

SUNWEST

Homeowners Association

December 2010

Board of Directors

President

Michael Lorenzo

Vice President

Kelly Dermody

Treasurer

Sandalphon

Secretary

Kristaphor Shahinian

ACC Chair

Joseph Mellblom

Community Manager

**Sherry Buchanan,
CMCA®**

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MSI, LLC

390 Interlocken Crescent

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Mailing & Billing Address

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New Management Selected

The Board of Directors is pleased to announce the selection of MSI as our new management company starting January 1, 2011. The Board made its selection after careful analysis of the Association's needs. Management of our Association is essential to the success of our community. The Board wishes to have the best company serve in this critical role and thus made the choice of MSI.



Community Manager

Our Community Manager for Sunwest Homeowners Association is Sherry Buchanan. Please call your Community Manager if you have any questions or concerns. Our Accounting Technician may be reached at (303) 420-4433.

Automatic Assessment Withdrawal

MSI is pleased to offer an alternative method of payment to all homeowners, where your assessments are automatically deducted from your checking account and transferred electronically to the Association. Enclosed is the ACH form needed to take advantage of this payment option. If you would like to use this service, please complete the form and mail it with a voided check to our offices.

You will receive a coupon book in the mail prior to the initiation of ACH (if you have elected automatic withdrawal as your method of payment). Please use the coupons until the ACH is activated, at which point you may discard the coupon book.

MSI Inspections

As everyone knows, Sunwest Homeowners Association, Inc is a Covenant-controlled community. Once a week the Community Manager from MSI checks the area for possible Covenant violations. When a violation is noted, it is monitored closely. If it is not remedied within a short period of time, a letter is sent requesting the homeowner to comply with the Covenants. Many times a violation occurs because a homeowner is unaware of what the Covenants state. A copy of the Covenants should have been included in your closing papers at the time you purchased your home. It is important to know what the Covenants allow. If everyone adheres to the Covenants, Sunwest Homeowners Association will remain a beautiful area in which to live, and property values will be maintained as well.

Assessment Payments

A coupon book will be mailed to you for the 2011 assessment payments. Effective January 1st, 2011, your quarterly assessments are \$140.00. Please make your check payable to Sunwest Homeowners Association.

If you do not receive the coupon book before your first payment is due, please send your payment to our corporate office at MSI, LLC, 390 Interlocken Crescent, Suite 500, Broomfield, CO, 80021-8041.

Be sure to make your check payable to Sunwest Homeowners Association and have your property address listed on the check, due to the fact that your bank cannot send a coupon with your payment. This will help in identifying your payment and posting it accurately. Thank you.

If you use "on-line bill pay" (internet banking), please be sure to use the following address for all payments:

**US Bank
c/o MSI, LLC
PO BOX 54136**

Los Angeles, CA 90054-0136

Who Do We Call???

Beginning January 1, 2011 please contact your Community Manager at (720) 974-4185. After business hours, contact MSI at (303) 420-4433. This number serves as an emergency line after hours. Calls are monitored continuously and any emergencies will be promptly addressed. Normal MSI business hours are 8:00 a.m. to 5:00 p.m., Monday through Friday with Customer Service & Support available for clients via phone from 7:00 a.m. to 6:00 p.m. Monday through Friday, and 8:00 a.m. to 12:00 p.m. Saturday. Exceptions are New Year's Day, Presidents' Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving, the day after Thanksgiving, and Christmas.



About MSI

MSI, LLC is pleased to have been selected to manage our Association and they look forward to serving our community! MSI employees will do their best to provide the most professional, ethical and responsive management possible. The following are some facts about MSI:

- ◆ MSI is dedicated to the highest standards of business ethics. This commitment means that MSI puts people first, basing its decisions on what is best for the people it serves and its employees, not on monetary gain.
- ◆ MSI is in its 27th year of providing professional management to Associations. During the first 20 years of its existence, it grew based strictly on referrals. The vast majority of clients continue with MSI's services for many years. The facts speak for themselves in regard to the quality of MSI's performance.
- ◆ All MSI employees are dedicated to the client's well being.
- ◆ Custom maintenance contracts are prepared for each Association.

- ◆ MSI takes a great deal of pride in assisting Associations to meet their financial and maintenance goals. They have achieved phenomenal success in managing Associations and are now the largest management company in Colorado. MSI's professionalism and expertise have enabled Associations to reverse past decline, improve maintenance standards, and build up reserves. This is their commitment to the people of our Association.

We encourage you to visit their website at www.msioha.com. MSI has an impeccable reputation for professionalism and quality in all aspects of Association management. Any questions or problems regarding our Association should be directed to:

Sherry Buchanan, CMCA®, Community Manager
c/o MSI, LLC
390 Interlocken Crescent, Suite 500
Broomfield, CO 80021-8041
www.msioha.com



Patience, Please

As MSI begins to manage our Association, we will be going through a period of transition. One of their first missions is to obtain all of our Association's records and integrate them into their record system. Although cooperation from our former management company is anticipated, MSI does not know the condition of records or exactly when they will all be received. MSI will do their best to make the transition successful. We ask for your patience during this necessary period of transition.

Design Review

Request Form

Enclosed for your use is a Design Review Request form. It is important that all homeowners submit any planned exterior improvements to the Design Review Committee for approval. Make sure your submission is complete.

If you have questions, please contact your Community Manager, Sherry Buchanan, at MSI, (720) 974-4185.

Sunwest HOA Web Site Overview

The Sunwest HOA Web site is an easy way for you to find just about everything you need to know as a member of the Association. Just go to <http://sunwest-hoa.org/index.htm>.

Sunwest HOA Documents

All of the Sunwest HOA legal documents are available online, free of charge. You can read them online, print them out, or download the files to read later at your convenience. Along with the legal documents such as the CC&Rs and the Bylaws, you can find the Association's Rules and Regulations, the Policies and Procedures affected by SB 89 and SB 100, the minutes of past Board meetings, the current and past newsletters, and the current and past budgets for the Association. All of these resources can be found here: <http://sunwest-hoa.org/documents.htm>.

Sunwest HOA Architectural Control

Committee (ACC) Design Review Requests

Sunwest HOA makes it easy for homeowners to submit Design Review Requests to the ACC by using an online form. The form is found here: <http://sunwest-hoa.org/Architecture.asp>. If you need to attach extra pages for detailed descriptions, or drawings, you can send them as email attachments to

architecture@sunwest-hoa.org. The online form has more information about how to submit a request by mail if you are unable to use the online form and email. However, mailing a request will significantly delay the process.

Sunwest HOA Who's Who

You can find out who is on the Board of Directors, who are the current HOA Officers, who is on the Architectural Control Committee (and other Committees) and who the current property management company for Sunwest HOA is. All that information is found here: <http://sunwest-hoa.org/board.htm>.

Sunwest HOA Code Enforcement

You can see samples of a friendly reminder letter, a fine letter, and the violation hearing process information sheet here: <http://sunwest-hoa.org/Enforcement.htm>.

Sunwest HOA Homeowners Information Page

You can see current events that affect the Sunwest community, and contact information for local services that are recommended by your neighbors here: <http://sunwest-hoa.org/Homeowners.htm>.

Sunwest HOA Residents Email List

You can add your email address to the Sunwest Residents list to receive email alerts to late breaking news of concern to the Sunwest community, as well as receive notices of upcoming HOA meetings and social events. The online form to sign up for the Sunwest Residents Email List is found here: http://sunwest-hoa.org/Residents_Email.asp.

