



DESERT MANAGEMENT
A Professional Association Management Company

DESERT MANAGEMENT

42427 Rancho Mirage Lane | Rancho Mirage, CA 92270
Tel: 760-862-1202 | Fax: 760-862-1210
Email: info@desertmanagement.com | Website: www.desertmanagement.com

TABLE OF CONTENTS

TITLE	PAGE
EXECUTIVE SUMMARY	1
TEAM MANAGEMENT	2
ADMINISTRATIVE SERVICES	3
FINANCIAL SERVICES	4
ACCOUNTING SYSTEM	5
MAINTENANCE PROGRAM	6
COMPANY REFERENCES	7
CLIENT REFERENCES	8
NOTES	9

EXECUTIVE SUMMARY

Established in 1981, Desert Management began serving residential communities with a new standard in Association Management services. Proactive customer service and a goal to protect, preserve and enhance each homeowner's financial investment.

Desert Management places a great degree of importance upon developing long term relationships with our clients. This type of relationship intensifies efficient and effective management through consistent enforcement of the client's policies and procedures. Long term client development, coupled with a strong emphasis on committed customer service delivery has resulted in numerous referrals and 100% repeat business contracts.

Upon joining our Desert Management "family", each association receives a complimentary site evaluation to professionally flag any areas needing to be addressed. Our team then goes to work to arrive at agreeable resolutions and presents both long and short term recommendations to the Board.

We are confident you will agree that our high standards and firm commitments will keep Desert Management in the forefront of professional management companies.

TEAM MANAGEMENT HOW & WHY IT WORKS

Our team management philosophy was developed to enhance employee quality in a stable and comfortable working environment with a basic orientation of client satisfaction and customer service.

We, at Desert Management, believe that being involved in all aspects of Association Management not only enhances ones expertise and knowledge, but also provides benefits to our clients in a manner that other companies may project, but not fully utilize.

- We consider all vendors who work for our clients an important part of teamwork and we work closely with them.
- We recognize that each client, vendor and employee has a unique contribution to add to our team.
- As we are client driven and in concert with our other professional values, we are able to meet our client's needs.
- As a corporation and as individuals, we sense a stewardship to wisely use our human resources and goals for the purpose of fulfilling our company's vision.
- We recognize and know that Desert Management is only as good as its personnel; therefore, we are committed to providing a productive and solid professional environment for our entire employee team.

We continuously evaluate how we are doing and compare it to what is possible and needed by our clients. We encourage and promote continuous education for our managers via the Community Association Institute (CAI) and California Association of Community Management (CACM). We know that while nothing in society remains the same, our philosophy provides a stable difference in the Association Management industry.

ADMINISTRATIVE SERVICES

To assure client satisfaction Desert Management provides the following detailed administrative services.

- 24 hour, 365 days per year telephone contact
- Prepare and process client correspondence
- Prepare rule and policy enforcement letters
- Attend association annual and monthly Board of Directors meetings
- Supply information to committees regarding their functions
- Assist with bid specifications and obtain proposals from vendors for the Board of Directors
- Prepare Board of Directors meeting minutes and maintain corporate minute books
- Provide information on new legislation
- Maintain updated homeowner listings (Alphabetical & Numerical)
- Update association records with property title changes
- Process escrow company “demand” letters for account status and property transfer documentation
- An informational “Board Packet” is compiled each month, which contains all pertinent activity; financials, reports, correspondence etc.

FINANCIAL SERVICES

- Using state of the art computers and accounting software programs Desert Management provides full financial services within its local operation. We provide the following services to assure accurate financial management of the associations fiscal responsibilities:
- Prepare and mail to each homeowner a coupon booklet
- Collect and deposit funds into client individual bank accounts
- Disburse funds in accordance with approved budgets, policies and procedures
- Maintain accounts using approved standard accounting principles
- Financial reports, as well as homeowner account status reports, are prepared monthly
- Assist in the preparation of annual operating budgets with consideration for normal expenses and replacement reserves
- Process delinquencies and collections through necessary means including legal requirements
- Assist with any professional audit, review or compilation of the association's records
- Cooperate with the association's tax preparer in annual tax preparation
- Audit all contracts, statements and invoices for accuracy and legitimacy

ACCOUNTING SYSTEM

Desert Management utilizes a full-charge, double entry, computerized accounting system providing the following reports, journals, and analysis:

- Detailed General Ledger
- Variable Monthly and Annual Budgeting
- Trial Balance
- Cash Disbursement and Purchase Journals
- Monthly and Annual Balance Sheets
- Accounts Receivable Analysis
- Comparative Income Statements
- Flexible Chart of Accounts
- Adjusting and Recurring Journal Entries
- Automatic Statement Generation
- Reserve Account Status
- Bank Statement Reconciliation

MAINTENANCE PROGRAM

Working closely with each client's vendors Desert Management follows these procedures to assure your common area expectations are met:

- Perform regular property inspections
- Initiate corrective work with vendors
- Prepare written project inspection reports
- Process telephone requests from homeowners and vendors
- Prepare monthly action list
- Process common area service requests in a timely manner
- Maintain customer service request log files
- Propose landscape suggestions to maintain architectural guidelines and property values

NOTES