THE

MERIT

COMPANIES

December 27, 2007

Dear Mountain View Homeowner:

We are pleased and proud to introduce ourselves as your new management company. MERIT Property Management, Inc. has been selected by your Board of Directors, following a thorough proposal review and interview process. Our services to your community will commence January 1, 2008, and we look forward to meeting you and working with your Board of Directors.

MERIT Property Management, Inc. was incorporated in 1980. From our beginnings of management of three community associations, we now manage approximately 260 associations with approximately 135,000 homes served. Through the coming months we hope to meet you at one of the Association meetings. As the management company of your Association beginning January 1, 2008, we wili be overseeing the maintenance and services provided to your community and the day-to-day management of Association business.

Our company will be servicing your Association through an assigned team of employees within our Riverside County office. To assist you in resolving any of your Association concerns, we would like to provide the names and phone numbers of our employees who will be pleased to assist you.

Community Manager: **Jacqueline Bill** 951-973-7507
Jacqueline Bill will be available for your general questions regarding the operations of the Association and will be working directly with the Board of Directors and the Mountain View vendors.

Customer Service Representative: **Valerie Lamb** 951-973-7511
Valerie Lamb will be available Monday through Friday between 9:00 a.m. and 5:00 p.m. to address your requests for maintenance or repairs to the common areas. MERIT also provides 24-hour service for after-hours emergencies. Please dial 1-888-596-4984 to reach our after-hours answering service, who will page our On Call representative in the event a Common Area emergency occurs after our offices are closed.

Accounts Receivable:
A full staff will be available for billing questions Monday through Friday, 9:00 a.m. to 5:00 p.m. You may also access account billing and payment information by phone through our Automated Information System. To access your account, have the account number provided on your assessment statement handy and dial 800-428-5588, then press menu option 3.

Additionally, the monthly assessment billings will include a window envelope. When you use this envelope with your statement stub, your assessment will be sent directly to your Association's lock box at the bank.

The initial statement mailed by Merit will reflect only the current month being billed. Next month, your statement will reflect all past balance or credit information transferred from your previous management company.

If you would like to set up your monthly assessment to be paid via ACH (Automated Clearing House), please complete the enclosed ACH form. **Please note: During the transition, all homeowners will need to pay the January 2008 assessment via check.**

I will be responsible for overseeing the management team assigned to serve your community and can be reached at 951-973-75 J 0. Again, we are all excited to begin working on your behalf!

Sincerely,

Gene Reynolds Business
Unit Leader

Merit Property Management, Inc.
38625 Calistoga Dr. Murrieta, CA 92563
TEL: 951-296-2272* FAX: 951-296-2099 • www.meritpm.com