



To Whom it May Concern:

We at Mission Grove Realty, Inc. would like the opportunity to earn your REO business in the Southern California area of Riverside County. Our team of REO experienced professionals have been serving Financial Institutions and Asset Management Companies for many years and would like to add you to our list of many satisfied clients. If we already have a relationship with you, we hope that we will be able to increase our volume and continue to provide a consistent level of professionalism and quality of service you have come to know.

Our Corporate office is centrally located in South West Riverside County at:  
153 S. Harvard St, Hemet, CA 92543 (*\*Located in SBA HUBZone - census 6065043401*)

From our corporate offices, we feel that we can service all of South West Riverside County more effectively, continuing our high level of service and commitment to you. We have included information about our Company and the services we provide. Additionally, we have included market coverage areas and additional servicing and marketing information that you may find helpful. We look forward to hearing from you soon. If you have any questions, require additional information or documentation, please do not hesitate to contact me directly.

Best Regards,

*Christopher Walker*

Christopher Walker  
Broker – President  
Mission Grove Realty, Inc  
(951) 927-8940  
cwalker@missiongrove.com

*Mission Grove Realty, Inc. 153 S Harvard St. Hemet, CA 92543 (951) 927-8940*

Lic# 01848737

## Our Team

Mission Grove Realty's REO Team is comprised of agents, brokers experienced in every aspect of real estate. From Initial BPO completion all the way through to the successful sale, our team of real estate industry professionals are equipped with the tools needed in today's ever changing market and have facilitated hundreds of REO related transactions. We do not desire to be the largest in our market area, just one of the best. We service all of South West Riverside County in a highly efficient and professional manner.

## **REO Servicing – Marketing 'cpf 'Ucrgu Team**

**Christopher Walker** - Broker, Realtor, e-PRO  
(951) 927-8940 x1004  
cwalker@missiongrove.com  
-Over 100 Million in REO sales generated through our offices.  
-Broker President and CEO.  
-Director - Hemet San Jacinto Association of Realtors.  
-REO Trans and RES net Proficient  
-HAFSA Certified Specialist Licensed  
DRE License 01413957

**Sarah Crane**  
(951) 927-8940 x1001  
sarah@missiongrove.com  
Habla espanol  
DRE License 01356037

\*\*\*\*\***Betty Waechter**  
Realtor  
betty@missiongrove.com  
DRE License 00679571

**Jewel Woodside**  
Realtor  
jewel@missiongrove.com  
DRE License 01364455

\*\*\*\*\***Mona Lee-Taggart**  
Realtor  
mona@missiongrove.com  
DRE License 01487532

Our servicing team is committed to providing the best possible service to our clients. From initial BPO order, to closing, we have the experience and tools to be successful in the preservation and disposition of real estate assets throughout Riverside County, California. Our insurance coverage provides \$1,000,000 of E&O coverage, professional liability to \$3,000,000 as well as worker's compensation insurance.

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## Market Area Coverage

Our 3 Inland Empire offices are strategically positioned throughout Riverside County to provide the best possible service to our clients. Our locations allow us to service all of South West Riverside County, AC quickly, efficiently and with the highest level of professional service.

**Our Riverside County Corporate Office:**

***153 S Harvard St Hemet, CA 92543***  
*(Located in SBA HUBZone census 0606504340)*

<b>Riverside</b>	<b>92501</b>	<b>92503</b>	<b>Moreno Valley</b>	<b>92551</b>	<b>92555</b>	<b>Murrieta</b>	<b>92562</b>	<b>92563</b>
	<b>92504</b>	<b>92505</b>		<b>92557</b>	<b>92553</b>			
	<b>92506</b>	<b>92507</b>				<b>Temecula</b>	<b>92590</b>	<b>92591</b>
	<b>92508</b>	<b>92509</b>	<b>Perris</b>	<b>92570</b>	<b>92571</b>		<b>92592</b>	
<b>Yucaipa</b>	<b>92399</b>		<b>Menifee</b>	<b>92584</b>		<b>Winchester</b>	<b>92596</b>	
<b>Calimesa</b>	<b>92820</b>		<b>Canyon Lake</b>	<b>92571</b>		<b>Hemet</b>	<b>92543</b>	<b>92544</b>
							<b>92545</b>	
<b>Norco</b>	<b>92860</b>		<b>Wildomar</b>	<b>92595</b>				
						<b>San Jacinto</b>	<b>92582</b>	<b>92583</b>
<b>Corona</b>	<b>92879</b>	<b>92580</b>	<b>Lake Elsinore</b>	<b>92530</b>	<b>92532</b>			
	<b>92881</b>	<b>92882</b>				<b>Nuevo</b>	<b>92567</b>	<b>92518</b>
	<b>92883</b>		<b>Idyllwild Area</b>	<b>92549</b>	<b>92561</b>			
<b>Banning</b>	<b>92220</b>		<b>Beaumont</b>	<b>92223</b>		<b>Fallbrook</b>	<b>92028</b>	<b>92088</b>

# References

We are proud to have successfully completed millions of dollars in transactions involving bank owned properties and have many satisfied clients as a result. We have successfully completed these transactions in a timely, efficient and professional manner. Feel free to contact any of our clients to discuss our efficiency:

**Bank of America**

Marshall Taylor

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MORE INFORMATION*

**CitiFinancial**

Dee Benites

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**CitiFinancial Mortgage Co. Inc**

Caleb Lutsch

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**USRES**

Barbara Solis

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**CitiMortgage Inc.**

Carol S. Krigbaum

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**Single Source Property Solutions**

REO Department

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**Wilshire Credit Corporation**

Katie Johnson

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**Old Republic**

Default Management Service

Christina Austin

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**Light House Real Estate Solutions**

Linda "Candy" Tompkins

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## Our Marketing

We pride ourselves in being the local market leader in real estate advertising and marketing. We are the only Riverside County Brokerage to be featured in Realtor Magazine as a result of our innovative marketing. We utilize our feature rich web sites as well as web syndication through partnering with Google, Postlets, ActiveRain, Realtor.com and many other innovative products increasing market exposure over 20 times that of MLS entry alone. And our marketing efforts do not stop there. Listing syndication is one of the most effective methods of attracting buyers from around the Country and not just around the corner. In today's market, we must attract investor-buyers from all parts of the Country and the only true method is through increased visibility through syndication and by utilizing multiple web sites designed to attract a wide range of potential buyers, investors, agents and brokers worldwide.

*"At Mission Grove Realty, we do not limit our exposure to a local market. We reach the World."*



When searching online for real estate throughout Southern California, one of over 100 corporate web sites is returned by Google, Yahoo, AOL, MSN and other sites top search results. Our online assets include: Our corporate web sites [www.missiongrove.com](http://www.missiongrove.com), [www.hemetliving.com](http://www.hemetliving.com), [www.hemetreo.com](http://www.hemetreo.com), [www.hemetforeclosure.com](http://www.hemetforeclosure.com), [www.hemetpro.com](http://www.hemetpro.com) and many others where clients can search California properties and find valuable information to aid in their search. Our affiliate sites like [www.foreclosure-direct.com](http://www.foreclosure-direct.com) provide valuable information to buyers and investors with direct links back to our web sites

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further increasing exposure to potential buyers. More exposure consistently reduces marketing times and typically increases the overall profitability for our valued clients like you.

## **Our Services**

Our team of professionals can provide nearly any service imaginable in the REO industry. We have the experience needed to complete all orders accurately and on time. From assessment to closing, we are with you all the way. Our success is due to our ability to customize our services to meet the needs of each individual client.

### **REO Servicing Team**

Our servicing team is committed to providing the best possible service to our clients. From initial BPO order, to closing, we have the experience and tools to be successful in the preservation and disposition of real estate assets throughout Riverside County, California. Our services include:

*Initial and secondary BPO orders – Interior and/or exterior.*

*Historical BPO products.*

*Same day occupancy status verification.*

*Cash-for-keys and relocation negotiations.*

*Pre-eviction – lock out coordination.*

*Order property preservation bids and ongoing services.*

*Establish utilities and arrange in-house billing.*

*Property listing and marketing.*

*Marketing reports and analysis.*

*Closing Coordination*

**Property Preservation Team** Preservation services are typically completed in three days or less and include before - after pictures of all contracted work. Nearly any required work or repairs can be accommodated using our pre-selected team of licensed preservation professionals. Photographs and reports can be custom formatted to your requirements or submitted utilizing industry standard interfaces such as REO Trans, Res.net, iClear, Taza and through customized .pdf reports created for asset managers without an online portal.

All services are completed without property liens or fear of other repercussions associated when using multiple, unknown contractors and service providers. Our billing department handles all necessary documentation and submissions in accordance with your specific guidelines. Always complete, always thorough, professional and on-time. The REO Team at Mission Grove Realty always strives to build a lasting relationship by providing quality, professional and cost-effective preservation services to our clients.

### ***Pre-Eviction, Cash-for-Keys and Lockouts :***

*Our professionals, experienced in this process, can make contact with present property occupants and negotiate for occupant vacancy of property. At your request, we can negotiate cash for keys settlement and assist in regular occupancy status reporting. Our goal is to gain access to the property as quickly as possible while partnering with the occupant to preserve property condition. Our professionals have a high success rate with negotiations and preservation.*

### ***Locksmith – Property Security and Board Up:***

*We can have an asset re-key (Front door only or all access points to interior of asset). We can have padlocks installed on all gates and make certain that garage doors are secure. All properties can be keyed to your master key codes or master codes will be provided to you at your discretion. Lock boxes utilized can be custom coded to your specific requirements at no additional cost. Board up services are available through licensed service providers 24 hours a day 7 days a week. Board-up's are completed in accordance with local regulations and at less than industry standard rates.*

### ***Trash Out and Debris Removal:***

*Our professionals will clean-up trash and remove any remaining debris for safety, local compliance, and appearance from both the interior and exterior of the property. We will inventory and document personal property left behind and have stored according to local regulations. Chemical removal and hazardous waste can be removed and disposed in accordance with all health and safety regulations. Of course, all work performed, regardless of scope, will be documented both in writing and with professional photographs. No work will ever be completed without prior authorization.*

### ***Lawn Care Services:***

*From initial lawn care to monthly, weekly or bi-weekly lawn care to complete landscaping services and sprinkler repair, Our professional lawn servicing team will keep your asset in presentable and saleable condition . Twice a monthly lawn service is typically sufficient at maintaining the curb appeal you need to market your asset in the best light, for the highest possible dollar.*

### ***Swimming Pool Maintenance:***

*When required, pool service professionals and trained technicians will check for proper pool – pump operation and serviceability. They can then clean - service the pool and bring the pool to operating condition. At our clients request, we will drain, clean, and refill the pool as necessary or drain, sanitize and leave empty. We can also secure the pool to your requirements and meeting local regulations. Complete pool and pool equipment repair is available to you at any time.*

### ***Winterization- Plumbing Services:***

*Winterization is not normally required in the mild climate of South West Riverside County or throughout most of the Inland Empire Valleys . However if your policy, or the area requires winterization we can provide either wet or dry winterization service, according to local codes and industry practices. This service can help prevent weather-related damage to home and the plumbing system from freezing temperatures. Any plumbing repairs and or issues can be mitigated utilizing licensed plumbing contractors ready to provide fast, professional and qualified plumbing repair in accordance with our strict guidelines and time frames.*

### ***Toxic Mold Remediation:***

*Mold remediation can be arranged using locally licensed and approved mold experts. Their services are provided using industry approved and accepted mold remediation practices. In all cases, complete advance reporting and final completion certification is provided in writing and through extensive photographic representation. No work will ever be authorized or completed without advance approval.*

### ***Janitorial Services – Sales Clean:***

*Our crews will provide professional cleaning services that will leave the floors broom clean and the carpets vacuumed when electricity is available. Floors will all be mopped and all sinks, toilets and bathtubs/showers will be cleaned. Counter tops and all horizontal surfaces will be cleaned and free of dust – debris. All of our cleaning professionals will leave in a sales ready state increasing the value and marketability of your asset.*

***At Mission Grove Realty, we are proud to say that; “We know REO!”. It is our business and our goal to provide you with the best possible service available in the real estate business today. We thank all of our clients, asset managers and friends who have helped us grow to being one of the areas best REO servicing real estate teams in the Inland Empire.***

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