

The EMB Bulletin

MESSAGE FROM THE CEO

I was so pleased when EMB was named the 2010 Mid-Size Office of the Year at the 2011 Associa Summer Conference held in Washington, D.C.

The Office of the Year is awarded to a designated Associa company achieving the highest performance during the prior fiscal year in the areas of client growth, client retention, employee morale and profitability. Due to the large number of Associa offices competing for this prestigious award and the diversity in sizes of Associa's companies, small, medium and large Office of the Year designations are awarded each summer. A "medium" or mid-size office is defined as one that manages between 100 and 200 communities.

I could not be more proud of the team that we have here at EMB! Winning this award is a tribute to their commitment to excellence. It is because of their outstanding teamwork and enthusiasm that we continue to provide our clients with excellent customer service and maintain the highest levels of customer satisfaction.

We consider our clients to be part of our team as well. If you have any questions or comments on how we can better serve you, please do not hesitate to contact myself at crecla@embmanagement.com or Jeana McDonald at jmcdonald@embmanagement.com.

Please enjoy this issue of our newsletter and THANK YOU for the opportunity to provide first rate service to your community.



New Office in Bellingham

EMB is pleased to announce the opening of our satellite office in Bellingham, WA as of December 1st. We are excited about this new location and the opportunity to serve community associations in the Bellingham area. Stay tuned for details on our upcoming Open House!

In this issue:

PG2 Spotlight Property PG2 Welcome New Staff PG3 Associa Living PG3 CA Day 2011
PG3 Welcome New Clients PG4 How to Prepare for Winter

SPOTLIGHT PROPERTY: Bridgeport Park Estates in University Place



By: Lynn Sutherland

Bridgeport Park Estates in University Place (SW Tacoma area) is a beautiful townhome community in a park-like setting. Built in 1980, the landscaping and twelve, 4-unit buildings have aged gracefully under careful maintenance and management by the Boards of Directors. However, over the past two years it became apparent that several important improvements required attention simultaneously. Not daunted by projects that could each take up close to a year of effort each, the five Board members launched boldly on all at once.

One of the most fortuitous things that happened was finding and building a relationship with a local, common sense, and extremely experienced contractor, Roger Kahl of Kahl Construction. After many inspections of the buildings, talking with homeowners and Board members, and making some initial minor repairs, Roger began to bring ideas and cost effective solutions for upgrade of the building exteriors at an affordable price. Four buildings have been completed and homeowners are extremely pleased with the results.

An added large project arose when one unit became the property of the Association through foreclosure. This unusual circumstance of the Association owning the unit meant someone had to prepare it for sale and Board members whipped into action, forming "The Renovation Committee." Many meetings were held to decide everything from the style of the new refrigerator to the color of the walls and material

for the countertops. With Roger's assistance, the project which started in March, was completed, the unit sold, and the proceeds in the bank by August!

After many years of leaves and other debris accumulations, the community's three signature ponds were cleaned by a local pond contractor. This put a focus on the pond areas and after a hard look, it was clear that many trees surrounding the ponds had overgrown their locations, others leaned over the ponds dropping their leaves, and some had grown so close together they were becoming misshapen and creating shade that caused grass and plants to die back. A father/son team with extensive experience in tree work was hired to address the situation. With their expertise and after careful consideration, some trees were removed and others limbed and shaped, opening up the ponds to sunlight once again. The results have been dramatic and there have been no complaints from homeowners who can now see beyond a wall of limbs!

In addition to the above, the Board is currently engaged in lesser projects including a property survey and issues related to trees on boundary lines, a new deck maintenance program, installation of large French drains behind three units, and research into common area lighting connections.

The Board of Bridgeport Park Estates is ready to tackle everything that comes their way, and as their Manager, it is a pleasure to work with such an effective and productive group. They get things done and it shows in their beautiful community.

Welcome New Staff

EMB is pleased to welcome the following new additions to the TEAM:

Jill Weidemann – Association Manager
Janet Chandler – Association Manager
Melissa Schneider – Association Manager
Lj Richards – Association Manager
Duane Matz – Staff Accountant
Annie Townsend – Maintenance Coordinator

Marissa Larkin – Customer Service Agent
Travis Shosky – Maintenance Tech
Jason Doiron – Maintenance Tech
Byron Imboden – Onsite Employee (Forest Villa)
Jeff Westling – Onsite Employee (Waters Edge)
Ian Sterling – Onsite Employee (The Village)

AssociaLiving is a fun and insightful online magazine created specifically for our Associa communities and homeowners.

A resource of useful and inspiring information for residents and community associations across North America, AssociaLiving includes relevant stories about Entertaining, Home, Practical Living and Community, each geared toward enriching our homes and building stronger community associations.

Sign up for AssociaLiving (www.associaliving.com) to get great recipes for fall or to discover activities for the whole neighborhood. Keep reading to be inspired with holiday decorating ideas or to learn the ins-and-outs of weatherproofing your home. AssociaLiving has something for everyone in your family and community.

For those everyday clever ideas, visit AssociaLiving's Neighborly Notes blog. Neighborly Notes provides quick and savvy ideas to help make your home a happier,

healthier and more efficient place to live. Blogger Carol, like many of our homeowners, juggles a life comprised of many roles: spouse, parent, child and working professional, to name just a few. She has hectic days like everyone else, but no matter where they are spent, she ends them all at the same place: home. The editors of AssociaLiving hope the helpful tips and tricks about everything from organizing things around the home to entertaining with a twist will help make your days run a little smoother.

Celebrate the best of community living. Visit www.associaliving.com and sign up to get the latest ideas in Home, Community, Entertainment and Practical Living.



CA DAY 2011

EMB attended the WSCAI CA Day event on September 24, 2011 at the Meydenbauer Center. This is Washington's largest educational and trade conference for Community Associations. EMB was well represented with 18 EMB employees present. We were an easily recognizable unit with our matching, black EMB shirts. We reserved tables and enjoyed lunch with our Board Members that were in attendance. Our hope is to have even more of our Boards attend next year. Please contact us if you are interested in attending, or are planning on attending and we will make sure to save you a seat for lunch!



Welcome New Clients

EMB has welcomed the following new clients since our last newsletter:

Westerly View
 Cobrizo
 The Stellina
 Town Squire

Shumway (returning - welcome back!)
 The Stellina
 Vuecrest
 Campen Springs

And our two new clients in Bellingham:
 Fairhaven Gardens
 Maples at Cordata

We are so pleased to be providing you with our Excellent Customer Service!



HOW TO PREPARE FOR WINTER

With the coming of fall, we need to prepare for winter at your community. It's a great time to make repairs from the stresses of summer as now is the optimal time to remove and replace trees and shrubs. Trees replaced in fall have the best chance of survival. Lawns can be rejuvenated by slice-seeding or over seeding. Completing these jobs in fall allow for better results due to the cooler temperatures. Late fall is also a good time to complete a fertilization to your lawn and trees. During the winter months the root systems of your lawns are active and a late feeding with a slow release fertilizer will help to spread the turfs root systems and will have a better lawn come the following spring. Trees can be deep root fertilized after they have gone dormant.

Irrigation systems need to hibernate for the winter. You need to make sure that your systems are properly winterized and any repairs are made before they are shut down for winter. This will ensure an easy startup in spring. Large industrial compressors are needed and are hooked inline to the systems. With this in place, all the zones are opened up to blow all the water out of the lines. Failure to do so can damage the lines if freezing occurs. In addition, make sure your fountains are properly winterized. Options include sinking them to bottom of the pond or taking them out for cleaning and preventative repairs.

One thinks of summer for adding additional color to your landscape, but fall also has many options to spruce up entrances, clubhouses and patios. Mums are a great way to add instant fall color.

Ornamental Cabbage can last to a hard freeze and will look great. Pansies also look great and will sometimes come back to provide color in the spring.

With the coming of fall and the leaves turning, gutters will become full. Make sure you have made plans to have these cleaned before winter sets in. It's easy to want to wait till the last leaf has fallen before cleaning. Some trees such as ornamental pears and oaks do not fully drop their leaves until December. If the gutters are not cleaned before the first snow or freezing temperatures, this can cause the gutters to back up and ice dams to form from snow accumulation. Planning head and taking care of the items at your home and community will make your winter much more enjoyable, as well as, the return of spring.



13208 NE 20th Street, Suite 400

Bellevue, WA 98005

Tel: 425-452-7330

Web: www.embmanagement.com

Email: customerservice@embmanagement.com