

# We Are QUE

People + Systems = Performance

Ready for **Performance**?

*Denizen Management* is a residential property management company serving Markets in Indiana, Ohio, Kentucky and Nebraska. We are committed to our *We Are QUE* culture and the three (3) constituencies in which we serve; *Residents*, Employees (our *People*) and *Owners*.

The Company's fundamental principles, *Quality Service Quotients* ("QSQ") reinforce our *Culture* and we train our *People* utilizing nine (9) *Modules* in the advancement of our QUALITY, UNIQUE and EXECPTIONAL customer service, *The Resident Experience*.

Our *Financial Services* are the best of class, providing a transparent metric and operational analytical tool that clearly communicates the *Performance* of *Owner* assets, our *Financials*.

Through the *Leadership* of our *Experienced Team* we listen and learn our *Owner* investment objectives, provide honest advice and direct our *People* and *Systems* in the achievement of *Performance*; which we measure as durable and increasing *Cash Flow* and *Asset Value*, NOI

## Reasons why the QUE

- ✓ **Honest Advice**  
We pull no punches, listen to *Owner* needs and seek only those opportunities in which we can *Help*
- ✓ **Financials**  
The best of class that clearly communicates the state of *Performance*, the "Owner Investment Statement"
- ✓ **Experienced Team**  
Our *People* are our most valued asset and we lead and train them to *Perform*
- ✓ **Culture**  
An unwavering commitment to *Who We Are* and our QUALITY, UNIQUE and EXCEPTIONAL customer service
- ✓ **The Resident Experience**  
*denizenQUE*, based in a fundamental philosophy of caring for others
- ✓ **QSQ**  
*Quality Service Quotients*, and list of fundamental principles, daily 'to dos'