank you.

Mainly I have utilized Beven and Brock as a payment and accounting portal, as I only have 2 units. But, recently I had a very difficult tenant and upgraded my agreement to include additional services. Taylor's assistance with this matter was invaluable. I would not have been able to manage the situation without her. She was effective and professional in dealing with the tenant and kept me posted throughout. Although it is not over yet, the tenant is due to move out at the end of the month. Taylor's guidance was a key component in making it happen.

All too often clients are quick to verbalize their discontent with a company when something goes wrong, but rarely take the time to express their appreciation when everything is good. So, I just wanted to take this time to articulate how pleased I have been with Beven and Brock. Thank you again.

Sincerely,

Kathryn C.

Marengo Ave  
Altadena, CA 91001

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**From:** Serena <serena@\_\_\_\_\_.com>  
**Sent:** Thursday, May 4, 2023 6:43 PM  
**To:** Rosa Olivarez <rosa@bevenandbrock.com>  
**Cc:**; Fin Beven <Fin.Beven@bevenandbrock.com>; Mary Macnair <Mary@bevenandbrock.com>  
**Subject:** Re: Welcome to \_\_\_\_ N Electric Ave #C

■ Hi Rosa,

Thank you so much for all your help with our apartment hunting process and making it as easy as possible for us. We really appreciated you and your quick and effective communication throughout this process. And thank you for providing us with this extra information.

Best,

Serena

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**From:** A. Khuller <\_\_\_\_khuller@gmail.com>  
**Sent:** Tuesday, April 11, 2023 5:44 PM  
**To:** Rosa Olivarez <rosa@bevenandbrock.com>  
**Cc:** Fin Beven <Fin.Beven@bevenandbrock.com>; Linda Bailey <Linda@bevenandbrock.com>;  
**Subject:** Re: Welcome to Santa Barbara #8

Dear Rosa,

Thanks so much! It has likewise been a pleasure working with you, and I appreciate your help throughout. I will come on Monday or Tuesday to pick up the keys.

Thanks again,  
Adi

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171

-----Original Message-----

From: b choy <\_\_\_\_@yahoo.com>

Sent: Monday, March 27, 2023 1:20 PM  
To: Laura Hoot <Laura@bevenandbrock.com>  
Subject: Approval

Thank you, Laura and Andy.

I noticed from the ledger that my account dates back to 6-1-1989.  
( I believe that is just with the current accounting system. If I recall correctly, Beven and Brock was managing the Del Mar Town Houses and my association dues account, as early as 1986 or 1987 and possibly before ). Regardless it has been a long business relationship **with the best property management company ( and Staff ) in the San Gabriel Valley** ( with none better in California and wherever else Beven and Brock is currently operating ).

Sincerely,

L. B. Choy  
\_\_\_\_\_ S. Marengo Avenue, Pasadena, Ca. 91101

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**From:** Kathleen L. <[kt\\_@aol.com](mailto:kt_@aol.com)>  
**Date:** March 21, 2023 at 2:04:10 PM PDT  
**To:** Linda Bailey <[Linda@bevenandbrock.com](mailto:Linda@bevenandbrock.com)>  
**Subject: Re: Vil698-B**

Oh! Linda! My God! You are SO right! Major lift in the overall look of the entire unit! Seriously, Linda, this is a brilliant improvement. To tell you the truth, **I am sitting here weeping as I write to you because I am so grateful to you for your expertise, your attention to detail, your action orientation, your work ethic, your communication and leadership skills, and your kindness.**

Thank you with all my heart. With Great Gratitude,

Kathleen

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**From:** [vance@charter.net](mailto:vance@charter.net)  
**Sent:** Monday, March 6, 2023 4:27 AM  
**To:** Fin Beven <[Fin.Beven@bevenandbrock.com](mailto:Fin.Beven@bevenandbrock.com)>  
**Subject:** RE: FW: \_\_\_ and \_\_\_ Wilson

Good morning Mr. Beven,

Thank you for responding so quickly to my request for the financial information. As I mentioned, my mother passed away last February. She always spoke very highly of you because you would always take the time to speak with her. Please accept my sincerest gratitude for treating my mother with such dignity.

Sincerely,

Vance E.

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**From:** Erandi <[erandi@.com](mailto:erandi@.com)>  
**Sent:** Thursday, February 16, 2023 10:21 AM  
**To:** Rosa Olivarez <[rosa@bevenandbrock.com](mailto:rosa@bevenandbrock.com)>  
**Cc:** Charlie Beven <[charlie@bevenandbrock.com](mailto:charlie@bevenandbrock.com)>; Fin Beven <[Fin.Beven@bevenandbrock.com](mailto:Fin.Beven@bevenandbrock.com)>  
**Subject:** Re: Welcome to 245 W. Colorado #23B

Thank you for all your help Rosa, I really enjoyed working with you as well. Your prompt response to property inquiries and all my questions was greatly appreciated. You made this process surprisingly easy.

Have a great day,  
Erandi

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**From:** [harry@.com](mailto:harry@.com) <[filmharry@.com](mailto:filmharry@.com)>  
**Sent:** Wednesday, November 23, 2022 5:40 PM  
**To:** Cole Beven <[Cole@bevenandbrock.com](mailto:Cole@bevenandbrock.com)>  
**Subject:** Re: Bush, window etc.

Dear Cole,

Thank you very much for your detailed emails. Phew! I have total faith in your wisdom and diplomacy and thank you for being the intermediary which I think Barbara likes.

Happy Thanksgiving

Harry.

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166

**From:** [@tutanota.com](mailto:@tutanota.com) <[@tutanota.com](mailto:@tutanota.com)>  
**Sent:** Wednesday, November 9, 2022 9:26 PM

**To:** Mary Macnair <[Mary@bevenandbrock.com](mailto:Mary@bevenandbrock.com)>  
**Subject:** Many thanks

Dear Mary,

I have so appreciated having you as this building's supervisor, at 2001 Peyton Ave in Burbank, Ca. To my and everyone's benefit, you have always gone above and beyond what was necessary to take care of this building and the tenants in it.

You've always been exceptionally professional, well informed, organized and caring. Although this building has been sold and will likely see some renovations, I can think of nothing better than to continue renting with Beven and Brock because of you.

Sincerely,

Tiffany Lewis,

Very grateful tenant

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**From:** <[nack@gmail.com](mailto:nack@gmail.com)>  
**Sent:** Tuesday, November 8, 2022 4:47 PM  
**To:** Rosa Olivarez <[rosa@bevenandbrock.com](mailto:rosa@bevenandbrock.com)>  
**Subject:** Re: Welcome to San Marcos

Rosa,

This process was definitely one I would recommend to anyone looking for quality interaction and perfect communication skills. I am very satisfied with the process and thrilled with the outcome. All the information and assurance you provided me through this whole process is very much appreciated. I look forward to this new transition ,On behalf of Nancy and I; thank you. We are very pleased.

- JM

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**From:** Mary S. <[mesmith@\\_\\_\\_\\_\\_.com](mailto:mesmith@_____.com)>  
**Sent:** Friday, September 30, 2022 4:46 PM  
**To:** Rosa Olivarez <[rosa@bevenandbrock.com](mailto:rosa@bevenandbrock.com)>  
**Cc:** Fin Beven <[Fin.Beven@bevenandbrock.com](mailto:Fin.Beven@bevenandbrock.com)>  
**Subject:** Re: Welcome to Abella

Thank you so much, Rosa!

We sincerely appreciate all your help through this process. We are so excited to enjoy our new home!

Mary

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**From:** Sandip S. <sspate@\_\_\_\_.com>  
**Sent:** Friday, September 9, 2022 10:01 AM  
**To:** Rosa Olivarez <rosa@bevenandbrock.com>; bhuma@\_\_\_\_.com  
**Cc:** Fin Beven <Fin.Beven@bevenandbrock.com>  
**Subject:** Re: Welcome to W. Colorado Blvd #12B

Thanks Rosa!

It certainly was a great experience working with you on getting this whole process done per the given timeframe. And I will be able to pick the keys today before noon.

Also, I believe electric and gas connections are enabled since the request has been submitted for the same.

Thanks!  
Sandip S.

**From:** ani <ani@\_\_\_\_.com>  
**Sent:** Wednesday, August 31, 2022 9:08 PM  
**To:** Mary Macnair <Mary@bevenandbrock.com>  
**Subject:** \_\_\_\_\_ Western Ave(pre-move-out-inspection)

Good evening dear Mary,

First of all I want to thank you for being so supportive, helpful, and kind to me and my family.

We appreciate your understanding of our situation. It was very stressful for us to leave the small corner that we had all our memories in since we relocated to the USA.

Your supportive words were very useful for me and my son. I wish I know you before as a manager.

Thank you  
And have a great evening

Sincerely,  
A leaving tenant 😊

Ani K

**From:** Abigail S. <abby\_\_@gmail.com>  
**Sent:** Tuesday, June 28, 2022 3:55 PM  
**To:** Charlie Beven <charlie@bevenandbrock.com>  
**Cc:** Fin Beven <Fin.Beven@bevenandbrock.com>  
**Subject:** Oak Knoll Ave - Power Outage

Hi, Charlie!

Fantastic! Thanks so much for the quick response! I'll hang tight, then. Glad I bought popsicles!

Thanks again,

Abby S.

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**From:** Guy T. <guyt@gmail.com>  
**Date:** June 27, 2022 at 10:23:39 PM PDT  
**To:** Dave Brock <Dave@bevenandbrock.com>, Laura Aguilar <LauraA@bevenandbrock.com>  
**Subject:** Fwd: Resignation letter to be submitted to the Board, effective June 30th, 2022

Hello, Dave and Laura,

So the time has come to say good bye, with great regrets.  
I have sold my Glendale Unit 208 at 248 W Loraine St, and escrow closing day is July 5th.  
I will be moving to Long Beach, to be closer to my 2 daughters and 6 grandchildren. Still searching for a home to buy...

If anything, my business with Beven & Brock, and more specifically with you, Laura, has been an absolute delight, thanks to your result-oriented approach, your total availability, the confidence you inspired and the reliability of your assistance. It's actually rare to connect to people one can rely on. With you, I did, and so did Woodlane Village HOA. Thank you!

Dave, I particularly want to thank you for your strong support during all these years, and I continue to admire the organization you put in place. I wish you success for everything you build!

I am attaching the message I sent to my Board colleagues. I'll miss them all, and I'll miss you as well.

Be well, and please thank your team, Trish, Claudia, Andy for their professional service!

Best,

Guy Tower, Treasurer  
Woodlane Village HOA

**From:** panzhang <[panz\\_\\_\\_\\_@.net](mailto:panz____@.net)>  
**Sent:** Wednesday, May 4, 2022 5:57 AM  
**To:** Dave Brock <[Dave@bevenandbrock.com](mailto:Dave@bevenandbrock.com)>  
**Subject:** Customer Service

Good morning Dave,

My name is Pan and I'm the daughter of the owner in 618 Fairview Ave, Unit 117 Arcadia.

I want to send you this email to express my true appreciation for the service provided by Dominique Ramirez.

Recently, there was a major rain storm that caused water backup into my parents condo; this was the second time this has happened within a month. I called your company for my parents due to their age and lack of English. Dominique took my call and has since been working with me to find the necessary service to resolve the issue. She showed exceptional patience, empathy, and professionalism. Without her effort, this ordeal would not be easily fixed.

I'm in the service industry and understand how beneficial great customer service is for a business. Dominique is the A+ employee for you at Beven and Brock.

Sincerely,  
Pan

**From:** Peter Lu <[peter. @\\_\\_\\_\\_.com](mailto:peter. @____.com)>  
**Sent:** Wednesday, March 30, 2022 5:46 PM  
**To:** Fin Beven <[Fin.Beven@bevenandbrock.com](mailto:Fin.Beven@bevenandbrock.com)>  
**Cc:** Fang Zhu <[fang@bevenandbrock.com](mailto:fang@bevenandbrock.com)>;  
**Subject:** Cassini Wilson Apartment

Hi Fin:

Here I would like to say a few words about our great experience with B&B. Again we definitely have a great experience with Fang Zhu, she always puts our needs in her first priority and her prompt responses help us to build good relationships with our tenants. I would like to thank Fang Zhu and your great company team for our great cooperation relationship.

Peter

**From:** Athena Garcia-Gunn <a.garcia@\_\_\_\_\_.com>  
**Sent:** Wednesday, April 6, 2022 9:31 AM  
**To:** Rosa Olivarez <rosa@bevenandbrock.com>  
**Cc:** Fin Beven <Fin.Beven@bevenandbrock.com>;  
**Subject:** Re: application Athenamarie Garcia-Gunn & Kimberly Masse

Hi Rosa,

Apologies for the delay in reply. We've been so excited since receiving your email.

It has been such a pleasure working with you as well.

Thank you for your support and patience through this process.

We will certainly stay in touch.

If there is anything outstanding please let us know.

Cant wait to pick up our keys!

Warm Regards,  
Athena and Kim

**From:** Dario <dario@\_\_\_\_\_.com>  
**Sent:** Thursday, March 17, 2022 10:12 AM  
**To:** Sascha Werner <sascha@bevenandbrock.com>  
**Subject:** Notice of Intent to Vacate

Good morning Sascha,

After 11 happy years of my life on this apartment, I am going to be moving out on April 30, 2022.

You and your company has been exceptionally great. I am grateful for all these years.

I have attached the Notice of Intent to Vacate I am not sure if I have to mail it or this is sufficient.

Please let me know about this and if there anything else I need to do or provide.

**Address:** \_\_\_\_\_ N PRIMROSE AVE, APT D, MONROVIA, CA 91016

Thank you very much.

Dario

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**From:** carlos corrales <[CarlosC.@\[redacted\].com](mailto:CarlosC.@[redacted].com)>  
**Sent:** Friday, March 18, 2022 2:42 PM  
**To:** Mary Macnair <[Mary@bevenandbrock.com](mailto:Mary@bevenandbrock.com)>  
**Subject:** Thank you

Dear Mary, Beven & Brock Management, Property Owners

My name is Carlos Corrales, I have been living at \_\_\_ S. Los Robles Ave. # 2, Pasadena, for more than sixteen years, and this is the very first time in all these years that I'm writing an email, to talk about all the great changes I've seen recently with the property.

I would like to thank Mary Macnair, for taking such good care of the property, for being there for me, and all the tenants whenever we need help with anything related to it.  
Ever since Mary has been the property manager, the building is looking better, and safer.

I have seen Mary in the middle of the night, coming to the property to making sure everything is alright, I know that, because I come back home from work sometimes late at night, and I talk to her.

Thanks to Mary, my apartment has new kitchen floor, the other one was old, and in terrible condition, now my apartment looks more modern.

Thank you, Beven & Brock for assigning Mary Macnair as the manager for this property.

Best,

Carlos Corrales

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**From:** Ashley M.<[ashley@\[redacted\].com](mailto:ashley@[redacted].com)>  
**Sent:** Wednesday, March 2, 2022 12:06 AM  
**To:** Fin Beven <[Fin.Beven@bevenandbrock.com](mailto:Fin.Beven@bevenandbrock.com)>  
**Subject:** Thank you Beven and Brock!

Hi Mr. Beven,

My name is Ashley and I rented with your company for over 3 years and I would like to say that Linda (our property manager) is amazing. As soon as we had any issues she would resolve them.

She is thorough and friendly! And she responds very fast to any emails I'd send her over those years. Happy to have rented with you guys, everything was a breeze.

We are moved out of the unit now, but I just wanted to email and show appreciation to Linda and your company.

Thank you! :)

Ashley Mercado  
Former resident at \_\_\_\_\_ N Holliston Ave

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**From:** Alyssa G. <alyssa@\_\_\_\_\_.com>  
**Sent:** Thursday, February 3, 2022 11:51 AM  
**To:** Rosa Olivarez <rosa@bevenandbrock.com>  
**Cc:** Fin Beven <Fin.Beven@bevenandbrock.com>  
**Subject:** Re: Welcome to 5\_\_\_ Baldwin Ave

Wonderful, thank you so much Rosa!

I truly appreciate your assistance and I am excited to live at my new apartment. :)

*Sincerely,*

*Alyssa G.*

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152

**From:** suzanne h. <suzy @ >  
**Sent:** Monday, January 24, 2022 8:30 AM  
**To:** Dave Brock <Dave@bevenandbrock.com>  
**Cc:** Kimberly Bloomer <kim@bevenandbrock.com>  
**Subject:** Great Service!

Hi Dave -

I wanted to send you an email about the excellent service I received from **Kimberly Bloomer - she went above and beyond to help answer my questions and provide a resolution**. She was very communicative and even called me over the weekend to check in and make sure everything was taken care of.

I have lived here at Windemer for 18 years and I'm also on the HOA Board - out of all of these years, she is by far the most responsive and the most professional!

I'm so fortunate to have had such wonderful service.

Thank you! Suzy

CalBRE #0180\_\_\_\_\_

Sotheby's International Realty

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From: Tom H. <[tom@\\_\\_\\_\\_\\_.com](mailto:tom@_____.com)>  
Sent: Monday, December 27, 2021 2:44 PM  
To: Laura Hoot <[Laura@bevenandbrock.com](mailto:Laura@bevenandbrock.com)>  
Subject: RE: Spectrum phone system (Doug Hollier)

Yes, but I contacted the emergency department at your office. **I have to tell you, the experience was outstanding!** From the gentleman (answering service) who took my initial call to the gentleman who was on call for Beven and Brock **were both 110% fabulous.** My call was made around 3:00 PM yesterday. Earlier prior to me calling B & B, I spoke with a couple of the residence around my mother's place and everyone was frustrated because nothing was working. So, I asked the obvious question, "did anyone contact B & B?", and the pat answer was "No". So I took the reins and started the troubleshooting process.

At around 3:00 AM, I was awakened for some odd reason, so I decided to check on my mother's NEST program. I noticed the NEST app for my mother's place was back in service....good news. Good thing too, because the temp in my mom's place was 67 degrees....burrrrrr!!!

Anyway, I dropped by my mom's place this morning around 7:30 AM and the intercom worked perfectly. I just wish I could remember both gentleman's names I dealt with because **they picked up the ball and ran with it to make an uncomfortable situation into a winning one.**

I appreciate you responding back as well, Laura. **This kind of service speaks loudly for the culture at B & B. Top cabin from nuts to bolts.**

By the way, I hope your Christmas holiday was a joyous one. I wish you a very prosperous and healthy New Year 2022.

Best,

Tom

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150

**From:** Barraza, E.<[edward@nasa.gov](mailto:edward@nasa.gov)>  
**Sent:** Monday, October 25, 2021 1:09 PM  
**To:** Rosa Olivarez <[rosa@bevenandbrock.com](mailto:rosa@bevenandbrock.com)>

Fin Beven <Fin.Beven@bevenandbrock.com>

**Subject:** Re: [EXTERNAL] Welcome to 1410 1/2 Alhambra Rd, Alhambra

Thanks for your help Rosa. **You've been most helpful during every step of this process.** I'll be sure to accordingly reach out to b&b personnel as needed.

Thank you!

Edward

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149

**From:** Jackie V. <[jackie@gmail.com](mailto:jackie@gmail.com)>

**Sent:** Saturday, October 16, 2021 9:39 PM

**To:** Rosa Olivarez <[rosa@bevenandbrock.com](mailto:rosa@bevenandbrock.com)>

**Subject:** Re: Welcome to 1132 Fremont Ave #L

Hey Rosa,

**Thank you so much for helping us find this place. Beven and Brock have made our first renting experience so easy going and convenient. We really appreciate it.**

Also thank you for the contact info. We'll let you know if we have anymore questions, but in the meantime, we hope you have a great night, it's been a pleasure meeting you.

Best,

Jackie and Fernando

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**From:** Benjamin [mailto:\_\_\_\_\_@gmail.com]

**Sent:** Wednesday, August 11, 2021 3:49 PM

**To:** Rosa Olivarez <[rosa@bevenandbrock.com](mailto:rosa@bevenandbrock.com)>

**Cc:** Fin Beven <Fin.Beven@bevenandbrock.com>

**Subject:** Re: Welcome to \_\_\_\_ E. California Blvd #1

Hi Rosa,

**Thank you so much for all of your help,** we really appreciate it.

Can't wait to get all moved in!

Thank you,

Ben

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147

**From:** Kim B. [mailto:kimb@\_\_\_\_\_.com]  
**Sent:** Sunday, July 18, 2021 8:46 PM  
**To:** Rosa Olivarez <rosa@bevenandbrock.com>  
**Cc:** Fin Beven <Fin.Beven@bevenandbrock.com>  
**Subject:** Re: Welcome to 2 \_\_\_\_\_ N Marengo

Hi Rosa,

Hope you had a wonderful weekend. Thank you so, so much for all your help and coordination through the rental process.

Confirming receipt of the above information. We are definitely looking forward to picking up the keys in a couple weeks, and will let you know if we run into any additional questions in the meantime!

Kim

---

146

**From:** Noelle S. [mailto:doria\_\_\_\_@\_\_\_\_\_.com]  
**Sent:** Saturday, July 17, 2021 7:52 PM  
**To:** Fin Beven <Fin.Beven@bevenandbrock.com>  
**Cc:** Mary Macnair <MaryM@bevenandbrock.com>  
**Subject:** Property Management

Good Afternoon,

I have been a tenant on the Laverna Avenue property for many years.

I personally just met our new property manager **Mary** yesterday. She is dynamic! She is so comfortable to talk to without fear and reassures you that things will get done and all you leave the conversation trusting her. I can see by her actions she is committed and with her words she cares. She takes time out to communicate and makes herself available to you. She is professional, compassionate and helpful.

She is truly a blessing, but I'm sure you already know that.. I just wanted to let you know how I appreciate her and am truly grateful to have new property manager that I can feel comfortable speaking with..

Thank you for taking the time to read my email.

Bests,  
Noelle Suarez

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145

**From:** Audrey C.T. [mailto:aud@\_\_\_\_\_.com]  
**Sent:** Friday, July 16, 2021 10:55 AM  
**To:** Rosa Olivarez <rosa@bevenandbrock.com>  
**Cc:** Fin Beven <Fin.Beven@bevenandbrock.com>  
**Subject:** Re: Welcome to 972 Alta Vista

Hello Rosa-

You are officially my hero. Thank you for all your clear communication and help closing the deal. It was a wonderful experience. I will follow up with Doug about move-in details.

-Audrey

---

144

**From:** Stella W. <hoa@\_\_\_\_\_.com>  
**Sent:** Sunday, July 4, 2021 12:53 PM  
**To:** Jackie D. <jackie@\_\_\_\_\_.com>; Connie <\_\_\_\_\_.com>; MT <mct@\_\_\_\_\_.com>  
**Cc:** Laura Hoot <Laura@bevenandbrock.com>; Suzanne <suzanne@\_\_\_\_\_.com>

**Subject:** Trash bins weren't replaced on Saturday

Hi,

I called B&B maintenance and Doug came out within an hour after the call. The bins had been left across the street and Doug pushed them into the trash room. He also help me put the trash already in the trash room into the bins. Doug mentioned that bins were left out on one other property (I think they were B&B managed). Mary said bins have been left out on Sierra Madre Blvd also.

Special kudos to Doug for promptly fixing our problem, especially on the 4th of July. I expressed our appreciation to Doug, but Laura, I hope you will mention to him how grateful we are for his prompt help.

Thanks Beven & Brock for such good service.

Happy 4th everyone!

Stella

---

143

**From:** Carolyn G. [[mailto:c.g.@\\_\\_\\_\\_\\_.com](mailto:c.g.@_____.com)]  
**Sent:** Thursday, July 01, 2021 11:47 AM  
**To:** Fin Beven <[Fin.Beven@bevenandbrock.com](mailto:Fin.Beven@bevenandbrock.com)>  
**Cc:** Mary Macnair <[MaryM@bevenandbrock.com](mailto:MaryM@bevenandbrock.com)>  
**Subject:** re: Laverna Properties - Fire Damage

Good morning Fin,

I am a tenant who has been residing at the property for 9 years and wanted to point out that the new property manager, **Mary Macnair did an outstanding job of handling the serious situation that occurred yesterday.** I informed Mary of the fire that broke out approximately at 4 pm yesterday from one of the garages at the opposite end of my garage. This fire could have been much, much worse, which could have cost lives and wiping out all bungalows destroying the complete property. Mary worked tirelessly for several hours checking on all tenants, the fire marshall and workman, and stayed until 11 pm last night to make sure everything was secure and that the garages were boarded up.

I have been self employed for 30 years, and with the remarkable job that Mary did, if she was one of my employees it would call for raise based on her professionalism and performance with respect to the Laverna properties.

Carolyn G.

---

142

**From:** Patti C. [[mailto:c.patti@\\_\\_\\_\\_\\_.com](mailto:c.patti@_____.com)]  
**Sent:** Sunday, June 27, 2021 11:29 AM  
**To:** Fin Beven <[Fin.Beven@bevenandbrock.com](mailto:Fin.Beven@bevenandbrock.com)>  
**Subject:** My new property manager, Mary Macnair

Dear Mr. Beven,

**I just wanted to thank you for hiring Mary, and for assigning my 3 apartment buildings to her as manager. She's a very strong manager and has been making constructive changes.** She's been very successful getting rents paid, after months of rent "furloughs" all over these buildings. I am so appreciative of her efforts, and again, thank you for assigning my properties to her. We have more property in West LA . It's worse there, with rent control on top of rent furloughs and earthquake retrofitting. I wish I could give those buildings to Mary as well!

Sincerely,

Patti C.

---

141

**From:** Shannon [[mailto:shannon @\\_\\_\\_\\_\\_.com](mailto:shannon @_____.com)]  
**Sent:** Tuesday, June 22, 2021 9:48 PM  
**To:** Mary Macnair <[MaryM@bevenandbrock.com](mailto:MaryM@bevenandbrock.com)>

**Cc:** robdaveson@gmail.com; Fin Beven <Fin.Beven@bevenandbrock.com>  
**Subject:** Welcome to Spazier Street

Thank you, Mary! We are so happy.

---

140

**From:** Al N.[mailto:al@\_\_.com]  
**Sent:** Tuesday, June 22, 2021 12:56 PM  
**To:** Sascha Werner <sascha@bevenandbrock.com>  
**Cc:** Fin Beven <Fin.Beven@bevenandbrock.com>  
**Subject:** Re: Welcome to \_\_\_\_ N. Allen

Hi Sascha,

Thank you for your warm welcome & provided information. Looking forward to being a part of Beven & Brock's large tenant's family.

Regards,  
Al

---

139

**From:** Nathanael Kazmier... [mailto:kazmier@.com]  
**Sent:** Thursday, June 17, 2021 1:32 PM  
**To:** Rosa Olivarez <rosa@bevenandbrock.com>  
**Cc:** Fin Beven <Fin.Beven@bevenandbrock.com>  
**Subject:** Re: Welcome to \_\_\_\_ Magnolia

Hi Rosa,

Thank you for the good news! It was a pleasure working with you as well. We will drop by this afternoon to pick up the keys.

Thanks,

Nathanael Kazmier...

---

138

**From:** Kalva V R. <vka@gmail.com>  
**Date:** June 15, 2021 at 7:46:38 AM PDT  
**To:** Rosa Olivarez <rosa@bevenandbrock.com>  
**Cc:** Fin Beven <Fin.Beven@bevenandbrock.com>, m  
**Subject:** Re: Welcome to \_\_\_\_ N Stoneman

Hi Rosa,

It was a pleasure working with you as well! We are happy with our selection, and hope that it will work out for us.

Thank you for everything.

Regards,  
Kalva & Maryna

---

137

**From:** Megan W. [mailto:meganew@.com]  
**Sent:** Friday, June 4, 2021 8:30 AM  
**To:** Rosa Olivarez <rosa@bevenandbrock.com>  
**Cc:** mckay2@gmail.com; Fin Beven <Fin.Beven@bevenandbrock.com>  
**Subject:** Re: Welcome to \_\_\_ Santa Barbara

Thank you so much, Rosa! You have been so helpful in this process. We will be sure to send you the electric account confirmation # as soon as we get it.

Let us know if we need anything else!

Sent from my iPhone

---

136

**From:** Jeon, Tae [mailto:jt@caltech.edu]  
**Sent:** Thursday, May 6, 2021 5:52 PM  
**To:** Rosa Olivarez <rosa@bevenandbrock.com>; mjeeeun@gmail.com  
**Cc:** Fin Beven <Fin.Beven@bevenandbrock.com>  
**Subject:** Re: Welcome S. Mentor

Hi Rosa,

Thank you so much for your help. I was happy to work with you and we are really satisfied with all your services.

Then, I'll see you on 13th May. Thank you and have a great day.

Tae

---

135

**From:** tessa <[tessa@.com](mailto:tessa@.com)>  
**Date:** April 13, 2021 at 10:36:31 AM PDT  
**To:** Linda Bailey <[Linda@bevenandbrock.com](mailto:Linda@bevenandbrock.com)>  
**Subject:** Re: Service Request

Linda,

I had an excellent service job done by Joe and Joseph. Thank you for such fast service and such great handymen. They were able to fix the garbage disposal and the window is just old and sticky they said as well as the lock that won't stay up on the window. I wanted to note this here for the end of my lease that the windows have some issues that are unable to be repaired. Regardless they work and that's great!

Thank you for all your help,

Tessa E.

---

134

**From:** Yue Ming Huang <[ymto@](mailto:ymto@)>  
**Sent:** Friday, April 2, 2021 10:33 PM  
**To:** Linda Bailey <[Linda@bevenandbrock.com](mailto:Linda@bevenandbrock.com)>  
**Subject:** Re: James Wong

Hi Linda,

Sorry I thought I had sent you a note but got caught up and realized I had not (March has been a blur!). I want to let you know that I had received the deposit refund a few weeks ago. I just want to say once more how grateful I am that you are so understanding! People like you give meaning to humanity. Thank you again!

I wish you all the best.  
Please take care and stay healthy,  
Yue Ming

---

133

**From:** Chelsea C. [<mailto:chelsea@gmail>]  
**Sent:** Friday, February 26, 2021 9:58 AM  
**To:** Rosa Olivarez <[rosa@bevenandbrock.com](mailto:rosa@bevenandbrock.com)>  
**Cc:** Fin Beven <[Fin.Beven@bevenandbrock.com](mailto:Fin.Beven@bevenandbrock.com)>  
**Subject:** Re: Welcome to \_\_\_ S Madison

Thank you so much, Rosa. I appreciate your excellent service, and am glad to have met you. I will pick up the keys around noon today.

Thank you!

Chelsea C.

Sent from my iPhone  
Please excuse any typos.

---

132

**From:** MS [mailto:sos@\_\_.com]  
**Sent:** Monday, December 14, 2020 8:46 AM  
**To:** Rosa Olivarez <rosa@bevenandbrock.com>  
**Cc:** Fin Beven <Fin.Beven@bevenandbrock.com>  
**Subject:** Re: Welcome to N Hill Ave

Hi Rosa!

Thank you so very much, **it's been such a pleasure working with you** and we're excited to continue the relationship moving forward.

We're thrilled to pick up the keys this week and will see you Thursday morning to do so! Thank you for all this additional information. We will stay in touch should we have any questions. Please reach out if you need anything else from us as well.

Thanks again - Mike and Erin

---

131

**From:** luz <luz@.com>  
**Date:** December 7, 2020 at 8:54:36 AM PST  
**To:** Linda Bailey <Linda@bevenandbrock.com>,  
**Subject:** \_\_\_\_ W. Alhambra Rd.

Dear Linda,

**We wanted to send you this email and let you and the property owner how much gratitude we have for changing the carpet to new flooring!**

**We had a wonderful experience working with Rigo and his crew! They were kind generous and understanding as well as hard working to get us back into the comfort of our unit!**

We are amazed at the detail and thoughtfulness for the gentleman who came and did the painting of the molding and caulking.

This looks and feels like a new unit!

Thank you so much feel free to stop by anytime to see the wonderful work done.

With deep gratitude,

---

130

**From:** Kayla D. [mailto:kayla@]  
**Sent:** Monday, November 30, 2020 2:29 PM  
**To:** Rosa Olivarez <rosa@bevenandbrock.com>  
**Cc:** ; Fin Beven <Fin.Beven@bevenandbrock.com>  
**Subject:** Re: Welcome to 238 Mockingbird Lane #3

**Thank you Rosa for making this such an easy process!** Our therapist contacted us and said she would have the letters for our cats to us by Wednesday. I will follow up on this either way.

Thanks again,

Kayla Dickey

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129

**From:** Lawrence L. [mailto:lopez@]  
**Sent:** Thursday, November 19, 2020 1:36 PM  
**To:** Taylor Coumans <taylor@bevenandbrock.com>  
**Cc:** Fin Beven <Fin.Beven@bevenandbrock.com>  
**Subject:** Re: Welcome~ 34 N 2nd St #D, Alhambra, CA

Hi Taylor,

**Thank you so much for the welcoming email.** I will save your number should any issues arise in the future.

Thank you,

-Lawrence

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128

**From:** Kevin F. <[desert@](mailto:desert@)>  
**Sent:** Tuesday, November 10, 2020 8:24 AM  
**To:** Laura Hoot <[Laura@bevenandbrock.com](mailto:Laura@bevenandbrock.com)>  
**Subject:** Laura

Hi Laura,

I have worked in over a dozen companies in the last 35 years, from start-ups to large Fortune 500 corporations, and **I have rarely if ever encountered anyone with your commitment to action and follow up as you.** It is amazing and really stands out in a world where many people cannot make or keep even simple commitments. I have friends who can't keep a commitment to a dinner date a week in advance!

So thank you for always taking care of everything that comes up so quickly. You really make a difference.

Kevin

---

127

**From:** P\_\_\_\_\_, Bill [<mailto:William@> ]  
**Sent:** Tuesday, September 29, 2020 10:28 AM  
**To:** Fin Beven <[Fin.Beven@bevenandbrock.com](mailto:Fin.Beven@bevenandbrock.com)>  
**Subject:** Praise

Hey Fin:

My name is Bill P., I was a longtime resident of your property on Gaywood Drive, and I wanted to personally commend Taylor Coumans for her tremendous property management during that time.

Every problem I encountered, she arranged for it to be fixed both promptly and responsibly. I never had to wait for more than a day. Often the plumber was here seemingly within hours of my call to Taylor. No issue was too small, she handled everything from a screwy light fixture to a rodent scare, always immediately, always with efficient and capable workers, always with kindness and understanding. I only met her once in person, but her professionalism shined through in her many e-mails and returned phone calls.

I guess the greatest compliment I could give Taylor is that she kept this house running so smoothly for so long, I fell in love with it, and just bought it! I checked with escrow, and her services are sadly not part of the deal (smile). I know you're losing a property, but you're keeping one outstanding property manager. Taylor is the best. Beven & Brock is lucky to her. Thanks for listening.

Bill  
212-9144

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126

**From:** Saravana [<mailto:saraki@>]  
**Sent:** Thursday, September 24, 2020 7:44 PM  
**To:** Angie DiMauro <[Angie@bevenandbrock.com](mailto:Angie@bevenandbrock.com)>; Rosa Olivarez <[rosa@bevenandbrock.com](mailto:rosa@bevenandbrock.com)>; Fin Beven <[Fin.Beven@bevenandbrock.com](mailto:Fin.Beven@bevenandbrock.com)>  
**Cc:** aarthis@  
**Subject:** Re: Apartment keys returned

Dear Beven and Brock,

It is our immense pleasure to get back to you as a former tenant

You were very helpful and the apartment we lived has carried very beautiful memories  
As we moved to Illinois due to my work by June, i had to vacate the Milford street Apt 5 ,  
Glendale.  
I got a job back in Glendale and we are thinking to apply to beven and brock apartment for rent.

If you have the same apartment available or any other 1 bedroom apartment available with you,  
can you send us the list.

We greatly appreciate your assistance and the timely help

Thanks and Regards,

M.Saravana

272-\_\_\_\_\_

email: [sarakii@](mailto:sarakii@)

[Look at my Website](#)

"Always Expect Great Things in Life, Great Things Always Happen"

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125

**From:** cara [mailto:[cara@](mailto:cara@)]

**Sent:** Tuesday, September 22, 2020 7:31 PM

**To:** Fin Beven <[Fin.Beven@bevenandbrock.com](mailto:Fin.Beven@bevenandbrock.com)>; Linda Bailey <[Linda@bevenandbrock.com](mailto:Linda@bevenandbrock.com)>; Juanita Flores <[Juanita@bevenandbrock.com](mailto:Juanita@bevenandbrock.com)>

**Subject:** RE: A/C installation, Huntington Drive #K Arcadia, CA

Thank you

The HVAC team that came out were amazing, what a joy to have them.

The level of professionalism, kindness and customer service was refreshing.

Thank you Mr. Beven for making sure my stairs were cleaned, I'm happy to report despite the fire they are still sparkling.

Cara

---

123

**From:** Courtney R. [mailto:[courtney@](mailto:courtney@) ]

**Sent:** Wednesday, September 09, 2020 10:39 AM

**To:** Taylor Coumans <[taylor@bevenandbrock.com](mailto:taylor@bevenandbrock.com)>

**Cc:** Fin Beven <[Fin.Beven@bevenandbrock.com](mailto:Fin.Beven@bevenandbrock.com)>

**Subject:** Re: Palm Ave #2, South Pasadena, CA

Hi Taylor,

Following up on my message from Sunday. The water heater has been fixed, thank you so much for sending Doug out on the weekend, much appreciated.

Thanks,

## Courtney

[courtney@](mailto:courtney@)

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122

**From:** Alex P. [mailto:theclassic@]  
**Sent:** Tuesday, September 1, 2020 9:43 AM  
**To:** Rosa Olivarez <[rosa@bevenandbrock.com](mailto:rosa@bevenandbrock.com)>  
**Cc:** crazytia@; Fin Beven <[Fin.Beven@bevenandbrock.com](mailto:Fin.Beven@bevenandbrock.com)>  
**Subject:** Re: Welcome to Rosemead Blvd #14

Good day Rosa,

**Thank you so much for the whole process and making this a pleasing one.** My Mother and I have been settled in and are loving this new place we will call Home!

Very quaint and serene thus far. We have noticed a few things that need some attention to fix and will contact Linda in regards to it.

---

121

**From:** Will [mailto:will@.com]  
**Sent:** Wednesday, August 26, 2020 9:47 AM  
**To:** Rosa Olivarez <[rosa@bevenandbrock.com](mailto:rosa@bevenandbrock.com)>  
**Cc:** Genevieve Chenoweth <[genev@com](mailto:genev@com)>; Fin Beven <[Fin.Beven@bevenandbrock.com](mailto:Fin.Beven@bevenandbrock.com)>  
**Subject:** Re: Welcome to San Pasqual St #24, Pasadena

Hi Rosa,

**Thank you very much for all of your help.** Despite these strange times, this rental process has been surprisingly smooth.

Regards,

Will and Genevieve.

---

120

**From:** Aaron N. [mailto:a.m.n@hotmail.com]  
**Sent:** Tuesday, August 4, 2020 2:16 PM  
**To:** Rosa Olivarez <[rosa@bevenandbrock.com](mailto:rosa@bevenandbrock.com)>; jrst@gmail.com; chase@gmail.com  
**Cc:** Fin Beven <[Fin.Beven@bevenandbrock.com](mailto:Fin.Beven@bevenandbrock.com)>  
**Subject:** Re: Welcome to 6\_\_\_\_ N Atlantic Ave

Thank you Rosa,

Our move in has gone very smoothly. I happened to be in the neighborhood of your office today, so I dropped off the pre-move in property condition paperwork through the mail slot.

Regards,

Aaron

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119

**From:** Asa M. <[asajes@com](mailto:asajes@com)>

**Sent:** Wednesday, June 24, 2020 10:43 AM

**To:** Linda Bailey <[Linda@bevenandbrock.com](mailto:Linda@bevenandbrock.com)>

**Subject:** Termination of Property Management Agreement Effective June 30, 2020

To: Beven and Brock

Attention: Linda Bailey

Reference: Property at California Blvd., San Marino, CA

Subject: Termination of Property Management Agreement Effective June 30, 2020

This email is the request to terminate the property management agreement for the referenced property on June 30, 2020. Ellen Meudell, who owned the property, passed away late last year. The property is now vacant and is being prepared for sale in July of this year. We no longer have the need for a property manager.

We have appreciated the service that Beven and Brock and especially Linda Bailey, have provided since 2006. You have been most helpful in preparing the home for rental, finding qualified renters and handling at the issues associated with the renters as they occupied the home. I would certainly highly recommend Beven and Brock to anyone looking for a property management company in the Pasadena area.

Thank you for all your help and assistance over the last fourteen years.

Regards,

Asa Meudell, Trustee

Meudell Trust dated February 27, 1990

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118

**From:** Douglas T. M.D. [mailto:[drt@](mailto:drt@)]

**Sent:** Friday, May 15, 2020 2:44 PM

**To:** Fin Beven <[Fin.Beven@bevenandbrock.com](mailto:Fin.Beven@bevenandbrock.com)>

**Cc:** Cole Beven <Cole@bevenandbrock.com>; Doug Hollier <Doug@bevenandbrock.com>  
**Subject:** Re: S. Michigan #17

Hello Fin,

**This looks terrific! I'm ready to move in myself. Thanks so much.**

Best regards,

Dr. T.

---

117

**From:** Jacqueline T [mailto:jacque@]  
**Sent:** Tuesday, May 19, 2020 8:53 PM  
**To:** Rosa Olivarez <rosa@bevenandbrock.com>  
**Cc:** giaf @; Fin Beven <Fin.Beven@bevenandbrock.com>  
**Subject:** Re: Welcome to Palmetto Dr. #3, Pasadena

**Thank you, Rosa! It was such a pleasure working with you.** Please let me know if there is any way to leave you a good review for such a positive experience during all this. It's not an easy time to be renting a new place, but you were so helpful and made it all very straightforward and pleasant. We are so excited to move in! :)

See you Friday when we pick up the keys!

Best,  
Jacque

---

116

**From:** Ahni D [mailto:ahni@.com]  
**Sent:** Thursday, April 16, 2020 5:50 PM  
**To:** Fin Beven <Fin.Beven@bevenandbrock.com>  
**Subject:** The FAA letter to tenants

Hi, Fin:

**I wanted to write and thank you for the letter that the FAA sent out, that we could give to tenants who are not paying their rent.** It's a good idea to remind them that they are still responsible for the rent, now or in the future. It was very well written.

Thank you,  
Ahni D.

---

115

**From:** anne J [mailto:amj@gmail.com]  
**Sent:** Thursday, April 16, 2020 3:06 PM  
**To:** Angie DiMauro <Angie@bevenandbrock.com>  
**Cc:** Jay@gmail.com>; Fin Beven <Fin.Beven@bevenandbrock.com>  
**Subject:** Thanks

Angie,

Just wanted to thank you for your quick response to get the plumbing repair done and get a new tenant in. Also, appreciate your working with Jay on this.

Thanks.

Anne

---

114

**From:** Cordelia W [mailto:cordelia@gmail.com]  
**Sent:** Thursday, April 23, 2020 10:17 AM  
**To:** Rosa Olivarez <rosa@bevenandbrock.com>; Rob (rpras@gmail.com) <rprasm@gmail.com>  
**Cc:** Fin Beven <Fin.Beven@bevenandbrock.com>  
**Subject:** Re: Welcome to Dale St, Pasadena

Hi Rosa,

We so enjoyed working with you! Thank you for making this process so easy and pleasant - we are so grateful.

Thank you for the contact information you provided. We look forward to picking up the keys on April 30!

Sincerely,  
Cordelia & Rob

---

113

**From:** Cordelia W. [mailto:cordelia@gmail.com]  
**Sent:** Thursday, April 23, 2020 11:14 AM  
**To:** Taylor Coumans-Cirunay <taylor@bevenandbrock.com>  
**Cc:** rprasm@gmail.com; Fin Beven <Fin.Beven@bevenandbrock.com>  
**Subject:** Re: Welcome Dale St, Pasadena

Hi Taylor,

Thank you for your email and all of the great information you provided. We are very much looking forward to working with you and are so excited about moving into the house at Dale!

Please let us know if you need anything else at this time. We look forward to picking up the keys on 4/30/20!

Sincerely,  
Cordelia & Rob

---

112

**From:** Layla M. [mailto:robotgirl@]  
**Sent:** Tuesday, April 07, 2020 7:36 AM  
**To:** Michelle Henderson <michelle@bevenandbrock.com>  
**Cc:** Fin Beven <Fin.Beven@bevenandbrock.com>  
**Subject:** Re: Welcome to 13\_\_ N Marengo in Pasadena

Thank you so very much Michelle! Our move in was seamless and I couldn't be more satisfied. If I notice anything or have any problems, I will not hesitate to reach out.

Take Care,

Layla

---

111

**From:** Emma Vivian <[emma@](mailto:emma@)>  
**Date:** March 20, 2020 at 7:08:22 PM PDT  
**To:** Michelle Henderson <[michelle@bevenandbrock.com](mailto:michelle@bevenandbrock.com)>  
**Cc:** Fin Beven <[Fin.Beven@bevenandbrock.com](mailto:Fin.Beven@bevenandbrock.com)>  
**Subject:** Re: Welcome to Marengo

Hi Michelle,

Thank you so much for all of your time and help. Your advice was invaluable and it was a pleasure going through the leasing process with you!

Mr Beven, thank you also for the phone call this morning. You were most kind and understanding of our concerns.

I hope you both stay safe and well during these uncertain times.

All the best,  
Emma

---

110

**From:** Jessica G. [mailto:jessicag@]  
**Sent:** Thursday, February 27, 2020 6:02 PM  
**To:** Michelle Henderson <michelle@bevenandbrock.com>  
**Cc:**; Fin Beven <Fin.Beven@bevenandbrock.com>  
**Subject:** Re: Welcome to 259 San Marcos #M

Thank you, Michelle. We are very happy with the process of application and all your help. We really appreciate your time and assistance throughout this process.

Wishing you all the best. Thank you again.

Kindly,  
Jessica and Abimael

Jessica G.

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109

**From:** sofia [mailto:sofia.adri@]  
**Sent:** Wednesday, January 22, 2020 4:43 PM  
**To:** Rosa Olivarez <rosa@bevenandbrock.com>  
**Cc:** Fin Beven <Fin.Beven@bevenandbrock.com>; aidan.f.reynolds@gmail.com  
**Subject:** Re: Welcome to \_\_\_\_ E Villa

Hi Rosa,

Moving in has been crazy but it's finally starting to feel like home. It was lovely to work with you as well. So far we're doing well!

Thank you so much for your help,  
Sofía and Aidan

---

108

-----Original Message-----

From: steve f.[mailto:steve@]  
Sent: Tuesday, January 14, 2020 3:03 PM  
To: Angie DiMauro <[Angie@bevenandbrock.com](mailto:Angie@bevenandbrock.com)>; Fin Beven <[Fin.Beven@bevenandbrock.com](mailto:Fin.Beven@bevenandbrock.com)>  
Cc: Paul C. Dietz <[pcd@gmail.com](mailto:pcd@gmail.com)>; Joyce Goldstein <[Joyce@cbre.com](mailto:Joyce@cbre.com)>  
Subject: Beven & Brock Services  
Importance: High

Angie & Fin -

I want to thank you and the B&B team for your services to me, my family and the Vego's at \_\_\_\_ Mira Monte.

As you know, we've been in escrow and are scheduled to close tomorrow. As we will no longer be the owners, I'd like to thank you for your many years of service. We'll provide final notice of B&Bs termination upon confirmation of escrow close.

Please feel free to contact me with any questions via return email or at 310-741-9\_\_\_ or Joyce at the above email or at 818-907-4\_\_\_.

Thank you very much,

Steve F.

---

107

From: Cindy [<mailto:@goodnewsescrow.com>]

Sent: Friday, January 10, 2020 1:42 PM

To: Veronica Yegavian <[Veronica@bevenandbrock.com](mailto:Veronica@bevenandbrock.com)>; Laura Aguilar <[LauraA@bevenandbrock.com](mailto:LauraA@bevenandbrock.com)>

Subject: RE: 4040 Via Marisol, Los Angeles/ Huntington Terrace

You bet.. I mean it from the bottom of my heart as an owner of company and been in escrow almost 30 years. **Every time we see the Beven & Brock logo, and your name, we know our questions will be timely answered and provided with PROFESSIONAL service..**

---

106

**From:** [luchus@.net](mailto:luchus@.net) [<mailto:luchus@.net>]

**Sent:** Wednesday, January 8, 2020 7:54 PM

**To:** Andy LaPointe; Paul Cannings

**Cc:** 'Brenda R.'

**Subject:** RE: ORA001 : A Receivables Inquiry : Unit #9

Andy, Happy New Year. And, as we often seem to do when needing your area's assistance, **you've exceeded our expectations**. We so hope B&B knows the gem they have in you, and as with our helpful and treasured prop mgr, they know how to keep you around. Our Best, Here at Team OSOG-Pasadena,  
Luchus & Brenda (speaking in behalf of our modestly-sized but hugely-thankful HOA)

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105

**From:** John B. [<mailto:westernrooterinc@>]

**Sent:** Tuesday, December 24, 2019 5:57 AM

**To:** Dave Brock <[Dave@bevenandbrock.com](mailto:Dave@bevenandbrock.com)>; Fin Beven <[Fin.Beven@bevenandbrock.com](mailto:Fin.Beven@bevenandbrock.com)>

**Subject:** Thank you

I wanted to take the time and say Thank you for an awesome Vendor party as always. It was so nice talking to everyone and just spreading the holiday cheer and gathering one last time before we start the new year.

Thank you Dave and Fin as this is a really nice event. It's a lot of time and work to put a party on and I just wanted to thank you both.

Merry Christmas & Happy New Year!

John B.

---

104

From: rita h. [mailto:ritray@]  
Sent: Monday, December 16, 2019 4:03 PM  
To: Rosa Olivarez  
Subject: Re: 618 w California

**Hi Rosa,**

Thank you for the update. I will be waiting.

I like to mention, I think **You're amazing at what you do! I've never had someone follow up with potential renter, the way you do,** and let me tell you I've been looking for a place to rent for my mother in law for quite awhile now, and **no one has ever been as responsible as you are.** Thank you. Please forward this email to your supervisor, because people like you should be acknowledged.

Thanks again  
Rita

Sent from my iPhone

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103

**From:** Mike G.  
**Sent:** Tuesday, December 10, 2019 3:03 PM  
**To:** Fin Beven <Fin.Beven@bevenandbrock.com>  
**Cc:** Taylor Coumans-Cirunay <taylor@bevenandbrock.com>  
**Subject:** In Appreciation of Taylor Coumans-Cirunay

Dear Mr. Bevens,

My wife and I lived at one of your rental properties in South Pasadena for two years. We really enjoyed our time there, and Taylor Coumans-Cirunay was a big part of the reason we enjoyed it so much. Whenever we needed something maintained or fixed, Taylor always responded to our requests quickly and stayed in contact with us until the work was complete. She always made everything transparent and easy for us, especially the move out. She is one of the best

property managers we have ever had in LA, and we just wanted to let you know that we truly appreciate all of the work that she does for her clients.

Kind regards,  
Michael G. and Jennifer G.

Teacher Coordinator / Lecturer  
International Academy

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102

**From:** Rigoberto T. <[rigoberto@gmail.com](mailto:rigoberto@gmail.com)>  
**Sent:** Wednesday, December 4, 2019 8:41 PM  
**To:** Linda Bailey <[Linda@bevenandbrock.com](mailto:Linda@bevenandbrock.com)>  
**Subject:** Re: 14\_\_ west Alhambra rd

Hi Linda,

Thanks for getting back to me so quickly. Joe came and fixed the heater.

Have a good night.

---

101

**From:** Pamela H. <[pamela@](mailto:pamela@)>  
**Date:** October 11, 2019 at 3:47:07 PM PDT  
**To:** [Fin.Beven@bevenandbrock.com](mailto:Fin.Beven@bevenandbrock.com)  
**Cc:** Taylor Coumans-Cirunay <[taylor@bevenandbrock.com](mailto:taylor@bevenandbrock.com)>, John T. <[john\\_t@](mailto:john_t@)>  
**Subject:** Compliment for Taylor Coumans-Cirunay from Pamela, and John T.

October 11, 2019

Dear Mr. Beven:

John T. and I wanted to let you know **how pleasant our experience has been at 339 S. Catalina Avenue, #113, Pasadena because of Taylor Coumans-Cirunay.** We have been leasing this unit for three years and whenever we had a question, Taylor responded immediately. **She handled things in a professional and prompt manner and we always had things taken care of. She also has a very pleasant personality and is very well-mannered!** I was a realtor with Coldwell Banker San Marino for twelve years (licensed but now retired) and I know what it takes to be a great property manager. Taylor represents a wonderful image for Beven and Brock. We are moving in a few weeks only because we need a larger unit. I hope we will have the same great experience with the new property management company!

You run a great company and having a property manager like Taylor, in our opinion, contributes to your company's success!

Best,  
Pamela  
Olive Tree

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100

----- Original message -----

From: C. Takasaki <[C.takasaki@](mailto:C.takasaki@)>  
Date: 9/27/19 4:58 PM (GMT-08:00)  
To: Sascha Werner <[sascha@bevenandbrock.com](mailto:sascha@bevenandbrock.com)>  
Subject: Re: Maintenance Requests (sw19077)

Hi Sascha,

Today, Freddy and tree trimming guys came to my apartment and had great work.

It took a long time from April, but I am very happy my all requests were fulfilled now:)

**You are the best property manager I' ve ever had, Sascha.**

Thank you very much for everything you have done!

Best

Chikako

---

99

-----Original Message-----

From: Mike P. [<mailto:bakd@gmail.com>]  
Sent: Friday, August 30, 2019 11:47 AM  
To: Laura Hoot <[Laura@bevenandbrock.com](mailto:Laura@bevenandbrock.com)>  
Subject: Thank you!

Laura,

As always, just want to say **I appreciate your dedication and hard work! Thank you.**

Mike

---

98

**From:** Darrel G. [<mailto:Darrel@caltech.edu>]  
**Sent:** Thursday, August 29, 2019 3:06 PM

**To:** Eileen Flanigan  
**Subject:** RE: Welcome

Thank you, your service is very satisfactory, very smooth process.

Please send the parking # when available.

Thanks again.

Darrell

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97

**From:** Robert HI [mailto:RH@pasadena.]  
**Sent:** Friday, August 16, 2019 9:16 AM  
**To:** Linda Bailey <Linda@bevenandbrock.com>  
**Cc:** Fin Beven <Fin.Beven@bevenandbrock.com>; Taylor Coumans-Cirunay <taylor@bevenandbrock.com>

**Subject:** Re: S Bonnie, Pasadena/Air Conditioning Problem

The handymen arrived and successfully installed the portable Air Conditioner, which is working excellently.

This is a great relief and your efforts and support are greatly appreciated.

Thank you very much!

---

96

-----Original Message-----

**From:** Sandy . [mailto:sanli2004@yahoo.com] SAmantha  
**Sent:** Friday, July 19, 2019 2:02 PM  
**To:** Charlie Beven <charlie@bevenandbrock.com>; Fin Beven <Fin.Beven@bevenandbrock.com>  
**Subject:** End of Lease July 12, 2019

Dear Beven & Brock,

Last week on Friday morning on July 12, 2019, while my movers were loading the truck, Mr. James Hillert, the Onsite manager, asked me to return one set of keys and the garage opener. And on the evening after cleaning the apartment, we gave the second set of keys to Mrs. Hillert.

I am attaching the pictures after cleaning your apartment, and want to thank you for allowing us to live in this nice unit, surrounded with good and respectful neighbors.

If you have any questions,  
Please call me at: 818-7766

Thank you very much,  
Sandy Baird  
&  
Andrew Baird

Sent from my iPhone

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95

**From:** MARK LISKA [mailto:liska@]  
**Sent:** Friday, July 19, 2019 8:27 AM  
**To:** Linda Bailey <Linda@bevenandbrock.com>; Daniel Mills <drdanielcmills@gmail.com>  
**Cc:** Fin Beven <Fin.Beven@bevenandbrock.com>  
**Subject:** Monday apartment visit

Hi Linda,

We wanted to thank you for meeting with us Monday to walk around the apartments to discuss the vacant apartment repairs and review the items mentioned on the latest inspection. We appreciate that you were able to do so with minimal advanced notice as we were passing through the Pasadena area.

The suggestions for repairing and upgrading the vacant apartment sounded great and your advice regarding the ongoing upkeep/modernization of the buildings were appreciated a well. Hopefully the repairs on the vacant apartment are in full swing and it can get back on the market soon.

We hope you are surviving this very warm summer. Thank goodness for air conditioning!

Donna and Mark Liska

---

94

**From:** Ron Feldstein [mailto:ronfeldstein@]  
**Sent:** Thursday, July 18, 2019 9:49 AM  
**To:** Eileen Flanigan <Eileen@bevenandbrock.com>  
**Cc:** Fin Beven <Fin.Beven@bevenandbrock.com>  
**Subject:** Re: welcome

Thank you Eileen. So far the experience is very pleasant, and I am very happy that things worked out and we are able to rent this house. We are looking forward to moving in.

Eva (Yun Feng) will be coming by the office this morning to pick up the keys.

Thank you Eileen for all of your help.

Regards,

Ron

---

93

**From:** Kelly Mai [<mailto:kess@gmail.com>]  
**Sent:** Tuesday, June 18, 2019 10:12 AM  
**To:** Rosa Olivarez  
**Subject:** Re: Welcome to 11\_\_ E Villa, Unit D

Rosa,

Thank you so much, this process was great and painless.

I very much appreciate the work, and your quick communications.

Thank you again!

Sincerely, Kelly

---

92

**From:** Saravana Kumar [<mailto:sarakithi@>]  
**Sent:** Monday, June 17, 2019 9:02 AM  
**To:** Rosa Olivarez <[rosa@bevenandbrock.com](mailto:rosa@bevenandbrock.com)>  
**Cc:** Fin Beven <[Fin.Beven@bevenandbrock.com](mailto:Fin.Beven@bevenandbrock.com)>  
**Subject:** Re: Welcome to Milford #5

Great, thank you so much for the great assistance Rosa

Appreciate the timely help for getting the apartment !!

Thanks and Regards,  
M.Saravanakumar

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91

**From:** Bernie Melo [<mailto:berniemelo@>]  
**Sent:** Tuesday, May 14, 2019 2:14 PM  
**To:** Eileen Flanigan  
**Subject:** Re: welcome

Hi Eileen,

We have found the apartment very nice!

We are pleased with the company and your assistance.

No worries, any question or situation related to the contract I will write to you or call you. I already wrote to Charlie and attached two pictures about minor details.

Thank you very much and have a great weekend!

---

90

**From:** Tingting [mailto:carrie@yahoo.com]  
**Sent:** Monday, May 20, 2019 11:03 AM  
**To:** Rosa Olivarez [rosa@bevenandbrock.com](mailto:rosa@bevenandbrock.com) Fin Beven <Fin.Beven@bevenandbrock.com>  
**Subject:** Re: Welcome to 1115 Cordova St

Hi Rosa,

Sorry for replying you late. Things were a little crazy during the weekend as we were packing and moving.

Thank you for helping us to went through all the process. It was a pleasure meeting you, too.

We love this new place.

Thank you.

Best,  
Tingting

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89

**From:** Cathy L, [mailto:cathy@aol.com]  
**Sent:** Monday, April 08, 2019 7:05 PM  
**To:** Fin Beven <Fin.Beven@bevenandbrock.com>  
**Cc:** Sascha Werner <[sascha@bevenandbrock.com](mailto:sascha@bevenandbrock.com)>  
**Subject:** Re: Safe Harbor

Dear Mr. Beven,

Thank you for your quick response to our request. I forwarded to our CPA for FYI purposes only. The real nugget of information is the Safe Harbor law may be on hold for 2018 & 2019 tax year.

We have been with your company for close to 25 years and have been very happy with your service and expertise. Whatever the final call is on the Safe Harbor law I hope we can work together on this.

Sincerely,  
Cathy L.

Sent from my iPhone

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**From:** Louis T. <[louis.t@gmail.com](mailto:louis.t@gmail.com)> 88  
**Sent:** Wednesday, March 27, 2019 3:17 PM  
**To:** Linda Bailey <[Linda@bevenandbrock.com](mailto:Linda@bevenandbrock.com)>  
**Subject:** Re: Sewage smell

Thank you Linda! The carpet guys came today and it looks great! I really appreciate your response to this issue. I'm very pleased with Beven and Brock.

Louis

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**From:** [Impressionist@gmail.com](mailto:Impressionist@gmail.com) 87  
**Sent:** Thursday, March 21, 2019 2:20 PM  
**To:** Rosa Olivarez  
**Subject:** Thanks!

Hi Rosa, not sure if Maria told you but she found me a house and I'm moving in April 1. Huge Thanks to You, Maria and b&b for all your help with this. Much appreciated. You made the process so much easier and it was great to feel like I was part of a team, making this happen.

Wishing you all great things,

Quinn

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**From:** Cathy [[mailto:cathy@hotmail.com](mailto:mailto:cathy@hotmail.com)] 86  
**Sent:** Monday, February 18, 2019 5:28 PM  
**To:** Laura Hoot <[Laura@bevenandbrock.com](mailto:Laura@bevenandbrock.com)>  
**Subject:** Cinema HOA

Beven and Brock has automated all accounting features online and Laura Hoot has been a champion on our team to keep things managed and know she will continue be a supportive asset to our association.

Thank you for 10 great years of service.

Sincerely,

Cathy H.

**From:** Carolyn <[carolyw@yahoo.com](mailto:carolyw@yahoo.com)>  
**Sent:** Friday, January 4, 2019 7:47:15 AM  
**To:** Mark N.  
**Cc:** Laura Aguilar; Fang Zhu;  
**Subject:** Re: Resignation as Homeowner Association President

Hi Mark,

Thank you for being HOA president for years, and leading our board completed many amazing jobs, without your effort, our community will be a big difference.

I totally agree our new management company Bevin and Brock is a reliable company, whenever we need help, Ms. Zhu always there.

Thank you again!

Carolyn

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85

**From:** Kyle H. [<mailto:hollywood@gmail.com>]  
**Sent:** Wednesday, August 01, 2018 6:18 PM  
**To:** Fin Beven <[Fin.Beven@bevenandbrock.com](mailto:Fin.Beven@bevenandbrock.com)>  
**Cc:** Doug Hollier <[Doug@bevenandbrock.com](mailto:Doug@bevenandbrock.com)>  
**Subject:** Re: rent increase

Mr. Beven, thanks so much for taking the time to sort this out for me. It is no small matter and is greatly appreciated

I won't forget it. Thanks again

---

84

**From:** william myers [<mailto:myers@>]  
**Sent:** Monday, July 23, 2018 9:48 AM  
**To:** Taylor Coumans-Cirunay <[taylor@bevenandbrock.com](mailto:taylor@bevenandbrock.com)>; Rosa Olivarez <[rosa@bevenandbrock.com](mailto:rosa@bevenandbrock.com)>  
**Cc:** Dave Brock <[Dave@bevenandbrock.com](mailto:Dave@bevenandbrock.com)>; Fin Beven <[Fin.Beven@bevenandbrock.com](mailto:Fin.Beven@bevenandbrock.com)>  
**Subject:** mauna loa

Taylor,Rosa..

we just wanted to thank you both for all of your hard work and efforts in getting our property rented so quickly. We truly appreciate the extra effort that was done!...Thank you again.....

Bill & Vicky

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**From:** [hubert@.com](mailto:hubert@.com) [<mailto:hubert@.com>] **83**  
**Sent:** Tuesday, July 17, 2018 12:23 AM  
**To:** Angie DiMauro <[Angie@bevenandbrock.com](mailto:Angie@bevenandbrock.com)>  
**Cc:** Fin Beven <[Fin.Beven@bevenandbrock.com](mailto:Fin.Beven@bevenandbrock.com)>  
**Subject:** Marengo Gardens

Hi Angie,

**Thank you so much for your help to get the issue resolved and for being so persistent!**

Please keep in touch and keep me informed of any issues or changes which might occur in the future. As I mentioned, it is difficult for me to get the whole picture here from the distance.

Thank you and best regards,  
Hubert

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**From:** Frantz G. [<mailto:bywayof@>] **82**  
**Sent:** Tuesday, July 10, 2018 5:37 PM  
**To:** Charlie Beven <[charlie@bevenandbrock.com](mailto:charlie@bevenandbrock.com)>  
**Cc:** Fin Beven <[Fin.Beven@bevenandbrock.com](mailto:Fin.Beven@bevenandbrock.com)>; mcm@  
**Subject:** Thank You Very Much 🙏🙏

Hi Charlie,

The guys just left after completing the paint job. Thank you again for all your help with this. I really appreciate it. 🙏🙏

Best,  
Frantz

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**From:** Melissa R [<mailto:melissa@.com>] **81**  
**Sent:** Tuesday, May 29, 2018 4:08 PM  
**To:** Angie DiMauro <[Angie@bevenandbrock.com](mailto:Angie@bevenandbrock.com)>  
**Cc:** Fin Beven <[Fin.Beven@bevenandbrock.com](mailto:Fin.Beven@bevenandbrock.com)>; Rosa Olivarez <[rosa@bevenandbrock.com](mailto:rosa@bevenandbrock.com)>;  
**Subject:** Re: Welcome!

**Thank you so much for reaching out to us. I appreciate you handling the needs for our move in and providing details for having your help in the future.** We are very excited and look forward to being in our new home.

Message best to you,

Melissa

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**From:** L.. [mailto:L@\_\_\_\_\_] 80  
**Sent:** Wednesday, May 02, 2018 8:22 PM  
**To:** Charlie Beven <charlie@bevenandbrock.com>  
**Cc:** Fin Beven <Fin.Beven@bevenandbrock.com>;  
**Subject:** Re: \_\_\_102 Daines Drive.

Hi Charlie,

Thank you so much for sharing the great news Charlie! It is wonderful that the house is nice and clean.

Charlie, once again thank you.

Best of luck Charlie. Keep up the great work!

Sincerely,  
L.

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----- Original message ----- 79  
**From:** Christine <christinew@>  
**Date:** 5/8/18 10:31 AM (GMT-08:00)  
**To:** Linda Bailey <[Linda@bevenandbrock.com](mailto:Linda@bevenandbrock.com)>  
**Subject:** 5\_\_ N. Catalina Ave

Linda;

I just wanted to tell you that your maintenance person is AWESOME! Very courteous, professional and fast. He fixed the light in my refrigerator, the knobs in my shower (now they all work well and are tightened up) and even patched up the door jamb at the front door where the door chain goes.

I am very impressed and happy. This apartment is a good fit for me and your services are excellent.

Thank you for all of your help!

Christine Walker

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**From:** Carter <[carterl@](mailto:carterl@)> 78

Date: 5/11/18 12:15 PM (GMT-08:00)  
To: Liza Rivera <[liza@bevenandbrock.com](mailto:liza@bevenandbrock.com)>  
Cc: Linda Bailey <[Linda@bevenandbrock.com](mailto:Linda@bevenandbrock.com)>, Rental Agents  
<[RentalAgents@bevenandbrock.com](mailto:RentalAgents@bevenandbrock.com)>  
Subject: Re: 5\_\_ Mountain Curve

That's awesome....you guys are good!

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77

----- Original message -----

1. From: Martin Bru... <[mbru...@sbcglobal.net](mailto:mbru...@sbcglobal.net)>
2. Date: 3/18/18 7:18 PM (GMT-08:00)
3. To: Linda Bailey <[Linda@bevenandbrock.com](mailto:Linda@bevenandbrock.com)>

Subject: Re: KITCHEN SINK FAUCET – 6\_\_ N. Atlantic Blvd

Thanks Linda...you're a rock star!

On Sunday, March 18, 2018 7:16 PM, Linda Bailey <[Linda@bevenandbrock.com](mailto:Linda@bevenandbrock.com)> wrote:

I will have Joe give you a call see if you guys can match schedules for maybe a little bit late for him but he will call you and you guys can set something up. Have a great weekend..

Thank you,  
Linda A. Bailey  
Beven & Brock  
P.O. Box 7029  
Pasadena, CA 91109  
Phone: [626-795-3282](tel:626-795-3282) Ex: 140  
Fax: [626-236-4186](tel:626-236-4186)  
[Linda@bevenandbrock.com](mailto:Linda@bevenandbrock.com)

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76

**From:** Tracey F. [mailto:[traceyfly@](mailto:traceyfly@)]  
**Sent:** Thursday, December 21, 2017 8:46 PM  
**To:** Angie DiMauro <[Angie@bevenandbrock.com](mailto:Angie@bevenandbrock.com)>  
**Cc:** Rosa Olivarez <[rosa@bevenandbrock.com](mailto:rosa@bevenandbrock.com)>; Fin Beven <[Fin.Beven@bevenandbrock.com](mailto:Fin.Beven@bevenandbrock.com)>  
**Subject:** Re: Welcome!

Angie:

Thank you so much for the warm welcome! With each interaction I am glad I chose your company.

Happy Holidays!

Tracey F.

On Dec 21, 2017 12:45 PM, "Angie DiMauro" <[Angie@bevenandbrock.com](mailto:Angie@bevenandbrock.com)> wrote:

Tracey:

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75

**From:** Brett [mailto:brett@]  
**Sent:** Wednesday, December 20, 2017 11:37 AM  
**To:** Fin Beven <[Fin.Beven@bevenandbrock.com](mailto:Fin.Beven@bevenandbrock.com)>  
**Cc:** Mary Case <[Maryc@bevenandbrock.com](mailto:Maryc@bevenandbrock.com)>  
**Subject:** Re: Chase Payment

Finn,

It is all taken care of. Mary and I talked to Chase this morning and they took a check over the phone.

Mary did a great job following up, she returned my calls and e-mails quickly. She was very professional.

Best,

Brett

---

**From:** Michael S. <[michaelsan@](mailto:michaelsan@)>  
**Date:** November 21, 2017 at 7:34:05 AM PST  
**To:** <[Fin.Beven@BevenandBrock.com](mailto:Fin.Beven@BevenandBrock.com)>  
**Subject:** Feedback

74

Hi Mr Beven,

I am a resident at one of your properties and just wanted to give some feedback about my

experience.

Taylor is the manager of my property and I have to say that I'm extremely pleased and impressed by the responsiveness and promptness when it comes to taking care of issues.

I've never had a this kind of service before. It really is refreshing.

Thanks!,  
Michael

---

**From:** Ijeoma <ijeoma@> 73  
**Date:** November 6, 2017 at 2:15:01 PM GMT-7  
**To:** Fin Beven <[fin.beven@bevenandbrock.com](mailto:fin.beven@bevenandbrock.com)>  
**Cc:** Taylor Coumans-Cirunay <[taylor@bevenandbrock.com](mailto:taylor@bevenandbrock.com)>  
**Subject:** Taylor Coumans- Cirunay  
**Reply-To:** Ijeoma <ijeoma@>

Hello, Mr. Beven.

I did want to provide a note about Taylor over the 2.5 years that we were in the rental at 2100 Glenview Terrace.

Taylor is a great example of customer service. She was always very pleasant to work with and represented your company well.

I thankful for her assistance over the years.

Ijeoma

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72

-----Original Message-----

From: Linda C. [mailto:[mrsdocca@](mailto:mrsdocca@)]  
Sent: Tuesday, October 31, 2017 4:41 PM  
To: Charlie Beven <[charlie@bevenandbrock.com](mailto:charlie@bevenandbrock.com)>; Fin Beven <[Fin.Beven@bevenandbrock.com](mailto:Fin.Beven@bevenandbrock.com)>

Dear Fin and Charlie,

What an outstanding job of getting the units rented as we e-mail!!! Let's hear it for Beven and Brock! We now have a full house. Dan, thank you for getting me on board with Beven and Brock!!! All of you gentlemen are to be congratulated as a team that works well together!!! Thank you all so very much!!

I truly have an attitude of gratitude for the Beven and Brock team, and for Dan suggesting and guiding me to hire Beven and Brock. Well done gentlemen!!!

Sincerely,

Linda

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**From:** Jack Cl. [mailto:jtcla.@] 71  
**Sent:** Thursday, August 24, 2017 11:03 AM  
**To:** Fin Beven <[Fin.Beven@bevenandbrock.com](mailto:Fin.Beven@bevenandbrock.com)>  
**Subject:** 3300 Linwood email address

Thank you to you and your excellent staff for your expert management of my property.

Jack

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**From:** Roger L. [mailto:rogerL@] 70  
**Sent:** Tuesday, July 25, 2017 9:42 PM  
**To:** Taylor Coumans-Cirunay <[taylor@bevenandbrock.com](mailto:taylor@bevenandbrock.com)>  
**Cc:** Fin Beven <[Fin.Beven@bevenandbrock.com](mailto:Fin.Beven@bevenandbrock.com)>  
**Subject:** Re: Shi UD - Notice of Lock-Out; July 17 at 8:30 AM

Hi Taylor,

First of all, I want to thank you so much for all the hard work and efforts. You are the best property manager!

Please call me at your earliest convenience tomorrow. I want to go over more details on the next steps.

Thanks,  
Roger

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**From:** William D. [mailto:w.d@] 69  
**Sent:** Tuesday, July 18, 2017 1:54 PM  
**To:** Fin Beven <[Fin.Beven@bevenandbrock.com](mailto:Fin.Beven@bevenandbrock.com)>; Dave Brock <[Dave@bevenandbrock.com](mailto:Dave@bevenandbrock.com)>  
**Subject:** Kim

I just to pass a long how wonderful it is to do any kind of transaction with Kim. So helpful and just always pleasant

[Sent from Yahoo Mail on Android](#)

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**From:** Whitney Max [mailto:whitney\_max@]  
**Sent:** Friday, June 30, 2017 10:40 AM  
**To:** Kimberly Bloomer <[kim@bevenandbrock.com](mailto:kim@bevenandbrock.com)>  
**Subject:** Re: Hot Water

68

I was just thinking of you! It was back on within a 1/2 hour after the plumber called. I can't thank you enough. It made bath time with the 4 year old a lot easier!

I came from being an owner at a condo in Pasadena that was self-managed. What a nightmare. I am SO impressed with your responsiveness in this building and thank you SO much!

Whitney & Ava M.  
#14

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67

Linda,  
I can't begin to "Thank you" enough for all you have done to make this process work out, its always difficult with our lifes & households are interrupted. Thank you so very much for always being there to make sure I am taken care of when needed and always your promptness in the situation that came up. I really do appreciate all you do and all →

that you've done. I know your job must be difficult at times you do it very well and professional. My sincere appreciation and thanks to you always.

Wicki Newson  
Apt 21

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**From:** Linda Thean [mailto:lindathean@]  
**Sent:** Friday, June 02, 2017 10:42 AM  
**To:** Rosa Olivarez  
**Subject:** Re: Welcome to 20 Commonwealth

66

Thank you so much Rosa for your help. This whole process was very smooth. I appreciate all your help.

Thank you,  
Linda Thean

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**From:** Joannita Mend. [mailto:supergirl\_flaca@]  
**Sent:** Thursday, May 11, 2017 8:55 PM  
**To:** Linda Bailey <Linda@bevenandbrock.com>  
**Cc:** Fin Beven <Fin.Beven@bevenandbrock.com>; Liza Rivera <liza@bevenandbrock.com>  
**Subject:** Manager Lisa

65

To who it may concern,

My wife and I have been tenants for 7 years. We are in the process of purchasing our new home and we are exited. With that said I would like to share our experience we have had in the last 7 years. Lisa has been amazing in all levels. She takes care of the apartments and all the tenants in a professional way. Without a doubt you have an outstanding exceptional employee and takes every situation serious.

Let it be noted that Lisa takes the extra mile to ensure all tenants have a wonderful loving experience. We couldn't have asked for a better manager like herself. It will be hard to walk away from a wonderful manager that we've grown to love and care for as much as she cares for all of us.

Please know that the apartment complex are in great hands and her dedication has maintained a wonderful environment. Thank you.

Respectfully,

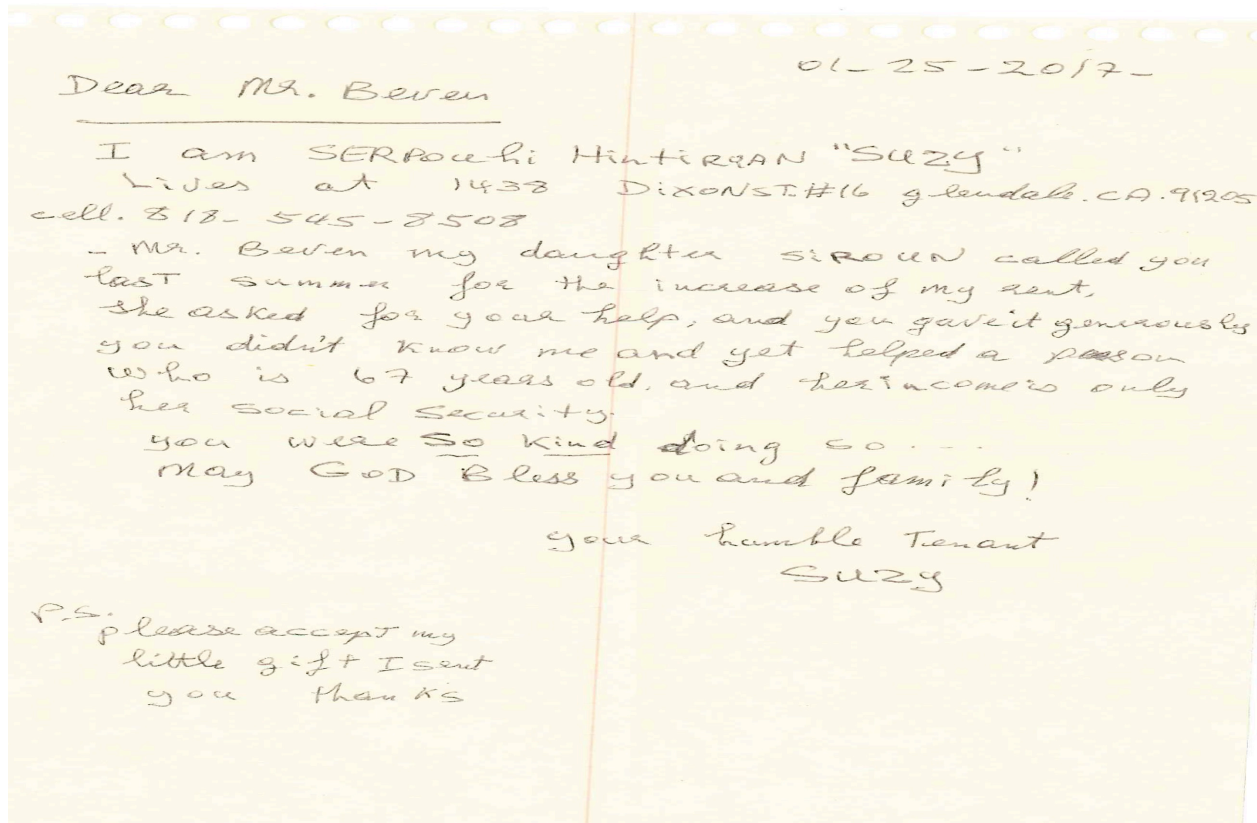
M. SanJuana and Blanca I L.  
Duarte Rd #21 San Gabriel CA  
91775. (626) 313-xxxx

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**From:** Roger Le [mailto:rogerlee88@]  
**Sent:** Wednesday, April 12, 2017 2:06 PM  
**To:** Taylor Smith <taylor@bevenandbrock.com>; Fin Beven <Fin.Beven@bevenandbrock.com>  
**Subject:** Re: Mag896 - Roof Estimate

Thanks so much for your hard work. And thanks so much for your on-going status update I am so very glad you are the manager! Thanks again, Taylor!

Thanks



**From:** george ritten [mailto:gritten66@]

**Sent:** Tuesday, January 24, 2017 1:39 PM

**To:** Linda Bailey

**Subject:** RE: 1430 Topeka Street

Hi Linda,

Omar from the Lone Rooter came by today when promised. He was very nice, and fixed the toilet I would guess he was there for about an hour, hour and 1/2. He left everything clean etc. Good guy. Thank you.

Chip

---

**From:** Krea Washington  
**Sent:** Monday, November 28, 2016 12:58 PM  
**To:** Linda Bailey  
**Subject:** THANK YOU COMMENDATION!

Linda,

I wanted to send this email to thank you and everyone that came to my place on Friday 11/18/2016 to help fix a few things. Everyone was extremely friendly and helpful. The following are the ones to be commended:

John & Joe who painted & made repairs, Tony from the Lone Rooter and Jonathan who helped with the fire extinguisher.

The last two items to be handled are the bathroom bracket which John will call when found/ordered to come replace as well as the appointment we scheduled with QCS for Wednesday 11/30 for the Termite Inspection.

I really appreciate all of your help with these matters.

Thanks again,

Krea W.

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**From:** Artemio F. [mailto:artsflo@]  
**Sent:** Monday, November 14, 2016 5:39 PM  
**To:** Linda Bailey  
**Subject:** Re: 124 S. Santa Anita #108

60

Hello Linda, it's Artemio again, this time I want to say thanks for your help few things have been addressed and things are getting done and I want to thank you for all of your time and effort to respond at my needs, just that. **THANKS**

Sent from my iPhone 6s

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**From:** Roger Le [mailto:rogerlee88@]  
**Sent:** Monday, November 07, 2016 9:37 AM  
**To:** Charlie Beven <charlie@bevenandbrock.com>  
**Cc:** Fin Beven <Fin.Beven@bevenandbrock.com>  
**Subject:** Re: Unit #1

Hi Charlie,

**Wow! WOW! WOW!**

This is exactly what I was hoping for, to bring up the overall rent. I'm glad I listened to you on the improvements. This is a good investment worth to make. Thank you so much. Let's do the same for other units if others move out.

Thanks,  
Roger

---

**From:** Ryan Senseni[mailto:ryan.sensen@]  
**Sent:** Friday, October 28, 2016 4:17 PM  
**To:** Dave Brock <Dave@bevenandbrock.com>  
**Cc:** Fin Beven <Fin.Beven@bevenandbrock.com>  
**Subject:** Re: 360 S Euclid Avenue, Unit 127

Thank you for all of your assistance. The plumber came out immediately, and it was in the main line. **Thank you for your consideration** and explaining the process to me.

Have a Nice Weekend,  
~Ryan

---

From: Ryan McLean <[mclean@](mailto:mclean@)>  
Date: 9/2/16 6:09 AM (GMT-08:00)  
To: Linda Bailey <[Linda@bevenandbrock.com](mailto:Linda@bevenandbrock.com)>  
Subject: Re: [8xx Mentor] Dishwasher plumbing leak

Hi Linda,

All is good again. **Thank you for the prompt and friendly crews.**  
Joe and John are always warm and pleasant to work with. This time, exceptional so.  
Thanks also to Tony for finding the problem.

Ryan

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**From:** Candice Reinhardt [mailto:candi@]  
**Sent:** Wednesday, August 31, 2016 1:13 PM  
**To:** Taylor Smith  
**Subject:** For Beven & Brock Management

Dear Beven & Brock,

I'm writing to let you know that my husband and I were very impressed with Taylor Smith's exemplary service as our landlord during the nearly five years we lived at 617 North Raymond Avenue. You have a topnotch employee and she deserves recognition for her work.

Please feel free to call me should you wish to discuss in person.

Sincerely,

Candice R.

Candice R.  
Smith Public Affairs  
cell 323-599-

---

**From:** Catherine Alfar [mailto:cat.sc@] 55  
**Sent:** Thursday, August 25, 2016 6:44 PM  
**To:** Doug Hollier <[Doug@bevenandbrock.com](mailto:Doug@bevenandbrock.com)>  
**Cc:** Fin Beven <[Fin.Beven@bevenandbrock.com](mailto:Fin.Beven@bevenandbrock.com)>; Taylor Smith <[taylor@bevenandbrock.com](mailto:taylor@bevenandbrock.com)>  
**Subject:** Re: URGENT MATTER!!!!

Update: the kitchen cabinet is in a d the mold is all gone!! **Thank you very much!!** They cabinet guy said to wait until tonight before putting everything back with the caulking so I'm going to give it overnight and also wait until the weekend to run the dishwasher. The plumber said he fixed the problem so drainage should be good. If there is a problem with the water I will notify you immediately. Also, I will condition the wood counter soon. **Thank you again 😊😊**

---

**From:** maury@

[mailto:maury@ ]

**Sent:** Wednesday, August 10, 2016 10:32 AM

**To:** Eileen Flanigan; Rosa Flores

**Subject:** 1097 Blanche Street

Eileen and Rosa:

We are prepared to move quickly if unit 115 is available now.

Many thanks. I appreciate your help and responsiveness. **You have by far been the most professional agents I have ever dealt with.**

**Maury L.**

Hammerhead Investments LLC

N. High Street, Suite 206

Worthington,

[maury@](mailto:maury@)

562-7900 cell

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**From:** Michael F. [mailto:michaelfritz@]

**Sent:** Wednesday, August 03, 2016 11:15 AM

**To:** Rosa Flores <rosa@bevenandbrock.com>; Fin Beven <Fin.Beven@bevenandbrock.com>

**Cc:** Taylor Smith <taylor@bevenandbrock.com>

**Subject:** Re: Welcome to 217 S Marengo #108

Thank you Rosa,

**You have TRULY been a pleasure to work with and I would certainly recommend you** to others in the area looking for a rental or for a property management company... So professional and so expedient... I have loved working with you and B&B.

Thank you again for a great experience!

Michael

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**From:** camchor

**Sent:** Tuesday, August 02, 2016 2:00 PM

**To:** Taylor Smith

**Subject:** Re: 1639 E. Gaywood

Thank you for hearing my rant. **On another note, a huge thank you Taylor** for taking such good care of the property and Bill. The work you do for me is truly exceptional.

Charles

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**From:** Hoang Ph. [mailto:hoangpham@]  
**Sent:** Sunday, July 10, 2016 5:01 PM  
**To:** Linda Bailey  
**Cc:** brooklynn.e.@  
**Subject:** Re: FW: Hello and glad to have you as a tenant Gle77

Hey Linda!

Thank you so much for reaching out, and my apologies for the late response as we have been on vacation and just returned into LA. I have noted your phone number and information, if we should run into any issues during our time as tenants here, we will definitely reach out to let you know. **Everything has looked great so far, so many thanks for all the work you've done prior to us moving in!**

Looking forward to our stay here!  
All the best,  
-Hoang & Brooklynn

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**From:** Margaret H. [mailto:mharveygrit129@]  
**Sent:** Tuesday, May 31, 2016 6:43 PM  
**To:** Eileen Flanigan  
**Subject:**

Thanks Eileen for all that you did to make my move possible, I'm kinda new to emails, thou, I came in the office this morning to hand carry my 4day rent check. I was looking forward to telling you in person,

**Eileen you made such a difference in my transition** with all the unforeseen challenges I've gone thru back to back, **you put me in a calm state of mind. .and I just walked thru your office into my new apartment.** .That's how I am, and you were there for me, professional ,with kindness and compassion, THANK YOU MAY GOD CONTINUE TO BLESS YOU. SINCERELY  
MARGARET HARVEY

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From: Abigail R. [mailto:abbi.k.reynold@]

Sent: Tuesday, May 31, 2016 12:47 PM

To: Charlie Beven <[charlie@bevenandbrock.com](mailto:charlie@bevenandbrock.com)>; Fin Beven <[Fin.Beven@bevenandbrock.com](mailto:Fin.Beven@bevenandbrock.com)>; Zach <[j.zachary.reynolds@](mailto:j.zachary.reynolds@)>

Subject: Lawn Company

Charlie and Fin,

Your lawn company is exceptional and deserve a raise! They are the best vendor to work with out of all the ones we have experienced. They're efficient, friendly and very hard working. We have used many lawn services over the years and this is the best we have experienced. Wanted to pass along.

Thanks,

Abigail Reynolds

Sent from my iPhone so please excuse typos.

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**From:** yuriko n bond [ybond@]

**Sent:** Monday, May 23, 2016 4:11 PM

**To:** MailCenter

**Cc:** Bill Fleming

**Subject:** Re: Broadcast Notice - Del Mar Townhouses Association -- Unit 258 Marengo - Pool Party Approved

Hello Laura,

Thank you very much for the official notice that the Board approved the pool party to be held on July 22.

I am sure that Mr. Fleming and his family will have a wonderful time.

You are always so professional in handling any issues around DMTH!

Have a nice evening!

Yuri

---

**From:** Bok., Eva (5125) [mailto:Eva.Bokor@]

**Sent:** Wednesday, May 18, 2016 3:51 PM

**To:** Dave Brock

**Subject:** RE: Selling my condo

Hi Dave,

Thank you for the response. I had a very high opinion about Lori's services. Not just because she did everything and more that a property manager's responsibility is. But she is smart, fast, her explanations were clear and short – and always on target. It was very easy to work with her. She was a team-mate for me. ☺

Thanks for keeping Beven and Brock Co, the way it is. You provide an excellent service.

Best regards,

Eva

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**From:** Dawn F. [mailto:paddyclarkehaha@]  
**Sent:** Wednesday, May 11, 2016 3:59 PM  
**To:** Fin Beven <Fin.Beven@bevenandbrock.com>  
**Subject:** Re: Bathroom Floor - Water Issue

Hi Fin,

I can't tell you how thankful I am for how quickly you handled this. Wes just wrote me and said the toilet has been overhauled and that I will be contacted to arrange dates for fixing the linoleum and repairing my ceiling. Things have been a bit a nightmare recently, and it feels good that someone responded and things are being done.

Many thanks, and have a good evening.

Dawn

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**From:** Dawn F. [mailto:paddyclarkehaha@]  
**Sent:** Wednesday, May 11, 2016 1:20 PM  
**To:** Fin Beven <Fin.Beven@bevenandbrock.com>; Maria Ugarte <Maria@bevenandbrock.com>  
**Subject:** Re: Bathroom Floor - Water Issue

Hi Fin,

Thanks so much. I really appreciate it. As a side note, I want to thank Maria for all of her wonderful work. She has the patience of a saint!

Thank You,  
Dawn

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**From:** Abbi R. [mailto:abbi.r.@]  
**Sent:** Monday, May 09, 2016 10:55 AM  
**To:** Fin Beven <Fin.Beven@bevenandbrock.com>  
**Cc:** j.zachary.r.@; Charlie Beven <charlie@bevenandbrock.com>  
**Subject:** Re: FW: 262 S Roosevelt - Kitchen faucet

Thanks, Fin. It was no problem. Charlie was responsive and helpful. We too have lived in many old houses and these things happen. Thank you for the follow up.

---

**From:** Siroun H. [mailto:Siroun.A.H..GR@]  
**Sent:** Monday, May 09, 2016 3:20 PM  
**To:** Fin Beven <Fin.Beven@bevenandbrock.com>  
**Subject:** Re: Mother at 1438 #16

**Thank you so much, Fin! You are wonderful! Welcome back to work :)** Siroun H. | Student | Graduate Program in L.S./Philosophy | Dartmouth College | 949.290. | On Mon, May 9, 2016 at 12:29 PM, Fin Beven <[Fin.Beven@bevenandbrock.com](mailto:Fin.Beven@bevenandbrock.com)> wrote:

Good morning, Siroun ... I've attached your mother's current rent ledger. As you can see, it shows a deposit to her account by us on April 29 in the amount of \$1200, and a current surplus of \$1200. I hope this answer her questions and concerns. I'm just catching up from my week away, so if you have any other questions, please contact me any time. Fin.

---

**From:** erikaruiz9@ [mailto:erikaruiz9@]  
**Sent:** Thursday, May 05, 2016 7:18 PM  
**To:** Linda Bailey  
**Subject:** Re: Hello and glad to have you as a tenant Hol567-4

Thank you and Paul for the quick response! I passed by the apartment today, and met John, the handyman, and **he fixed everything and was very friendly**. It is much appreciated.

-Erika Ruiz

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**From:** Siroun H. [mailto:Siroun.A.H..GR@]  
**Sent:** Tuesday, April 26, 2016 6:43 PM  
**To:** Fin Beven <Fin.Beven@bevenandbrock.com>  
**Cc:** Angie DiMauro <Angie@bevenandbrock.com>  
**Subject:** Re: Follow-Up

Hello Mr. Beven and Angie,

Thank you so very much for all of your help! **You both are amazing and awesome**. I am more than willing to give your company high ratings on any site. Please be in touch. Angie, my mom will be expecting you in the AM tomorrow. Have a good night, all.

Sincerely, Siroun H. Siroun H. | Student | Graduate Program in L.S./Philosophy | Dartmouth College

**From:** att [mailto:ellenfio@]  
**Sent:** Monday, April 25, 2016 8:56 AM  
**To:** Fin Beven <[Fin.Beven@bevenandbrock.com](mailto:Fin.Beven@bevenandbrock.com)>  
**Subject:** Re: Donaldo

Hi Fin,

Much appreciate all the work that was done.

Regards,

Ellen F.

---

----- Original message -----

**From:** Mary W. <mronan@ >  
**Date:** 04/04/2016 4:15 PM (GMT-08:00)  
**To:** Linda Bailey <[Linda@bevenandbrock.com](mailto:Linda@bevenandbrock.com)>  
**Subject:** Reviewing your account

Hi Linda,

Sorry for my delay in responding...we just had our baby girl a few days ago!

Thank you so much for letting us know about the credit; I probably would never have noticed it myself!

We really appreciate and are impressed by the integrity of everyone at Beven and Brock!

Gratefully,  
Mary W.

---

**From:** Kristina Rose [mailto:kristinarose@ ]  
**Sent:** Wednesday, March 09, 2016 1:31 PM  
**To:** Andy LaPointe; Taylor Smith  
**Subject:** Re: Reutimann building- 1025 Palm Avenue - roof water leaks and facets

Hello-

I wanted to thank you and Mr. Beven for sending over the plumber and repair contractors yesterday. They were nice guys that did a good job on the aforementioned repairs.

Much appreciated.

-Kristina

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**From:** Sujai [<mailto:michellesujai@> ]  
**Sent:** Tuesday, March 08, 2016 12:01 PM  
**To:** Fin Beven <[Fin.Beven@bevenandbrock.com](mailto:Fin.Beven@bevenandbrock.com)>  
**Cc:** Doug Hollier <[Doug@bevenandbrock.com](mailto:Doug@bevenandbrock.com)>; Toni Asante Lightfoot <[toniasantelight@](mailto:toniasantelight@); [Alfonso@](mailto:Alfonso@)  
**Subject:** Re: 345 San Marcos Apt C No Water Pressure

Dear Bevens & Brock, Rick, Doug etc.

REJohnson Cleaning Services came quickly, explained what they could do, made suggestions on how to resolve the odor problem & let me decide the best way to make sure everything was resolved once & for all.

They were not sure I'd like the odor killer but I said please use it because I'd hate for them to go through all of that work & the odor came back. We left while they worked & when we got back the carpet was almost dry through out the apartment like they promised. So they had use the deodorizer & it was strong but not bad. They left the fans & HEPA filter over night. So we moved the fans after a few hours to dry the areas that needed them. By morning everything was great.

We let the HEPA filter & fans run while out the next day & when we got back even the odors of the deodorizer was gone. Then Monday evening Alfonso came for the fans & HEPA filter. They were a great guys who do excellent work.

Thanks to all of you who took care of use and helped resolve the problems. Beven & Brock has great reviews on line & you just earned another one. I will make sure I post how fantastic you have been & I highly recommend your company for apartment management.

Michelle Sujai  
Sujai means "One Who Heals"  
We must heal self as we heal others.

---

**From:** Major B. [<mailto:bft15@>]  
**Sent:** Monday, March 07, 2016 12:04 AM

**To:** Fin Beven <Fin.Beven@bevenandbrock.com>  
**Subject:** Re: Property Condition Move-In Form

Mr. Beven.

I apologize for our late acknowledgment of your email. We were out of town when we received your form. You, on the other hand, were very prompt in sending the form and we very much appreciate it. We plan to use it at every opportunity. Thank you for your creativity.

Major and Joanna

On Saturday, February 20, 2016 11:57 AM, Fin Beven <[Fin.Beven@bevenandbrock.com](mailto:Fin.Beven@bevenandbrock.com)> wrote:

Major ... our deposit form is attached. I hope that you find it useful.

Fin Beven

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**From:** Steven Fl. [mailto:macstev@]  
**Sent:** Tuesday, February 02, 2016 4:23 PM  
**To:** Laura Garbo <[Laura@bevenandbrock.com](mailto:Laura@bevenandbrock.com)>  
**Subject:** Re:

Once again thank you for being so amazing and helping out on this! I just don't know how to thank you enough!

Sent from my iPhone

On Feb 2, 2016, at 15:18, Laura Garbo <[Laura@bevenandbrock.com](mailto:Laura@bevenandbrock.com)> wrote:

Hi

Merry will be out tomorrow and replace that other pipe while the area is open. Thanks!

Laura Garbo, CCAM  
Beven & Brock  
Direct Line: 626-243-4160  
Direct Fax: 626-236-4185

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-----Original Message-----  
From: Frantz G. [mailto:info@frantz]

Sent: Tuesday, February 02, 2016 4:08 PM  
To: Fin Beven  
Subject: Introduction and Eileen Flannigan

Good Afternoon Mr. Finley,

By way of introduction,  
my name is Frantz G.. and I am a new tenant of a building being managed by your company. I wanted to introduce myself to you and also inform you that Eileen Flannigan provided superior customer service and follow through. I greatly appreciate her professionalism and look forward to this new beginning. Thank you for your welcome letter and implementing a hands on approach with your company.

Continued success,

Frantz G.

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**From:** Christopher H. [mailto:c.m.holly@]  
**Sent:** Tuesday, January 26, 2016 10:50 AM  
**To:** Linda Bailey  
**Cc:** Taylor Smith; Andy LaPointe; Fin Beven; Cali Nguyen  
**Subject:** Re: 44 Roosevelt #3

Linda,

Our sincere thanks for your assistance in dealing with this unfortunate situation. The rent credit and modification to our lease responsibility are both greatly appreciated and we shall be sure to give at least 30 days notice should we decide to vacate early.

On behalf Cali and myself,

Christopher H.

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----- Original message -----

From: julia.d.marsh@  
Date: 01/14/2016 11:02 PM (GMT-08:00)  
To: Rosa Flores <[rosa@bevenandbrock.com](mailto:rosa@bevenandbrock.com)>  
Cc: Linda Bailey <[Linda@bevenandbrock.com](mailto:Linda@bevenandbrock.com)>  
Subject: Re: new lease for 30 First #7

Hi Rosa,

I am thrilled to hear that Stephanie will be taking over my lease and I appreciate you and Linda so much for all of your help! I am actually moving out tomorrow (01/15) and Barbara will also

be coming by to do the walk through. Please let me know what will be next after I move out tomorrow, and I will make sure to take care of it as soon as possible! Thank you for everything! You guys rock!

My best,

Julia

---

----- Original message -----

From: angelinadiaz <angelinadia0@>  
Date: 01/04/2016 10:14 AM (GMT-08:00)  
To: Linda Bailey <[Linda@bevenandbrock.com](mailto:Linda@bevenandbrock.com)>  
Subject: RE: 999 Cordova #4

OK DRAWER FIXED ! Thank you !! ☺☺ those are smiley faces in case you can see them .... Who needs a man when you have property management :) !!! Yes you can quote me on that !

Thank you tremendously,

Angelina Diaz

---

30

On Dec 3, 2015, at 5:31 PM, Eric Gerber <[ericgerber@t](mailto:ericgerber@t)> wrote:

Doug and Taylor -

I just wanted to thank you guys for jumping so quick on that and water leak! Please thank Steve for me he did too. He did a great job for this fix in a very quick and great job!

I wasn't here. Thanks again!

Sincerely

Eric G.

---

On Dec 2, 2015, at 11:10 PM, Philip Kuon <[philipkuon@](mailto:philipkuon@)> wrote:

Taylor and Rick thank you for the excellent tenant service. Beven & brock has gone above and beyond. Bianca and I are enjoying living in this property very much so.

Sent from my iPad

---

From: Roxana C. [mailto:roxanacard@]  
Sent: Tuesday, September 22, 2015 9:37 AM  
To: Taylor Smith; Fin Beven  
Subject: THE GREATEST CLEANING CREW EVER

Dear Fin and Taylor,

Thanks for your help with easing my fears of a trashed townhouse. You obviously knew your cleaning crew was MARVELOUS!

My place looks like it used to now, thanks to them. I saw them working hard last night and went by this morning. If I hadn't seen them last night, I would have thought it was magic.

They should be commended and now I know why you weren't too worried. The carpet looks marvelous too. Please extend my thanks to them.

Just like I can complain, I can also commend and compliment great work. They should have gotten a bonus cleaning fee from the tenants.

Eternally grateful,

Roxana Cardenas  
Sent from my iPad

---

October  
2015

To Whom It May Concern:

As an HOA Board member, I would like to recommend Laura Aguilar as your property manager. After 8 years on the Board, I have experienced the work and conduct of several different property managers.

Laura stands out because of her follow-through and attention to detail. She never lets anything fall through the cracks and she always goes the extra mile to resolve problems.

Laura's performance as our property manager has been impressive. She is most capable and very knowledgeable in HOA matters, and she handles uncomfortable situations in Board meetings with command and professionalism.

It would be a positive action to hire Laura !  
Sincerely,

*Susan*

Susan W. Johnson  
Secretary  
Las Hadas Board of Directors  
Glendale, CA

---

**From:** Esteban C.  
**To:** [Fin](#)  
**Sent:** Thursday, September 17, 2015 5:31 PM  
**Subject:** Re: URGENT SHOWER FIX AND TOILET LEAK

Hey fin,

I just wanted to let you know that I was able to use my shower today after a long wait. I wanted to thank you for your intervention and helping fix the problem.

I will inform you if anything occurs.

Thank you.

Best  
Esteban

---

**From:** Kristoffer Sweitz [mailto:kristofferlyn@]  
**Sent:** Thursday, August 27, 2015 2:23 PM  
**To:** Fin Beven  
**Subject:** Re: RE: Deposit

Wow thank you very much that shows us that you are the company we thought you were we will send a positive review online wherever we can thank you for your attention in this matter have a good day

---

**From:** Vance Winbush [mailto:jvancewinb@]  
**Sent:** Tuesday, August 25, 2015 3:00 PM  
**To:** Fin Beven  
**Cc:** ktwriter@  
**Subject:** Tenant Experience

Hi Fin,

Hope this email finds you well. As you might know, I have recently vacated the 1742 Grevelia

St property.

Upon my exit, I just wanted to reach out to you to let you know that I appreciate how needs and issues were address during my time at the residence since 2011. All items were address in a prompt and professional manner.

Moreover, I wanted to make sure that you know that Katie was an excellent on site manager.

She was always very responsive, approachable, understanding, and nothing but a pleasure to work with... I will really miss having her as a property manager. I would highly recommend her for a similar position at any one of your locations.

I hope to work with you again in the future. Best of luck to you and the Bevin and Brock organization.

Regards,

Vance Winbush

317.9749 jvancewinb@

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**From:** Luke Womack [mailto:ldwomack@]  
**Sent:** Friday, August 21, 2015 10:37 AM  
**To:** Taylor Smith  
**Subject:** Thank you

Hi Taylor,

I just want to say thank you again for your help this morning. I was impressed with how you and the rest of your office handled my questions. Hoping we can quickly fill one of your vacancies with excellent tenants.

PS: Please feel free to share my personal contact information with your current tenants in unit #3 at 80 Magnolia Ave.

With gratitude,  
**Luke W.**

---

**From:** SCOTT BURTON [mailto:mail.scottburton@]  
**Sent:** Thursday, August 20, 2015 2:49 PM  
**To:** Fin Beven  
**Subject:** Re: Welcome, and thank you

Mr. Beven,

Thank you for the warm welcome and kind words. I am extremely grateful that you are allowing me to rent within your property. Eileen Flanigan was excellent in managing the rental process and also going the extra mile by providing me with suggestions on how to improve my credit score. Apartment #4 on Santa Barbara St is exactly what I was looking for and is well within my budget. I will reach out to Charlie (whom I had a chance to meet in the office yesterday) as well as Taylor with any concerns and I look forward to meeting you and extending a personal greeting in the near future.

Thank you again and best regards,  
Scott Burton

---

**From:** Johnathan C. [mailto:johnathan.henry@]  
**Sent:** Monday, August 03, 2015 8:43 AM  
**To:** Taylor Smith  
**Subject:** 360 S. Euclid Ave Keys

Good Morning Taylor,  
We're all moved out from 36 S. Euclid Ave #215, but left Pasadena with the keys in our pockets. I will overnight them and they should be to you first thing tomorrow.

Sorry about the hassle and thanks for everything; working with you has been a pleasure and you can count on me recommending B&B to friends and family.

Best Regards,  
Johnathan Cruz

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**From:** Lucas N. [mailto:lucasbnob@]  
**Sent:** Friday, July 31, 2015 10:21 AM  
**To:** Fin Beven  
**Subject:** Re: Welcome, and thank you.

Thank you Fin. I met with Rosa yesterday and she made everything so easy and painless. Really excited about the new place. We appreciate the help.

Lucas Sent from my iPhone.

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**From:** Christina B [mailto:christina601@]  
**Sent:** Monday, July 13, 2015 11:33 PM  
**To:** Fin Beven  
**Subject:** Re: Follow-up on 1115 E Córdova #123 in Pasadena

Dear Mr. Beven,

I wanted to let you know that Charlie was able to answer all of my questions. Thank you for your help. I'll be in tomorrow to drop-off my deposit with Rosa and hopefully finalize the lease. I'm very excited about my new home. This whole procedure is a really neat concept so thank you for creating your company:-)

Best regards,  
Christina

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**From:** David Epst[mailto:dbe@]  
**Sent:** Tuesday, July 07, 2015 11:22 AM  
**To:** Fin Beven  
**Subject:** RE: Checking in

Fin: As you know, we've settled the Brad Robinson case. I wanted to thank you for your expert and conscientious help on this. I would like to call on you for future cases as you were so very good as our expert on this one, particularly with the challenging circumstances.

Very best regards,  
David

David B. Epstein  
Epstein Turner Weiss,

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**From:** Brett [mailto:brettfurrey@]  
**Sent:** Tuesday, June 30, 2015 11:09 AM  
**To:** Trish Wible; Fin Beven  
**Subject:** Re: 122 Lyndon rent increases

Trish and Finn,

Thank you for making this happen! You went above and beyond to do so, excellent customer service!

Brett

P.S. Trish, we didn't expect you to stay late, we appreciate that you did.

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**From:** H., Suzanne [mailto:SHelak@]  
**Sent:** Thursday, June 25, 2015 12:01 PM  
**To:** Linda Bailey  
**Cc:** Taylor Smith  
**Subject:** Thank You!! del Rey. Apt E. Pasadena

To Linda/Taylor and Joe the handyman:

Thank you, thank you, thank you!

I really can't express how much I appreciate your quick response to secure my sister's Kathleen's apartment after the burglary break in.

Bevin and Brock have been exemplary property managers and Joe the handyman was so quick to get over there.

I cannot tell you what great piece of mind I have knowing what a professional and caring group of people you are.  
We could not have made a better choice when renting this apartment, my sister is clearly in good hands.

Thank you so much.

Suzanne Helak  
Executive Assistant  
**SCS ENGINEERS**  
3900 Kilroy Airport Way,

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**From:** Won Hyeuk J. [mailto:wonhyeuj@]  
**Sent:** Thursday, June 04, 2015 10:03 AM  
**To:** Rosa Flores  
**Subject:** Rosa, this is WJ.

I realized that I never said proper thank you.

This is first time that I am living alone and renting a place in US. (I've been in US for only a year now.)

And I fear that I may have repeated questions and was slow to understand some of the things that you explained.

But I never felt disrespected (when I was making an account at Bank of America, I was repeatedly called Chinese when I made it clear that I am Korean and the representative said 'what's the difference? Isn't Korea part of China?') I got very angry but did not want to make any

trouble so I let it go at that. If I knew at that time that I had other choices I would have never tolerated that.)

or rushed.

I sincerely thank you for your patience, professionalism and above all general kindness.

I hope that your goodness is appreciated and acknowledged by the people around you as well.

Thank you.

WJ.

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----- Original message -----

From: la baby jimenez <mjimenez@>  
Date: 05/14/2015 9:41 AM (GMT-08:00)  
To: Linda Bailey <[Linda@bevenandbrock.com](mailto:Linda@bevenandbrock.com)>  
Subject: Maria Connie Jimenez

THANK YOU LINDA ! The maintenance service is completed. That was Speedy service. I AM IMPRESSED! thanks again !! Connie Jimenez

Sent via the Samsung GALAXY S@4, an AT&T 4G LTE smartphone

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**From:** Justin N. [mailto:jnam1@]  
**Sent:** Tuesday, April 28, 2015 1:48 PM  
**To:** Taylor Smith  
**Cc:** [trevorschene@](mailto:trevorschene@) ; [kmerchant@](mailto:kmerchant@); [schene@](mailto:schene@); [amerchant@](mailto:amerchant@) ; Fin Beven; Eileen Flanigan  
**Subject:** Re: Welcome! 441 Los Robles #12

Hi Taylor,

Thank you for introducing yourself and giving us that contact information. We really appreciate everyone at Beven and Brock who helped make this opportunity simple and seamless.

If there are any questions, concerns, or issues please feel free to call me on my cell at 949-293-6512

Thank you again for the opportunity.

Justin N.

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**From:** Jay [mailto:jjsideco@]  
**Sent:** Tuesday, April 07, 2015 1:56 PM  
**To:** Angie DiMauro  
**Subject:** Re: CHecking In

Angie

Ok great. Thanks for the info. You guys are always by the book and transparent. That's what I like and going to miss about Beven and Brock. It was a great experience. My best rental experience I've had for ten years. Thanks again.

Sent from my iPhone

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**From:** Dorothy Gort. [mailto:dorothygorton@]  
**Sent:** Wednesday, March 18, 2015 8:16 AM  
**To:** Fin Beven  
**Subject:** Re: Welcome, and thank you

Dear Fin, Your staff could not have been more helpful! They were friendly, professional and they have a sense of humor!

I found the most adorable one bedroom house in Monrovia. The house has a great yard which will be wonderful for my little dog Abbie and my 2 grandsons.

Thank you so much and I hope you have a Blessed Day!

Dorothy(Dottie) G.

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**From:** Sarah M. [mailto:poeticlyric@]  
**Sent:** Tuesday, March 03, 2015 10:57 AM  
**To:** Taylor Smith  
**Subject:** A Heart-felt Thank You

Taylor,

My name is Sarah L.. I am a resident at 2xx E. California Blvd Apt C., Pasadena. We recently spoke on the phone and you assisted me with several issues I were having at my place. I wanted to take a moment to sincerely thank you for listening to my needs and making sure that they were met in a timely manner. Thank you very, very much!

Kind regards,

*Sarah L.*  
poeticlyric@

**From:** Bill [mailto:bill.abelmann@]  
**Sent:** Thursday, February 19, 2015 12:58 PM  
**To:** Fin Beven  
**Subject:** Re: 1099

Thanks again!  
Taylor does a good job looking after the house. **Appreciate all your good work!**  
I'm starting to work on my taxes so I finally noticed.  
Bill

Sent from my iPhone

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**From:** Martin B. [mailto:mbruest@]  
**Sent:** Tuesday, February 03, 2015 12:09 PM  
**To:** Linda Bailey  
**Subject:** Re: Palm Tree - 612 N. Atlantic

Thanks Linda....You're the best!  
Martin

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**From:** V., Manuel [mailto:Manuel.Vega@]  
**Sent:** Friday, January 30, 2015 2:12 PM  
**To:** Rick Houser  
**Cc:** Fin Beven;  
**Subject:** RE: 420 Pearl Ave, Monrovia Ca - Property #RH14112

Hi Rick,  
I really appreciate your response to the issues and I am glad to have your support as well, so yes the electrician already schedule the repairs starting tomorrow and hopefully Gary can do the same over the remaining pending issues

**Once again Rick, I am very thankful with your response and I can assure you that these corrective actions performed over the house will be have long term benefits for all, thank you**

Regards,

**Manuel V.**

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**From:** Alex T. [mailto:alex.trivili@]  
**Sent:** Wednesday, January 28, 2015 12:23 PM

**To:** Fin Beven  
**Cc:** Angie DiMauro  
**Subject:** Updated Lease Information - N Alexandria Ave Apartment 6

Hello,

I will be moving out of California this year and wanted to make sure I provided the necessary advanced notice.

I've had a great experience with Beven & Brock so far and am sad to go -- I knew I'd only ever leave this apartment if I was moving out of state, and that's just happened sooner than I expected.

Thanks so much and please let me know what further information is required,

Alex Trivil  
412.400.

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**From:** Geoffrey Cole Middlebr.  
**Sent:** Saturday, November 22, 2014 1:52 PM  
**To:** Laura Garbo

Hi Laura:

On Wednesday the 19th I came home from work in the early evening to discover that the water heater in our garage had broken and was leaking. I called the Beven and Brock emergency number, and was immediately connected to Doug Hollier. Doug arrived at the property in twenty minutes, and immediately stopped the leak (the next day we had our regular plumber replace the water heater).

I would like to praise Doug for his quick and excellent work (as well as for his professionalism), and I wish to thank Beven and Brock for providing this prompt and reliable emergency service.

All the best,

Geoffrey Middlebr., Ph.D.  
Teaching Professor | The Writing Program  
Director | The Writing Center

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**From:** Ankit Agarwa. [mailto:ankitagarwal@]  
**Sent:** Monday, October 20, 2014 1:25 PM  
**To:** Fin Beven  
**Subject:** Re: Welcome, and thank you

Hi Finley,

Thank you for taking time out and writing to me. As you may know, I moved in recently into my apartment so have been busy unpacking. My renting process has been good so far and am liking the apartment. I will keep in touch with the property manager, Linda and will let you know if I need help.

Appreciate your effort.

Ankit

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**From:** Mounir [mailto:getmou@]  
**Sent:** Thursday, October 09, 2014 1:25 PM  
**To:** Fin Beven  
**Cc:** Rick Houser; Andy LaPointe; Olga Djukelic  
**Subject:** Re: 1424 Encino Ave., #3.

Mr. Beven,

Thank you very much for your quick response and your kind action. It has been a pleasure communicating with you and I appreciate your involvement to resolve this matter.

Have a great day,  
Mounir T.

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**From:** Meggerson de Martinez,N. [mailto:nmeggersondem.@ ]  
**Sent:** Thursday, August 28, 2014 3:57 PM  
**To:** Fin Beven  
**Cc:** 'douglasamartinez@yahoo.com' (douglasamartinez@)  
**Subject:** RE: Welcome, and thank you

Fin,

Thank you very much for your note. We are looking forward to a smooth transition and we have been very pleased with the process so far.

If we have any questions or concerns, we have all the contact numbers handy.

Thank you again, and have a great holiday weekend.

*Nicole Meggerson de Martinez*

Business Outreach Section

Metropolitan Water District of Southern California

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**From:** teresaproc. <t.pro@>  
**Date:** August 21, 2014 at 3:16:59 PM PDT  
**To:** Dave Brock <[Dave@bevenandbrock.com](mailto:Dave@bevenandbrock.com)>  
**Cc:** Trish Wible <[trish@bevenandbrock.com](mailto:trish@bevenandbrock.com)>, Erik Mendez <[Erik@bevenandbrock.com](mailto:Erik@bevenandbrock.com)>, Donna Stromberg <[dstromberg@sbcglobal.net](mailto:dstromberg@sbcglobal.net)>, "John Deamos" <[jsdeamos\\_us@yahoo.com](mailto:jsdeamos_us@yahoo.com)>  
**Subject:** Your staff is excellent!

Dear Dave,

It is long overdue for me to write you and say that Trish Wible and Erik Mendez are great professionals on your team. Erik is not only courteous and very responsive to our seldom, but important to us inquiries, he seems to tackle all issues with ease. Trish Wible is courteous and continues to be as helpful as usual, but her promptness and accuracy of information speaks for her professional expertise.

We are small Homeowners association, yet Erik and Trish provide us with an excellent service, and a pleasure is to contacting them when needed.  
THANK YOU and Kudos to your great staff from the VSP III Treasurer.

With my regards,

Teresa Prosc.  
Treasurer for VSP III HOA

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**From:** Skolo., Nicole A. [mailto:nskolo@]  
**Sent:** Thursday, August 21, 2014 2:45 PM  
**To:** Dave Brock  
**Cc:** Laura Garbo  
**Subject:** Madison Owners Association

Dave,

We have been working with Laura for a number of months now (somehow in that time I ended up as president of the HOA too), and wanted to say that things are going really well and she is great. She is very responsive, and I am impressed that she has also been proactive on a number of issues, including looking at our trash bills, recognizing it was a very high monthly fee, and getting new bids for us from a different company. We are now with the new trash company and are saving over \$300/month on trash removal, and are receiving better service as well. She also

found a new pool company for us, and they have fixed all of the many pool issues we have had over the past few years, in just a matter of a few months.

I feel bad because I recognize that we are problem children right now and have a lot of things that need to be done because we are having to catch up on so many things. We are picking up the pieces from extremely poor management by the prior management company and also the general neglect and ineffectiveness of prior boards. But we are on the upswing now and getting a lot of lingering issues resolved thanks in large part to Laura's efforts.

**Nicole Skolo.** | BakerHostetler

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**From:** robyn l. [[mailto:caritas\\_arts@](mailto:caritas_arts@) ]  
**Sent:** Monday, August 18, 2014 3:48 PM  
**To:** Fin Beven  
**Subject:** Re: Welcome, and thank you

Thank you for your message. We are happy to rent with Beven and Brock as well. Thank you for sending us your contact information. We greatly appreciate all your help in helping us find a place to rent. We are happy with our overall experience so far. Thank you for letting us know that you are there for us should we have any questions or concerns.

Robyn T.

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**(F/office/1 – Letters of Reference)**