REGENT

THE AGENT OF RELATIONSHIPS



LET'S GET ACQUAINTED

The Regent Difference:

The Regent difference is our commitment to success. Success is often an evolution; a focused process; the result of strong communication, hard work and measurable results. Our management platform is to represent a limited portfolio, which enables us to provide personal and tailored management services to each client we represent. The measurement of success is your satisfaction of our services.

At Regent, a successful and long term relationship is the result of listening to your needs and issues, developing a targeted management plan and then measuring, executing and evaluating the results.

Strong communication, continuous oversight, commitment to consideration and an attitude of care and concern embodies our thoughtful company identity.

To The Board of Directors:

The words "trust" and "fiduciary" are the foundation of Regent's business philosophy. We are a reflection of the Board and as a result we understand and respect the importance of your community's satisfaction. Working together and holding up our end of the bargain will garner praise from your membership.

Our Pledge of Satisfaction:

How do you know we will perform, that our words are our bond? If our relationship ends during the first year of the contract, Regent will refund fifty percent of your base monthly fee. This is how we can earn your loyalty, trust and business.



REGENT AT A GLANCE



Regent Association Services is a mid-tier association management company. This is important as it translates to a better service experience and a long term working relationship. Smaller firms do not have the resources, tools and technology that are vital in today's business climate. Larger firms are bureaucratic and impersonal. Regent will get to know you and will work with your Board and community on a professional, yet personal level. As a Regent client, you matter. We value your business and will work hard to establish a management relationship tailored to your unique needs and objectives.

Another important distinction at Regent is our commitment to maintaining internal management services. Smaller firms typically out-source various services to third party providers while larger firms have departments in other states. Our management departments are all located at our corporate office in Santa Ana. There is stronger control, better collaboration, expeditious services and greater efficiencies when all departments are under the same roof.

We encourage you to visit us and see firsthand the culture and environment that makes Regent the best choice to manage your Association.



REGENT AT A GLANCE

OWNERSHIP

Family owned and operated by Jay & Lynne Mast.

Collectively with 35 years of HOA management experience.

TECHNOLOGY

Regent utilizes the most robust and comprehensive software available in the industry. Work order, compliance and architectural modules are major components. Access to account information and board documents 24/7 in real time.

UPPER MANAGEMENT

Regent's upper management team consists of the President, Director of Administration and the Director of Technology. All three are actively involved in Regent's departments and very accessible to our clients.

CORPORATE ADVISORS

Legal: Tom Saltarelli Tax: Hall & Jones Insurance: Clarke Marine Banking: Union HR: Ethos Human Capital

COMMUNITY MANAGERS

Regent's Community Managers have a high level of performance and integrity. They provide the guidance necessary to protect and preserve your property and community at large.

Together with their administrative support they are chartered to provide prompt and professional customer service.

HOMEOWNER SERVICES

Our administration department provides quality customer service to board members and homeowners alike. Their aim is to answer any and all questions, comments and concerns at any time of day. This department is extremely important as it interfaces and communicates with your membership and is the gauge of excellent customer service.

FINANCIAL REPORTING

Timely preparation of monthly financial statements. File fusion of reports for electronic transmittal. Annual budget preparation with historical detail. Reserve investment comparative summary.

REGENT AT A GLANCE

ESCROW

Prompt response to the primary escrow officer. Disclose important account detail such as compliance issues and special assessments. Processes property transfers with Homewisedocs.com.

ACCOUNTS RECEIVABLE

Communicating with your membership regarding account detail, balances and payment options results in higher assessment collections, less delinquencies and a stronger financial statement. Continuous communication with Union Bank regarding lock box processing greatly reduces payment errors.

COLLECTIONS

Managing an Association's collection policy in accordance with Civil Code is a vital management responsibility. Preparing waring letters, Intents to Lien and Liens consistent with your governing documents is a primary role. We are the liaison with your collection attorney so the Board is clearly informed of delinguent account status.

ACCOUNTS PAYABLE

Processing and tracking expenditures is this department's focus. Verifying invoice accuracy, identifying payment anomalies and working closely with your vendors are all key responsibilities. Prompt vendor invoice processing promotes strong vendor relationships.

INSURANCE

Insuring Associations have the proper coverages at competitive premiums is the primary focus. Vendor insurance management is crucial as inadequate coverages, expired policies or restrictions create exposure to the Association.

MAILING SERVICES

All of the Association assessment invoices, required mailings, newsletters and other important communications are disseminated internally. This means better control, faster service, higher quality and direct oversight.











OUR MANGEMENT TOOLS & SERVICES

Developing a clear and concise management plan sets forth objectives, methods, time lines and expectations. A written management plan establishes **transparency**, **responsibility** and **accountability**. The Board seeks **action and results**. Each department at Regent utilizes customized tools to perform their specific job responsibilities. Below is a summary of our management departments and the corresponding work product:



Successful management of an association requires tools to keep the Board of Directors informed and the property manager organized and highly productive. Regent resources such as the Annual Calendar, Five Year Calendar, Google Mapping of Non-Compliances, Web Portal, Document Library and SmartSheet are a few tailored tools utilized in our management practices.



Regent's financial reporting services provide meaningful and comprehensible statements. If specific financial information is needed, our management software offers over 500 reports. Other financial services include; annual budget preparation, reserve investment services, special assessment accounting, reserve reallocation and budget variance reports.



Regent prepares timely reconciliation of all association bank accounts and comprehensive financial statements each month. Protecting your Association's deposits and overseeing the financial health is one of our most important fiduciary responsibilities. Regent maintains a Surety Bond and offers Payee Positive Pay which are two examples of our heightened concern over your money.



Our Accounts Payable department is the direct liaison to your Association's Board Treasurer. This department works closely with the Community Manager to validate all invoices and to accurately assign the general ledger code. Our vendor payment software has safeguards to assure insurance policies are current. In addition, payments will be rejected if duplicate invoice numbers are entered.



Property and Vendor insurance is crucial to protecting your Association and Board of Directors. Regent's management software contains safeguards and alerts concerning vendor insurance. Our insurance department works with the industry insurance specialists in obtaining competitive proposals and identifying coverage, premium, endorsement and other policy issues carried by your Association.

OUR FOCUS ON ACTION

REGENT'S WORK PRODUCT

Meeting Agenda

	Board of Directors Meeting	
	Date: Monday, January 1, 2025	
	Time: 7:00 p.m. Executive Session / 7:15 p.m. General Session	
	Location: 123 Oak Street, Tustin, CA 12345	
	AGENDA	
item w	vide 3(930) (1) The Bluard of Directors may NOT discuss on take, actions an may limm uto anon as placed on the agenda included in the notice that was posted and distributed parsum to Of prohibit a resident who is not a member of the Board from speaking on issues not on the a	Civil Code \$4920. This Code
I.	EXECUTIVE SESSION - CALL TO ORDER	7:00 P.M.
	A. Review Executive Session Minutes for December 1, 2024	1-2
	C. Review Compliance & Determine Fines	3-9
	D. Review Delinquency Summary dated 12/31/25	10
	E. Adjournment	
II.	GENERAL SESSION - CALL TO ORDER	7:15 P.M.
ui.	HOMEOWNER FORUM (5 minutes per member)	10000-0-0
Civil C the Bo	ode [4930 The Board of Directors shall permit any momber of the association to speak as any and of Unectors accept for meetings of the Board hold in acceptive session. A reasonable this ition is apoet for the Board of Directors or before a meeting of the association shall be extabilis	ne limit for all membrers of the
IV.	ADMINISTRATIVE	
	A. Review General Session Minutes for December 1, 2025	11-14
	B. Approve Manager's Invoices for	
	1. RDA Irrigation Repairs	15-16
	2. Great Scott Tree Trimming	17-18
	3. Commercial Landscape V-Ditch Clean up	1.9.
v.	FINANCIAL	
v.	FINANCIAL A. Financial Statements for the Period Ending December 31, 2024	30-29
	A. Financial Statements for the Period Ending December 31, 2024	20-29
		20-29
VL.	A. Financial Statements for the Period Ending December 31, 2024 DELINQUENCIES A. None	20-29
VL.	A Financial Statements for the Period Finding December 31, 2024 DELINQUENCIES A. None: LANDSCAPE	20-29
VL.	A. Financial Statements for the Period Ending December 31, 2024 DELINQUENCIES A. None: LANDSCAPE A. Special Guest from Commercial Landscape	20-29
VL.	A Financial Statements for the Period Finding December 31, 2024 DELINQUENCIES A. None: LANDSCAPE	30-29 30
v. vi. vii.	A Financial Statements for the Period Ending December 31, 2024 DELINQUENCIES A None: LANDSCAPE A Special Guest from Commercial Landscape B. Landscape Report C. Review Work Order List dated 12/1/24	
VI. VII.	A Financial Statements for the Period Ending December 31, 2024 DELINQUENCIES A. None: LANDSCAPE A. Special Guest from Commercial Landscape B. Landscape Report C. Review Work Order Last dated 12/1/24 MAINTENANCE.	30
VL VIL	A Financial Statements for the Period Ending December 31, 2024 DELINQUENCIES A None: LANDSCAPE A Special Guest from Commercial Landscape B. Landscape Report C. Review Work Order List dated 12/1/24	
v <u>1</u> . v11. v11.	A. Financial Statements for the Period Ending December 31, 2024 DELINQUENCIES A. None: LANDSCAPE A. Special Guest from Commercial Landscape B. Landscape Report C. Review Work Order Last dated 12/1/24 MAINTENANCE A. Collection Policy Revised B. Block Wall at 1234 and 5678 Stratford Rd.	.30 31-40
v <u>1</u> . v11. v11.	A. Financial Statements for the Period Ending December 31, 2024 DELINQUENCIES A. None: LANDSCAPE A. Special Guest from Commercial Landscape B. Landscape Report C. Review Work Order Last dated 12/1/24 MAINTENANCE A. Collection Policy Revised B. Block Wall at 1234 and 5678 Stratford Rd.	.30 31-40
VI. VII.	A Financial Statements for the Period Ending December 31, 2024 DELINQUENCIES A None: LANDSCAPE A Special Guest from Commercial Landscape B Landscape Report C. Review Work Order List dated 12/1/24 MAINTENANCE: A Collection Policy Revised B. Block Wall at 1234 and 5678 Stratford Rd. HOMEOWNER CORRESPONDENCE	30 31-40 41-42

Your Homeowners Association	Page 2 of 3
Board of Directors Meeting / General Session	Work Order List The Board reviewed the Work Order List dated 5//16/24.
January 1, 2025	HOMEOWNERS FORUM: None
GENERAL SESSION MINUTES	FINANCIAL; Treasurer's Report
Page 1 of 3 NOTICE OF MEETING: Upon notice duly given, the General Session of the Board of Directors' meeting of Your Homeowners Association was held on January 1 2025, at 888 Cak St. Tustin CA. DIRECTORS PRESENT: Usu Shei, Treasurer Guy Mann, Member at Large DIRECTORS ABSENT: One (1) vacant seat ALSO PRESENT: Your Property Manager, Regent Association Services HOMEOWNERS PRESENT: None	The Treasurer Previewed the financial statements for the YTD period ending April 30, 2024. For the YTD period the Cash Account balance was \$11,111,11 and the Reserve Account balance was \$11,111,11 and the Reserve Account balance was \$11,111,11 and the Reserve Account balance was \$22,222,22. Accounts Receivable totalet \$3,333,33. Total income for the period was \$24,444,44 vs. total expenditures were under total budgeted expenses (\$77,777) by \$88,888.86. Total equity for the YTD period was \$99,999,99. A motion was made and seconded to approve the financial statements for the YTD period ending April 30, 2024, end, with no further discussion, the motion carried with unanimous consent. 2016 Reserve Study / Foresight Financial Services The Board reviewed the draft of the 2024 Reserve Study Report (Revision 0) dated 5/5/24 prepared by Foresight Financial Slope Failure. With regard to the replacement cost of \$0.00 for Landscape / Potential Slope Failure. With regard to the replacement cost of \$0.00 for Landscape / Potential Bio predict. The line item is included in the reserve study as an advisory to the Board for thing resident on the single failure. The Board for the reserve study as an advisory to the Board for their consideration.
CALL TO ORDER: Jane Doe called the General Session to order at 7:10 p.m. (The Board was in Executive	Management agreed to discuss the above issues with Foresight Financial Services and request a revision, if necessary. Revision 0 of the Reserve Study Report was not
Session from 7:00 p.m. to 7:09 p.m.)	approved.

Meeting Minutes

ADMINISTRATIVE: Review Approval of Minutes The Board reviewed the minutes of the General Session for December 1, 2024. A motion was made and seconded to approve the minutes as submitted and, with no further discussion, the motion carried with unanimous consent.

The Board approved the Manager's invoices for preparation of the February and May Executive and General Session minutes.

LANDSCAPE: Your Secretary reviewed the recent tree trimming project completed by Great Scott Tree Service.

Management recommended that the Board consider a multi-year project to remove the brush above the v-ditch on Maple Ct., the cost of the project estimated at between \$15,000.00 and \$20,000 000. Your Property Manager offered to obtain a proposal for presentation to the Board in the August meeting.

General Session Minutes – Your Homeowners Association January 1, 2025

2016 Reserve Study Final Authorization (Revision 0) The Reserve Study Final Authorization for Revision 0 was not approved. Pending a revision to the Reserve Study Report, the final authorization for Revision 1 will be present to the Board in the August meeting.

2016 Annual Budget Management presented the final draft of the annual budget. A motion was made and seconded to approve the budget with no increase in the monthly assessment (\$12.34 / mo) and, with no further discussion, the motion carried with unanimous consent. Management will prepare the Assessment and Reserve Funding Disclosure Summary as required by civil code, which must be submitted to the Membership with the annual budget.

2016 Financial Review and Tax Returns. The Board reviewed a proposal from Indigo Violet, CPA, dated 5/17/24 for preparation of the annual financial review and tax returns. A motion was made and seconded to accept the proposal for preparation of the financial review and tax returns for \$9,876.54 and, with no further discussion, the motion carried with unanimous consent.

General Session Minutes – Your Homeowners Association January 1, 2025

Month-to-Month Annual Calendar

FYE	Complete	Task	Due Date	Status	Notification	Manager	Comment	Association
		Annual Meeting						
FYE	Complete	Association	Due Date	Status	Notification	Manager	Comment	Association
7	- C	Amber Hill Homeowners Association				Duane Hutt		Amber Hill Homeowners Association
7		Taxes Due	10/15/16	٠	08/16/16	Duane Hutt	Taxes Due	Amber Hill Homeowners Association
7		Financial Review	11/30/16		10/01/16	Duane Hutt	Financial Review	Amber Hill Homeowners Association
7		Proposed Budget	02/15/17		01/31/17	Duane Hutt	Proposed Budget	Amber Hill Homeowners Association
7		Reserve Study	04/01/17		03/02/17	Duane Hutt	Reserve Study	Amber Hill Homeowners Association
7		Final Budget	06/01/17	٠	05/02/17	Duane Hutt	Final Budget	Amber Hill Homeowners Association
7		CPA Engagement Letter	07/01/17		06/30/17	Duane Hutt	CPA Engagement Letter	Amber Hill Homeowners Association
7	*	Gail for Candidates	11/14/16		08/16/16	Duane Hutt	Call for Candidates	Amber Hill Homeowners Association
7		Election Ballot Mailer	11/14/16		09/30/16	Duane Hutt	Election Ballot Mailer	Amber Hill Homeowners Association
7		Election Results Mailer	11/14/16		11/15/16	Duane Hutt	Election Results Mailer	Amber Hill Homeowners Association
9		Bahamas Homeowners Association				Lupe Vargas		Bahamas Homeowners Association
9	¥	Taxes Due	12/15/16	۲	10/16/15	Lupe Vargas	Taxes Due	Bahamas Homeowners Association
9	×	Financial Review	01/31/16	•	12/02/15	Lupe Vargas	Financial Review	Bahamas Homeowners Association
9	×	Proposed Budget	04/15/16	0	03/31/46	Lupe Vargas	Proposed Budget	Bahamas Homeowners Association
9	×	Reserve Study	06/01/16		05/02/16	Lupe Vargas	Reserve Study	Bahamas Homeowners Association
9	*	Final Budget	08/01/16	•	07/02/16	Lupe Vargas	Final Budget	Bahamas Homeowners Association
9	Y	CPA Engagement Letter	09/01/16	•	08/31/46	Lupe Vargas	CPA Engagement Letter	Bahamas Homeowners Association
9		Call for Candidates	12/27/16		09/28/16	Lupe Vargas	Call for Candidates	Bahamas Homeowners Association
9		Election Ballot Mailer	12/27/16		11/12/16	Lupe Vargas	Election Ballot Mailer	Bahamas Homeowners Association
9		Election Results Mailer	12/27/16		12/28/16	Lupe Vargas	Election Results Mailer	Bahamas Homeowners Association
9		🖃 Baja Oso Homeowners Association, Inc.				Lorna McKee		Baja Oso Homeowners Association, Inc.
9	~	Taxes Due	12/15/15	٠	10/16/15	Loma McKee	Taxes Due	Baja Oso Homeowners Association, Inc.
9	¥	Financial Review	01/31/16	•	12/02/15	Lorna McKee	Einancial Review	Baja Oso Homeowners Association, Inc.
9	×	Proposed Budget	04/15/16	•	03/31/16	Loma McKee	Proposed Budget	Baja Ose Homeowners Association, Inc.
9	V	Reserve Study	06/01/16	•	05/02/16	Loma McKee	Reserve Study	Baja Ose Homeowners Association, Inc.
9	×.	Final Budget	08/01/16	•	07/02/16	Loma McKee	Final Budget	Baja Ose Homeowners Association, Inc.
9	~	GPA Engagement Letter	09/01/16	•	08/31/16	Loma McKee	CRA Engagement Letter	Baja Oso Homeowners Association, Inc.
9		Call for Candidates	11/11/16		08/13/16	Lorna McKee	Call for Candidates	Baia Oso Homeowners Association, Inc.

SmartSheet

	Constant and Decomposition	ual Calendar [Year]		Year/Month	Project
March		April		2017	the second se
Meetings	5	Meetings		April	Pool Area Rehab/Water Heater/Pumps/Mastic
[date] - Board Meeting [time]		[date] - Board Meeting [time]		April	Replace Irrigation Controllers
[date] - Property Walk [time]		[date] - Property Walk [time]		April	Trim Tipuana Trees and Treat Sycamores
Recurring Responsibilities	Done	Recurring Responsibilities	Done	April	Landscape Rehab
3/15 - Deadline to File Taxes		[date] - Deadline to Mail Approved Audit		September	Retaining Walls Wood Bulkheads
		Request Proposal for Reserve Study		September	Low Slope Garage Roofs (fy1994 - fy1997)
				October	Concrete Repairs
Meeting Action Items	Done	Meeting Action Items	Done		
Meeting Action items	Dulle	Weeting Action items	Done	2018 August	Wood Trellis Rehab on Pool Bidg & Wader Area
				September	Low Slope Garage Roof (fy1998)
				2019 April	Spa Filter Repairs/Wader Filter Repairs
				September	Low Slope Garage Roos (fy1999)
				December	Trim Sycamore Trees/Inspect Other Trees
				2020	
				April	Replace Irrigation Backflow Devices
				September	Low Slope Garage Roofs (fy2000)
				October	Asphalt Sealcoat/Slurry
				October	Paint Wrought Iron
				2021	
					Pool Heater Repairs/Mastic Repairs on Pool, Spa, and Wader
				October	Pool Area Deck Concrete Repairs
				October	Paint Restroom Interiors
				October	Paint Wood Trim on All Buildings



Preliminary Budget

on		2026 Proposed nual Budget		/2025 Current nual Budget		ual Expenses ru 04/30/25		cted Expenses iru 07/31/25	Comments
_	s	9,180.00	\$	9,180.00	5	6,885.00	\$	9,160.00	
	S	3,100.00	\$	5,160.00	\$	0,000.00	\$	3,100.00	
	\$	187.00	\$	600.00	s	-	\$		
	\$	375.00	S	645.00	S		\$	655.00	-
	\$	300.00	\$	550.00	S	175.00	\$	250.00	
	\$	525.00	\$	425.00	S	300.00	\$	525.00	-
ses	\$	2,300.00	\$	1,700.00	\$	1,874.00	\$	2,300.00	0
	\$	850.00	\$	850.00	s	850.00	\$	850.00	
-	\$		\$	30.00	\$		\$	- *-	
Fee	\$	10.00	\$	10.00	s	10.00	\$	10.00	
	\$	- 24	\$	30.00	\$		\$		
	\$	37.00	\$	35.00	\$	37.00	5	37.00	
s	\$	3,800.00	\$	3,668.00	\$	3,725.00	\$	3,725.00	
-		17,564.00		17,723.00		13,856.00	-	17,532.00	
	5	650.00	\$	752.00	s	468.00	\$	624.00	2015 YE - \$690
	\$	6,000.00	\$	9,900.00	s	3,230.00	\$	5,000.00	2015 YE - \$7,986
	\$	150.00	S	300.00	5	150.00	\$	150.00	
		6,800.00		10,952.00	-	3,848.00		5,774.00	
	5	11,820.00	s	14,400.00	s	8,865.00	\$	11,820.00	
	5	6,726.00	\$	5,400.00	S	0,000,00	5	8,225.00	Great Scott - Tree Pla
-	\$	6,936.00	\$	4,000.00	5	1.1	\$	5.000.00	1/4 V-ditch Clear Cut
-	5		S		5	201	\$		
	\$	2,000.00	\$	2.870.00	\$	- A.	\$	-	
	5	3.000.00	\$	- Carl	\$	2,550.00	\$	2,550.00	Tool Time Wall Repair
	\$	2.000.00	\$	1,500.00	\$	1.481.00	\$	1,976.00	
	\$	250.00	\$	250.00	\$	66.00	\$	250.00	
-		32,732.00	-	28,420.00	-	12,962.00	-	29,821.00	
u:		57,096.00		57,095.00	1	30,666.00		53,127.00	1
	1							_	
		0.00		0.00		0.00		0.00	
		57,096.00		57,095.00		30,666.00	-	53,127.00	

At-A-Glance Five Year Calendar



Association Web Portal

		1	
		REGEN	1.T.
		200ES	
e Calendar Committee Delinguency Documents FAQ	Resident Surveys	Web Forms Wor	k Orders Logout
erry Manors Homeowners Association			
nation Account Detail Account Link Architecturals Con	npliance User Profile		
forest and the second s			
Mayberry Manors Homeowners Association	View	Created +	Note +
		n: Documents	
Unit Information		ument Area: Finan	
1000 Griffich Way	2	3/15/2016	Expense Expert
Mayberry, CA 92800	120	3/15/2016	Expanse Export
Payment Address	CO E Doc	ument Area: Gene	ral
Mayberry Manors Homeowners Association	100	11/16/2015	ACH Signup Form
c/o Regent Association Services - 1015 PO BOX 51789	2	5/24/2015	Clubhouse Notice
LOS ANGELES CA 90051-6089		6/24/2015	Ciubhouse Nosice
	- 0	6/25/2013	Pay Your Assessments On-line
Billing Information	2	5	
Account Number: 13448	122	11/17/2015	Homepiwner Payment Options
Balance: \$1,002.08	2	3	
	- 7	8/17/2015	Directors Web Portal Overview
Current Charges: \$250.00	•	B/17/2015	Online Invoice Approval
Assessment	2	5	
Monthly Monthly Assessment \$250.00	E Doo	ument Area: News	
		6/24/2015	Newsletter - October 2015
Management Information	3	5/13/2016	January-Newsletter
Regent Association Services		5/13/2016	January newsector
2740 N. Grand Avenue Suite 200	E Section	: Web Forms	
Santa Ana, CA 92705 Telephone: 714-634-0611	175.2	ument Area: Web I	Form
Fax: 714-634-7565		2	Contact Us
	4	6.8	0.01
		•	Gate Form
			Maintenance Request
		0	and the second
		6	Pet Registration Form
		2	Tenant Registration

Variance Report

aymentYear	2025				
aymentMonth	1				
_Name	Your Homeowners Association				
CompanyKey	(All)				
_		Data	_		
it Code	Name	Bud	Act	var	Explanation
5214	Management Service	\$650.00	\$650.00	100.00%	an provident of
5221	Legal Services	\$100.00	\$0.00	100.0010	
5223	Reserve Study	\$48.00	\$0.00		
5225	Collection Expense	\$63.00	\$0.00		
5231	Printing & Postage	\$100.00	\$0.00		
5233	Recording Secretary Fee	\$11.00	\$0.00		
5234	Late Fee Applied - HOA	\$19.00	\$0.00		
5238	Meeting Expense(s)	\$13.00	\$0.00		
5239	Misc. Office Expense	\$76.00	\$0.00		
5241	Patrol Service	\$287.00	\$287.00	100.00%	
5259	Licenses/Fees/dues	\$58.00	\$0.00	and the second second	
5261	Audit/Tax Preparation	\$83.00	\$0.00		
5262	Federal Income Tax	\$100.00	\$0.00		
5263	Franchise Tax Board	\$1.00	\$0.00		
5264	State Franchise Tax	\$75.00	\$0.00		
5267	County Pool Inspctn Fee	\$64.00	\$0.00		
5271	Master Insurance Prem.	\$583.00	\$0.00		
5311	Electricity	\$825.00	\$519.14	62.93%	
5323	Telephone	\$142.00	\$215.67	151.88%	Late Fees
5331	Gas	\$227.00	\$188.47	\$3.03%	(Coca - Cac)
5341	Water	\$1,296.00	\$1,308.85	100.99%	
5371	Refuse Collection	\$700.00	\$683.82	97.69%	
5411	Landscaping-Contract	\$500.00	\$525.00	105.00%	
5412	Landscaping-Extras	\$33.00	\$0.00		
5413	Tree Trimming/Removal	\$42.00	\$0.00		
5415	Pest Control	\$167.00	\$123.00	73.65%	
5421	Irrigation System Repair	\$50.00	\$25.03	50 06%	
5431	Swim Pool - Contract	\$250.00	\$415.00	166.00%	May and June dues
5432	Swim Pool - Extras	\$100.00	\$0.00		and the second second
5451	Janitorial - Contract	\$125.00	\$123.85	99.08%	
5452	Janitorial-Extras/Supply	\$10.00	\$0.00		
5461	Light Maintenance	\$100.00	\$0.00		
5613	OCTA-HOA Improvement	\$0.00	\$0.00		
5619	Misc. Plumbing Repairs	\$100.00	\$0.00		
5631	Roof Repair(s)	\$333.00	\$0.00		
5642	Electrical Repairs	\$0.00	\$0.00		
5643	Keys/Locks	\$14.00	\$0.00		
5645	Lighting/Electrical Supply	\$25.00	\$0.00		
5691	Misc. Material & Labor	\$125.00	\$0.00		
5821	Fire Extinguisher Service	\$25.00	\$0.00		
5824	Fire Alarm Monitor Contract	\$150.00	\$0.00		
5999	Monthly Rsv Transfer	\$1,330.00	\$1,330.42	100.03%	
rand Total		\$9,000.00	\$6,395.25	71.06%	

Association Reserve Investment Alternatives								
Interest Rates as of 9-5-16	UnionBanc	Morgan Stanley	Plaza Bank	[HomeStreet]Bank				
Money Market/ Checking	Only eventable: through Regent & Union Bank: \$0 - \$24,99910% \$25,000 - \$49,99915 % \$50.000 - \$500,00020%	0.02%	0.55% \$100.000 min. investment	1.20% rate for 90 days, then .50% 1.10% rate for 120 days, then .50% 1.00% rate for 180 days, then .50% \$5,000 min. investment				
6 mo. CD	.50% \$100,000 min. investment	0.60%-0.65%	\$10,000 - \$249,999.99 - ,25% Equal or greater than \$250,000 - ,25%	0,25% \$500 min, investment				
12 mo. CD	.85% \$100,000 min. investment	0.70%-0.85%	\$10,000 - \$249,999,9925% Equal or greater than \$250,00070%	0.349% \$500 min, investment				
18 mo. CD	.95% \$100.000 min. investment	0.85% - 1.00%	\$10.000 - \$249.999.9970% Equal or greater than \$250.00075%	0.349% \$500 min. investment				
24 mo. CD	1.10% \$100.000 min. investment	1.00% - 1.20%	\$10,000 - \$249,999.9980% Equal or greater than \$250.00085%	0.499% \$500 min. investment				
36 mo. CD	1.20% \$100,000 min. investment	1.30% - 1.35%	\$10,000 - \$249,999.9995% Equal or greater than \$250,000 - 1.00%	0.598% \$500 min. investment				
Financial Advisor	Elizabeth Lam (925) 362-7109	David Lynn (858) 729-5061	Al De Grassi (949) 502-4364	Pamela Marble (949 379-5700				

Google Map of Non-Compliances



Bi-Monthly BoardCast Newsletter



Monthly Investment Banking Worksheet

Board Document Library



OUR TIMELINE MOVING FORWARD

Hiring Regent is the beginning of a new management experience. Establishing new policies, reinforcing important livability criteria, communicating the necessity to abide by the Rules & Regulations and developing a complete and effective two way communication system of shared contact information, set the stage for a strong, long term relationship. Regent is not a large management monolith. You're not a number, but a client that deserves personal attention to your unique needs.

TRANSITION

COMMUNICATION

EVALUATION

The transition from one management company to the next may seem like the most treacherous part of the process. However, with Regent, it will be seamless. We have spent considerable time creating a transition system that is efficient and effective. It is important to us that your membership be introduced to an organized, friendly and professional management firm. We want them to immediately see the value and benefits we bring to them and their community.

Our boutique take on property management allows us to have an open door policy and to value the opinions and needs of each client. Knowledge is power and there is a power in knowledge. We want to know what you think and how we can do better. This knowledge is a healthy catalyst for improvement. The customer may not always be right, but they need to be listened to with an open mind and willingness to adapt. Our personal approach is our distinction.

Regent's goal is to have constant improvement when it comes to our relationships and management services with you and your community. Perfection is a state of awareness, an attitude and recognition of the а opportunities that lie ahead. We reflect on what was, evaluate what is and envision what will be. This is how we work internally and with you to promote and nurture our relationship. Constant evaluation and development lead to dynamic longevity.

WORKING TOGETHER

A TESTAMENT TO OUR CHARACTER



Performance, success and a productive and great working relationship have been addressed several times throughout this proposal. The representation is easy. Execution at the highest level is what you as a Board expect. The character and integrity, once understood and trusted, will reinforce to the Board of Directors that you've made the right choice.

This last section of our proposal will include our charitable efforts and client testimonials. These two components further display Regent's dedication to the strongest work product. In summary, we've included answers to some questions we frequently find ourselves being asked.

Please let us know what else we can do in your decision making process.



FAQ'S

CIVITAS FOR CHARITY

Civitas embodies who Regent is as a company. As such, Regent and its employees recognize that our responsibility to community extends beyond managing the communities we serve. We believe we must play an active role in supporting the community at large. It is through our belief in the values of Civitas that we strive to find meaningful ways to make a difference in the lives of those that live, work, and play in Orange County.



American Family Housing is a nonprofit organization with a mission to provide affordable housing, counseling and life skills training to equip homeless and low-income individuals and families with the tools necessary to improve their lives and become selfsupporting members of society.

In 2013, Regent was fortunate to organize and participate in the rehab of a home in Santa Ana, CA.





Regent participates in Making Strides Against Breast Cancer each year to honor those who have battled breast cancer, raise awareness, and help the American Cancer Society fight the disease.

Each year since 2014, Regent enlists board members, vendors and staff members to form the "Pink with a Purpose" team to represent at the Making Strides Walk against Breast Cancer.





In 2016, Regent received two adoption permits from the County of Orange Public Works Department. Our adopted channels are Peter's Canyon and Central Irvine, which together span approximately five miles.

Regent's responsibility is to keep these channels free of debris and graffiti for the next three years by hosting maintenance events four to six times per year.



Frequently Asked Questions

Here are the answers to all of the questions we are frequently asked by Associations looking for new management:

- Q: What is Regent's ownership structure?
- A: Regent Association Services is family owned and operated by Jay and Lynne Mast.
- Q: How many employees are on staff and how long have you been in business?
- A: We currently employ thirty (30) full time employees and have been in business since 1966.
- Q: How many Community Managers are certified by CACM or CAI?

A: Of our thirteen Community Managers, five have CACM certification and four have CAI certification. New manager hires are required to obtain certification within one year of hire.

Q: How many Associations do you currently have under contract?

A: 162

Q: Do you maintain "pay -to-play" arrangements with contractors?

A: Pay to play is unethical and we will never be compensate by referring vendors work. We have many highly qualified vendors for our boards' consideration.

Q: What are the major differentiators between you and your competitors?

A:

- Regent does not pass through many costs that other firms charge their Associations.
- We offer a high level of customer service and state-of-the-art management software.
- Regent Community Managers have an average tenure of ten (10) years.

Q: Where does Regent maintain its Associations' bank accounts?

A: Regent's banking relationship is with Union Bank. Our clients do not pay any fees. Union Bank currently offers Regent clients a .2% interest rate on Money Market reserve accounts.

Q: What percentage of clients use your website services and what are the benefits?

A: Approximately 50% of our Associations use the web portal to some degree. The level of participation increases steadily as we introduce new features, which are communicated to a growing database of client email addresses.

Q: If requested, would you obtain competitive bids for the Association's service providers?

A: Yes, we will obtain competitive proposals upon written request, along with a comparative analysis.

Q: How do you make your HOAs aware of legal issues, technology changes, rebates, etc.?

A: We conduct regular manager education meetings, which enables the manager to then communicate the information to their Board Members. In addition, Regent holds an annual education symposium for our clients.

In July of 2016, we introduced the "BoardCast" which will be included in all Board Reports and posted on our website and Association portals. The BoardCast contains a variety of information about Davis Stirling, new maintenance practices, Regent's improved services and products, etc.

Q: Do you maintain a telephone call log, evidencing prompt handling of phone calls?

A: There is a module within our management software that allows us to record and track all incoming calls. We are currently developing a system to consolidate email communications into this report.

TESTIMONIALS

From current Board Members:

"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

"Nick is doing an outstanding job; particularly for our board because while the members are all well intentioned, it has 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, profession and impartial."

~Majmood Rezai, Board Member

"Excellent work on documenting this submittal all the way through, sorting, 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 Ruzasan, Board Member

From Current Homeowners:

"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 to give props should be sent."

~Lori Simon, Homeowner

From Current Corporate Advisors:

"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