

Our Contact Information

Correspondence

Premier Property Solutions, LLC
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Please follow us on Facebook,
Twitter and LinkedIn,
@MAcondoMGMT

Our Blog: maproperty
management.blogspot.com

Payment Lock Box Address

Premier Property Solutions, LLC
P.O. Box 9261
Uniondale, NY 11555-9261

Please visit our web-site and Quest Community to submit:

Insurance Certificate Request
6-D Certificate Request
Sign Up for Direct Payment
Maintenance Request
Payment via Credit Card
Frequently Asked Questions

OFF TO A GREAT START

I am excited that 2012 has started off as such a great year. First, our clients have benefited from an unseasonably warm winter; less snow and less heat translates to big savings. With such a subtle season, we have been able to focus our efforts on spring and summer projects to get a head start for our clients.

I am also pleased with our internal operations; especially with Laura Cardoos in her new Vice President position. Between her weekly staff meetings, vendor seminars, continuing education and accountability structure, our management team is as efficient as ever.

We expect that 2012 will further propel Premier as a leader in the real estate management industry. We are working hard to foster personal involvement, community outreach, pride and accountability within our company and with our clients. This starts at the top – from me – and I am looking forward to executing this exciting vision in 2012.

Thank you,

Christopher Buono, CMCA, AMS, President

New Fleets Being Seen Near You!

Our in-house maintenance department now has a fleet of vehicles dedicated to the trades. The vehicles are equipped for both normal maintenance work and emergency response. Our crews are available 24/7 for your electrical, plumbing, masonry, and other physical plant needs.



PREMIER ON THE GO



Pay your condo fee from your cell? View your association financials on your Android? Read your meeting minutes on the train?

PREMIER ON THE GO is a smart phone application that will provide access to your online financials. Just download the app and log in with your Quest Community username and password, and you're good to go! Being brought to you in late 2012.

Did You Know?

You can access your account and association documents online via Quest Community! Trustees, you also have real time access to financials, management reports and much more. Please visit Quest to check for postings, memos, minutes, and updates.

quest.premierpropertyma.com

quest community™

Sales and Rentals

Our clients now have access to a dedicated Sales and Rentals division. Whether you are looking to sell, buy, or rent, we can facilitate your needs. Leasing/Sales Manager Steven Schlom is available to meet with clients at no cost and no obligation. Steven specializes in the Fenway, Back Bay, South End, Mission Hill, and Brookline. With over 12 years experience of buying, selling, and renting in the Boston Area, Steven is knowledgeable in all facets of real estate and types of transactions.

DP Giveaway!

We are pleased to announce that the winner of our March Direct Payment sign up contest is Dean Proserpio of 82 Munroe Street Condominium in Somerville. Dean signed up for our Direct Payment option and was randomly selected to have Premier pay his April condominium fee. Owners can sign up for Direct Payment by going to our website www.premierpropertyma.com and clicking on "Client Resources", or by simply calling our office. Your recurring monthly condominium fee will be processed automatically and securely between the 4th – 7th of every month like clockwork! Direct Payment is free to you as an owner and actually saves your association money by eliminating unnecessary mailings.

Do We Have Your Email?

In order to provide the best possible service, we need complete and up-to-date contact information. A form for this purpose can be found on the web site under Client Resources. Please complete and submit the form to our office any time your information changes. Should you need a hard copy of the form mailed to you, please feel free to contact our office.



PREMIER WELCOMES OUR NEW CLIENTS

We wanted to take a moment to welcome our new clients, and thank our existing clients as many of these new relationships came from your referrals.

PREMIER PROPERTY SOLUTIONS, LLC



November 23rd, 2011

Re: Premier Property Solutions, LLC – Press Release

FOR IMMEDIATE RELEASE

Employees of Premier Property Solutions, LLC handed out over 580 frozen turkeys to needing families on Sunday morning, November 20, 2011. Approximately half of the turkeys were purchased with a donation from Premier Property Solutions, LLC. The event, co-sponsored by Premier, District 7 City Councilor Tito Jackson and The Nexis Alliance, provided more than 600 10-15lb turkeys to local families in need. "We are so pleased to be able to offer our assistance to families who struggle to put a turkey on the table for Thanksgiving. When our team members found out that we were sponsoring the event, everyone was very excited that we would have the opportunity to participate and give back to the community. We manage many condominium associations in the area, so it's very special for us to be able to contribute to the community in unique ways such as this. Thank you to Councilor Jackson and the Nexis Alliance for the opportunity and for organizing the event."

– Chris Buono

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617/345-0045 (Main) • 617/345-0411 (Fax) • www.premierpropertyma.com



We raised \$6,524!

Cycle for Children's on Sunday, March 4, was an indoor cycling event to benefit the Children's Hospital Boston. Our employees got a serious serotonin boost by spinning hard with other likeminded athletes who knew their efforts would have a long-lasting impact on Children's life-saving care.

Since 2010, Miles for Miracles Cycle Team has raised over \$240,000 to support the areas of greatest need at Children's Hospital Boston.

At Children's, life-changing care and world-changing research come together to fuel breakthroughs that improve the lives of children and adults everywhere. Pushing the boundaries of medicine takes your supports and commitment – **thank you!**



Community RELATIONS

Premier is giving back to the communities in and around our portfolio. As such, we are actively pursuing sponsorship of community events. Clients interested in sponsorship or participation are urged to contact us to discuss events in your community. Look for our proud and loud team at this year's W alk for Hunger next!



Fostering A Team Environment

One of my primary goals is to foster a team environment. Although each employee is accountable for their portfolio, we want to make sure we provide them with the proper support and tools so they may effectively advise, guide and educate our clients. This results in well-managed properties; not just with short-term projects but with long-term relationships.

I have worked towards this goal over the last six months by providing a number of events for our staff. Such events include: involvement in the Community Associations Institute (CAI), condominium law seminars, volunteer work for Councilor Tito Jackson, Miles for Miracles, and the Walk for Hunger, and weekly vendor seminars.

The most important component to fostering our team environment and educating our managers are our weekly meetings. It is at these meetings that we review internal procedures for efficient operations and problem solve complex issues other team members are encountering. Managers can discuss what worked, how they overcame obstacles, apply the tools learned and build upon previous managers' experience.

Last but certainly not least, I am pleased to announce that both Jill Wetmore and myself were recognized in our industry by being nominated for manager of the year by CAI. We look forward to having more members of our team recognized in the future.

Warm regards,



Laura Cardoos, Vice President

MAINTENANCE DIVISION

(Licensed, bonded and insured)

Premier maintenance staff is OSHA and lead paint certified

Premier Property Solutions, LLC has a full service maintenance staff available to our clients. We provide competitive pricing, reliable service, and quality work for the association and the owners.

Our specialties include:

- **Electrical** (licensed)
- **Plumbing** (licensed)
- **General Contracting** (licensed)
- **Masonry**
- **Carpentry**
- **Painting & Sheet Rock**
- **Water Damage Repairs**
- **Weatherproofing**
- **Remodeling**
- **General Property Assistance**

Our Staff

Christopher Buono, CMCA, AMS, Presidentx-127
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Laura Cardoos, Vice President.....x-126
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Jess Kaminski, Office Managerx-110
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Steven Schlom, Leasing/Sales Managerx-147
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Jill Wetmore, CMCA, AMS, Sr. Property Manager ..x-112
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David Hamel, Sr. Property Managerx-136
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Harrison Levitsky, CMCA, Property Managerx-122
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Andrew Sydney, CMCA, Property Manager.....x-135
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Isaiah Baril-Dore, Property Manager/
Marketing Director.....x-117
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Matt Harris, Property Managerx-138
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Peter Koskores, CMCA, AMS, Property Manager ...x-143
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Bill Lynch, Property Managerx-145
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Len Karan, Property Managerx-119
lk@premierpropertyma.com

Bob Halbert, Property Managerx140
bh@premierpropertyma.com

Caitlin Freeman, Apartment Portfolio Manager ...x-137
cf@premierpropertyma.com

Michael Ryan, Property Managerx-139
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Kristen Nguyen, Sr. Accounting Manager.....x-118
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Jeanne Migwi, Accounts Payable Specialistx-142
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Carla Borgeson, Accounts Receivablex-133
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Lauren Handler, Front Officex-134
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Maintenance Division

Michael McMullen, Director of Maintenance ...x-123
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Sean Coen, Maintenance Supervisorx-124
sc@premierpropertyma.com

Technicians

Matthew Burke

Brian Coen

Joe Cuoco

Fernando Donis

Ryan Hamilton

Tim Hann

Bob Johnston, Jr.

Christian Newlon

Eneas Palma

Justin Stroupe

Mike Szloch

Eric Tracia

Bill Vasquezi



Winston is the most junior member of our staff and areas of expertise are landscaping and fertilization.

OUR PROPERTY MANAGERS

Christopher Buono CMCA, AMS

President

A life long resident of the Boston area; Christopher has over nine years of experience in Boston's real estate and professional property management industry. Christopher is a Certified Manager of Community Associations, as well as an Association Management Specialist. He directs the management, operations, and sales for the company and has personally managed over 1,250 condominium units in some of Boston's most prestigious neighborhoods. His diverse portfolio has allowed him to gain a wide range of experiences pertaining to governance, financial, and physical plant management. A graduate of Bentley University with a Bachelor's degree in Management, Chris is also a Licensed Real Estate Salesperson.

Laura Cardoos

Vice President

Laura moved to Boston to attend Boston University, started working in property management and hasn't looked back since. Laura is a seasoned Property Manager and has been with some of our clients for over ten years. She has a strong customer service background, is detail oriented, and truly enjoys building relationships with her clients. As Vice President and Director of Property Management her job is to make sure our firm, staff and your dedicated Property Manager are addressing your needs and handling matters of the Association in an efficient and effective manner.

Jill Wetmore CMCA, AMS

Sr. Property Manager

Jill has been a property manager serving the needs of various condominium associations within the 495/Greater Boston area for the past thirteen years. In the past few years she has obtained two professional designations, CMCA (Certified Manager of Community Associations) and the AMS (Association Management Specialist), both of which are recognized by Community Associations Institute. Jill keeps owners and Trustees up-to-date on industry trends, legislative issues, and will assist you with financial, maintenance, governance and other important matters.

David Hamel

Sr. Property Manager

David Hamel has been with Premier Property Solutions for over a year. His career encompasses over twenty-five years experience in real estate and construction management. His expertise in multi-residential operations and administration is best demonstrated through his aggressive approach to property management; constantly looking to reduce costs as well as manage facilities infrastructure, achieve timely results, and perform within budget. David is a rock star drummer!

Harrison Levitsky CMCA

Property Manager

Harrison was born and raised in Worcester, MA. He graduated from Bentley University and received his MBA from his alma mater immediately after. He recently received the designation of Certified Manager of Community Associations from The Community Associations Institute and is soon to become an Association Management Specialist. Harrison has a dedication to property management and specializes in maintaining building envelopes.

Isaiah Baril-Dore

Property Manager/Marketing Director

Isaiah grew up in Northwest Connecticut and moved to Boston six years ago. He started with Premier Property Solutions by developing and deploying the online financial database you know and love today, Quest Community. Currently, he works as a Property Manager and Director of Marketing and is thrilled to have opportunities in both capacities. An economics and finance degree from Suffolk University spurred his interest in real estate and property management which ultimately led to his current position.

Andrew Sydney CMCA

Property Manager

Andrew grew up right outside the city in Newton, MA. After growing up and attending college in the northeast, Andy decided he needed a change of scenery and moved out to Los Angeles. While living in LA, he worked in construction management on a project overseeing the construction of a \$10 million building for the Hotel Bel Air. It was at this time that he became interested in property management. After a 5 year stint in Southern California working both in construction and the service industries, Andrew decided it was time to move back to Boston.

Matt Harris

Property Manager

Matt joined our team over a year ago and brings with him many years of experience in property management and real estate. Before switching to property management, Matt worked with Coldwell Banker at the leading branch for high-end residential listings. A graduate of Northeastern, he spent three co-operative semesters working with children. When he's not working with associations, he is teaching tumbling Levels 1-5 to children in Avon, MA.

Len Karan

Property Manager

Len Karan joins PPS after spending the past four years managing residential real estate of various sizes and complexities. Len's passion for real estate is driven by his skills in problem solving and relationship building. He grew up on the beautiful north shore, and is an avid golfer in his free time.

Peter Koskores CMCA, AMS

Property Manager

Peter has ample experience in the property management sector having started with the Mt. Vernon Company, moving to Corcoran Management Company, and now working here with Premier Property Solutions. He quickly obtained his CMCA (Certified Manager of Community Associations) which will provide him with additional tools and abilities to be a better asset to you, the client. Peter has an uncommon middle name; Socrates, and yes, he is 100% Greek.

Bill Lynch

Property Manager

Bill joins the ever growing team here at Premier Property Solutions with more than a decade of experience in both residential and commercial property management. He has worked in Philadelphia, Washington D.C., and Boston, large markets that have enabled Bill to hone his skills in areas such as operations management and large scale project management. Originally from upstate New York, Bill is a diehard fan of the New York Football Giants.

Bob Halbert

Property Manager

Bob brings several years of experience in managing large portfolios consisting of residential and commercial properties located in the Greater Boston area. After receiving a business management degree from Towson University, he entered the field of property management where he began overseeing various types of properties located in Northern Maryland. Bob is an avid Baltimore sports fan and enjoys spending his time fishing and hunting.

Michael Ryan

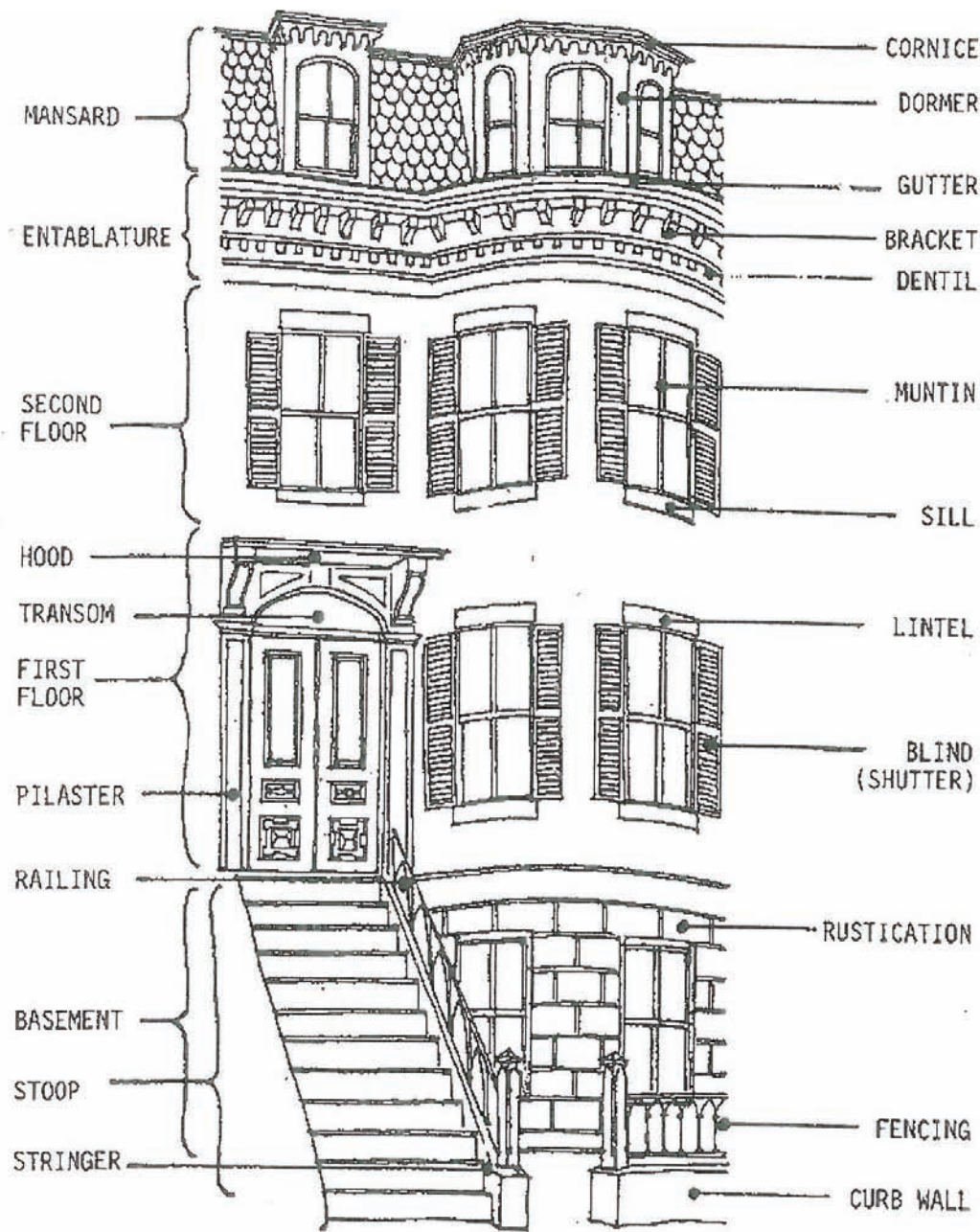
Property Manager

Michael grew up just outside of Boston and spent his summers on Cape Cod. After graduating from Stonehill College, Michael moved to South Boston. Splitting time between the city, suburbs, and coast has fostered in Michael an appreciation for and fascination in the management required for maintaining numerous types of real estate. Michael is enthusiastic about his work and enjoys building strong customer relationships with new and existing clients. Michael's commitment to teamwork extends beyond the office to his participation in whatever men's sports league he has most recently signed up for.

Caitlin Freeman

Apartment Portfolio Manager

While Caitlin was born and raised in a small town on the North Shore of Massachusetts, she has first hand knowledge of Boston's many vibrant neighborhoods. She has been in the industry for six years and has experience in managing a diverse portfolio including luxury residences, corporate housing, student housing and voucher based subsidized apartments. Her bubbly personality, honesty and incredible work ethic make her a great addition to our team and the go-to gal when residents are in need.



TYPICAL BROWNSTONE ARCHITECTURAL FEATURES

Insurance Tidbit

All condominium associations maintain a master insurance policy. All policies should include liability, replacement cost and Director's and Officer's coverage for the association. The most common claim on a master insurance policy is for real property damage (replacement cost). Insurable damage is caused from a sudden and catastrophic event.

Damage from an event such as leaking over a period of time is generally not covered. The master insurance policy usually has a deductible of at least \$5,000. This means the master insurance will not pay for any damage in your unit that is under \$5,000,

and therefore generally falls upon the unit owner to handle the loss without the involvement of the association or its master insurance policy. A homeowner's insurance policy (H06) policy may provide this coverage within your unit.

All unit owners, whether owner occupied or investment, should maintain a separate policy. Instead of an H06 policy, investment owners should obtain a rent coverage policy and urge their tenants to get renters insurance. These policies would have a numbers of provisions that not only covers damage under the association's deductible, but liability

within the unit, theft, lost rent, relocations, personal property, etc. There may be some overlap between your policy and the master insurance policy as the master policy could cover unit improvements. However, any overlap is settled between the two insurance carriers. Problems will occur, in the case of a loss, if a unit owners fails to purchase the proper insurance. It is important for you to review your association's insurance coverage and bylaws with your insurance agent to identify the best policy needed to fully protect your interests.

CLIENT SATISFACTION



Here is what some of our clients have to say!

I know I speak for the whole building when I say that we deeply appreciate your involvement in our building. We consider ourselves fortunate that we found you. Happy Holidays!

- Back Bay Condo Trustee

Isaiah was very impressive and a real comfort to know that he's managing our property. He didn't just listen to us, but provided good thinking and solutions to many of the issues we brought up.

- North End Condo Owner



The building is starting to shape up real nice. Thanks for being so prompt with completing all the projects on the list we provided you. I am very impressed with how efficient and effective your company operates. You and your associates do a heck of a job and I'm very glad we decided to hire your company .

- Newton Condo Owner

I feel that if Premier was not our property management company, the condo association would have gone into bankruptcy.

- Condo Association Trustee

You know, I've lived in this building for 30 years and have seen four management companies. You are, by far, the best.

- Building Trustee

You have made it possible to have one hour trustee meetings, you have made and continue to make our building sparkle, and we are so glad that you are our property manager. It was the best thing we ever did; you have a great way with everyone.

- Back Bay Trustee

We would like to thank you and your staff for the super job you did inside our condo repairing our bedroom. Everything was well done. You were very careful with our belongings and did a great job cleaning up at the end. Thank you.

- Tenant

Your crew has done a super job at our property . They must be exhausted! Thanks SO much!

- Owner

I was extremely impressed with how quickly and efficiently you sent over plumbers and had the issues solved in less than 24 hours, despite it being a weekend. It obviously mattered a lot to us, and have you and the rest of the team to thank for giving up some of your weekends to save ours.

- Tenant

Jill Wetmore is very responsible and follows up on all items on the agenda. In our experience we never have had such a great property manager. Jill is the best!!

- Trustee

OUR OFFICE



EMPLOYEE EXPERIENCE

Premier's Human Resources' mission is to recruit, hire, and retain the best qualified and most diverse workforce possible. We are committed to providing, to the greatest extent possible, the resources and support employees need to perform their job duties effectively and efficiently. We strive to establish and maintain a productive, mutually rewarding relationship.

The first order of business when overhauling the department in late 2011 was a comprehensive audit of all files, procedures, benefits, and payroll administration for both corporate and association employees. In the new year we have completely upgraded and streamlined the payroll process with a new administrator. We have implemented and revised benefit programs such as expanded flex spending and financial planning. **We have forged new relationships and reinforced existing ones** with benefit administrators to make the best of our available resources.

We've worked closely with VP Laura Cardoos to continue fostering our team environment with birthday celebrations, office lunches, holiday gatherings, fun company activities, and community outreach events.

In 2012 we will continue to evaluate our benefits and ensure that our employees feel guided, protected, and nurtured as they work through their career and life paths. We will remain flexible with our internal and external operations in order to meet the ever-changing needs of our company, employees and clients. **We are always searching for qualified applicants**; please feel free to refer potential candidates. Resumes and references will be accepted via email at resumes@premierpropertyma.com.