

CUSTOMER SERVICE DEPARTMENT

Here at Menas, we receive many calls every day from homeowners needing information or assistance on a variety of topics like maintenance, parking issues, reports of violations, etc. In order to better serve our clients, we have set up a customer service department to handle some of the more common issues that homeowners often call about. Our customer service department will assist homeowners needing information on topics including:



- ◆ Trash pick-up questions
- ◆ Utilities questions (who is the service provider, how to get electricity turned on for new homeowners, etc.)
- ◆ Keys and key cards (pool, common area, etc.)
- ◆ Garage door openers
- ◆ Move in/move out rules and forms
- ◆ Architectural guidelines and applications

The customer service department will field these calls Monday through Friday from 8-11 am and 4-5 pm.

HOA WEBSITES

Along with the launch of our own new and improved website, Menas Realty is proud to announce a new feature available to the communities we manage: community-

specific website hosting. Now your HOA can have its own dedicated website, complete with photos of your community and much more. Homeowners can log on and have access to current documents such as meeting agendas and minutes, or other documents and forms like architectural applications. A community calendar feature is available to keep all of your homeowners up-to-date on community events. There is even an option for homeowners to list themselves in a community directory and a community polling feature. Board members can also be given special administrative access to the website. Ask your Community Manager for more information on this useful resource for your community.



PROMOTIONS & NEW EMPLOYEES

Speaking of great employees...Rita Miclat, formerly of Accounts Payable, has been promoted to the Financial department where she will be assisting with financial statement preparation and accounting duties. Jennifer Schneider joins the Menas staff as Rita's replacement in the Accounts Payable department. Kadie McKay has also been promoted from her former position as Receptionist to Administrative Assistant, making way for another new addition at the Reception desk, Annie Vongphosy.

Also joining the Menas staff are two new Common Interest Development Managers, Michele Kittinger and Victoria Churchward. Michele Kittinger has 10 years experience in new home construction. She has served on numerous Boards and conducted sessions to familiarize new and training Board Members on the governing documents of the community. Michele's prior experience gives her a great appreciation of the importance of a well managed community. Victoria Churchward has been in the community management industry since 2004. She has experience with apartment management, including accounts payable, accounts receivable, and payroll. She considers herself to be an expert with reserve studies and really enjoys working with her Boards to fine tune their budgets. Menas is very pleased to welcome our new team members!

EMPLOYEE OF THE QUARTER

Congratulations go out to Menas Realty's employee of the quarter, Becky Burchard! Becky is a Senior Community Manager who oversees three other Community Managers all while managing a number of communities of her own. Becky relocated to San Diego from Massachusetts around 9 years ago and she has over 8 years of experience in the Common Interest Development Management industry. She loves to read, write and dance in her free time. Becky is a detail-oriented problem solver who uses her experience to come up



with creative solutions and inspires her colleagues to do the same...It's no wonder why they voted her Employee of the Quarter!

REFERRAL PROGRAM

Menas Realty would like to extend its sincerest gratitude to those of you who have referred our management services to others. Menas does very little advertising; most of our referrals come by word-of-mouth from the communities that we already serve. Thank you to everyone who has referred us, and keep the referrals coming; we really appreciate it!

THE MENAS DIRECTORY

- President, Julie Menas.....
Ex 31
- Director of Community Managers,
Cherie McColley.....
Ex 38
- CFO, Blake Fillmore.....
Ex 25
- Controller, Vicki Harris.....
Ex 17
- Maintenance, Melina Rodriguez.....
Ex 28
- Delinquency Department,
Loreen Vertifueille.....

And from all of us on the Menas Team...

