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## A Message from Julie Menas



*MENAS REALTY COMPANY  
CELEBRATES 46 YEARS!*

**I**t brings me great pride to know where we started and how far we've come. What I like to share with clients is how important it is to stay progressive. The saying is true ... "adapt or die". In some cases, I have our clients to thank for that. I have listened to their requests and implemented them.

It's an exciting time in our industry because vendors too are continually coming out with new and better ways for us, as a management company, to be progressive and ultimately successful. We are all about efficiencies here at MRC. In fact, my staff is rewarded if they introduce any new idea or more efficient procedure. At our monthly company meetings, we are rewarding at least one staff member each month for their suggested ways of providing better service. Just this month, three new ideas came from our Finance Department.

I am so proud of the staff we have here at MRC. They are smart, creative, and eager to make a positive impact on how we serve our clients.

We've been working diligently over the past several years to ensure we have redundancy in our staff to ensure great service. Soon, we will have 40 employees. We have added new positions that provide additional support for our Community Managers. Because I have walked in their shoes and was a Community manager for many years, I truly appreciate the work they do. I am always open to their feedback of how we can better serve our clients since they are the ones who have the most interaction with our clients.



It takes a team ... and we could not provide the service we do if we did not have a team. Our finance department includes your dedicated Account Payable Specialist who processes invoices twice a month; our Accounts Receivables Department assists homeowners with their billing statements. We are the only HOA Management company that offers in-house delinquency processing for Liens which saves our clients hundreds, sometimes, even thousands of dollars. Other management companies only apply the late fee, and/or create Pre-Liens in house, but none prepare the Liens in house. Instead of having the association's attorney prepare these (which costs hundreds, sometimes thousands of dollars), we prepare these in house. Our Escrow Department has recently enhanced their services to provide documents more expeditiously to the title companies. Finally, our team who generates your monthly financial statements are accessible and available to give their undivided attention to you about your finances which we know are so important.

Of course you're already familiar with all that your community manager does. They are your advocate ... your voice, sharing your expectations to your vendors, holding them accountable, your advisor, your minute taker, your task master, your bid requester, your interceptor of homeowner concerns, and your educator. They multi-task all day, every day and attend Board Meetings in the evenings. As yet another way to cease opportunities to be progressive (and enhance the work life balance of our managers) we are more than happy to hold teleconference Board Meetings. Please let us know if you're interested in this ... we have the technology!

Your team also includes our Administrative and Maintenance staff. We pride ourselves in that we subcontract all services out. We do not have any in house profit centers as we feel this is a conflict of interest. Our state-of-the art software allows us to track every work order that is created. Our staff follows up weekly with each work order to learn the status of its completion. Orchestrating vendors and homeowners with critical and strategic thinking is what our Maintenance staff does best! Our software also allows us to track all homeowner violations in which we cater to each of our Boards in how stringent they want to be. Some Boards want only one violation letter sent, then if the homeowner does not comply within 15 days, a Hearing is put on the calendar. Others prefer to first have a friendly reminder letter sent, then a first violation, then a second violation, then a Hearing. We, of course, will do what the Board requests, but as Andrew Menas used to say, "they are more likely to comply if they know they will be fined".

That's our team. Actually, that's YOUR TEAM. Team Menas is here for you!

Just as I encourage my staff, and I extend this to our clients as well ... I am always open to learning new and better ways in which we can serve you. Please feel free to call me directly with any thoughts you'd like to share.

On behalf of everyone here at Menas Realty Company, we look forward to serving you for many years to come!

Sincerely,

Julie Menas