



## ABBY TERPSTRA, CPM

Senior Property Manager

### SCOPE OF SERVICE EXPERIENCE

Abby joined NAI Wisinski of West Michigan in 2004 as a receptionist. She has continually been involved with managing property while attending Calvin College from 2005 to 2009. She received her real estate license in the fall of 2009 and joined the property management team of NAI Wisinski in November 2009. NAI Wisinski of West Michigan currently manages over 4,000,000 square feet of commercial real estate. Abby enjoys working at NAI Wisinski because of the numerous different landlords and tenants she works with. Since every investment is different, Abby gets to know the owner in order to work effectively and efficiently. Abby believes that in order to be a successful property manager one has to be organized, dedicated to the relationship between the owner and tenants, easily accessible and committed to maximizing each properties investment potential.

### PROFESSIONAL AFFILIATIONS

Commercial Alliance of Realtors (CAR)  
Michigan Commercial Alliance of Realtors (MiCAR)  
National Association of Realtors (NAR)

### COMMUNITY INVOLVEMENT

Numerous trips to Guatemala, Philippines, Africa, Canada, and Europe  
  
Caledonia Christian Reformed Church  
GEMS Leader  
Nursery Leader  
  
YMCA  
Building and Property Committee

### What is a Certified Property Manager (CPM®) ?

Receiving the (CPM®) Designation is the equivalent of receiving a Masters Degree in property management. The following is a highlight of the requirements.

- Education– through IREM courses, through other organizations, through academic achievement (several hundred hours)
- Experience– minimum of 36 months of qualifying real estate management experience
- Ethics– promise to uphold the IREM Code of Professional Ethics and pass the IREM ethics course
- Examination– show competency in all aspects of real estate management by passing a certification exam. In addition, demonstrate the practical application of all that has been learned on the job and in the classroom through a written management plan

### EDUCATION

#### Calvin College, Grand Rapids, MI

- Bachelors in Social Sciences

#### Holloway's Institute

- Real Estate

#### Studies Abroad

- Studied business in China with the business department at Calvin College



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### CLIENT TESTIMONIALS

“Abby works diligently to maintain a very high rental percentage in all J & P Properties and maintains a very professional and courteous attitude with tenants and J & P Development.”

-J & P Development

“In all of our business transactions with NAI, Abby has always operated in a professional and courteous manner with her building and their tenants. I would recommend Abby to anyone considering hiring NAI for their property management needs.”

-William J Ritsema, Principal, RDR Properties

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