

- EXCELLENCE -

Excellence is never an accident. It is achieved in an organization only as a result of unrelenting and vigorous insistence on the highest standards of performance. It requires an unswerving expectancy of quality.

Excellence is contagious. It infects and affects everyone in the organization. It charts the direction. It establishes the criteria for planning. It provides zest and vitality to each individual and team. Once achieved, excellence has a talent for permeating every aspect of the life of the organization.

Excellence demands commitment and tenacious dedication. Once it is accepted and expected, it must be nourished and continually reviewed and renewed. It is a never-ending process of learning and growing. It requires a spirit of motivation and boundless energy. It is always the result of a creatively conceived and precisely planned effort.

Excellence inspires, it electrifies. It potentializes every phase of the organization's life. It unleashes an impact which influences every program, every activity, every person. To instill it in an organization is complex, to sustain it, even more so. It involves vision and commitment, it demands adaptability, imagination, and vigor. But most of all, it requires from the leadership a consistent state of self-discovery and discipline.

Excellence is an organization's life-line. It is the most compelling answer to apathy and inertia. It energizes a stimulating force. Once it becomes the expected standard of performance, it develops a driving and motivating philosophy of operation. Excellence is a state of mind put into action. It is a road-map to success. When a climate of excellence exists, all things come easier.

Excellence in an organization is important...because it is everything.

(source unknown)





California  
Association of  
Community  
Managers, Inc.™

*The Voice of Reason*

November 3, 2006

Mr. David Brock  
Beven & Brock, Inc.  
P.O. Box 7029  
Pasadena, CA 91109-7029

Dear David,

A special, commemorative 15-year member pin was designed to recognize your outstanding achievement. Please accept the enclosed gift acknowledging your commitment to the profession. We ask you to wear it proudly to all events where you come in contact with other CID professionals.

We thank you for your dedication and support these past fifteen years and look forward to seeing you soon.

Sincerely,

Karen D. Conlon  
President

Encl



23461 South Pointe Dr.

Suite 200

Laguna Hills

California 92653

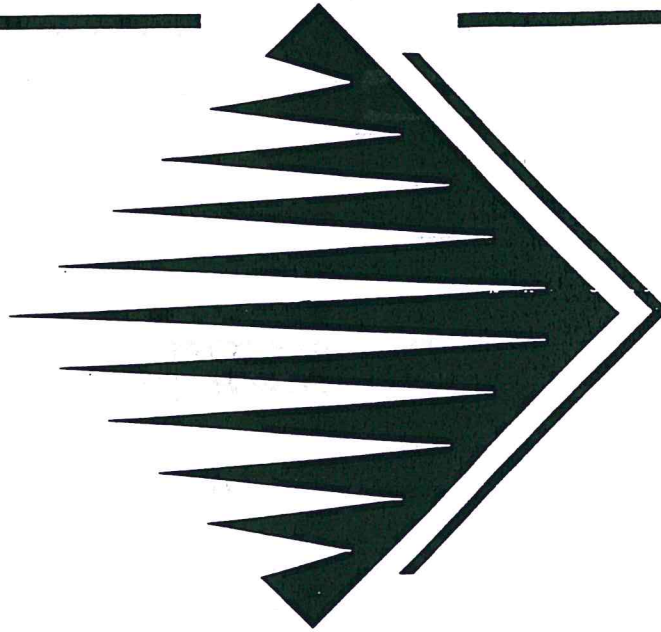
949.916.2226

800.363.9771

Fax 949.916.5557

[info@cacm.org](mailto:info@cacm.org)

[www.cacm.org](http://www.cacm.org)



## **COMMUNITY ASSOCIATIONS INSTITUTE**

---

# **A Symbol of Common Goals & Direction**

---

The **COMMUNITY ASSOCIATIONS INSTITUTE (CAI)** is the national, non-profit membership organization serving the needs of condominium association board members, managers, and others involved with community associations.

**CAI** is the industry's education and research leader, as well as the national forum on all aspects of community associations. As the definitive source of hands-on information, CAI offers over 200 publications, seminars, and tapes dealing with the many issues that confront condominium boards of directors and managers.

In addition, CAI offers the **PROFESSIONAL COMMUNITY ASSOCIATION MANAGER (PCAM)** designation to individuals who have successfully completed the four-course Professional Management Development Program, a case-study course, and three to five years experience and service to the industry.

A select group of individuals have received the **PCAM** designation.



community  
associations  
institute

This is to certify that

Beven & Brock

is a SUBSCRIBING MEMBER of the  
Community Associations Institute  
and is entitled to  
all rights and privileges  
of membership.

Clifford J. Trase

President

James Hardin

Executive Vice President

108961

Membership Number

April 1986

date



THE COMMUNITY ASSOCIATIONS INSTITUTE

*hereby recognizes*

*David Brock*

*for successfully completing the*

PROFESSIONAL MANAGEMENT DEVELOPMENT PROGRAM

*which is designed to provide a foundation of practical knowledge  
and skills required in community association management*



*Mary Peterson*  
CAI National President

*David Fosenbaum*  
Chairman,  
Education Council

*April 1987*  
Date

---

# Certificate of Appreciation

*On behalf of the CAI Membership, the Board of Trustees of the Community Association Institute expresses its appreciation to*

**David F. Brock**

*for contributions in fulfilling major leadership responsibility in the past year with the Community Associations Institute's Greater Los Angeles Chapter during 1990.*

*Without the dedication and willingness of volunteers to serve, CAI cannot achieve its goal of Sharing Association Success.*

*We acknowledge with grateful appreciation your dedication and contributions in this regard.*

---

Presented at the CAI Awards Ceremony - February 20, 1991

**IS AND ACCREDITED FIRM  
MANAGING YOUR COMMUNITY ASSOCIATION?**



If an **ACCREDITED MANAGEMENT ORGANIZATION** firm manages your association there is no question about the management expertise, financial stability, professional excellence, and integrity.

**AMO** is the only designation awarded to firms by the Institute of Real Estate Management (IREM), and only about 500 firms in the United States have achieved it. These elite organizations set the standard for excellence in property management. These companies earn the right to display the prestigious **AMO** symbol of accomplishment by fulfilling the stringent membership requirements set by the institute.

**PROFESSIONAL EXPERTISE**

Management expertise is the critical factor in the management of your association. Each **AMO** firm must be under the direct supervision of at least one **CERTIFIED PROPERTY MANAGER (CPM)** member of IREM, who will direct and control its property management activities. The CPM designation is the most widely recognized property management designation among institutional investors, and it is attained by individuals who complete extensive property management course study, who have attained at least a bachelor's degree from an accredited university, and who have met experience requirements in both fiscal and operational management.

**ACCREDITATION**

When you choose an **AMO** firm, you can be certain that it has the credentials vital to effective operation. To be accredited, a firm must have an established reputation of professionalism. Before the designation is awarded, the applicant's qualifications are reviewed national and local leaders of IREM. Firms must be re-accredited every three years.

**INTEGRITY**

The **AMO** program's reputation for honesty and professional integrity assures you that your association is managed by one of the most respected and influential firms in your area. **AMO** firms abide by a formal Code of Ethics established by IREM. The Code of Ethics regulates relationships with the associations and the public, and controls operational procedures. **AMO** firms pledge that they will not receive, directly or indirectly, any rebate, fee discount, or other benefit without your knowledge and consent.

**FINANCIAL STABILITY**

The Institute of Real Estate Management has established well-defined financial criteria for attaining **AMO** status. Each **AMO** firm undergoes an independent financial review, must meet IREM's highest standards in asset/liability ratios and accounting procedures, and is required to obtain three types of insurance: broad form money and securities, depositors forgery and alteration, and fidelity bond.

**"If an AMO firm manages your association, congratulations; you've made an excellent decision."**



THE TITLE OF  
**CERTIFIED  
PROPERTY  
MANAGER**<sup>®</sup>

being the designation of Individual Membership in  
the INSTITUTE OF REAL ESTATE MANAGEMENT  
of the NATIONAL ASSOCIATION OF REALTORS<sup>®</sup>  
is hereby conferred upon

**C. Finley Bever**

with this CERTIFICATE of QUALIFICATION as to  
Professional Experience, Standing, Integrity and  
the Ability to Manage Income Property; and is en-  
titled to all honors, rights and privileges of a CPM<sup>®</sup>



THIS TITLE is conferred by virtue of  
the authority vested in the Governing  
Council and on the recommendation of  
the Membership Committee of I R E M ;

IN WITNESS WHEREOF: The Institute  
has caused these presents to be signed  
in its behalf and have its Corporate Seal  
to be hereunto affixed on this day

June 28, 1987

*Frank H. Livingston*  
President

*Ronald Vukob*



REALTOR®

NATIONAL ASSOCIATION OF REALTORS®

Executive Offices  
430 North Michigan Avenue, Chicago, Illinois 60611-4087  
Telephone 312 329 8200 • Telex 02 53742

William M. Moore  
President

August 14, 1987

C. Finley Beven  
Beven & Block  
77 N. Oak Knoll Ste. 106  
Pasadena, CA 91101

Dear Mr. Beven:

I just wanted to write a quick note to congratulate you for receiving your CPM designation. That is a fine accomplishment, and one that you should be very proud of. I wish you much success and happiness in 1987.

Again, congratulations, and keep up the good work!

Warm personal regards,

NATIONAL ASSOCIATION OF REALTORS

William M. Moore  
President

WMM:db

cc: Al Abrahams  
Herbert Bellairs  
Steve Driesler  
Ira Gribin  
Jerry Jaros  
Frank Livingston  
Gail Lyons  
Chuck Morrison  
Bill North  
Nancy Wilson Smith  
Carl Storey  
John Tuccillo  
Ron Vukas  
Clark Wallace  
Nestor Weigand



REALTOR® is a registered collective membership mark which may be used only by real estate professionals who are members of the NATIONAL ASSOCIATION OF REALTORS® and subscribe to its strict Code of Ethics



### building designer

## Mary Coolman

**QUESTION:** I like the glass blocks that are so popular now, but I'm afraid I will date my home if I use them. Should that be a worry?

**ANSWER:** Yes and no. They do date for either the '30s or the '80s and '90s, but they give light and privacy and look striking.

All design seems to go through phases and cycles. Many things will date a house to the decade in which it was done, but that should not be the major consideration if you really like a design feature.

Glass blocks do seem to get a very positive or negative reaction from people. If you are planning to stay where you are for five years or more, go for it. If you're planning on selling before then, I'd consider it carefully.

Perhaps some special glass would serve the purpose as well, provide a similar feeling and be cheaper and easier to install or replace. Go to a good glass store and look around. At least you'll know the options.

Also look at the available glass block. There are some beautiful designs out now, and more every day, it seems. Pay close attention to the color and clarity of the block you choose; they vary a lot, especially in the imports.

**QUESTION:** I want to add a greenhouse window at my kitchen sink. Is this an easy project?

**ANSWER:** Yes, if you have a standard sized window now. That makes it easy to buy a standard size greenhouse window and slip it in the same opening. That is a job a good handyman can do.

You might consider enlarging your window opening, perhaps lowering the window to counter height or just one tile high. This gives a very pretty open look and brings more light into your kitchen. This is a more complex project, of course.

If you keep your window the same width and make it longer toward the floor, it isn't as big a job as if you decide to widen too. With the same width window, you just have to take out wall below and leave the supporting header in place.

When you decide to widen the

cases patch work is required for the wall. It is not needed, probably, when you just install the same size greenhouse window as your existing regular window.

**QUESTION:** My shower seems to be leaking, but not at the back where the pipes are. What could be causing that?

**ANSWER:** Probably your grout has eroded, and the water is seeping through. Check carefully to see that all the grout is in good condition, that there are no spaces, air holes, or other ways for water to escape.

The tile is waterproof, and if properly applied over a waterproof surface it is impervious to water. The grout is the weak link. If grout is bad, has deteriorated or has holes in it, the water can find the leak spot.

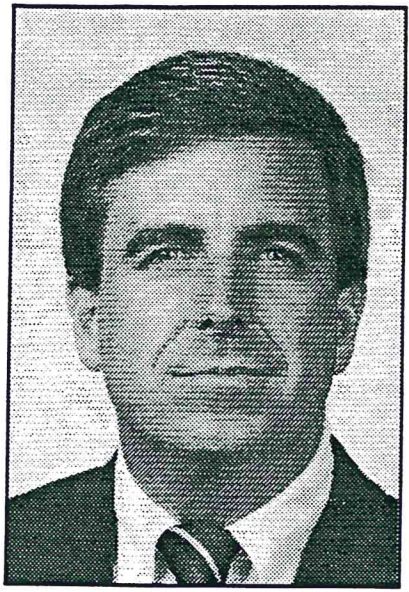
When you regrout, add sealer so it becomes even more water tight. In general you should regrout every couple of years. It is an easy process, and pays big dividends in avoiding later problems.

**QUESTION:** We want to add a skylight, but I'm afraid it will leak. How can we avoid that problem?

**ANSWER:** If your skylight is dual glazed (double glass or acrylic), properly installed and is the right type, it should not leak. With a single glazed skylight the warm air is on one side, the cooler air is on the other side, so condensation forms and drips. With the dual glazed, the condensation forms (less though) and runs between the panels into the moisture track designed for it. Also with the dual glazed the heat gain and loss is modified a bit.

The tinted skylights are good for reducing glare, especially on south or west facing roofs. Use grey if your colors are cooler, like greys and blues, or bronze if your colors are warmer as yellows. The milk white gives no color of its own, so is good for either.

Ideally skylights should be installed when you reroof, or in new construction, but they can be added any time. I don't recommend adding skylights if the roof is in poor condition. You are apt to cause other problems by



**FINLEY BEVEN**

## Firm awarded management designation

The Pasadena-based property management firm of Beven & Brock has been awarded the prestigious Accredited Management organization designation by the Institute of Real Estate Management.

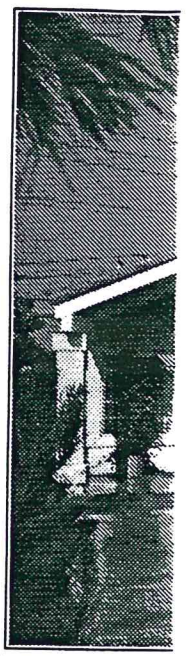
To achieve the AMO designation — which has been awarded to only slightly more than 500 companies nationwide — a firm must meet strict requirements governing such areas as experience, integrity, fiscal stability and insurance.

"We're highly honored to have been awarded this designation as a result of diligent review by a group of our industry peers," commented Finley Beven, a managing partner of the firm. Beven holds the Certified Property Manager designation, which is awarded to individuals by the IREM.

"As the social and economic factors affecting all types of investments become more important," Beven added, "the need of owners to be assured of a management firm with highly trained, experienced and professional property and asset managers becomes all important."

Beven & Brock currently manages more than \$220-million in total assets.

The firm is located at 77 N. Oak Knoll Ave., Pasadena, and may be contacted at (818) 795-3282.



**A c l**  
**Pue:**  
**Cou**

**Out**  
**inte**  
**• Fa**  
**• Lu**

**Onl**

**Up to 5**

**from t**



A Lewis Homes

**Lew**

## what's news in real estate



### Larry Palmer

*real estate marketing columnist*

#### Beven & Brock manage California Rose Court

Beven & Brock has been selected to provide property management services for the distinctive California Rose Court community created by Kaufman and Broad in north east Pasadena.

The Pasadena-based property management organization will be responsible for supervision of all aspects of the 184-home development which features a collection of craftsman styled homes, enhanced by such neighborhood amenities as swimming pool, spa, cabana, gazebo and expansive green belt areas.

"We're tremendously pleased to have been chosen to manage a residential community of this stature," commented David Brock, a managing partner of the firm, "and are committed to ensuring a continuing quality of living which is commensurate with the rich tradition of Pasadena, and the reputation established by Kaufman and Broad."

Beven & Brock manages more than \$220-million in apartment and condominium property situated throughout the San Gabriel Valley. The full-service management firm is located at 77 N. Oak Knoll Ave., Pasadena; telephone (818) 795-3282.



BROCK

## **Yardi Helps Beven & Brock Manage Over 2,000 Residential and Condominium Units**



**Finley Beven**

*Finley (Fin) Beven is a principal with Beven & Brock, a prominent property management company in Pasadena, California. His firm recently upgraded to the Yardi Multiuser Property Management program as a test site. Beven & Brock installed a four station Novell network. Each workstation is used for a specific task i.e., receivables, payables, maintenance and management review. Beven & Brock manage over 2000 residential and condominium units and are projecting substantial growth in the years to come.*

Finley Beven started in the property management business eight years ago. He and his wife Dyan began the business as a team—managing a few units and doing all of their bookkeeping manually. As the business grew, they went to a one-write system which consisted of five books with totals and cross-totals. Although the system was adequate for managing a few properties and units, it was laborious and time consuming particularly when it came to

producing owner statements.

Fin Beven was quick to see the importance and benefits of personal computers and embraced this new technology with his well known enthusiasm. The first property management program purchased by Beven & Brock fell short of their expectations. It was suitable for managing large apartment buildings but was not suited for management of single family residences.

In 1985 Beven & Brock purchased the Yardi Deluxe Property Management program. Of the program Fin says, "First and foremost, it does the job. Obviously I like the commission calculation function—press a few keys, select the right function and the program calculates and prints commission checks. Also, our owners really appreciate getting their checks on the 10th of the month. Many property managers wait until the end of the month to mail owner checks. We like to provide a little extra service by sending the checks early followed by owner statements at the end of the month. The owner statement we send consists of the income statement report, transaction register report and tenant directory report."

"We really appreciate the service and support provided by the Yardi staff. If we run into a problem, they are available and we can count on them to help us out" adds Fin.

Bryan, the maintenance manager at Beven & Brock uses the program to keep

track of maintenance requests and manage a maintenance staff of eight workers. Although Bryan does not use the program's Work Order function, the maintenance history report is used regularly. "We like the maintenance module. It needs a few improvements which we have recommended to Yardi Systems, but in general it is an excellent management tool," says Bryan.

In spite of the demands of managing a successful company, Fin Beven has found the time to serve as the President of the Foothill Apartment Association. Fin

has also been awarded the CPM (Certified Property Manager) designation by IREM (Institute of Real Estate Management). This highly regarded designation is awarded to very few property managers throughout the nation and requires extensive academic and practical training in the principles of professional property management.

Of the future, Fin says "Oh, we have a modest goal of managing 5% of all rental property in Pasadena". Way to go Fin—you may need a million dollar mainframe computer to manage all of those properties. ✓

## **Getting Help With Your Program(s)**

The purchase of each Yardi program entitles you to 90 days of free telephone support from the purchase date. This support consists of answering questions relating to the operation of the program and is available only to registered users. Therefore, it is important that you send in your product registration immediately, and that you provide our receptionist with your program serial number whenever you call for assistance.

After the 90 day period, telephone support is available at the rate of \$45 per hour. There is a minimum charge of \$15 per call. Please note that we are no longer offering annual

support contracts, previously sold for \$245.

If you feel you need additional help with your program, or if you are training a new employee, you may also wish to attend one of our user training classes (see page 4 for details). Qualified consultants for Yardi products are also available in a number of areas. Call our support department for more information.

Our support department is open from 9:00am to 5:00pm Pacific time. Please use one of the following numbers when calling for support:

**(805) 687-4245**

**(805) 966-3373** ✓

THE TITLE OF



# ACCREDITED MANAGEMENT ORGANIZATION

being the designation awarded to Property Management Organizations meeting the high standards of Ability and Integrity established by the INSTITUTE OF REAL ESTATE MANAGEMENT of the NATIONAL ASSOCIATION OF REALTORS® in the interests of Owners of Income

Property is hereby conferred upon

## Bever & Brock

THIS TITLE is conferred by virtue of the authority vested in the Governing Council and upon the recommendation of the AMO® Committee of the Institute of Real Estate Management;

IN WITNESS WHEREOF: The Institute has caused these presents to be signed in its behalf and to have its Corporate Seal to be hereunto affixed on this 10th day of November, 1989.

*Ronald Vukac*  
Executive Vice President

*[Signature]*  
President

Certificate: 3119523

This Certificate is the property of the Institute of Real Estate Management and must be returned to the Executive Vice President upon termination of Accredited status.



*Community Associations Institute*

*Greater Los Angeles Chapter*

**Certificate of Appreciation**

Awarded to:

David Brock, PCAM

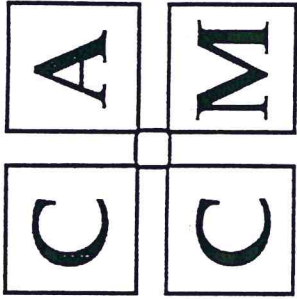
for Outstanding Service to our Members as a

Committee Chairperson

Sam DeRosa

Michael Huff

this 4th day of December, 19 91



## OATH OF CERTIFICATION CERTIFIED COMMUNITY ASSOCIATION MANAGER

I, ( C. Finley Beven ), have been granted the status of

"**CERTIFIED COMMUNITY ASSOCIATION MANAGER**", OR **CCAM** by the California Association of Community Managers, and as a **CCAM**, agree to abide by the CACM Code of Ethics, Standards of Care and Standards of Practice.

I agree to comply with the provisions of Title VI, Common Interest Developments of the California Civil Codes and any other applicable laws. Further, I shall remain in full compliance with all applicable procedures and practices, rules and regulations governing the **CCAM** program and shall report to CACM in a timely fashion any changes that may affect the status of my **CCAM** certification.

I shall abide by all **CCAM** Re-Certification procedures and provisions as defined by CACM. I agree to be governed by the provisions of enforcement for ethics and professional standards as defined by CACM, its Board of Certification and its Professional Standards Committee.

Because I hold myself to a higher industry standard, I do hereby agree and affirm that I will promote and enhance the community association management industry as a Certified Community Association Manager.

# THE COMMUNITY ASSOCIATIONS INSTITUTE

HEREBY ATTESTS THAT

*David Brock*

having demonstrated knowledge and expertise of  
Community Association Management and having satisfied a thorough  
review of professional education and experience and having demonstrated  
a commitment to the field is hereby officially designated as a

## Professional Community Association Manager

and is eligible for all Honors and Benefits accruing therefrom.

*October 1990*

Date issued

*239*

Pin Number



*Jerry F. Lewis*  
President  
Community Associations Institute

*David Brock*  
Chairman  
Management Designation Committee