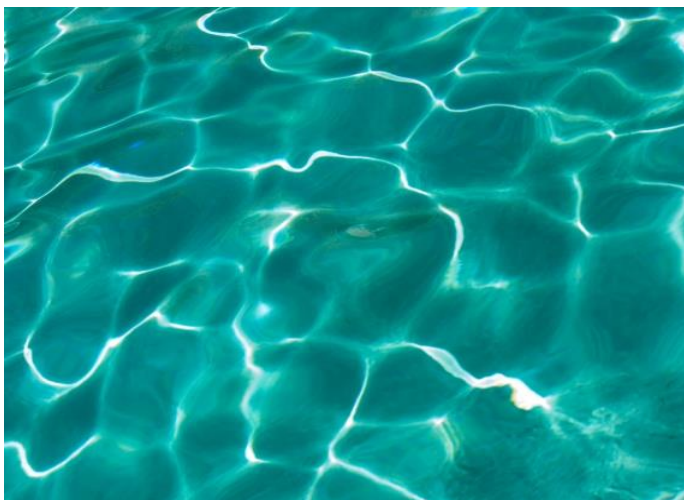


REGENT ASSOCIATION SERVICES



WHO WE ARE:

Since 1966, Regent Association Services has provided professional management services for residential and commercial common interest developments in the greater Orange County area. We currently manage 170 community associations accounting for approximately 13,000 property owners.

For us, establishing strong, long-term relationships with our clients isn't just our goal; it's the foundation of our business philosophy. We take great pride in the fact that many of our clients have been with us for over 40 years and feel that by servicing a limited and exclusive number of clients, we are able to provide a personalized service experience that is unparalleled in our industry.

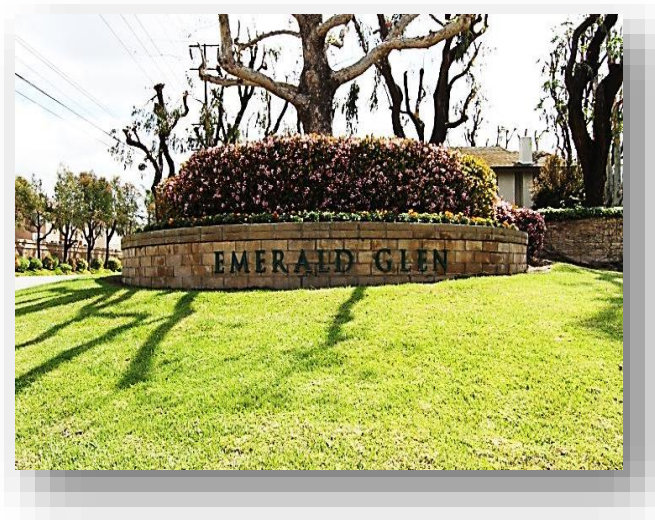
Our dedicated team of experienced professionals is always at your service and we look forward to showing you why HOA's continue to choose Regent for their association management needs.



Moving Communities Forward

OUR PURPOSE:

At Regent, our property management business is to understand the unique needs of your commercial or residential association, allowing us to tailor thoughtful solutions to protect and add value to your community. We believe that our employee retention and state of the art technology are important components in the client relationships we have enjoyed in Orange County throughout our 49 year history. Continual enhancement of our business processes allows us to be efficient, yet maintain flexibility to meet individualized needs.



At Regent our “boutique” business philosophy allows us to provide a personal level of attention. We believe that strengthening client relationships through accessibility and familiarity creates a connection that sets us apart from our competition.



Moving Communities Forward

COMMUNITY MANAGEMENT SERVICES:

Emergency Service

Our dedicated staff answer calls 24/7/365 days a year to ensure the health and safety of our residents.

Board Meeting Guidance

Expert guidance is available to guarantee productive and time-efficient board meetings.

Regular Property Walks

Your assigned community manager performs regular inspections and meets with vendors for all on-site inspections. Inspections are at a minimum performed monthly, but often more frequent to oversee major service contract projects.

Smartphone/Tablet Photography

Property inspection issues are documented using digital photography that records the time and date for verification, tracking and accountability efficiency.

Rules and Regulations Support

Efficient and timely compliance enforcement process includes tracking and fine collection. Your community manager can also audit all rules to ensure legality in accordance with current state law.

Architectural Review

We coordinate and monitor architectural inspections to ensure homeowner compliance with association guidelines including a streamlined approval process via your association's private web portal.



Moving Communities Forward

COMMUNITY MANAGEMENT SERVICES:

Vendor Management

Your community manager can provide suggestions and supervision for all outside vendors to ensure all work is done in accordance with our guidelines which includes obtaining insurance, W-9's and licenses. Work orders and payments are processed promptly and efficiently.

Vendor Performance and Pricing

Hiring well qualified vendors that provide skilled workmanship at competitive rates is of paramount importance to your Association. Quality work by a reputable company with a strong warranty will help lower future Association expenditures.

Annual Election Support

Your community manager will prepare and distribute the annual election package as well as schedule and conduct all meetings.

Website Management

We offer full service community website construction, hosting and maintenance (under separate contract) so that your association can provide your homeowners with documents, minutes, calendars and any other information that is important to your community.

Member Communication

We strongly believe that communication is the most important factor in creating a vibrant and successful community. Your community manager will foster this by preparing and distributing newsletters to all community residents.



Moving Communities Forward

FINANCIAL MANAGEMENT SERVICES:

Monthly Financial Statement Preparations

We create fully customized statements to meet your Association's individual needs. Statements can include balance sheets, reconciled bank statements, current month actual vs. budget and year-to-date actual vs. budget comparison information.

Record Keeping Services

We generate accurate financial records that give auditors the information necessary to conduct annual audits and prepare tax returns.

Fund Management – We help to monitor the reserve funds of your community Association and provide investment solutions concerning FDIC insurance and market rates of interest.

Collection Services

We send out reminder letters to all delinquent accounts and, if dues remain unpaid, we begin the collection process in accordance with Board-approved policies.

Direct Deposit

We deposit and record daily receipts into separate accounts for each Association.

Vendor Billings Management

We review then forward all unpaid bills to your Board Treasurer so they can verify that all services have been completed to your satisfaction and then assign them to the correct financial category.

Budget Preparation

We review yearly cash flow reports with the Board to help determine funding for operating budgets and capital reserves then assist in the preparation of your Association's annual operating budget.

Audit Coordination – We provide proposals from various audit firms and, once chosen, provide all necessary documentation.



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COLLECTION SERVICES:

It is vital that each association adhere to the collections policy set forth in their governing documents. While there can be extenuating circumstances concerning a homeowner's delinquency, the board of directors should remain consistent and deliberate in their actions.

A downturn in the housing market inevitably leads to a rise in homeowner delinquencies with respect to association dues. Our in-house collections department continuously monitors the delinquencies within an association and takes prompt action to ensure that associations collect as much as possible on past due assessments.



Understanding a homeowner's situation enables the board to make better collection decisions. We generate monthly delinquency summaries from third party legal representatives. Property equity, third party defaults and a personal asset search can provide valuable insight as to the best direction a board can take in its collection efforts.



Moving Communities Forward

COLLECTION SERVICES:

It's imperative the Board receives a clear understanding of the legal options it has in collecting unpaid assessments. The benefits and detriments of a Judicial Foreclosure, Non-Judicial Foreclosure and Small Claims Court Action need to be effectively communicated to the board. Different circumstances can necessitate alternate collection strategies.

An effective collections effort involves the community manager, the collection department and legal representation. From working with homeowners on payment plan agreements to filing the necessary liens or small claims actions on delinquent accounts, we employ a team approach. Maximizing collections while minimizing an association's legal expenditures is our primary objective.



Moving Communities Forward

MANAGEMENT SOFTWARE:

Our state of the art software is one of the most technologically advanced and comprehensive property management tools available. Utilizing a single, unified Microsoft SQL database, it provides interactive, real-time data management encompassing every aspect of the property management world.

It's not just a program. It's a suite of management tools that includes everything from accounting, compliance, collections, and delinquency control, to interactive web modules that allow residents, property managers, board members and vendors to interact and communicate in real time.

We provide fully integrated accounts receivable, accounts payable and general ledger modules. All data is processed and managed in real-time. Integrated G/L budgeting, allows for automated budget generation. Unlimited customized reports and parameters, in addition to over 440 pre-configured report templates, all populated with real-time data.

[Request Proposal](#)[Request Maintenance](#)[Homeowner Login](#)

800-992-0611

[HOME](#) [ABOUT](#) [SERVICES](#) [HOMEOWNERS](#) [BOARD RESOURCES](#) [CONTACT](#)



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MANAGEMENT SOFTWARE:

Web Portals

A private association web portal - providing your community with real-time access to the information your residents, employees and vendors need. Controlled online access to reports and documents for your board and residents, as well as approved outside residents. Automated resident opt-in email system responses for payment, unpaid balances, architectural, compliance and work order notifications. Board email notifications for architectural, work order and invoice workflow review.



[Home](#) | [Calendar](#) | [Documents](#) | [FAQ](#) | [Resident](#) | [Surveys](#) | [Web Forms](#) | [Logout](#)

[Information](#) | [Account Detail](#) | [Account Link](#) | [Architecturals](#) | [Compliance](#) | [User Profile](#)

Data Security

All association data stored within the network is firewall protected and our network of computer systems contains the most current and up-to-date versions of corporate anti-virus, spam and spyware protection available. Nightly backup and storage securely protects all data utilizing current industry standardized procedures and software utilities.

Software Demonstration

We welcome you to visit our office to see firsthand the many great aspects and features of our software. Please call to schedule a private management software demonstration.



Moving Communities Forward

BENEFITS OF SOFTWARE TO OUR BOARD MEMBERS:

Financials

Real-time financials that are accessible through the web portal. We will provide you with a standard financial package that includes all your monthly reports. If you desire special reports we can customize anything to suit your needs.

Accounts Payable

Includes the ability to have your invoices scanned and accessible through the web portal. You as a Board Member will be notified when there are invoices that need to be paid and you can approve them online. Once we receive the requisite amount of approvals our Accounts Payable department is notified and the check is cut.

Architectural

Homeowners can download architectural approval forms from the website and then submit them for approval. All necessary documents are also attached and can be viewed by you including permits, drawings and plans from the architect and any photos. Approvals can be done by the Board online also. All the architectural attachments and approvals or denials stay attached to the property even if sold.

Compliance

As a Board Member you will be able to view a compliance log and see all compliance issues that are in process and/or closed as well as the ability to view all the letters that have been sent.

Work Orders

You will have the ability to view all work orders that are in process.



Moving Communities Forward

OUR PRICING PHILOSOPHY:

Many other management companies have a low monthly management fee and charge extra for just about everything else. We don't believe in nickel and diming you. Having this type of contract makes it difficult to budget properly. ***We believe in providing the best possible service for a fair monthly fee with very few extras.***

Our monthly management agreement includes:

Incoming and outgoing faxes

Telephone calls

General supplies

Storage retrieval – Regent warehouse – 3rd party charges excluded

Check processing

Architectural approval submission administration

Recreation facility reservation administration

Distribution of keys/openers

Distribution of parking passes/decals

Entry gate coding

Preparation for year-end review and tax filing

Homeowner checks manually processed



Moving Communities Forward

CLIENT TESTIMONIALS:

"I have been working with Regent Association Services for over 17 years. We always receive prompt and professional service that is well above our expectations. It is the personal service that they provide that sets them apart from the rest. Thanks again for all you do for our company."

~Paul J. Litner, Escrow Manager, Kelley Escrow Corporation

"Having Jay Wilson as our community manager with Regent has definitely made life as a board member easier and a lot more enjoyable."

~Lynn, Board member

To Regent Management... "I just wanted you to know that the gentleman who was covering your emergencies on Sunday was extremely helpful to me when I called with a plumbing emergency. Since your emails are usually about problems, I thought a good one giving props should be sent."

~Lori Simon, Homeowner

"Nick is doing an outstanding job; particularly for our board because while the members are all well intentioned it's been a very busy period with much cleanup work from the past and one foreclosure and eviction case and more of the routine. Nick is calm, professional and impartial."

~Mahmood Rezai, Board Member

"Excellent work on documenting this submittal all the way through, storing, retrieving, scheduling, playing offense, manning the front lines, and taking all the abuse inherent with your job. All of us at Spyglass really appreciate the work you do on our behalf."

~Susan Ruzbasan, Board Member



Moving Communities Forward