

SUMMER 2011

The EMB Bulletin

MESSAGE FROM THE CEO

WE HAVE ALL HEARD THE SAYING, "THERE IS NO I IN TEAM", BUT THERE IS A **YOU**.

At EMB, we focus on the team approach to management of our Associations. Our clients don't just have a manager, but a whole team of professionals working for their association.

Our customer service department is available to answer the phones for homeowner calls as well as providing support to our managers for administrative tasks. They are the ones who perform a myriad of administrative tasks and allow our managers to focus on management.

Our accounting department works with managers and Board members to ensure that the financial statements are accurate and understandable. They also are responsible for timely payment of the association bills and employees. The processing of new homeowner set ups, automatic payments and delinquency processing also happens here. A staff accountant is assigned to each association and that person is available to the Board Treasurer to discuss any financial matters.



Our management team is the front line with our clients. They are handling the physical plant maintenance, rules enforcement and providing professional guidance to the Board of Directors. Our managers receive ongoing education to stay advised of all the factors that impact associations.

We value our clients and count on YOU as part of our team. We need your communication and clear direction.

We need your feedback on what is working for you and what is not. Our team is constantly striving to improve our services to our clients. Please do not hesitate to contact myself at crecla@embmanagement.com or Jeana McDonald at jmcdonald@embmanagement.com to give us your thoughts. GO TEAM!

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EMB BOWL-A-THON

On June 24, 2011 EMB Management held their first annual Bowl-a-Thon to raise funds for the Associa Cares Foundation. Associa Cares is a nonprofit charity that supports families and communities in times of crisis, volunteering aid by providing financial resources and in administering those resources to people in need as a result of natural and man-made disasters.

With the generous donations from our sponsor vendors, EMB Management donated the **TOTAL PROCEEDS OF \$11,692** to the Associa Cares Foundation. Sponsorship was offered at three levels; \$1,000.00 for Gold, \$500.00 for Silver and \$250.00 for Bronze. Sponsors were allotted three bowlers per lane and they bowled with EMB staff members. A Southern Barbecue lunch buffet was served and a raffle with over \$3,000 in prizes was also held.

We would like to give a special **“THANK YOU”** to our Gold sponsors: Condominium Law Group, Highridge Landscaping, NW Landscape, PC Maintenance, and Puget Sound Security. We are so pleased that this event was so much fun and raised so much for this wonderful charity.



EMB EMPLOYEES



ASSOCIA CARES COMMITTEE

WELCOME NEW CLIENTS

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

Bayview on Broadway

Pacific Center Condominiums

Issaquah South Ridge Owners Association

Eagle Point

Sixty-01

Villa Rosa

Jacobs Meadow

The Village

ParTerra

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



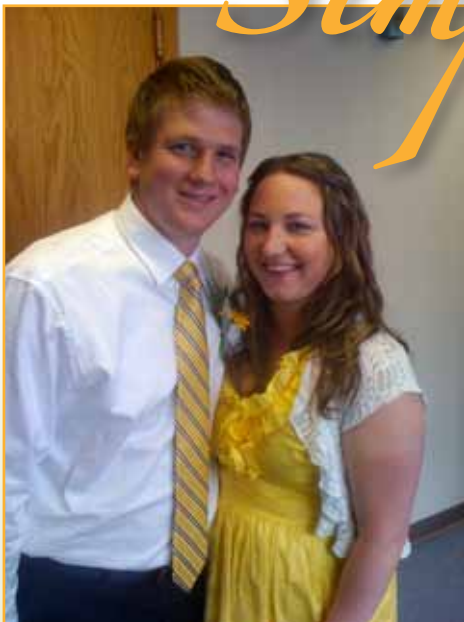
ASSOCIA SUPPORTS KIDS - On July 9, 2011, EMB had a great opportunity to promote the Associa Supports Kids Program at the opening of Swedish Hospital in Issaquah Highlands. An estimated 22,000 people were in attendance at the opening of the new hospital. As groups finished the tour of the new facility, they were funneled out the exit and right by EMB's booth.

We had the Associa Community Watch vehicle filled to the brim with Scout mascot dolls. We gave away 5,000 mascot dolls, coloring books and child identification kits. EMB staff members and family took turns as the Scout mascot. We actually had vendors from other booths coming over to ask for dolls and ID kits for their families. It was a fantastic way to reach out to the local community.



Simply Sweet!

BY ROCHELLE STUDENT



KERI RICHARDS, changed her last name to Metz on June 10th, 2011 when she and her fiancé David joined lives in a small courthouse ceremony with close friends and family in attendance. The ceremony was simple and sweet, much like our dear Keri Richards-Metz. The smile that lit David's face as he committed his life to Keri was bright enough to make the room glow. Keri was elegant and proud to claim "I do" before the judge on this memorable day.

Keri has been a part of EMB for two years. She and David were good friends in high school and reunited a few years after. Their simple friendship ignited into best friends and now Mr. & Mrs. Metz adventure into the world as a happy couple. We celebrated Keri's nuptials with a beautiful bridal shower and great encouragement as she ventures into a new season in her and David's lives.

We are so proud of her and wish her all the happiness in the world!



The Associa Advantage Network is a free and voluntary **VALUE-ADDED SERVICE** available to members of the Associa Family. By leveraging the purchasing power of Associa's 8,000 communities and 2 million households, we are able to negotiate exceptional savings on household goods and services commonly used by our clients, maintenance groups and employees.

Through the Associa Exclusive Offers area members will find trade partners that are icons in their industry such as Lowe's, Sherwin-Williams, DoodyCalls, 1800-GOT-JUNK?, Budget Blinds and *Bulbs.com* to name a few.

Choose the best and take advantage, www.associaadvantage.com.

“I recently placed an order with *Bulbs.com* through the Associa Advantage program and was extremely pleased with their pricing and service. I received a quote from our normal supplier and *Bulbs.com* beat their price by 50%! The ordering process was easy and we received our shipment fast. This is a phenomenal program and I look forward to sharing the savings information with my Board of Directors and using their services for future orders.”

-BLAKE ROSE, CMCA®
COMMUNITY MANAGER

“I was getting ready to order more bags for our pet stations and thought this was my chance to experience Associa Advantage for myself. There was definitely a huge savings! For \$115, I received 4000 bags from DoodyCalls! The closest competitor would have cost the Association \$250. In times like these the Association definitely appreciates the savings.”

-MAYEA HENDERSON, CMCA® AMS®
BEECHTREE COMMUNITY MANAGER



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