

# REAL SUPPORT PROPERTY MANAGEMENT

Member California Association of Community Managers  
Member Community Association Institute  
Council of Southern California Condo Development Institute

April 26, 2009

All Homeowners  
Solano Verde Ranch HOA  
Somis, CA

Dear Homeowners:

We are very pleased to announce that your Board of Directors has contracted with our company again to manage your association, Solano Verde Homeowners Association (HOA), effective May 1, 2009. Our goal is to improve your property value by maintaining and enhancing the common areas, to provide financial assistance and guidance to your Board of Directors, and to give recommendations and support as the homeowners' needs arise.

Having successfully managed your property in the past, we are confident we can fulfill the requirements of the membership in a proactive attentive manner. Our staff is motivated and dedicated to providing with superior service and bring again stability and harmony into your community.

Our company, Real Support Property Management, (RSPM), will act as a liaison between you and your Board. We will try to resolve issues before they become a problem; however, please understand that we are obligated to proceed as directed by the Board of Directors, and must rely on the stated language contained in the governing documents (CC&R's and Bylaws) of your Homeowners Association (HOA).

Our responsibilities include the following: collection of homeowners' dues and special assessments, audit and payment of vendor bills, vendor supervision, enforcement of the Rules and Regulations, and timely response to your concerns and questions. We will immediately address some delayed repair and maintenance issues and will provide status reports on a regular basis. To be able to handle our tasks, we ask for your cooperation and request your compliance with the following requirements.

**Effective Immediately:**

- Please submit your monthly payments, any account inquiries, correspondence, requests for key, copies of documents, complaints, recommendations, etc., to Real Support Property Management only, effective May 1, 2009. Save the enclosed referral card so you have our phone number and address handy.
- Please pay your assessments on time and according to the collection policy in force. We are required to collect late charges and collection fees if your account is overdue.

28990 PACIFIC COAST HWY. #107  
MALIBU, CA 90265  
PHONE: 310.457.0019 FAX: 310.457.1330  
HELMUT@REAL-SUPPORT.COM

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If your account is directly debited by the association's bank please contact the bank to discontinue this service. Material is enclosed to reestablish auto debit with our bank.

- Please make your checks payable to "Solano Verde Ranch HOA," as usual. You are receiving a statement and an envelope with our address for your convenience. Please note that the monthly statements are sent as a courtesy, and you are responsible for payment regardless of whether you receive them.
- We will present copies of all correspondence at each Board of Directors meeting, including all letters received from and mailed to you. In case of an urgent request, we will notify your Board of Directors immediately. Do not contact Board members for association issues; many matters can be handled more effectively by our management firm. If necessary our office will communicate with the Board.

**In General:**

- Our office staff is available for inquiries daily from 9:00 a.m. to 5:00 p.m., except on weekends and holidays. In case of emergencies, please call the emergency association phone line listed on your HOA card. This phone number is **for after hours emergencies only**. We maintain a 24-hour service to be available for major problems in common areas, such as waterline breaks, severe plumbing problems and building damages, flooding, etc. This phone number cannot be used for emergency problems or repair work in your own unit and property. Our responsibility is limited to all common areas.
- Your **association manager is Bryan**. His contact information is on the back of the referral card for your convenience.
- **Please complete the enclosed homeowner's Information and Emergency Contact Form**. This data is important to our office and for emergency use only.
- If you wish to avail yourself of our **auto debit service** please complete the enclosed Authorization Agreement for Preauthorized Payments and forward it to the address included on the form along with a voided check.

We look forward to working with your Homeowners' Association, and thank you for your assistance with maintaining Solano Verde Ranch HOA as a beautiful place to live.

Sincerely,

A handwritten signature in cursive script, appearing to read "Brent Leish".

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Helmut Martinek, CPM, CCAM®  
Community Association Manager  
Owner, RSPM