

HAVEN MANAGEMENT, INC.

2151 Convention Center Way ~ Suite 222 ~ Ontario, CA 91764
Phone (909) 937-7199 ~ Fax (909) 937-7175

June 15, 2006

NOTICE OF NEW MANAGEMENT COMPANY

Dear Homeowner:

We are pleased to announce that Haven Management, Inc., has been chosen by your Board Of Directors to provide management services to the Jasmine Street Homeowners Association effective immediately.

The previous management company was Euclid Management 195 N. Euclid Ave. Upland Ca 91786.

Payment of your assessment fee will now be sent to Haven Management, Inc. Enclosed is a return envelope to submit your July payment. We are currently in the process of updating your payment history with the information we have received. Any payments sent to the previous Management Company will be forwarded to our company.

If you are currently on automatic payment your payment for July **will not** be deducted, please remit your payment to our office.

Should you have any questions regarding your payment, please contact Ingrid Valladares in accounts receivable. For your convenience, our toll free number is 866 -561-2955.

The Board of Directors and Haven Management are committed to making this a smooth transition and we thank you in advance for your patience and understanding.

Respectfully,

Haven Management, Inc.

HAVEN PERSPECTIVE

Working With Management

At Haven Management, our goal is to provide your Board of Directors with the support and resources they need to make decisions in the best interest of your community. We do this by providing consistent service that includes financial reporting, lawful compliance procedures, documented member interaction and ordering repair work within our scope of authority. The elected Board of Directors and you, as a member of the community, have certain rights and responsibilities granted by the recorded Covenants, Conditions and Restrictions that are often referred to as the CC & Rs.

The three areas where Haven Management is in contact with individual homeowners can also be listed as CC & R's. Members generally contact Haven Management with *Concerns*, *Compliance* issues, or *Repairs* needed to the common area.

CONCERNS:

Concerns generally arise from the quality or quantity of services provided. As individual homeowners, you trust your elected Board to choose wisely in procuring the best value for the various contracted services. But there are times when you may feel that an improvement is warranted. Those concerns need to be brought in front of the Board of Directors. Ideally, this would be done at the homeowner forum of your scheduled Board meeting. The Board agenda is designed to set aside a portion of their meeting time to receive input or comments from the membership. In the event you are unable to attend this meeting, you are encouraged to jot down your concerns and either fax or mail them to the management company so that the entire Board can receive this information first hand. Management is not in a position to address or resolve these concerns without direction from the Board, which has the authority to contract with the various service providers.

*Inside this Issue, the
CC & R's of
Management*

- ◆ *Concerns*
- ◆ *Compliance*
- ◆ *Repairs*

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WORKING WITH MANAGEMENT [CONTINUED]

The other common *Concern* members may have is the behavior or activity of their neighbors. Because this is a very sensitive issue, this is strictly a matter for direct dialogue with your Board. It is the Board of Directors that has to determine whether this situation is one that the association has the authority, resource and ability to resolve. Management will request that if you are unable to attend the meeting, the concern be submitted to the Board in writing. Management does not have the authority to take action as a result of one neighbor's complaint against another and will not enter into a dialogue on the merits or validity of the complaint.

Management will not enter into a dialogue on the merits or validity of the complaint

COMPLIANCE:

After a long hard day at work and after all that traffic you had to sit through, you have finally made it home. You turn on the TV, kick off your shoes, open your mail, and there it is...a compliance letter from Haven Management in regards to the exterior appearance of your home. I know what you are thinking, "This is the first time I left those items out...I have been meaning to repair that...why are they harassing me...why are they sending me this letter...have they seen my neighbor's home lately?" You make the call to Haven - angry and frustrated - "Doesn't the Board or management have better things to do?" The truth is, this is what we do - part of our contractual obligation is to assist the Board with their duty to protect, maintain and enhance the value of your property. The compliance process assures that the Board is helping you maintain the value of your neighborhood. Haven Management would rather apologize for offending you by sending you a violation letter than have to apologize down the road because we did nothing to assist the Board to help maintain your property values. An association that does nothing is subject to just about anything. If your property does not look maintained, you invite all kinds of problems - from loss of property value to criminal activity.

Haven Management has developed a compliance process that not only meets the necessary legal requirements, it exceeds the requirements; we believe our practice to be fair and equitable to all. Each month Haven meets with the committee chair and con-

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WORKING WITH MANAGEMENT [CONTINUED]

ducts a walk of the community. Letters are generated based on the association's Rules and Regulations. The following explains the process and what we are generally looking for while on these inspections:

Here is how the process works:

Inspections and Violation letters

Whether this is the first time you have been in violation or the tenth time, if there is a violation on the day(s) of our inspection, we take note of it and send out those letters. So if you are saying to yourself, "Why did I get a letter when so-and-so across the street leaves items out in the carport all the time?", the odds are that they have received a letter, too.

If this was that ***one time*** that you forgot one of the rules that are enforced in your association and received a letter, no need to stress. This is not posted for all to see - all letters are generated in a tracking report and provided to the Board in executive session. We do not discuss your matter with your neighbors or any other persons except the Board.

The process is as follows:

1. We inspect property and note the violations.
2. A letter is generated and mailed to the owner where there is a concern.
3. Along with the letter is a "Response Form" that is intended for you to let the Board know your thoughts on the matter. If you check the box that says, "The situation will be corrected" and send that back to us and, on the next inspection, the situation indeed has been corrected, then that's it...problem solved. If you check the box that says "I request a hearing" or that you disagree, then state why on the form and return so that the Board can further review. Maybe we wrote down the wrong address or you don't understand why this is a violation. The Board reviews your responses. **Your response helps the Board and management evaluate the process.**
4. What if you want to discuss this compliance letter and are being told that your response must be in writing? As an agent working on behalf of the Board, Haven personnel will not discuss any compliance letter that has been sent. It is our policy that your response is documented and given to the Board for their review. Please understand that this insures that the Board is receiving your communication in your own words.

What happens if you don't correct or respond?

If you do not correct the problem within the designated time or fail to send in your response explaining your situation, then the next notice received will be a notice to appear before your

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WORKING WITH MANAGEMENT [CONTINUED]

Board of directors - **The Hearing Notice.** The notice of hearing will request that you attend the meeting. The hearing is your opportunity to discuss the matter and seek resolution. If you are unable to attend the hearing due to family or work commitments, the Board understands this as well and has approved the "**Hearing Certification Process**" when you are unable to attend the meeting and have corrected the matter. This form must be received prior to the day of meeting to avoid your account being fined or further action taken. This form can be mailed or faxed back to Haven Management.

Keep in mind that all of this can be avoided by responding to the first violation letter via the Response Form. It is not the Board's intent to fine or harass the owner but merely to protect, maintain and enhance the value of the community. This process must be taken to insure both the protection of the homeowner and the association.

REPAIRS:

The process is simple and is designed to expedite repairs and not depend on reaching an account representative who may have the entire day scheduled out in the field. Our repair procedure is based upon the ability of all homeowners to leave a message on our voice mail system, 24 hours a day, 7 days a week.

For example:

1. A resident calls in to report a broken sprinkler. (Please feel free to call this in when you see it, generally at night or early morning.) If you are calling at night, please leave the message on the general mailbox. We do have an emergency extension available during non-business hours, should that be necessary. During regular business hours, you will be asked the nature of your call, as all calls are logged in at the front desk and then forwarded to the account representative's voice mail for processing. Please do leave a detailed message as to the location and type of repair being requested.
2. A work order request is generated and logged into our computer software system.
3. A copy of the work order is then printed and faxed directly to the appropriate vendor.
4. A second letter is processed and mailed to the homeowner to serve as a confirmation that the work order request was received and action will be taken to correct the issue.

When leaving a repair request, please identify yourself with your name and address in order to receive a confirmation letter that the repair will be processed.

At the monthly Board meeting, the Directors will receive a complete report of work that has been ordered. This provides your Board with the information to make sound decisions on managing the grounds and the service level being received.

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