

Taylor, Richie

To: Branco, Joseph; Mayes, Kris
Cc: Mundell, Bill; Barr, Daniel; Scheel, Ann; Dilweg, Laura; Allee, Mitchell; Hamel, Heather
Subject: RE: Recent letter regarding Admin fees

From: Hamel, Heather <Heather.Hamel@azag.gov>
Sent: Friday, January 10, 2025 9:42 AM
To: Branco, Joseph <Joseph.Branco@azag.gov>; Allee, Mitchell <Mitchell.Alee@azag.gov>; Dilweg, Laura <Laura.Dilweg@azag.gov>
Subject: Fwd: Recent letter regarding Admin fees

The Madrid responded to our letter about rental tax and admin fees:

From: Trombley, Nikki <Nikki.Trombley@azag.gov>
Sent: Friday, January 10, 2025 9:22 AM
To: Hamel, Heather <Heather.Hamel@azag.gov>
Subject: FW: Recent letter regarding Admin fees

From: Noel Allen <noel@tradelands-mgt.com>
Sent: Friday, January 10, 2025 9:21 AM
To: Trombley, Nikki <Nikki.Trombley@azag.gov>
Cc: Jake Allen <tradelands@gmail.com>; Brick Allen <brick.allen@tradelands-mgt.com>; Jackson Earnest <Jackson@tradelands-mgt.com>; Allie Ryan <allie@tradelands-mgt.com>
Subject: Recent letter regarding Admin fees

We are in receipt of your recent email regarding new admin fees. We assure you that we were not trying to do anything questionable in this matter. We admit that our first correspondence to our tenants was not clear regarding the tenants having a choice and would need to be in agreement for these new admin fees to go into effect. We did send out another letter earlier this week via email clarifying that the new fees would only be effective if they did agree. We offered a guarantee of no rate increase at the renewal date of their lease. Some tenants appreciated the peace of mind, knowing that they would have the same rental rate for another year.

Since receiving your communication yesterday, we will be rescinding the option for the tenants to agree to a new admin fee and freeze their monthly lease rate at renewal. Any changes in lease rates, will be based on the market rate at the time of renewal. We will send out an email to the tenants today, and follow up with a hard copy mailed to each of them, and we will copy you on that letter.

Any fees collected as a result of our previous communication will be returned or credited to the tenant.

We are sorry for anything that we did that appeared to be unfair or illegal in any way. Our intentions were not to force or coerce any tenant into fees that they did not understand or agree to.

Sincerely,
Noel S Allen
Broker- Tradelands Realty


