

UPDATES

Since our December newsletter, we all here at Menas have been working hard to continue to improve the services we provide to our clients. Through these efforts, a number of changes have been made that we feel allow us to work better and more efficiently than ever before. And, as always, we want to thank you, the client, for your input and ideas that have helped us become the great company we are today. But, as in all things, we believe that there is always room for continued improvement. If there is any way that we can enhance our services, please let us know! We appreciate and welcome your comments, questions and advice. Thank you!

EXCELLENT EMPLOYEES

As you know, a great company relies on great employees. We wouldn't be where we are today without the help of our hard-working employees, most of whom work behind the scenes. For that reason, we would like to take a moment to introduce you to two of our excellent employees who you may not have had the pleasure to meet yet, but who are crucial in our day to day activities.

Vicki Harris: Controller & Financial Preparer



Vicki starting working with Menas in 1995 in the Accounts Payable department. Through her hard work and dedication, she was employee of the year by 1997. She temporarily left from 2000-2002, but has been with us ever since as a cornerstone of the accounting department. In 2005 she was nominated for the B.I.G. Award with Home

Builders Council, and received the employee of the quarter award in March 2010. She has received numerous compliments from board members, builder representatives and coworkers about her excellent work and positive attitude. Even going beyond her commitment to her work, in 2005 Vicki participated in a 60 mile, 3 day breast cancer walk, raising over \$2,000. In April 2010, our CFO Rick Evans chose to take an early retirement and Vicki has been vital in keeping the financial department running smoothly.

Loreen Vertifueille:

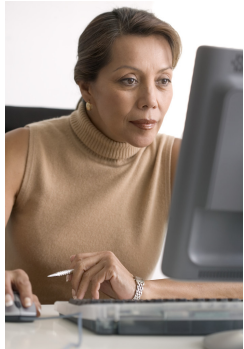
Collections, Legal & Human Resources

Loreen joined Menas in 2009 and has done an astonishing job improving our Collection, Legal and Human Resources department. As a Board Member, you have no doubt seen her detailed collection reports and thorough recommendations to pursue delinquent accounts. Loreen is extremely qualified to provide such advice—she's served as a Collection Paralegal for 5 years, specializing in foreclosures and bankruptcies; served as a Managing Paralegal for 9 years, specializing in HOA collections and HOA corporate law; and spent 4 years as an Independent Consultant in the condo-conversion industry. She has over 20 years of bookkeeping and accounting experience pertaining to developers, contractors, lawyers and real estate. Loreen does an impeccable job keeping each Association up to date on collection matters, checking on lender foreclosures and possible bankruptcies and processing payment plan requests, as well as taking care of all our Human Resource and payroll needs.



As you can see, these two employees are truly excellent individuals with astounding work ethic. We couldn't provide the level of service that we do without them!

GATE COMPUTER



We are excited to report that early this year Menas set up a gate computer in the office that is solely dedicated to managing gate and key card software. From this computer, we are able to manage our Associations' gate and key card needs remotely, such as activating and deactivating cards and updating resident names. We currently manage three types of software; Keri, DoorKing and Versa, and other software can be installed depending on the type of system that you use. So if you currently have your gate or key card systems managed by a third-party and would like to cut back on some of those extra expenses, or are considering installing a new gate or key card system, check with your manager to see if we can add you to our gate computer to have your system managed here. This is just one more way that we are working to provide simpler and more convenient services!

MANAGER TRAINING

As previously reported, Menas holds manager training in the highest regard. Cheri McColley, Director of Community Managers, has fine tuned our monthly manager meetings to update our managers on new laws, important topics that have come up in conversation or meetings and to bring everyone together to brainstorm how we can



continue to improve. We have also had training workshops on HOA insurance and Excel spreadsheets so far this year, with more in the works. Our goal is to have the most well educated and informed managers in the business and through continued in-house training as well as CACM and CAI certifications, we believe we are achieving just that.

EMPLOYEES

We'd like to take a moment to introduce you to the new employees that have joined us since our last newsletter and are superb additions to the Menas team:

Lindsay Densmore Admin. Assistant
Kadie McKay Receptionist

Menas also has an "Employee of the Quarter" program to recognize those employees who have shown an exemplary work ethic, attitude and commitment to their job, even going above and beyond in assisting other coworkers. We had a tie for the first quarter winners, who are:



Vicki Harris - Controller
Melina Rodriquez - Maintenance Department

CONTINUING GOALS

We believe we have started 2010 strong and are continuing to work on a number of projects, including the possibility of on-line payments, website improvements, Association website creation assistance and more. And along with our many goals, we will continue to adhere to the Menas standards of excellence with providing personalized and quality services for all of our customers. We value your continued patronage and look forward to many more years of working together!