



The Management Trust™

OWNER INSPIRED. CHALLENGE ACCEPTED.

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# A COMPELLING CASE FOR CHANGE





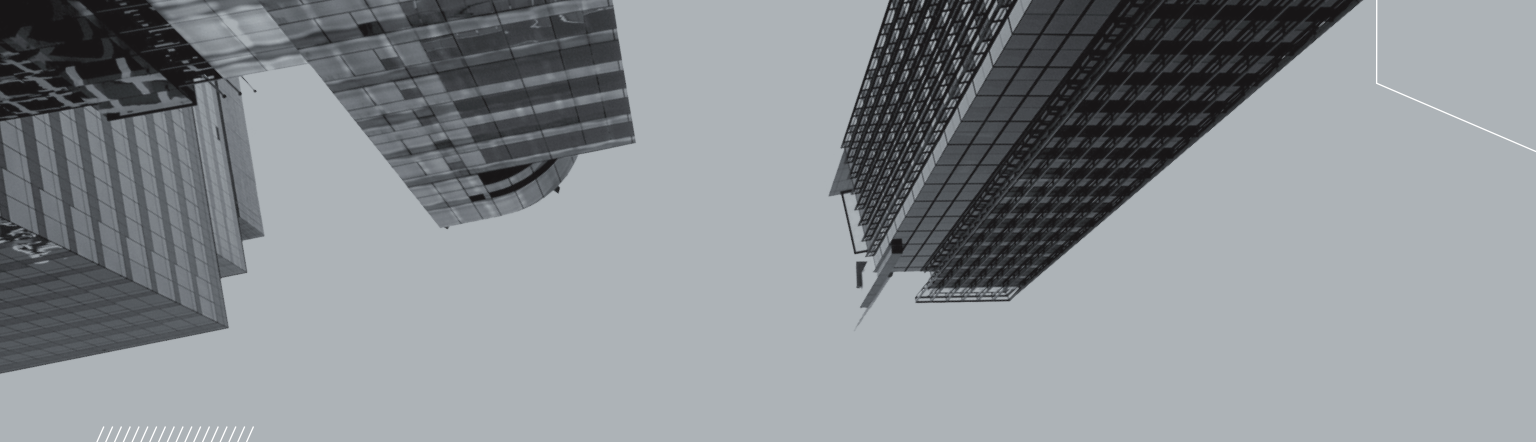
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MANY THINK COMMUNITY ASSOCIATION MANAGEMENT COMPANIES ARE ALL ALIKE. FOR MOST OF OUR INDUSTRY, THAT'S TRUE. BUT NOT US. THE MANAGEMENT TRUST IS DIFFERENT, AND IN MANY WAYS.

**The Management Trust** is the only 100% employee-owned community association management firm in the country. As **employee owners**, we are simply motivated to think differently, to do more, and to do what is right every day. We get it—we've got to provide great service to keep our existing clients and to get new ones. Add to that a culture that encourages and embraces the unique talents that every employee-owner brings to the table, and you truly get our best efforts.

It's even in our mission statement: "**Inspiring each other to take ownership of our potential.**" For us, that means we push each other to be better because at the end of the day, we don't want to let you or our fellow employee-owners down.

WE'RE DIFFERENT.  
IN A GOOD WAY.

The good news for you is that our unique culture is not bound by our office walls. You'll feel it every time you interact with our staff. Yes, we have fun doing our jobs, but the bottom line is we get it done right. You and your neighbors deserve to feel confident in your management firm and to know that we are proud to give you our best efforts to achieve positive results.

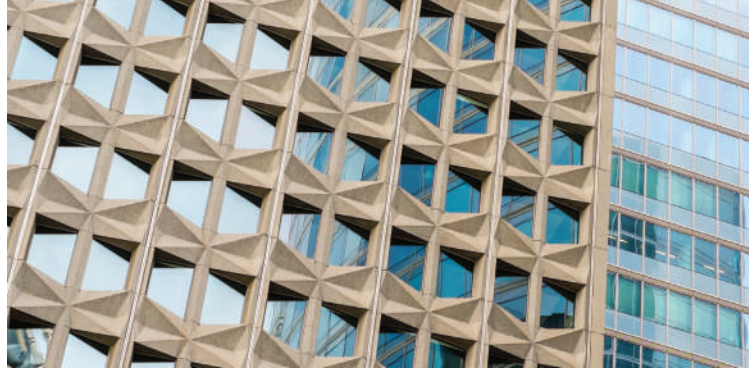


# WE'RE BIG. BUT THAT'S OK.

It's true. We're one of the largest community management companies in the nation with offices throughout the Western United States. However, we know that community management is a local endeavor and always will be. That means we're not corporate robots who will try to shoe horn your community into a "one size fits all" approach to management as other firms might. Each of our local offices are filled with employee owners who are empowered to customize management plans to fit your community's specific needs. As we see it, our size provides the resources, systems and tools to our local employee-owners so that they may give you and your neighbors a great experience by providing genuine leadership.

**You might say we're not too big, we're not too small,  
we're just right.**





# MANAGEMENT SERVICES—WITH A TWIST.

We could go on and on about all of the special things we can do for you, but **our best service is our simplest one—we listen.** And by listening, two things happen; strong relationships are forged between our clients and our employee-owners, and we gain great insight into the needs of the communities we represent. Such a personal approach enhances the homeowner experience while also making your job as a volunteer director easy. Whether you live in a planned unit development, condominium association, high-rise residential, active adult community, master planned community or resort community, we will work with you to create a service plan that is right for you and then take the lead to make sure that it is executed well.

Listening to our customers has also helped us create a number of unique services you simply won't find elsewhere:

Through our **Leadership Management** process, we work directly with you to create proactive, quantifiable objectives and strategies customized to you, your community and board of directors. Think of this as a roadmap to the success of your community.

Participating in our **proprietary insurance program**, you can rest easy knowing you have received the best coverage and rates possible in the industry. We've used our size to your benefit by leveraging our purchasing power to help you realize significant reductions in premiums, some as great as 40–50%.

Utilizing one of our **Trusted Partners**, your community will have the peace of mind knowing that your service providers have passed our rigorous approval process, are fully and continuously insured under The Management Trust's liability insurance and are backed by The Management Trust's own client satisfaction guarantee and warranty. Yes, really.

Our **Trust Risk Assessment and Compliance program (TRAC)** is a risk management process for community reserve projects like street sealing, roofing and painting. By their nature, such projects create a "perfect storm" of liability exposure of financial risk, bodily injury and property damage. Employing risk management best practices to protect the interests of our clients is something we take seriously. The TRAC program is designed to minimize the risk inherent to reserve projects by creating strict standards for procedures, specifications and insurance to ensure consistent compliance by all bidding vendors. We've got your back.





# AND HERE ARE A FEW MORE THINGS YOU SHOULD ASK US ABOUT.

Directors, committee members and homeowners have access to our **real-time web portal** that provides up to the minute financial, compliance and other community specific administrative information. Information is a good thing.

We have **in-house reserve study capabilities** to provide the most robust and timely reserve analysis. Who better than those of us with intimate knowledge of your community to help plan for its future?

Qualifying condominium communities will benefit from our **FHA certification service**. After all, access to mortgage lenders is important.

Yes, we offer **training for our volunteer directors** and committee members. We'll even feed you as an enticement to participate!

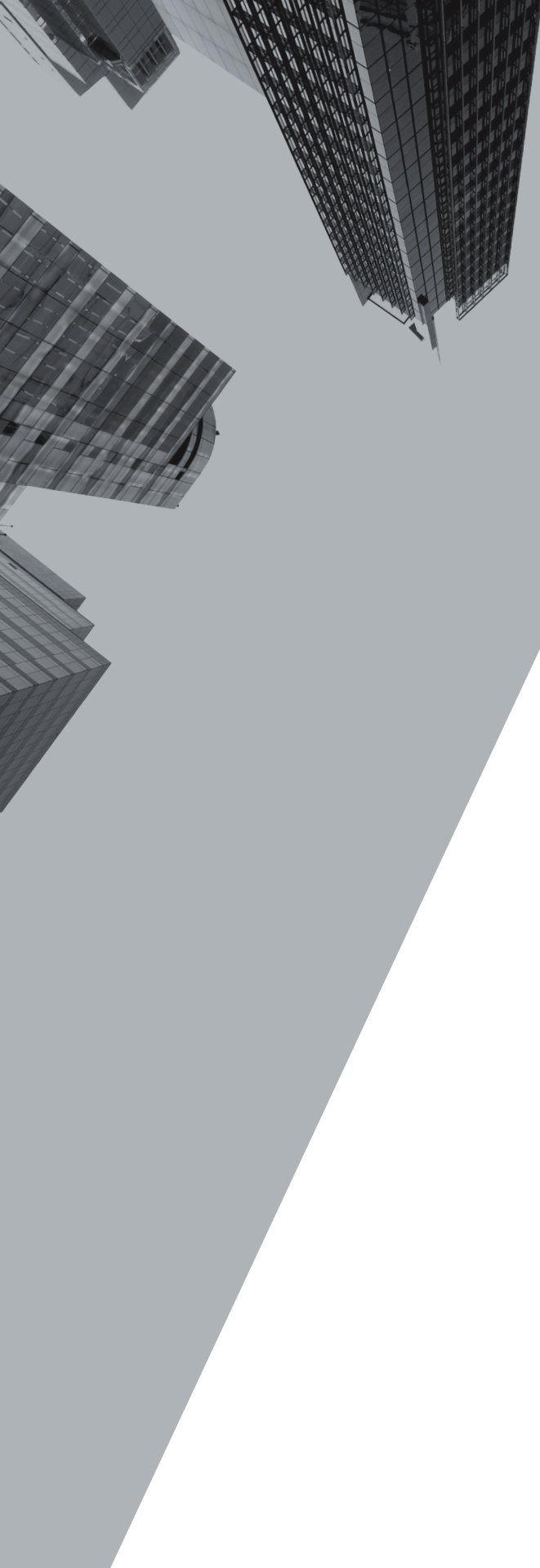
We provide all of the services you read about in the proposals from other management companies you've seen. We just thought it a better use of space to explain the extra stuff you get from us.

Give us a call. We'd love to talk. But mostly, we'd love to listen.



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OFFICES IN EVERY MAJOR MARKET

Arizona	Nevada
California	Oregon
Colorado	Washington

[www.managementtrust.com](http://www.managementtrust.com)



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