

September 29, 2008

Dear Association Members at Redwing View Homeowners Association:

We are pleased to announce that the Board of Directors of your association has retained our firm to provide professional management services effective October 1, 2008. Vanguard Community Management is a full service association management company specializing in the management of homeowner, condominium and townhome associations located throughout the Chicagoland area.

Our office hours are weekdays, between 8:30 a.m. and 5:30 p.m., although our office is closed for lunch between 11:45-12:45 p.m. Your association's community association manager will be Jennifer Falasz. Jennifer is assisted by Vanguard's Customer Service Department. Our phone number is **847-490-3833**. All calls from owners for maintenance and general information should be directed to Customer Service at this number.

- If you have a **Question About Your Account**.....**Dial 847-882-8206**
- If you are **Selling or Refinancing** go to [www.vanguardcommunity.com](http://www.vanguardcommunity.com) and click on "Homeowners", then click on "Selling Your Home."



On-line Customer Service is always available at [www.vanguardcommunity.com](http://www.vanguardcommunity.com).

When our office is closed, our phone is answered by an automated attendant. Simply follow the instructions and you may leave as detailed of a message as you wish. In the event of an emergency, you will be given the emergency service phone number where you will speak to an operator who has access to all emergency procedures for your association. The emergency service has the ability to locate your community association manager and other people in our company who are familiar with your property.

One of our many functions is to collect the yearly assessment. An invoice for your January assessment will be sent in December. Checks should be made payable to the Redwing View Homeowners Association.

If you would like, you may pay future assessments by a direct debit from your checking account. An enrollment form is included with this letter. If you were on direct debit with the previous management company, request that they stop that service, and then you need to reapply with us.

Once we receive the financial records from your association's previous management company, you will receive a notice of any credit balance or any past due amounts. Any amounts prepaid to the other company will eventually be forwarded on to us.

Enclosed you will find a Resident Information Form. Please complete this form and return it to Vanguard Community Management by October 31, 2008. This information will be kept confidential.

You will be receiving information shortly for the Annual Meeting scheduled for November, 2008 and the Proposed 2009 Budget.

As your new management firm, we welcome any suggestions regarding the management of your community. Your community association manager will be at the Annual Meeting in November, 2008. Our entire staff looks forward to a long and mutually beneficial relationship.

Sincerely,

Kim Merrigan, CMCA, AMS, PCAM  
President

Enclosures