

### **THANK YOU!**

Menas Realty has seen a lot of changes this past year with technology updates, new software, employee changes and more, and we have a lot more planned for 2010. Through it all, we would like to take a moment to thank you, our clients, for your continued support of Menas Realty. Our goal is to provide the best property management services, and as part of that goal, we'd like to remind you that if there is any way that we can improve our services, please let us know! We appreciate and welcome your comments, questions and advice.

We also hope that you'll take a moment to peruse this newsletter, the first of many more to come, to bring you up to date on our many projects, new hires and company procedures.

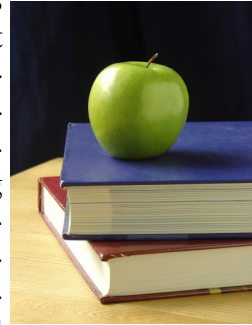
### **VIOLATION TRACKING**

As many of you are already aware, Menas utilizes a web-based violation tracking system that allows Board Members to view all of the open violation cases for your Association, whether generated from a property inspection or from a homeowner. A user name and password is assigned to you by your Community Manager, which is changed whenever a Board Member resigns or is otherwise replaced on the Board. This ensures only current Board Members will have access. We are continuing to update this system to make sure it is meeting your Association needs, so please feel free to log on and see what we're working on!



### **ASSOCIATION MANAGEMENT**

Menas has been in business 37 years providing association management services under the same ownership. There have been a lot of changes in how associations are governed since that time, and we have monitored and informed our clients of these changes regularly, through attending CACM (California Association of Community Managers), CAI (Community Associations Institute) and other local events, such as the Annual Epstein Grinnell Legal Symposium. All of our managers have their CCAM designation or are in the process of obtaining it. We also encourage our managers to continue their education by obtaining additional designations through CAI. For those interested in additional resources and events geared toward Board Members, the Epstein Grinnell Legal Symposium is open to Board Members and CAI has numerous resources and events. If interested, please feel free to ask your manager for additional information or check out <http://www.caionline.org>.



### **MANAGER TRAINING**

Speaking of education, Menas has an in depth training program for all of our new managers. First, the manager will meet with each Menas department to understand what they do and how they support the manager. Then, a comprehensive checklist is reviewed one on one between the manager and their supervisor regarding internal procedures and standard HOA management. Once completed, the manager then "trains" their supervisor,

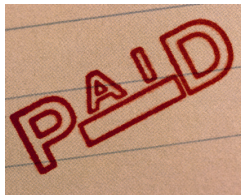
to show they fully understand the information. Once the one on one training is completed, a secondary round-table training is scheduled between multiple new managers (whenever possible), the supervisors and the Director of Community Managers for a final review of the information. This round table process also encourages the managers to ask additional questions, voice ideas and brainstorm.



In addition to this in depth training process, Menas has put into effect a special co-manager system to pair new managers, whether new to managing or new to the company, with seasoned managers to oversee a community. This ensures that the community gets the very best service available, while overseeing the advancement of the new managers until they are ready to manage the account independently. This process is also used to ensure smooth transition of accounts between managers. If you currently or previously experienced the co-manager system and have comments we would love to hear from you so that we can continue to improve our managing systems.

## **ASSESSMENT PAYMENTS**

Another key project we are working on to provide more convenient services to our clients is a web-based assessment payments option. Currently automatic payment is available for owners via direct withdrawal each month from a checking account. A new option will allow owners to make payments via credit card through the Menas website. We look forward to announcing this project completion in the near future.



## **EMPLOYEES**

We'd like to take a moment to introduce you to the new employees that have joined us in 2009 and are already crucial to our day to day operations:

Donna Beaulieu	Portfolio Manager
Carrie Cantaluppi	Portfolio Manager
Keisha Kendall	Portfolio Manager
Penny McClish	Admin. Assistant
Cherie McCulley	Director of Managers
Hugo Munoz	Portfolio Manager
Nicole Smart	Receptionist
Loreen Vertifueille	Legal/Collections Mgr
Edgar Viedma	Accounts Payable
Jessica Walker	Accounts Receivable

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. Those employees for 2009 are:



Shari Simpson  
 Suzi Euell  
 Patti Maldonado  
 Samantha Lemieux

## **GOALS FOR 2010**

We've put a lot of work into 2009 and we hope that 2010 will yield great results from our efforts. With the help of our I.T. company, we will be considering software, website and other technology improvements this coming year. Along with our many goals for the future, we will continue to follow 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. Thank you!