

Massingham & Associates



August 16, 2012

Dear University Square Homeowners Association:

We are pleased to introduce ourselves to you as your new association management company. Your Board of Directors has chosen Massingham & Associates Management, Inc. after careful consideration, and we are certain that you will find your Board's decision in selecting us was well-placed. Massingham is part of Associa®, the nation's leader in community association management. As a result of our relationship with Associa®, Massingham & Associates provides unique and beneficial services to you, our homeowners.

Beginning September 1, 2012, your association's business office address will be:

Massingham & Associates Management, Inc.
1855 Gateway Blvd, Suite 300
Concord, CA 94520
Office 925-405-4900 Fax 925-405-4747

Our basic function will be to oversee the day-to-day operation of your community, including vendor interface and working with your Board of Directors. Camille Thompson will be your Community Association Manager and can be reached at cthompson@massingham.com. For any questions about your monthly billing statements you can contact our office at 925-405-4900. The office is open Monday through Friday, 9:00 a.m. to 5:00 p.m., excluding holidays.

As you know your assessments are paid yearly. In January 2013 you will receive your first Massingham statement. Please note that this statement may not reflect any previous balance you may have. Please send the appropriate portion of the statement with your payment made payable to University Square Homeowners Association directly to Union Bank in the enclosed envelope at:

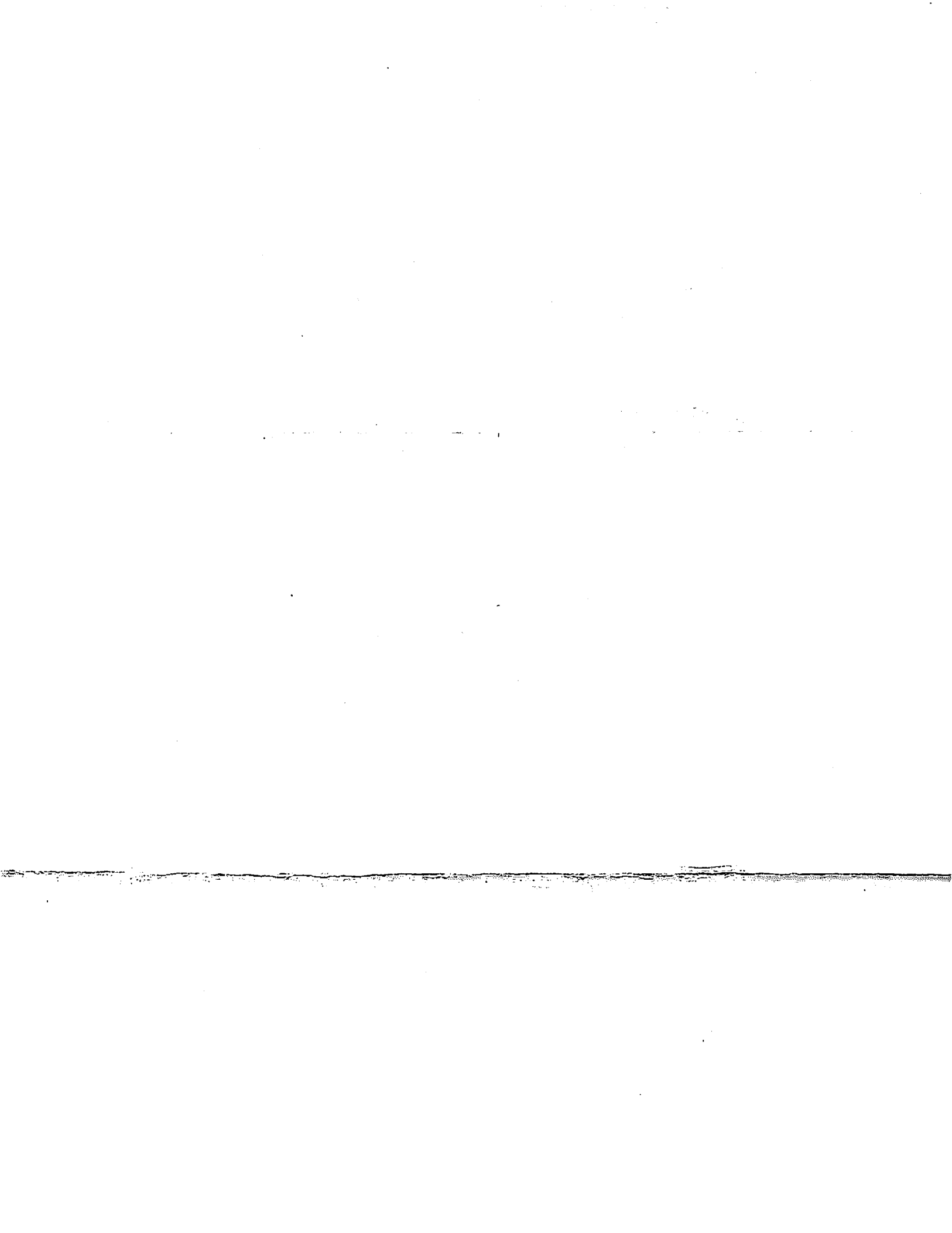
Union Bank
P.O. Box 45401
San Francisco, CA 94145

If you have your assessments automatically paid by an online bill paying service you will need to advise them of the change in your account number and bank mailing address (which can be found on the enclosed statement). If you wish to sign up for automatic payment for your homeowner assessments, you will need to fill out the enclosed form and return it to Massingham & Associates with a voided check because any existing automatic payments will stop when you change management companies. You will need to pay your assessments by check until you have received written notification from our office that we have received your form. Your community website is currently under construction and will be up and running soon. Be on the lookout for future announcements regarding this great Association Communication Tool!

We are available to assist with **common area property emergencies** that occur after regular business hours. Call our office number 925-405-4900 and follow the directions given to reach our emergency service.

We encourage your input and feedback, as we are here to serve you in what we hope is a very long-term relationship. Please visit us at www.massingham.com!

Yours truly,
Lisa Esposito, CCAM
President



HOMEOWNER AUTHORIZATION AGREEMENT FOR DIRECT PAYMENT (ACH)

Massingham & Associates



I (We) hereby authorize _____ (“Name of Homeowner Association”) Hereinafter called ASSOCIATION, to initiate debit entries to my (our) Checking Account/ Savings Account (select one) indicated at the depository financial institution named below, hereinafter called DEPOSITORY, and to debit the same to such account. I (we) acknowledge that the origination of ACH transactions to my (our) account must comply with the provisions of U.S. law.

Monthly Debit Amount: \$ _____

**Bank Routing Number: _____ Bank account number: _____

This Authorization is to remain in full force and effect until: 1.) Association and/or Depository have received written notification from me (or either of us) of its termination in such time and in such manner as to afford Association and/or Depository a reasonable opportunity to act on it - OR - 2.) Account becomes delinquent due to returned ACH payments.

Homeowner Name(s): _____ Homeowner account number: _____

Daytime number: _____ Email Address: _____

Signature: _____ Date: _____

*** Please provide a photocopy of a check and/or a voided check with your account number.** Do not send a deposit slip or credit card information. **** You must verify with your financial institution the correct ABA routing / transit number that should be used for ACH debits.**



****You must continue to send in your payments until you have received written confirmation from Massingham of the date that your Automatic payments will begin. Funds will be automatically deducted between the 8th and 15th of each month.****

Pre-Authorized Electronic Assessment Payment Agreement and Disclosure Statement:

Massingham will make changes to assessments in accordance with the Association's governing documents. As a service provider for the Association, Massingham assumes no responsibility to pre-notify or otherwise communicate to subscribers to the Automatic Payment Service of changes initiated by the Association. Thank you.

PLEASE REMIT BY MAIL, EMAIL OR FAX TO THE FOLLOWING LOCATION:

1855 Gateway Blvd., Ste 300.
Concord, CA. 94520
Attn: Bookkeeping
PH: 925-405-4900
FAX: 925-405-4747

The Massingham Difference

Massingham offers core management, financial and FREE lifestyle services.
See what makes us different.

LIFESTYLE



- ✓ Buy Smart. We leverage Associa's buying power to help our communities and homeowners experience extraordinary savings on everyday and special purchase goods and services.
- ✓ Exclusive discounts with name-brand manufacturers and retailers such as Lowe's, Sherwin-Williams, Whirlpool, HD Supply, Mannington and many others.



- ✓ Time is precious. We provide at no-cost a virtual concierge service to help take care of everyday life management for your daily convenience.
- ✓ Available 24/7 — by email or by phone.
- ✓ Dozens of free services to take advantage of — including arranging and managing of your own preferred vendors.



- ✓ Committed to increasing the environmental well-being of our communities.
- ✓ Promotes products and services + facilitates programs that support "green" living.
- ✓ Provides tips, facts, resources and programs for home and community gardening and recycling.



- ✓ Educates parents and children about safety.
- ✓ Sponsors youth sports activities to help kids stay active.
- ✓ Provides safety tips in and around the home, and for all seasons and holidays.



- ✓ Our non-profit 501(c)3 organization created to assist families and communities in crisis as a result from natural and man-made disasters.
- ✓ Operates through national and local volunteers, plus tax-deductible donations.
- ✓ For both Associa and non-Associa managed communities

MANAGEMENT



- ✓ All homeowners are provided with access to real-time account balance information, including full payment history.
- ✓ With any adjustments made to an account, current balances are immediately available online.
- ✓ Owners can request automated e-mail alerts triggered by any account activity.

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Tel: (800) 863-6277 | Web: www.massingham.com