

# Romano Real Estate

## **OUR MISSION**

We have the ability to convert our broad skills and wealth of experience into exceptional results for our clients by surpassing goals and outperforming competitors in strong business cycles; and, by providing stability and confidence in weaker cycles, thus creating for our clients a level of certainty and continuity in what can be the complex arena of commercial real estate.



**Mission Statement**

# Romano Real Estate

## ROMANO REAL ESTATE CORPORATION

Romano Real Estate Corporation has more than 30 years of experience in Tucson, specializing in commercial and residential real estate. Our areas of expertise include property management, retail and office leasing, investment brokerage, residential and multifamily management and sales. Romano Real Estate Corporation currently manages and leases approximately fifty (50) properties comprising over one (1) million square feet of commercial space plus a history of management in excess of a thousand apartment units and single family homes.



## Company Profile

Romano Real Estate Corporation is one of only 500 firms in the United States that has been awarded the coveted Accredited Management Organization (AMO<sup>®</sup>) designation by the Institute of Real Estate Management. The firm employs two (2) Certified Property Manager (CPM<sup>®</sup>) Members. Romano Real Estate is highly regarded in the community for having set the highest of standards, personalized owner services, substantial expertise, excellent tenant relations programs and a broad ability to successfully manage and lease various types of retail, office, multi-family, and residential properties.

Romano Real Estate Corporation maintains an active membership role in the Institute of Real Estate Management (IREM<sup>®</sup>), the Building Owners and Managers Association (BOMA) and the International Council of Shopping Centers (ICSC), the Arizona MultiHousing Association, Tucson Board of Realtors and MLS, as well as memberships in related professional, research and informational organizations that serve as resources for the real estate industry.

Our client base has or currently includes commercial real estate assets owned by a diverse ownership that includes private investors, trusts, partnerships and limited liability companies, institutional clients and pension fund managers. In past years, our firm has been employed by lenders, insurance companies and the Courts to act as a Receiver for various types of commercial real estate.

Romano Real Estate Corporation, nor its principals or employees, have any ownership interest in any commercial real estate. Romano Real Estate operates both management and leasing completely for the benefit of its clients' portfolios.

Romano Real Estate Corporation adheres to the highest standards of excellence and professionalism and is dedicated to the achievement of our clients' financial goals.

# Romano Real Estate

## COMMERCIAL MANAGEMENT

Our portfolio of Commercial Properties managed included thirty five (35) Shopping Centers, Retail Specialty Centers, Garden Office Buildings, and Condominium Office Parks, light Industrial and Warehouse/Office projects totaling more than 1.25 million square feet of commercial space in Tucson:



### Commercial

Our property management expertise includes:

- **Developmental Consultation:** From the concept and planning stage through the completion and lease-up of the property we work with our development clients to help insure the optimum finished product.
- **Rehab & Property Upgrades:** We supervise property upgrades and remodeling as well as virtually all types of capital improvements and tenant improvements.
- **Highly Trained and Experience Commercial Property Supervisors:** Property Managers visit and inspect all properties on a regular basis as well as on an as needed basis helping generate a solid Landlord/Tenant relationship with the tenants. Our property managers cross-train and spend time and effort on-site at every property to learn everything possible to insure that our clients' properties are expertly managed at all time.
- **On Staff Expertise:** In addition to our highly trained Commercial Property Supervisors, and as an added benefit to our clients, Romano Real Estate employs, on staff, a former commercial general contractor with personal expertise in many of the subcontractor trades. Our hands-on expertise allows us to better interface with architects, engineers, contractors, and vendors to insure the smoothest work schedules, least disruption to ongoing businesses, and the most efficient use of client capital.
- **In House Commercial Maintenance:** Our in-house commercial maintenance crew of available employees allows us to allocate, only as necessary, the daily care of each property without reliance on subcontracted day-porter services. The well trained and uniformed maintenance crew allows us to better serve, at all times of the day or night, the properties we manage.
- **24/7 365 Days a Year:** Our 24 hour emergency answering service and on-call commercial maintenance personnel insures a Commercial Property Supervisor level response at all times. Our ability to respond to the specific needs of the properties and tenants is unparalleled in Tucson.
- **Results:** When coupled with Romano Real Estate Corporation's leasing division, the properties we manage and lease have achieved and maintained average stabilized occupancy well in excess of 95% for the last decade.

# Romano Real Estate

## MULTI-FAMILY MANAGEMENT

In business since 1974, Romano Real Estate has been a leader in the Property Management industry in Southern Arizona for multi-family projects. What we do best is achieve clients' goals who care about:

- *The financial performance of their properties*
- *The physical and value enhancement of their assets*
- *Comprehensive and meaningful monthly accounting and reporting*
- *An economic occupancy rate that outperforms the market year round, year after year*



**Multi-Family**

With over thirty five (35) years in the Property Management business, Bruce Romano, the owner of Romano Real Estate Corporation, has forged a corporate-level team that offers unparalleled service and expertise and hands-on supervision. Having designed and developed Tucson's first "A+" property in 1977, and then having personally managed it to financial success, Bruce has firsthand experience in every facet of the implementation of successful administration, marketing and management protocols. Our team includes an in-house Facilities Director with more than 15 years of contracting experience, thereby adding a dimension of expertise to all of our capital projects, saving substantial time and money. Romano Real Estate's supervisory team presents decades of added Property Management experience to every property we manage. Every one of our property supervisors has personally managed projects well past budgetary goals, and has a clear and unified understanding of what is needed for your property's success –no matter what it's positioning in the marketplace. Having achieved the coveted **Accredited Management Organization (AMO®)** designation and membership in several other professional research and informational organizations, our clients receive professional level results.

Romano Real Estate brings a progressive, goal-minded, disciplined, and ethical outlook to every property we manage -and we bring it each and every day. We stay on top of market trends, changing economics, competitors' actions, and the needs of our current and future residents to provide the maximum benefit to the communities we manage. We bring a simple but successful formula to the properties; attract and screen for the best resident profile possible, keep the properties looking good every day, keep the properties maintained to the highest standard, take care of the residents' needs quickly, and do it with a winning attitude. All of our trusted employees have each passed mandatory background and criminal checks as well as mandatory drug screenings. The vendors we choose to work with are professional, fair, and excel at their areas of expertise. Our residents are held to high standards, which help keep all of our communities clean and safe. We succeed.

# Romano Real Estate

## SINGLE-FAMILY MANAGEMENT

Romano Real Estate is proud to announce the addition of Single Family Property Management to our growing list of services. Catering to both private owners of individual homes or investors with portfolios of any size, our company is able to put every resource we bring to our Multi-Family clients into private residences. Whether managing vacation retreats or leasing rentals, our team has the expertise and knowledge of the marketplace to fulfill your needs. Below are just some of the functions we can do for you:



Single-Family

- *Allow your rental home to become visible to thousands of potential renters in an extremely competitive market.*
- *Increase the curb appeal of your home, a key to enticing would-be renters.*
- *Coordinate and manage improvements and repair projects of any size.*
- *Administer all aspects of the leasing process to highly qualified residents.*
- *Arrange for preventative maintenance walk-through's on investment or winter homes.*
- *Negotiate and manage competitive contracts for your home's monthly needs, such as landscaping, extermination, and security.*
- *Help transition your house from a rental or primary residence to a highly saleable product.*

Our in-house supervisory staff, maintenance staff and in-house general contractor expertise allow us to timely respond to any needs that your property may have while preserving the maximum value of your rental property.

# Romano Real Estate

## RESIDENTIAL SALES

Romano Real Estate is now offering our expertise towards the purchase or sale of private homes within the select Catalina Foothills section of town. Located just inside the Main Gate of La Paloma, our office is in a unique position to help La Paloma residents sell their homes, or prospects find the right home, by being physically available to any potential buyers who come through the Main Gate or from the hotel. Let our team of agents show you the disciplined yet creative techniques we use to get your house ready for market, staged for showings, visible to potential buyers, revealed to the next owner, and negotiated at the right selling price.



**Residential Sales**





# Romano Real Estate

## **NATIONAL DESIGNATIONS**

Accredited Management Organization (AMO®)



**Organizations**

## **PROFESSIONAL MEMBERSHIPS**

National Association of Realtors

Arizona Association of Realtors

Tucson Association of Realtors and MLS

Arizona MultiHousing Association

Building Owners and Managers Association (BOMA)

Institute of Real Estate Management (IREM®)

International Council of Shopping Centers (ICSC)

Pima County Real Estate Research Council

# Romano Real Estate

## BACKGROUND AND QUALIFICATIONS

BRUCE A. ROMANO, CPM<sup>®</sup>, President  
Romano Real Estate Corporation

- Certified Property Manager (CPM<sup>®</sup>) - Institute of Real Estate Management, 1980.
- B.S.B.A. East Carolina University, 1969, Summa Cum Laude; Masters Degree in Business Administration (MBA) – East Carolina University, 1971, Summa Cum Laude.
- Thirty five (35) years of real estate asset management, property management, commercial brokerage and leasing.
- 1993 President of the Tucson - Southern Arizona Chapter of the Institute of Real Estate Management (IREM<sup>®</sup>).
- 1992 Vice President of the Tucson - Southern Arizona Chapter of the Institute of Real Estate Management.
- Past Chairman of the Board of Directors of the Arizona MultiHousing Association, 1985 and past Member of the Board of Directors of the Arizona MultiHousing Association for twenty (20) years.
- Designated Real Estate Broker of Romano Real Estate Corporation, under the laws of the State of Arizona.



About Us



## **BACKGROUND AND QUALIFICATIONS**

SUSAN A. ELLISON  
Senior Vice President  
Accounting Manager

- Bachelor of Science - Southern Illinois University, 1973.
- Associate Degree in Computer Programming - Pima Community College, 1983.
- Twenty Five (25) years of commercial and multifamily residential property management experience.
- Twenty Five (25) years of real estate accounting and associated computer program experience including computer remote controlled HVAC systems.
- Computer Property Management Software expertise with multiple property management software applications including AMSI ( all modules), Prentice-Hall, Rent Roll 2000, HUD Manager and other related property management interface programs.
- Member of the Tucson Association of Real Estate, Arizona Association of Realtors, and the National Association of Realtors.
- Licensed Real Estate Salesperson, State of Arizona.

## **BACKGROUND AND QUALIFICATIONS**

John G. Yarborough  
Vice President  
Commercial Leasing  
Commercial Brokerage

John Yarborough, a consistent top producer in Commercial Real Estate leasing and brokerage for the past fifteen (15) years, brings substantial knowledge, experience and expertise in the office, retail, tenant representation, commercial land acquisition and investment property brokerage to Romano Real Estate Corporation. John entered the commercial real estate brokerage industry in 1990, after graduating Magna Cum Laude from the University of Arizona College of Business with a double major of Real Estate and Finance.

In the last few years, John has successfully completed lease transactions totaling more than 500,000 square feet for an impressive list of clients and users that includes: Morgan Stanley, Phelps Dodge, Coldwell Banker Residential, Richmond American Homes, Long Realty, Coldwell Banker, Jewish Family & Children's Services, The Winters Group, Carondelet Medical Group, CIGNA, HealthSouth, Ace Hardware, Ashley Furniture, Checker Auto, Radio Shack, Del Webb Communities, the State of Arizona and U.S. Government -General Services Administration, Farmers Insurance, US Bank, Weyerhaeuser Mortgage, Inland Mortgage, Taylor Advertising, the Olsten Corporation, Citizen Publishing Company, Eagle Milling and the Community Partnership of Southern Arizona. John, a Tucson native graduated from Magna Cum Laude from the University of Arizona Magna with a double major in Business Administration and Finance. John is well known, well respected and well connected in many areas of the local Tucson Community.

As Vice President of Commercial Real Estate, John is a candidate for the prestigious CCIM<sup>®</sup> designation and heads up the brokerage, leasing, tenant representation and investment properties division of Romano Real Estate Corporation.

John and his teammate Kenneth Slachta work exclusively in the areas of commercial leasing and sales. The team concept has proved highly successful for our leasing efforts.

## **BACKGROUND AND QUALIFICATIONS**

DIANE CAIN

Vice President of Property Management  
Commercial Portfolio Manager

- Ten (10) years of Senior Property Management experience.
- Fifteen (15) years of on-site property management experience in Alabama and Arizona.
- Accredited Residential Manager (ARM<sup>®</sup>), Institute of Real Estate Management (IREM).
- 1994 Trade Show Vice Chairman, Tucson Chapter of the Arizona Multihousing Association.
- Member of Tucson's Crime Free Multi-Housing Association including the Tucson Police Department's Landlord Training Program.
- Certified Assisted Housing Manager (HUD Certified), January 2000.
- Member of the Tucson Association of Realtors, Arizona Association of Realtors and the National Association of Realtors.
- Licensed Real Estate Salesperson, State of Arizona.

Diane's duties and responsibilities include the supervision of the multi-family supervisors as well as the direct responsibility of the commercial portfolio and the direct supervision of the commercial property supervisor, and overall responsibility for the commercial maintenance crew.

## **BACKGROUND AND QUALIFICATIONS**

Batoun Herrington, CPM®  
Commercial Property Supervisor

- Ten (10) years of Property Supervisor level experience of 1,000+ unit portfolio + commercial portfolio supervision of an additional 250,000 square feet of shopping center and garden office building properties.
- Five (5) years of on-site property management and rehab supervision experience in Arizona at projects ranging from 40 to 125 units.
- Member of Tucson's Crime Free Multi-Housing Association.
- Involvement over the years in both the Tucson Chapter and the State Chapter of the Arizona MultiHousing Association and has participated in numerous community efforts relating to the industry.
- Member of the Tucson Association of Realtors, Arizona Association of Realtors and the National Association of Realtors.
- Licensed Real Estate Salesperson, State of Arizona.
- Board Member and Officer of the Tucson Chapter of the Institute of Real Estate Management for the past five years. Served as Secretary, Vice President, and President and is the current Past President of the Chapter.
- Awarded the Certified Property Manager® designation in January of 2005.

## **BACKGROUND AND QUALIFICATIONS**

Scott Johnson  
Facilities Director  
Commercial Maintenance Division Supervisor

Scott has been involved in various areas of the construction industry for 30 years and has been a licensed Commercial General Contractor for the past 10 years.

Supervisory and Professional Skill levels in the following areas: Rough and Finish Carpentry, Electrical, Plumbing, Drywall, Painting, Roofing, Asphalt & Concrete. Scott has supervised and coordinated rehab projects from \$20,000 to \$1,000,000+ involving virtually every trade in the business.

Scott's abilities extend to a professional level of reading and interpreting architectural plans and specifications as well as a seasoned and long standing relationship with City and County development services personnel and inspectors.

Scott's skill levels and hands on experience as both a skilled craftsman and as a general contractor give Romano Real Estate a unique in-house expert at no additional costs to our clients and who is capable of working with general and subcontractors and tenant improvement contractors to achieve the best results at the most efficient costs for our clients.

On the tenant relations side of the business, Scott's background and the fact that he represents Romano Real Estate allows him to interface effectively with contractors and existing tenants of our clients' properties to assure not only that the work is completed correctly, but that any potential negative impact of the work to our tenants is minimized.

Romano Real Estate employs 10-15 full time commercial maintenance workers who are allocated to the various properties, at cost, on an as-needed basis allowing each property in the portfolio to receive the appropriate amount of daily care and cleaning to meet the particular needs and standards of the property. Scott's duties include the training of the commercial maintenance personnel as necessary to increase their skill levels to allow a higher level of performance and thereby decrease the need for expensive specialized labor at the properties.