



January 3, 2020

Dear Valued Owner(s),

We are pleased to announce that Bennett-Shellenberger Realty Inc. and Haley Realty Inc. have joined the RowCal Family. The merger of the two oldest Real Estate companies in Colorado Springs will help us strengthen our commitment to delivering exceptional customer service and maintaining the value of your home.

What does this mean for you?

You will keep getting the same great care from your Community Manager and care team. There is nothing you need to do.

The following will not change:

- Your Community Manager
- Our phone numbers and email addresses

What will change?

As the two oldest real estate companies become one under the name of BSR Communities, a RowCal Company, we will begin updating the name on our website, office location, and in other forms of communication.

Our names will change respectively to BSR Communities, a RowCal Company and Haley Maintenance Company, a RowCal Company.

Thank you for your loyalty and continued partnership! We look forward to continuing the journey with you.

Respectfully Yours,

Tom Gorab, President

Bennett-Shellenberger Realty (BSR Communities)
and

Charles Oliver, President

Haley Realty



You hold the keys and we get to work!

Board Member Experience

- Professional Guidance
- Control of the Community
- Specialized Support Team
- Access to cloud-based management tools

Homeowner Experience

- 24/7 emergency support
- Specialized Care Team
- Real-time access to account information

Community Manager Experience

- Homeowner Care Team
- Cloud Based Management Tools
- Specialized Support Team
- Empowered Board Advocates

Vendor Experience

- Efficient work order process
- Responsive Community Management Team
- Fast payment options

RowCal is a family owned company based in Minnesota. Owners Jake Christenson and Frank Cupersmith are dedicated and passionate about empowering those who serve Community Associations.

Haley Realty: 109 Fontanero St. Colorado Springs, CO 80907 ♦ Phone: 719-634-3785

Bennett-Shellenberger Realty: 1710 E. Pikes Peak Ave #200, Colorado Springs, CO 80909 ♦ 719-471-1703

RowCal: 2355 Highway 36 West, Suite 400, Minneapolis, MN 55113 ♦ Phone 651-233-1307



FAQs for Owners

Q. Why did you change your name? Did another company buy you?

A. Yes, we recently joined RowCal Colorado and became part of its Colorado Springs division. We are proud and excited to be a part of this excellent organization that shares our strong commitment to quality care.

Q. Who is RowCal Colorado?

A. RowCal Colorado is a family owned business based in Minneapolis, MN. The owners Jake Christenson and Frank Cupersmith have begun to expand their operations and identified our companies as teams who share in the same values centered around client and employee experience.

Q. Will I still get to see my Community Manager?

A. Yes. Your relationship with your Community Manager will not change. You will see the same great staff when you come to the office or attend board meetings. Our relationship with you and our commitment to your Community remains the same.

Q. Will owners or vendors be immediately impacted by this change?

A. No. Owners and vendors will continue to contact the management teams by the same phone numbers and email addresses as they use currently. As the merger moves forward changes in numbers or emails that may occur will be disclosed with an extended transition time. Vendors will continue to submit invoicing in the same manner and be paid promptly.

Q. I have more question, how can I get those answered?

A. If you have any questions, please call us, or you may email your property manager directly.