



To: All Mission Park Homeowners
From: Compass Management Group, Inc.
Date: September 22, 2008
Re: Change in Management Company

We welcome all of the homeowners at Mission Park Homeowners Association for choosing Compass Management Group, Inc. to manage your Association. The Mission Park Homeowners Association Board of Directors chose us for the following reasons:

1. We provide live Customer Service Response Team who will answer questions when you call without first going through a voice mail system.
2. We provide a 7x24-hour emergency service with on-call Association Manager.
3. We provide certified managers with several years of experience who will -
 - ✓ Be onsite weekly to perform routine property inspections and to meet with homeowners and vendors to address any concerns and/or issues that they may have.
 - ✓ Manage the goals and objectives as identified by the Board of Directors.
 - ✓ Provide quick response and follow-up to homeowner and Board email correspondence and/or phone messages within 24 hours.
 - ✓ Enforce the rules and regulations of the Association.
4. We provide full website access with the most complete tools and information for owners and Board members including real-time status updates, online billing, online calendar (schedule of events and manager time onsite), HOA documents (i.e. governing rules & regulations, meeting agendas, newsletters, financial statements), online work order tracking, and accounting history.
5. We provide a database customized to service the requirements of the Association for tracking and reporting.

On October 1, 2008 Compass Management Group, Inc. will assume accounting and assessment statement/collection duties. Once you have received your billing statement, please go to www.gocompass.com and create your online web account logon. There, you will be able to access your account information, general Association information, Association forms, as well as, emailing Management and your Board of Directors.

The Management contact information for Mission Park Homeowners Association **effective as of October 1, 2008** is: *Mission Park Owner's Association, c/o Compass Management Group, Inc., 77 Las Colinas Lane, San Jose, CA 95119, Office: (408) 226-3300, Fax: (408) 226-3406.* During this transition you may contact Customer Service if you have questions regarding your account at the following email address: helpdesk@gocompass.com. **For all inquiries (including after hours emergencies): (408) 226-3300**

The managers assigned to your account are **Michael Crawford (Senior)** and **PK Hsu (Assistant)** who can be reached at (408) 226-3300, email address missionpark@gocompass.com.

Thank you for choosing Compass Management Group, Inc. to service your needs and requirements!

A handwritten signature in black ink, appearing to read 'Michael Crawford', is written over a white background.

Michael Crawford
Senior Association Manager
CCAM, CMCA, AMS