



Dear Mr. Lais,

We first started using Lula when Jake Douglas our Multi Family Property Manager learned by chance through an email of their make-ready service. As the leasing manager I am responsible for overseeing all make readies and Lula has become one of my top vendors in just a few short months.

The portal that was created for me is extremely easy to use and very helpful for setting up turn inspections. I really appreciate that they meet us on site for each make ready inspection so we can go over expectations together. Lula also provides their quotes within one business day (sometimes same-day) so that there is no delay in getting the work done, this is something that has always been frustrating for AMG with other vendors. I also appreciate that Lula understands when we have a property with limited funds and they do their best to match our needs without sacrificing quality.

Finally, the communication itself is amazing between Lula and I! I get updates on the status of our make readies without having to ask, another issue we have had in the past with other vendors. They are always honest when it comes to what needs to be done in a unit even if it was not caught during the initial walkthrough. If they tell me something needs to be replaced rather than repaired I trust that they are being sincere about it and not just trying to up the final bid for the work.

Sincerely,

A handwritten signature in black ink that reads 'Taylor Norris' in a cursive script.

Taylor Norris

Property Manager

Asset Management Group

tnorris@assetmgmtgrp.com