



Southern California's Premiere Full Service Property Management Company

CALCO Management was formed in 2004, with CALCO's principals possessing more than 21 years of combined experience in Property Management. CALCO approaches property management as a "relationship business". To achieve this, CALCO maintains a high standard of reliability and accountability, and gives Associations and individual homeowners the true peace of mind that comes with knowing that their property is in the best hands possible. At CALCO, we understand that communication is an intrinsic part of effective management. We also understand that a person's home is probably his/her single greatest investment, and we realize the importance of the community to families who reside there. CALCO is a proven company dedicated to high standards of excellence and value. Our list of long-term clients only helps substantiate our claim of being one of the best in the field.

Principals of CALCO Management, LLC

Donna Ferrell, Broker, President, CMCA, AMS, GRI, CRB, RCC, ACoM, CCAM, CDPE,

Prior to becoming a principal of CALCO Management, Donna is a licensed real estate broker with 16 years of both supervisory and practical experience in real estate field. Donna is a Certified Manager of Community Associations and has extensive experience in the management of homeowner associations. Donna's strongest qualities are her solid ability in juggling multiple priorities, and delivering consistent, profitable results. Education is very important to Donna, and keeping up to date on the industry allows her to be a strong leader who pays close attention to details, yet still see the big picture. Donna is a GRI-Graduate of REALTOR® Institute, CRB-Certified Residential Broker, CMCA-Certified Manager of Community Associations, AMS-Accredited Management Specialist, and a CCAM-Certified Condo Association Manager designation, along with many other certifications and honors.

Pam Pham-Le , Vice President

Ms. Pham-Le received a Bachelor's Degree in Accounting, and successfully moved up the corporate ladder throughout her career to hold supervisory roles in both Accounting and Information Technology fields, prior to joining CALCO in 2004. Ms. Pham-Le capitalizes upon her extensive knowledge of technology and business processes to help ensure efficient, effective, and trouble-free management. Her tenacity and dedication to her clients more than make up for her relatively short tenure in the Real Estate field.

Full Service Management Company

Financial Management

- Assist the Board in the development and preparation of the Annual Operating Budget.
- Prepare a mailing to homeowners of the approved Budget in accordance with California Civil Code.
- Prepare and submit to the Board a Year-To-Date Budget vs. Actual Income and Expense Analysis on a monthly basis.
- Prepare and maintain books and records necessary to produce Financial Statements in accordance with Generally Accepted Accounting practices.
- Prepare and submit to the Board a monthly financial summary of all receipts and disbursements.
- Receive, review and approve vendor invoices and other bills, and prepare checks for payment and subsequent mailing.
- Collect all assessments as they become due and payable, and deposit all cash receipts in Association's bank accounts, maintained at an FDIC-insured banking Institution.
- Maintain a record of homeowners' dues and receipts, and provide the Board with a monthly delinquency listing. We will send monthly past due notices as well as notices of default, and record liens against delinquent homeowners.
- Assist the Board's legal Counsel, as necessary, to initiate required legal actions consistent with the Association's By-Laws, Covenants, Conditions and Restrictions.
- Even though we send out monthly billing statements, we offer our members the convenience of automatically making payments for their homeowner's assessments and any special assessments by filling out and faxing the appropriate forms.

***Above is a brief overview of general services. Management Contract will clarify additional services with regard to CC&R, Bylaws and Davis-Sterling requirements.*

Administration Management

- Receive and investigate significant complaints regarding rule violations, and report all such violations to the Board for approval of appropriate follow-up action.
- Assist and advise the Board in the preparation of general correspondence between residents, homeowners, contractors, etc. Maintain a file of all correspondence received or issued.
- Assist the Board in procurement of insurance coverage, as well as the processing of insurance claims.
- Assist the Board in coordinating general membership meetings, including the Annual Meeting.
- Where requested by Board, we will attend and provide input for any Board and/or operating committee meeting.

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Property Management

- Assist the Board in a competitive bidding process for non-emergency services, and provide input in selection of contractors and in developing contract specifications.

- Obtain from each contractor relevant certificates of insurance, including workers compensation and general liability insurance.
- Direct contractors providing recurring services, and monitor specific contractor performance to ensure substantial compliance with contract specifications.
- Perform regular site inspections in order to maintain a satisfactory knowledge of the condition of the property and performance of the Board's contractors.
- Receive service requests for repairs or maintenance of property and report trends in service requests to the Board.
- Arrange for prompt and satisfactory response to emergency service requests.
- Advise the Board of major problems or trends in maintenance service requests as they occur.
- Handle any problem which may arise on a responsive individual basis. Our office hours are 9:00 am to 5:00 pm Monday to Thursday, 9:00 am to 1:00 pm on Fridays, and Closed on Saturdays and Sundays, with after-hours emergency service for 24 hours per day, 7 days a week.
- Assist the Board's legal counsel, as necessary, to initiate required legal action consistent with the Association's By-Laws, Covenants, Conditions and Restrictions.

***Above is a brief overview of general services. Management Contract will clarify additional services with regard to CC&R, Bylaws and Davis-Sterling requirements.*

Pay Online and we accept major Credit Cards and e-checks! ** Additional charges will apply.

CALCO Management uses Pay Lease Inc. to streamline our assessment collections! You can now eliminate the burden of mailing in your maintenance payment! Through Pay Lease, you will now be able to pay your Association fees via credit card or e-check.

- You can make a one-time payment or schedule recurring payments by visiting www.calcopm.net
- It's that easy! No more hassle and no more late payments.
- Please note: A convenience Fee will be charged by Pay Lease Inc.

Advantages in using Pay Lease:

- Eliminate the cost of postage and mailing of Association payments.
- Ability to make payment with a credit card and earn more reward points including mileage and cash back incentives.
- Set up E-check payments.
- Customize payment notification reminders for upcoming payments.
- Eliminates late payments through automatic payment with E-check and Credit Card.

Common Questions

What is your process for helping us to switch management companies?

Ideally, we would like to start the transition process by contacting the current management company about 2 weeks prior to the effective termination date, and requesting that they provide us with the Association's documentation and records, including homeowners' list and contact information, vendors list, banking information, financial records, etc. This time frame will enable us to set up the Association's members on our system, and to send out notices to everyone regarding the change in management. We would also ask the current management company to provide us with a final reconciliation of the bank statement, cash balance, and final financial reports, to be completed and delivered to us between one and two weeks after the termination date.

What monthly, quarterly, and yearly reports and information do you share with all of the homeowners?

Records and reports of the Association are available to all members/homeowners (upon request), with the exception of confidential matters discussed during the Executive session. These reports, along with monthly Minutes, should also be available to all homeowners to peruse at the Annual Homeowners Meeting.

What is your process for hiring / firing personnel, maintenance, contractors, etc.? How much of that information do you share with homeowners (fees, payments, salaries, contract stipulations, etc.)?

The final approval for hiring/firing vendors and contractors rest with the Board of Directors as CALCO is an Agent of the Board. With most of our HOA's, however, the Board allows CALCO a small limit (ranging from \$200 - \$400) where CALCO can make a decision on behalf of the association, without having to obtain approval from the Board. Should a situation occur where it is necessary to hire/fire such personnel (more than the limit CALCO is normally authorized, and it is not an emergency and/or safety issue), CALCO will assess the situation and provide a recommendation to the Board. Details of contracts are also provided to the Board. For larger projects, we normally provide the Board with 3 estimates. Lastly, CALCO believes in an open-book policy, so any homeowner has a right to request that such information is available to him/her to view.

How do you enforce our CC&Rs?

As a community matures and changes come forth, we all (Board members, homeowners, renters, as well as CALCO) must work to continue to protect the integrity of the community by abiding by the rules and regulations outlined in the CC&R's. That said, CALCO works with our Boards to ensure the CC&R's are properly abided by all. Some of our Boards tend to be more lenient with the homeowners and have asked that CALCO give extra number of notices/warnings (more than the CC&R's call for) before the "violators" are fined. Most of our Boards go "by the book" and adhere strictly to their governing documents. Whichever way a Board chooses to lean towards (more lenient or "by the book"), all homeowners within each community/HOA are treated equally and fairly.

What are your communication policies? For example, do you guarantee a response (whether written, email or phone call) within a certain number of days?

We are a small firm so a lot of times, we are "out in the field"/inspecting properties, and may not be able to answer your calls/emails/faxes right away. However, as we pride ourselves in our customer services, we guarantee a response within 48 hours, although we most like will get back to you within 24 hours.

What are you most proud of as a management company? What is your biggest strength?

CALCO believes in providing our clients with the best customer service we can provide. Our clients are just not a number to us; we strive on not just meeting but exceeding our clients' satisfaction and expectation.

Do you mail monthly or quarterly statements to homeowners?

With most of our HOA's, instead of monthly statements, our fees include mailing of annual (12 months') coupons with return labels to our homeowners at the start of our management. Monthly statements are sent only to delinquent homeowners, along with their notices of late payments.

However, we will tailor the procedures to fit our client's needs, and can arrange to have statements mailed to homeowners on a monthly or quarterly basis.

Do you enforce delinquency policy of CC&Rs/ investigate complaints/ file liens, etc.?

Yes. Our management services include enforcing delinquent policy of CC&R's and investigating complaints. However, please note that, once an account is 3 months delinquent and the Board has approved to send it to collections, it is referred to a law firm specializing in Collections. All costs associated with that collections process will be the responsibility of the delinquent homeowner; the Association incurs no cost in that collection process.

Do you submit monthly report of delinquent accounts and liens?

Yes, this report is included in the monthly financial package which is submitted for the Board's review.

Do you receive and pay all bills for vendors from operating account?

Yes

Do you transmit monthly accounting report of receipts and disbursements?

Yes

Do you file notice of assessment with county recorder's office during resale; provide escrow with information required for this process?

No, the escrow company would be responsible for filing such notice. Please be advised that CALCO charges a "title transfer fee" of \$175.00 if a unit is sold or refinanced. This transfer fee shall be paid by the buyer/seller out of escrow, not by the Association.

Do you carry employees of association on payroll?

No. We can process the payroll for the HOA. However, please note that such employees would be employees of the Association, and as a result, would be on the HOA's payroll, not CALCO's.

Do you prepare the Association's tax filing?

No. However, we would provide the Association's CPA with all the reports and documents he/she would need to prepare the returns, at no additional charge.

Do you prepare annual operating budget?

Yes. Prior to the current year's end, we will assist the Board in calculation and preparation of the operating budget for the coming year.

Do you do annual reserve study and annual audit?

No. The Reserve Study and the Annual Audit have to be done by outside parties (by a company specializing in Reserve studies, and an accounting firm/CPA firm, respectively). However, CALCO will provide these professionals with all the documents they'd need at no additional cost.

What a Certified Manager Means to You

Only a select few community association managers in the state have met the criteria for being a Certified Manager of Community Developments. We are proud to say that we are one of the select few. Every community manager must be certified or on the certification track. This represents a higher standard, one that ensures effective community association management performed with the utmost professionalism and ethics. This has, and continues to be our goal and commitment to our clients, and feel confident that we can offer the most professional and innovative services available. See the "Code of Ethic for Both CACM and CAI in our proposal for details.

Memberships

Beverly Hills Association of Realtors

Council of Residential Specialist

Condo Association Institute

Bronze Member of the LA Chamber of Commerce

California Assoc of Community Managers

Council of Real Estate Brokers

Graduate of Real Estate Institute

Toastmasters

International Institute of Real Estate

In Closing

The right property manager can give you the edge you need to build and maintain your real estate assets. With CALCO Management, you will find you have a resource that further distinguishes your property from others in the surrounding areas. We give personal care and attention to the property's immediate needs, while keeping an eye toward the future value of your investment. Our managers are experienced, resourceful, and skilled at problem solving. At CALCO, our business is about more than just buildings. It's about building relationships and enabling the success of our clients. We provide results-oriented service and accountability to consistently elevate the standard of achievement for our clients. Maintaining open communication between CALCO and its clients ensures the highest level of customer satisfaction and a long lasting reputation within the community.