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LETTER FROM THE PRESIDENT **Lou Lutz**

HAPPY NEW YEAR.

We at Associa-Legum & Norman Mid-West want to wish all of our Association clients and their members the best of luck in 2011. We admire the time and effort all Association volunteers put forth to make their community the best it can be.

The economy has presented many challenges to Community Associations. In 2010 assessment collection efforts are being intensified, foreclosures are increasing taking more effort and increasing Associations expenses and reduced available funds are delaying capital projects. In spite of these challenges, thanks to the management and board member partnership Associations have adjusted to these obstacles.

Year 2011 will be very exciting and there will be many new board members who have the opportunity to serve for the very first time. Associations that have completed their budgets are realizing that some of their major expenses will be reduced in 2011. Energy costs are lower than they have been in a long time and there is an opportunity to guarantee those low rates

for the next few years. Interest rates for loans to do much needed capital projects are lower than in many past years thereby reducing the costs of the projects.

We want to provide services that make board members successful and community associations the best possible place to live. We have offered additional services in 2010.

- FHA Certification Assistance Program
- Associerge
- Associa Advantage
- Associa Access
- New Enhanced Version of Our Websites
- Monthly Seminars

These new services in 2010 were added to the many existing services like Homeowner Link Elite, Community Websites and Community Archives.

We are looking forward to more opportunities to better serve you in 2011. We are starting off the year by offering Associa Statements.



LETTER FROM THE PRESIDENT

continued

We have already tested this with some of our Associations and have had great reviews. By the end of the first quarter in 2011 Associa Statements will be available to all of our clients. This new service will provide quality, timely statements to homeowners using the latest technology. Homeowners can view their bills on-line and pay by check or credit card.

Those of you who have been in our office know we have a sign on one of the walls "One Satisfied Owner at a Time". Whenever there is a complimentary letter or e-mail about our service it is posted on that wall. We began this program in 2010 and our goal is to double the number of complimentary letters and e-mails we receive in 2011. We look forward to helping you all enjoy your homes in 2011.

Julie Cihlar, CPA

Julie Cihlar, is a Certified Public Accountant with a B.S. in Accounting from the University of Houston and 16 years of association accounting management experience. Julie oversees all accounting functions at Legum and Norman, Mid-West. Julie is also a member of Associa's Financial Forum and participates as an instructor in many in-house educational programs for Board Members.

Someone
you
should
know

NEW AND ASSOCIA IMPROVED

Associa is always looking for new and innovative ways to serve our clients, to increase the quality of life to Associa Member Communities and their members;

ASSOCIA ADVANTAGE — Leveraging the purchasing power of Associa. Associations we manage benefit in a number of ways. All programs designed for the individual can also be used to reduce the operating cost of an association. Some of the programs are tailored specifically for the association, including roofing, painting, carpet and furniture discounts. Visit Associa Advantage online at www.associaadvantage.com

ASSOCIERGE — Time flies. Get the dry cleaning. Make dinner plans. Pick a summer camp for the kids. Take dog to the groomer. Send a birthday present to Grandma. Overdue service for the car. We all have a to — do list running at any given time. Associa recognizes the push and pull that our owners and residents face on a daily basis. How do you get some of that time back? ASSOCIERGE. Your exclusive private virtual concierge, available to you 24 hours a day, 365 days a year. Visit www.associerge.com to learn more!

ASSOCIA ACCESS

Associa Access is a secure financial gateway that combines state-of-the-art technology and your association's accounting to provide both Homeowners and Board Members with access to accurate, real-time financial reporting and account balance information.

ASSOCIA HOMEOWNER ACCESS gives homeowners the ability to view their account balance in real-time through integration with C3 accounting software. As a registered user, you will continue to have access to real-time account information 24/7. This convenient service allows you to view your account balance, transaction history and more. There is an instantaneous transmission of data when a transaction is made on the account. You will be able to tell exactly when your checks have cleared or your credit card payments have been processed. One of the newest features allows homeowners to have the option of being alerted when account activity occurs, such as the confirmation of a payment received, or when a charge is placed on your account.

Visit www.lnchicago.com today and click the "Owner Login" link in the upper right hand corner of the page to access these new features. Registered users can simply login and new users can set up an account.

ASSOCIA BOARD ACCESS - provides board members with real-time financial reporting and management tools, which makes detailed information readily accessible. Information is presented graphically, enabling board members to get an accurate, at-a-glance overview of the association's health.

ASSOCIA SUPPORTS KIDS — "Thousands of children live and play in Associa-managed communities. Through the Associa Supports Kids program we will educate our employees and the families that call the communities we manage home about child injury risks and prevention... helping protect our kids and keep them out of harm's way." John Carona President and CEO, Associa.



ASSOCIA CARESSM

Associa Cares is a non-profit 501(c) 3 organization created to assist families and communities in crisis as a result of natural and man-made disasters. It is comprised of a volunteer staff who serve on national and local committees. Associa Cares operates off of the tax-deductible donations of Associa employees and concerned citizens who live in communities all across America. Designed to help both Associa and non-Associa managed communities, Associa Cares volunteers aid in the raising of financial resources and administer those resources to people in need as a result of natural and man-made disasters.

In order to accomplish our mission, we:

- Motivate employees and clients to make a charitable difference in their community.
- Accumulate and safeguard financial resources needed to fulfill the mission of Associa Cares.
- Respond to and address the needs of individuals and communities in crisis across America.

Anyone can donate to Associa Cares either online or by sending a cash donation visit us on line at www.associacares.com.

Legum & Norman, Mid-West provides community association management and developer services to the greater Chicago area. Since 2005, its sole focus has been to deliver performance that enriches communities and enhances the lives of the people it serves. To learn more about Legum & Norman Mid-West, please visit www.lnchicago.com.

Building successful communities for more than 30 years, Associa is the leader in community association management and serves its clients with local knowledge, national resources and comprehensive expertise. Based in Dallas, Associa and its 8000 employees operate more than 100 branch offices in the United States and Mexico. To learn more about Associa and its charitable organization, Associa Cares, go to www.associaonline.com and www.associacares.com. Find us on www.Facebook.com/Associa or follow us on www.twitter.com/Associa.

Ask the Expert *Condominium Crime Prevention Programs*

Since the early 1960s, community associations have become commonplace in the United States. The Community Associations Institute estimates that by the end of 2010, there will be approximately 309,600 community associations nationwide, consisting of 24.8 million housing units and 62 million homes.

Community association boards of directors are becoming more aware of the need to preserve, maintain and enhance their community, some by taking steps to combat potential harm to residents and property values. One of these steps is a tenant screening process. While boards should be cautious not to give the impression that they are guaranteeing safety in the community, screening can be a valuable tool in reducing potential crime in a given area. As a managing agent for many condominiums and planned communities in the Chicago area, we have worked with several boards of directors to implement a renter screening process, whether it is simply a credit check or a nationwide criminal background check / credit check from all three reporting agencies.

Other communities we manage have mandated that homeowners require tenants to execute a Crime Free Addendum. Potential tenants review this addendum prior to executing and renewing a lease so that they understand and agree that they and their

guests will not engage in criminal activity, including drug related activity, on or near the property and that they will comply with all rules and regulations of the association. The addendum further details specific crimes and inappropriate behavior as well as the consequences for these actions.

Several of our communities take additional steps by working with the local sheriff to maintain a peaceful and enjoyable living environment. Working in conjunction with law enforcement officials, communities have been successful in removing sexual offenders living too close to schools, drug dealers, and various other criminals.

An association board of directors interested in exploring the programs discussed herein should work with legal counsel to ensure 1) the association's governing documents and state statutes authorize the board to pass such rules and 2) the programs are drafted and implemented properly. Once the programs are in effect, the board and manager must take the necessary steps to assure consistent and fair enforcement. While this process requires thoughtful and careful planning, in the long run the programs can greatly benefit the community.

Gina Rossi, & Liz Foley
CMCA[®], AMS[®], PCAM[®]

LEGUM & NORMAN, MID-WEST IS NOW ON FACEBOOK!



Legum & Norman, Mid-West is continuing to grow its on-line presence and we now have a Facebook page as part of our continuing efforts to further engage and communicate with our neighbors and homeowners.

The social media site works in conjunction with www.lnchicago.com as traditional communications such as press releases, seminar information and board member announcements will be available on both sites. Facebook will provide access to exclusive multimedia content not offered on the official website.

By “liking” Legum & Norman, Mid-West on Facebook, you will have the opportunity to receive news updates; get information on board seminars, open houses, trade shows, monthly/quarterly/annual meetings, social events and fundraisers; view video features and photos; receive special announcements; and have exclusive access to special promotions and giveaways.

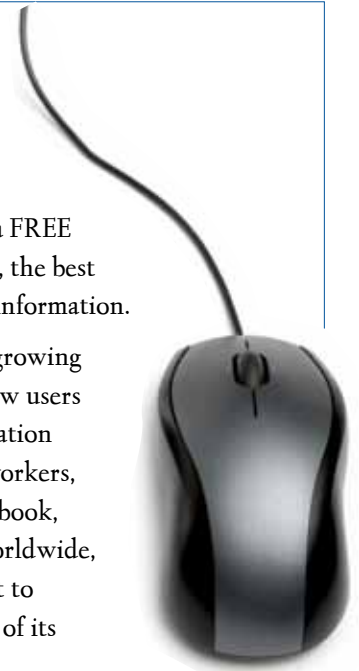
New “likes” will also entitle you to a FREE copy of Association Times Volume 2, the best resource for community association information.

On-line social networking utilities, growing increasingly popular worldwide, allow users to connect and communicate information with others like friends, family, co-workers, immediately and unobtrusively. Facebook, with more than 500 million users worldwide, enable Legum & Norman, Mid-West to post updates and achievements to all of its homeowners in a timely fashion.

Facebook also provides you with an additional communications channel with which to learn more about and connect with Legum & Norman, Mid-West, while providing a dialogue on topics that are current and relevant.

To “like” Legum & Norman, Mid-West on Facebook, please visit www.Facebook.com/Associa and search for Legum & Norman, Mid-West.

Join our network today!



CONGRATULATIONS

BLOCK X CONDOMINIUM ASSOCIATION

The City of Chicago has awarded Block X Condominium Association 1st place in the Region Two Multi-Unit Residential category of the 2010 Mayor Daley's Landscape Awards Program. This is the 54th year of the awards program. Suzanne E. Malec — McKenna, Commissioner, commended the community adding; The effort Block X has shown in tending your landscaping represents a significant commitment to your neighborhood and the whole city. Gardens and other green spaces help improve air quality, utilize rainwater and make Chicago a beautiful place to live.

Congratulations to [MATTHEW HOHL](#), Community Manager for Block X.



UPCOMING FREE SEMINARS Legum & Norman, Mid-West will host free monthly seminars on the 3rd Thursday of each month discussing various association related topics. Call today or email for further details LMaillis@LNChicago.com.

A LITTLE BIT OF CHICAGO HISTORY – THE MONADNOCK BUILDING

Construction on The Monadnock Building began in 1889 and was completed in 1893. Located at, 53 W. Jackson Blvd. The Monadnock occupies the block bounded by Jackson, Dearborn, Federal and Van Buren Streets, in the Chicago Loop. It's across the street from the Federal Center, the Union League Club and the Standard Club. The Board of Trade, the Chicago Public Library, the Loop post office and the Chicago Bar Association are all nearby. The building was designated a Chicago Landmark on November 14, 1973, and is also listed on the National Register of Historic Places.

The North half of the Monadnock was John Wellborn Root's last and boldest design. Root caught pneumonia and died at the age of 41, while the building was under construction. At the time of his death, in addition to running Chicago's largest architectural practice, John Root and Daniel Burnham were responsible for the design and construction of the World's Columbian Exposition, which was to open the following year. Root's death forced Burnham to concentrate his energies on the Exposition, so when the north half of the Monadnock rented quickly and its owners decided to build the south half right away, they commissioned another firm to design it: Holabird & Roche, the second largest practice in the City.

The two halves of the building are similar in scale and color, but quite different in style. The north half is often called a fountainhead of modern architecture because of its total absence of exterior ornament. Root evidently felt that all that was needed here was graceful form for the structure itself. The south half of the building, on the other hand, is a masterful early application of classical architectural principles to the design of a tall building.

The Monadnock was designed so that it could operate as four separate office buildings. Each section stands on its own lot, and at one time each section had its own entrance, elevators,



heating system and name: from north to south, they were the Monadnock, the Kearsarge, the Katahdin, and the Wachusett, each the name of a Union navy ship and also the name of a mountain in the developers' native New England.

The Monadnock also marks a historic transition in the development of structural methods. Most of the buildings that preceded it were supported by their outside walls. The north half of the Monadnock is probably the tallest building ever built that is supported primarily by brick walls. At ground level, those walls are six feet thick. Half of the south half of the building is built the same way, but the south quarter of the building is supported entirely by a steel frame, as were most of the tall buildings that followed it.

Today, this is called "curtain wall" construction: the façade doesn't support the building; it's just a "curtain" to keep out the elements.

The Monadnock Building is a great structure in Chicago history.



343 W. Erie Chicago, IL 60654

Tel: (312) 944-2611

Web: www.LNchicago.com