



PROGRESSIVE
ASSOCIATION MANAGEMENT
WE CARE ABOUT OUR COMMUNITIES

Dear Homeowner,

We are pleased to announce that your Board of Directors has decided to employ our services as your new association management company. We look forward to providing professional property management services and serving the needs of your community. Please note the following:

- Depending on the issue at hand, please use the following numbers to resolve the issue:
- If you have an emergency situation posing an immediate risk to health, life, or property, please call **911**.
- If you would like to reach our main office during business hours with regards to homeowner payments, please call us at **(800) 665-2149**.
- For a collections question, please email Charles Wong at **cwong@progressive-am.com**.
- To order escrow documents or questionnaires please visit **Homewisedocs.com**.
- If you see a broken sprinkler, missing light fixture, or inoperable gate, please do not hesitate to call us to rectify the issue by creating a work order. That number is **(800) 665-2149 ext 502**.
- If you have an emergency situation occurring on holidays or weekends, please call our non-business hours emergency number at **(714) 394-3335**.
- We will be responsible for enforcing the rules and regulations of your community. If you feel a homeowner or guest is violating the community rules, please contact us.
- You will receive a monthly statement from our office via mail and email. All checks can be made payable to:

[Community Name] HOA
c/o Progressive Association Management
PO Box 610607
San Jose CA 95161

It is not by accident that our company name includes the word "Progressive". We constantly look for new technologies and tools to make the management process easier for our clients. Our job is to take care of any issues in your community efficiently and respond to any concerns you may have promptly.

We look forward to being an integral part of your community!

Sincerely,

Scott P. Brady

Broker/Owner/President
Progressive Association Management
scott@progressive-am.com



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Progressive Association Management is pleased to announce the arrival of our Association Webpage.

Great News! Your association will be managed by Progressive Association Management. Part of our services is to provide an individual web portal to all homeowners. On this Web Portal, for your convenience, you can go online to access your account information, forms or other information that pertains to your community. You can view your account balance, monthly assessment amount, ACH information (if applicable), set up automatic payments, mailing address information, architectural, compliance, meeting schedules, etc.

Please cancel any automatic payments that you may have with the current management company and update the mailing address for online banking (bill pay). If you have a balance forward from the current management company, this information will be updated within a few days after the transition date.

To gain access to your online account, please type <https://progressiveam.cincwebaxis.com> in your web browser and enter your account number and password.

Web Portal will be live 7 days before first date of management.

Thank you for patience as we work to get the website up and running. If you have any questions in regards to the webpage access, please call us **(800) 665-2149**.

Sincerely,

Progressive Association Management
Customer Care Team
support@progressive-am.com



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Get to Know Your Community Management Company

Progressive Association Management is the sister company to Progressive Property Management, Inc. Owned by Scott P. Brady, Progressive Property Management, Inc. manages over 1,500 residential properties throughout Southern California, and Progressive Association Management manages over 200 communities and over 13,000 owners in Southern California.

Scott has his MBA from Cal State Fullerton and his BA from the University of California, Berkeley in Comparative Literature (English, German, & Latin). He is Director for both the California Association of Realtors (CAR), the Pacific West Association of Realtors (PWR) and is a board member for the local chapter of the National Association of Residential Property Managers (NARPM). He has is CCAM (Certified Community Association Manager) designation from the California Association of Community Managers (CACM).

Progressive exists to set a higher standard of excellence in the property management industry and is one of the only companies that trains licensed real estate agents and property managers to become successful and effective community managers. With its business model of centralized operations but local property and association managers, Progressive is one of the fastest growing companies in the country.

Scott P. Brady
Michael Montgomery
Kayla Ramirez

Owner
Operations Manager
Escrow

scott@progressive-am.com
michael@progressive-am.com
Homewisedocs.com

We look forward to serving your community and being responsive to your needs.