



VISTA PROPERTY MANAGEMENT

July 2018 Press Release

Good Afternoon Vista Clients!

We have a few exciting improvements to our staff and operations to share with you. Whether you had the opportunity to work with my father, Mark Ranieri, or not, he founded Vista Property Management, Inc. in 1994. Over the last year, Mark has been transitioning to full retirement and I have taken on a larger role in running the business end of Vista Property Management, Inc. To continue improving our business and the services we provide to our customers, I will need to take a step back from day to day management of associations. I will still be heavily involved in supervision of the property managers and will keep a smaller portfolio of associations to manage. I want to make sure that we assign the right managers to the right properties to keep all our clients satisfied and hopefully exceed your expectations.

I am excited to announce Vista hired another Property Manager at the end of May 2018. The new manager's name is Stephan Gourdouze. Stephan has a long history as a Community Association Manager as well as working on the construction side of HOA's for 13 years. He will be shadowing myself and Dina Ranieri on several of the properties we currently handle until he is fully trained on Vista's operations and eventually will take on a portfolio of Associations that Vista currently manages. We will be bringing him to meetings over the next two months to introduce him to you. This does not mean he will be permanently assigned to your association. All the relationships we have built over the years with the Associations and Board members we work with are our most important assets and I want to make sure each Board is comfortable with any changes we may make in the future.

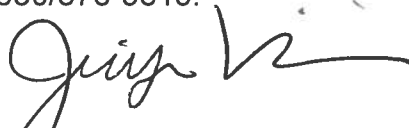
We have also hired an intern for the summer that started with us in June. His name is Jordan Hill. Jordan is still in the process of taking his educational requirements to qualify and take the exam for licensing in the State of Illinois as a Community Association Manager. He will mainly be handling vendor appointments, property inspections and learning the management business with the hopes of transitioning to a full-time community association manager in the next six months.

Most of you are already interacting with our new Administrative Assistant Julie Harrington. Julie is a published author and her customer service and organizational skills are excellent. Julie joined the Vista team at the end of 2017 and has been an awesome addition to Vista!

To those associations that currently have websites, there are some exciting improvements coming up in the next few months. Our website provider, AtHome Net, was purchased by Frontsteps, Inc. Frontsteps is working hard to upgrade the platforms that are provided for all our websites. There is no cost to our clients for the switch to the new website formats. The new platforms will launch in August and conversion of all the sites should be completed by the end of 2018. We have already transitioned our online payment functions (Credit, debit and echeck payments) to the new platform which can be used by clicking on the Pay Online tab on the www.vistapm.com website or by logging into the association's private website and clicking the Pay Online tab after log in. Recurring payments set up through the new payment portal is **NO CHARGE** to the homeowners. Included with the new website platform will be a mobile app that can be downloaded by your residents to any smart phone. Owners will receive announcements and association news directly to their smart phone from the mobile app as well. If you do not currently have a website and would like to see a demo, please email me direct (jennifer@vistapm.com) and we will get you the link to the free Demo.

I want to take this moment to thank all of you for your continued support and trust in Vista Property Management. If there is anything I can do to improve our working relationship I want to hear from you! My goal for the remainder of 2018 is to increase communications with all Board members. This is the inaugural issue of a quarterly communication I will be sending to our customers to keep you up to date with changes and upcoming improvements at Vista Property Management. We are planning a Board Member Education Seminar and Open House in the Fall that will be open to all Board members, so watch your emails for a Save the Date.

Please feel free to contact me at the office 630/530-1122 ext. 108 or on my cell phone 630/878-5815.



Jennifer L. Ranieri, CMCA, AMS, PCAM
President