

REFERENCES

THE REFERNCES PROVIDED HERE ARE INTENDED TO BE GENERAL REFERENCES FOR THE COMPANY AND EMPLOYEES. THEY CONSIST OF UNSOLICITED LETTERS PROVIDED TO US OVER THE YEARS.

FOR CURRENT REFERENCES OF ASSOCIATION BOARD MEMBERS WE WILL BE HAPPY TO PROVIDE TWO OR THREE NAMES OF CURRENT BOARD MEMBERS FOR ASSOCIATIONS SIMILAR TO YOURS, AND WHO ARE WORKING CURRENTLY WITH A CONSULTANT THAT WILL LILKELY BECOME YOUR CONSULTANT.

PRIOR TO PROVIDING YOU NAMES, WE WOULD FIRST SEEK THEIR PERMISSION SINCE THEY ARE VOLUNTEERS AND WE WOULD NOT WANT TO DO SO WITHOUT THEIR SPECIFIC APPROVAL.

FOR THIS REASON, WE WOULD REQUEST THAT THIS STEP BE THE LAST STEP IN THE PROCESS OF YOUR MANAGEMENT COMPANY SEARCH.

**David W. Wieting
1048 Royal Oaks Drive, Unit K
Monrovia, CA 91016
626-357-0596**

August 29, 2006

Board of Governors
Royal Oak Village

Dear Members of the Board,

Please accept my resignation as Treasurer of the Royal Oak Village Board of Governors effective September 10, 2006. As you know, we are moving to Texas the latter part of September. It has been a pleasure working with the Board and Bevin & Brock. I would like to wish you all the best in your efforts to not only maintain, but improve the quality of the Royal Oak Village. I will be happy to assist the Board in any way I can prior to our move scheduled for September 25, 2006. I believe some good progress has been made over the past year with the assistance of Paul Cannings and Dave Brock of Beven & Brock.

Sincerely yours,

David W. Wieting

Cc: Bevin & Brock

HUNTINGTON GRANADA HOA
1225 North Granada Avenue
Alhambra, California 91801

August 31, 2006

Beven and Brock
P. O. Box 7029
Pasadena, CA 91109-7029

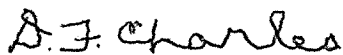
David Brock,

Just a short note to tell you how fortunate I have been as a member of our Board of Governors, off and on over the last few years, to have had Marilyn Howald as our property manager.

Marilyn's knowledge of our needs and her effectiveness in working with her choice of contractors and vendors contributes greatly to the successful operation of our Association.

I hope we can continue to have the benefit of our relationship with her.

Sincerely,



D. F. Charles
Secretary/Treasurer

24 February 2008

Mr. Finley Beven
Beven and Brock Property Management Company
99 South Lake Avenue
Pasadena, CA 91101-4701

Dear Fin,

June and I reside at the Del Mar Townhouses Association and we are writing to express our appreciation for the support by Laura Garbo to correct an in the wall water leak.

June discovered the leak on Friday, February 8th. We didn't report it until the following Monday afternoon as it was a slow leak and didn't seem like a weekend repair emergency to us; I just turned the water off when we didn't need it. On Tuesday morning, Ruben of Pinpoint, was here to locate the leak and on Thursday, the 14th, Larry of Merry Plumbing was here to remove the water heater, open the wall and replace the leaking pipe. Late Thursday afternoon, Joey of Quality Control Services, patched the 1 by 6 foot hole. On Friday, Larry returned with his boss, Jim, to lift the water heater back in place and to reconnect it. We had hot water back, and no leak, before noon.

All the work was efficiently and professionally done.

Laura did a fantastic job of responding to our need and keeping all the trades and tradesmen coordinated. (We hope we've gotten their names correct.)

We wanted to let you know of the great job she did for us and ask that you let her know how much we appreciated her support.

Sincerely,



Garrett and June Paine
~~271~~ South Marengo Avenue
Pasadena, CA 91101

~~626-796-7693~~

ARROYO HOME OWNERS ASSOCIATION

320 Pasadena Ave
South Pasadena, CA 91030

Mr. Dave Brock
Beven & Brock Management
P.O. Box 7029
Pasadena, CA 91109-7029

RE: Paul Cannings

Dear Dave:

I have wanted to write this letter for some time now, and since Paul has been assisting me in getting my board on the "straight and narrow," I have decided now is good a time as any.

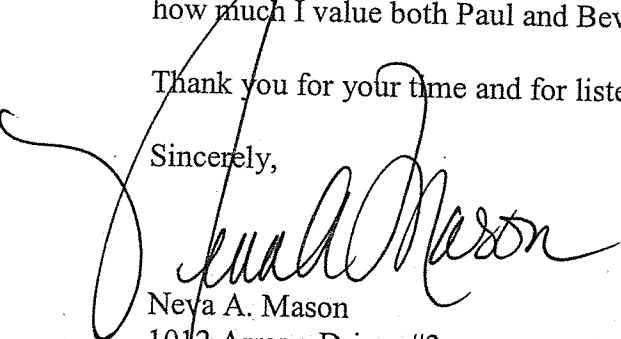
I am President of our Arroyo Home Owners Association, and Paul takes care of us in the management of this complex. The purpose for me writing is to express the absolute admiration I have for Paul. He has been such a pleasure to work with. He has listened to me, encouraged me and basically taken the lead on many of our issues. During very stressful times, he has shown extreme professionalism, and coming from an investment management background, I know what real professionalism should be.

I wanted to express these sentiments specifically about Paul because most of the time hard working individuals do not hear positive remarks, or at least not enough of them. I try to let Paul know how much I appreciate his hard work and his knowledge and thoroughness. And I specifically wanted you to know also. I know how hard it is to keep excellent staff and leaders in our employ. You have an excellent employee in Paul.

I just wanted to express these thoughts to you, as his boss, and hope that you will know how much I value both Paul and Beven and Brock.

Thank you for your time and for listening.

Sincerely,



Neva A. Mason
1012 Arroyo Drive, #3
So. Pasadena, CA 91030

Brigadoon Owners Association
C/O Beven and Brock
P.O. Box 7029
Pasadena, CA 91109-7029
626-795-3282 FAX 626-795-0623

June 9, 2006

Mr. David Brock
Beven and Brock
Pasadena, CA

Dear Dave:

I am writing to thank you and your staff for doing such a wonderful job helping me manage the Brigadoon Owners Association. We have just finished out second year with Beven and Brock and it has been a pleasure working with Juanita Flores, Carole, Trish and the rest of your staff.

When our Association was looking for a property management company, we thought going with a large entity would help us with contractor referrals, accounting and statements, and economy of scale type services. Well sadly to say that was not the case with our prior management company which the Association terminated the services of after only 1 year due to turn over of property managers, never being able to get someone live on the phone (AKA automated phone system hell), constant billing mistakes and lack of response from its senior management when complaints were made.

The few items that I especially like about Beven and Brock are:

-The ability to push "0" and get a live person on the phone usually within 1 ring and hear a cheerful voice willing to help instead of passing me around to someone's voicemail or putting me on hold for 2-3 minutes.

-The ability to reach you directly without having to be quizzed about who I am, what am I calling about or constantly hearing "he's not in, leave a message". If I have to leave a message on your voice system it is usually returned very quickly.

-Juanita Flores has been our property manager for the last 2 years and has been great to work with. If Juanita is not available, I have the ability to talk with Carole who can get me the information I need. If I leave a message for Juanita it is promptly returned by her or Carole or an email with the answers will follow shortly.

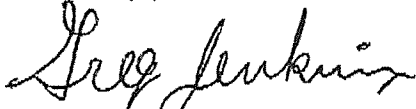
Mr. Dave Brock
Beven and Brock
Page 2
June 9, 2006

-One of the most frustrating things about our prior management company was the inability to simply walk in the office unannounced and talk with someone about an accounting issue or something else. I have shown up several times at your office unannounced (taking the risk that the person I wanted to speak to might not be there) and have always been treated with respect and a cheerful smile. I have always been cheerfully received by the person I wanted to see even without an appointment, whether it was Trish in accounting, Juanita our manager or Carole if Juanita was out.

-And the best part is the educational seminars and quarterly newsletters that you provide. The seminars are a great resource and help me understand what I need to do to make things run better, comply with new laws and how to deal with difficult issues. The newsletters to members are great as they give members information they need to know and consider.

Again, I want to tell you how great it is working with you and your staff and what a great job they have done. You and your staff's commitment for customer satisfaction and personal touch are appreciated.

Very truly yours,



Greg Jenkins
Brigadoon Owners Association

May 27, 2003

To Whom It May Concern:

This letter is in regards to Mr. Paul Cannings. He works for the management company for the complex in which I have lived for 12 years. I have known Mr. Cannings for the last seven or eight of those years. We had a problem with the last management company and we called Beven and Brock to assist us and Mr. Cannings was assigned to our condominium complex.

He has been very helpful in getting problems taken care of during the transition from the previous management company to Beven and Brock. In the past few years we have had various problems occur, from big repairs to the building to a problem owner, and I have had to call Mr. Cannings sometimes two to four times a week. He has always been very diligent in taking care of these matters. He is courteous when I speak with him, and either calls me back when I have a question or just takes care of the problem in a timely manner.

Sometimes we need Mr. Cannings to appear at a hearing or a meeting for the complex and he attends ready with whatever advice or information we need. I have always felt I can rely on him and not question whether he has taken care of something or not.

I have a great deal of respect for Paul Cannings, his job at times I'm sure can't be easy, but he has made my job as president of our association these past several years much easier.

Sincerely,

Barbara Reed
150 South Michigan Avenue #104
Pasadena, CA 91106
Home Phone (626) ~~599-1570~~

BR:jc

Dave Brock

From: Gvara [REDACTED]
Sent: Tuesday, June 28, 2005 9:34 PM
To: Dave Brock
Subject: Re: Seminar last night

Dear Dave:

Thank you, Mr. Beven, and staff for hosting the seminar. It was very informative.

I don't understand those people who don't take advantage of opportunities like this. It can only make for a better association and community in which to live. I'm sure I'll be signing up for all future seminars! (Well, actually, I really do understand those people...they are either too lazy, too self-serving to do anything for the association, or too dumb to figure out how important this knowledge is)

Again, thanks for hosting the seminar.

Gail Ard [REDACTED]
Oak Knoll Homes

Page 1 of 1

Dave Brock

From: Michael [REDACTED]
Sent: Sunday, July 03, 2005 12:14 AM
To: Dave Brock
Cc: Marilyn Howald
Subject: Re: October Seminar at Beven & Brock

Dear Dave:

I enjoyed the presentation last Tuesday, it was very informative and timely, and I am looking forward to the seminar in October 2005. Could you please let me know the subject matter and please add my name to the list.

Kind Regards,
Dr. Michael [REDACTED], VP
Verdugo Villas
ver173

Michael [REDACTED]

Dave Brock

From: Tom Lenz [REDACTED]
Sent: Saturday, July 02, 2005 8:19 AM
To: Sandi Schmutzer
Cc: Dave Brock
Subject: About Tuesday and Others

Sandi & Dave:

Thanks for Tuesday night's seminar. It was very good: lots of helpful information and the two presenters were top notch. Prior to these seminars, we were doing our thing in a vacuum.

Future suggestions:

Robert Norlund said "1/3 of all HOAs are financially precarious". Based on this concept, I'd like to see either as a newsletter or at a seminar, comparisons to other HOAs. This could also include comparing samples of rules (ours are a mix of rules, operating procedures, etc.) , processing new residents, etc. In the business world, we'd be looking for best practices.

I'd also like to know what other HOAs B&B manages in our neighborhood. This would enable us to address local problems such as the fenced property on the corner of Altadena and Mohawk with the dry brush that is a fire hazard to us all, and the lot west of ours that is just a plot of dry dirt.

Thanks.

Tom Lenz
Treasurer, Oakcrest HOA

Dave Brock

From: jkcor [REDACTED]
Sent: Friday, April 22, 2005 6:41 AM
To: Dave Brock
Subject: Seminar April 21 re: Serving on the Board

Mr. Brock,

I thought the seminar was very informative. Kelly Richardson was an excellent choice to educate current Board Members on issues pertaining to CIDs. Thank you again.

Jan [REDACTED] Treasurer
FPV HOA

Casa Pasadena Condominium Association, Inc.

1127 E. Del Mar Blvd., Pasadena, CA 91106

May 21, 2003

Letter of Recommendation for Lori Lacher

To Whom it May Concern:

As President and Treasurer, and on behalf of the entire Board of Directors of the Casa Pasadena Condominium Association, Inc., we are pleased to write this letter of recommendation for Lori Lacher.

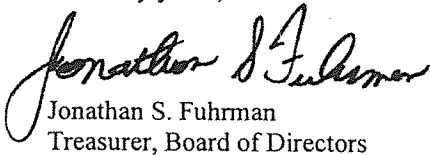
Lori has been our property manager for over six months now, having taken over the assignment when our previous manager moved out of state. Lori quickly came up to speed on the details of our complex, and she has provided excellent service to the Board.

As a complex of 107 units with full-time, on-site maintenance supervisor, we are a relatively demanding group. Nonetheless, Lori has been able to meet our needs in all respects. She assisted us in conducting our annual meeting, helping to ensure that we had a quorum of 50% of the owners. She has interfaced effectively with our prior maintenance supervisor, who recently retired after 22 years with us, and she is working well with our new maintenance supervisor. She has been handling issues and feedback from our many owners with tact and efficiency, and she has established a good reputation for responsiveness and attention to detail.

Lori's monthly Management Reports have been both comprehensive and concise, and she has ably supported the Board. She has helped us resolve a few financial or budgetary issues, and she has been responsive to direction from our Board.

We are pleased to offer this letter of recommendation on her behalf. Should you have any other questions, please feel free to contact Jon Fuhrman, our Association Treasurer, at ~~610-551-7811~~.

Sincerely yours,



Jonathan S. Fuhrman
Treasurer, Board of Directors



Temple Hatton
President, Board of Directors

cc: Beven & Brock
Annie Kodak
Connie Baldwin
Sherrie Warner

**SWEDELSON
& GOTTLIEB**
ATTORNEYS AT LAW

11900 W. Olympic Boulevard
Suite 700
Los Angeles, CA 90064
Telephone: 310/207-2207
in CA: 800/372-2207
Facsimile: 310/207-2115

February 5, 2002

David Brock
Beven & Brock
77 N. Oak Knoll Ave., Ste. 106
Pasadena, CA 91101

David:

It was great seeing you at the Los Angeles CACM Seminar a couple of weeks ago. As always, I wanted to thank you and Fin for the work sent to our office. The people that work with you are of the highest caliber and we are always honored when they select us to perform assessment collection and legal work.

Sincerely,

SWEDELSON & GOTTLIEB


SANDRA L. GOTTLIEB, ESQ.

SLG/mm

Branch Offices

Orange County
5000 Birch Street
Suite 3000, West Tower
Newport Beach, CA 92660
Telephone: 949/476-3789
Facsimile: 949/752-2160

Ventura County
300 East Esplanade Drive
Suite 900
Oxnard, CA 93030
Telephone: 805/650-7899
Facsimile: 805/988-0570

Inland Empire
3400 Inland Empire Boulevard
Suite 101
Ontario, CA 91764-5510
Telephone: 909/476-3530
Facsimile: 909/460-0018

~~Dave-Fly~~

AUGUST 17, 2001

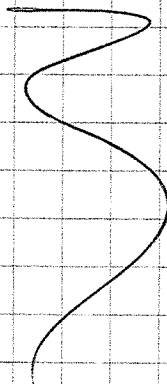
TO: PAUL T. CANNINGS
BEVEN + BROOK MANAGEMENT
FROM: ROGER SHUTE (GRA 101-03-1551)
SUBJECT: MY THANKS FOR YOUR ASSISTANCE TOWARDS
A REBATE FROM PWP.

YESTERDAY I RECEIVED MY COPY OF YOUR
PROMPT AND CONCISE 8/15/01 LETTER TO PWP
ON MY BEHALF.

I APPRECIATE YOUR ASSISTANCE IN THIS MATTER—
THANK YOU.

SINCERELY

ROGER SHUTE
PLAZA DEL ARROYO APT. HOMES
101 N. GRAND AVE., APT. 3
PASADENA 91103



Dave Brock

From: Fin Beven [finbeven@msn.com]
Sent: Tuesday, December 18, 2001 12:39 PM
To: Dave Brock
Subject: Fw: Laura Garbo

----- Original Message -----

From: McCord, Holly
Sent: Monday, December 17, 2001 11:55 AM
To: 'finbeven@msn.com'
Subject: Laura Garbo

Dear Mr. Beven,

My townhome association is a client of your company. I wanted to take just a minute to let you know that Laura Garbo, our property manager, is a fantastic employee. She has been consistently responsive to our needs and always a step ahead of us in terms of information. We are a small homeowners association and without her help we would probably spend lots of time backtracking due to lack of information regarding the decisions we need to make. Laura has always been timely, friendly and a wonderful representative of your company. Had it not been for her we would certainly have made a different choice in property management companies because our previous property managers through your office were not productive at all. I imagine you hear a fair number of complaints, so I wanted you to know that Laura is an employee you should certainly recognize for her outstanding service.

Best wishes for a pleasant holiday,
Holly McCord
Marengo Townhome Owners Association secretary

cc: Mr. Brock

#####

This message has been scanned by F-Secure Anti-Virus for Microsoft Exchange.
For more information, connect to <http://www.F-Secure.com/>

Dave Brock

From: Echeverria, Frederick [~~frederick@bevenandbrock.com~~]
Sent: Friday, August 31, 2001 8:04 AM
To: 'Dave Brock'
Subject: RE: Ownership

Dave,

Thank you for the information. It will be very helpful. I would also like to thank your staff for being so nice, efficient and responsive!

Frederick Echeverria

-----Original Message-----
From: Dave Brock [mailto:Dave@bevenandbrock.com]
Sent: Thursday, August 30, 2001 5:22 PM
To: '~~frederick@bevenandbrock.com~~'
Cc: '~~frederick@bevenandbrock.com~~'
Subject: Ownership

Fred,

Attached are the legal owners of the units you asked Juanita about. This is from Data Quick, a property records service we subscribe to.

918 ~~Marian and Melissa Garsen~~
918.5 ~~Georgia Proston~~
920 ~~Mark Valenti~~
920.5 ~~Daniel Stewart~~
922 ~~Stephen Kessel~~

Hope this helps.

David Brock

Anne F. Celona MPT
2820 Butter Creek Drive
Pasadena CA 91107-5905
~~626 798 4498~~

Rose Court Homeowners Association Member

March 16, 2001

Beven and Brock Property Management Company
P.O. Box 7029
Pasadena CA 91109

Re: Larry Sweeden Landscape Services

Cc: Laura Garbo, CCAM, Property Manager
Larry Sweeden
Joseph Ganino, President Rose Court Homeowners Association

Dear Sir or Madam:

I am writing to inform you of the prompt and professional service I received from Larry Sweeden.

On February 25, I snaked the drain running from my back yard out to the street, due to flooding in my yard. I extracted a root from a tree located outside of my property.

I telephoned Laura Garbo the next day who contacted the landscaper. Larry contacted me that same night. I spoke to Larry Sweeden who assured me the drain would be looked at once the rain had tapered off.

Within 1 week, it was evident my problem was being attended to. Within 2 weeks, the situation has been resolved and I am very pleased with the work.

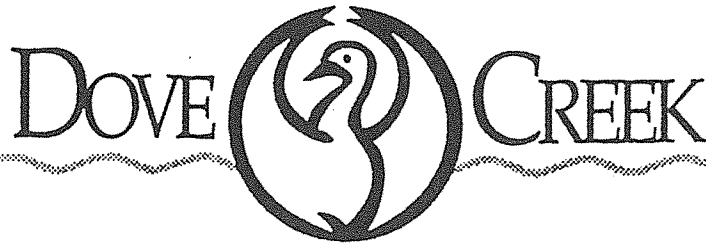
In short, I am very appreciative of the prompt and professional service I received from Larry, Johnny and others working for this landscape company.

Sincerely,



Anne F. Celona MPT

DOVE CREEK



July 29, 1999

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

Dear Mr. Brock:

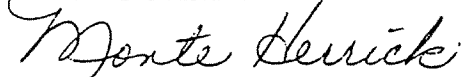
The Dove Creek Homeowners' Association Board of Directors would like to take this opportunity to let you know how much we appreciate the services of Laura Garbo, Association Consultant. She has gone far and above the call of duty for our association. Her first challenge was getting the association through the lawsuit process. This was a most difficult experience for the Homeowner's and Laura was right there with her calm influence and reassurance.

Once the lawsuit was over, her next challenge was to help us get the serious code violations and safety issues resolved. There were many times when she received abusive phone calls regarding work being performed and she always handled these calls in a professional manner. Her experience with handling association problems has been extremely helpful and whenever we needed help in deciding which direction to take she was right there to give us advice and help.

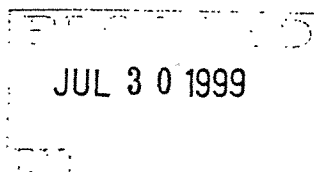
We are now in the final stages of completion and this has been another challenge for Laura. She is willing to take on whatever task we ask of her and follow through in an expeditious manner. The Board thanks you for assigning her to be our Association Consultant and wants you to know how pleased we are with her services.

Sincerely,

DOVE CREEK BOARD OF DIRECTORS

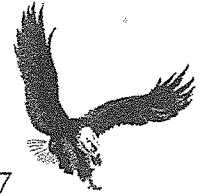


Monte Herrick
President





___Colonel (Retired), United States Army___ July 30, 1997



Mr. David Brock
Beven & Brock Property Management Company
P.O. Box 7029
Pasadena, California 91109-7029

Dear Dave:

As the past President of the Rose Court Community Association, I want to thank you, Finley, and all your staff for the support I was provided by Beven & Brock during my tenure. There was never a time that you were not there to support me, even during some trying situations.

I must single out Laura Garbo for her outstanding effort in her position as the Association Manager. She has always displayed the professionalism, maturity, knowledge, and calmness one hopes, but seldom finds, in an association manager. I will miss working with Laura and yourself. However, as a concerned homeowner and past president, I offer my talents and counsel for what they are worth if you feel the need is warranted.

Thanks again, and I will be back.

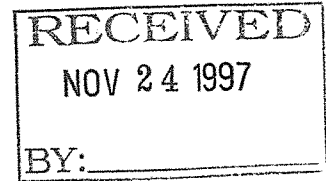
Sincerely,


Joseph Ganino

ARCADIA TOWNHOMES HOMEOWNERS ASSOCIATION
511 E. Live Oak, #6
Arcadia, CA 91006

11/20/97

BEVEN & BROCK
ATTN: David Brock
P.O. Box 7029
Pasadena, CA 91109-7029



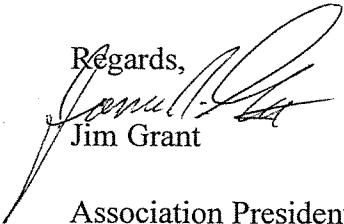
Dear David,

This letter will serve to thank you for assigning us with such a high quality manager. We are very pleased with our experience so far with Paul Cannings. His excellent organizational skills and decisive abilities allow him to swiftly and professionally represent us in our day to day management tasks. He has a charismatic way of initially gaining your confidence and then reinforces it by coming through time after time.

I was impressed when I first met with you by your candor and no-nonsense, yet empathetic approach to business and I am not surprised that you can attract this caliber of individual to work for your company. Please continue to treat Paul good because even though we do not have a long-term track record together we can say already that he would be sorely missed if he were to move on.

We are likewise impressed with the BEVEN & BROCK way of doing business and look forward to seeing the next newsletter to have an update on what's up with your company. The newsletters are professionally done and help create a "Spirit de Corps" atmosphere for all homeowners.

Regards,


Jim Grant

Association President

c.c. Paul Cannings

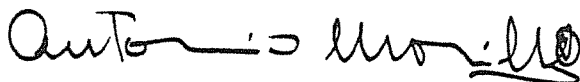
Beven & Brock
Accredited Management Organization
77 North Oak Knoll Avenue
Pasadena, CA 91101

Dear Messrs. Beven & Brock:

On behalf of the Oneida Garden Homeowners' Association, I want to congratulate you for the excellent work being done by your Association Manager Ms. Laura Garbo. We are most impressed by her efficiency, knowledge and willingness to help. She attended one of our members' meetings, and was extremely helpful, with the information and guidance she provided us. Telephone calls to her office are promptly answered, and assistance quickly provided re all aspects of a neighborhood association. All in all, since Ms. Garbo began her work in your office, our dealings with you have become very satisfactory, for that, both you and she must be commended.

Once again, congratulations for a job well done, and to Ms. Garbo for doing it so well.

Sincerely,



Antonio Morillo, Treasurer
O.G.H.A
2411 E. Oneida St., #B
Pasadena, CA 91107-5229

RECEIVED
JUN 11 1996



Innovative Lighting Services

10800 Richland Ave., Los Angeles, CA 90064

(310) 470-0834 • Fax (310) 470-0050

State License 626129

Mr. C Finley Beven
Certified Property Manager
BEVEN AND BROCK PROPERTY MANAGEMENT COMPANY
77 North Oak Knoll
Pasadena, CA 91101

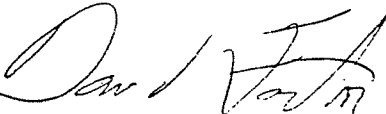
Dear Finley,

We are happy to provide this reference for Beven and Brock. Innovative Lighting Services completes lighting upgrade projects for many property management companies. From the beginning of our work with your properties, Beven and Brock's proactive, professional corporate philosophy inspired our sincere respect.

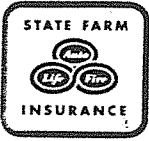
In dealing with property managers, we too frequently find the attitude, "If it isn't broken, don't fix it". Instead, at Beven and Brock we found extreme concern that facility projects meet your clients' needs and provide the anticipated results. Your team wanted solutions to problems and had a sincere interest in the recommended projects and their impact on the homeowners.

By all accounts your company has an excellent work ethic. Given the opportunity it will be a pleasure to work with you in the future.

Sincerely,



David Factor
President



DAVID REES

Auto-Life-Health-Home and Business

9028 TAMPA @ NORDHOFF (THE GROVE) NORTHRIDGE, CA. 91324

(818) 772-1488 OR TOLL FREE FROM SIMI-AGOURA-WESTLAKE (818) 888-8232

FINLEY BEVEN
C/O BEVEN & BROCK
77 N OAK KNOLL #106
PASADENA CA 91101

Dear Finley:

Enclosed please find the renewal policy for Villa Marengo Homeowners Association. While the coverage on the buildings has increased to \$5,085,700 from \$5,074,800 the PREMIUM HAS DECREASED over \$600 for the year. This decrease is a result of a good claims record, good management, a concerned board & good maintenance. As usual, I would like to set down with the board & go over the coverages. Just let me know the time & place & I will be there. In the meantime, should you have any questions, please feel free to give me a call.

Would you please complete the board update form for my records & return. Thanks.

Sincerely,

A handwritten signature in cursive script, appearing to read "Dave Rees".

Dave Rees, Agent
State Farm Insurance

cc; Mark Juarez

Allstate®

% Beven & Brock
Property Management Co.
77 N. Oak Knoll #106
Pasadena, CA 91101

Mr. David Brock:

It has been a pleasure and privilege to have provided insurance coverage for the Cordova Homeowners Association for the past two years.

Since we, (ALLSTATE) have maintained coverage there has been no claims. The Management team of BEVEN & BROCK, has also provided an additional plus to your association, and to us your INSURANCE CARRIER.

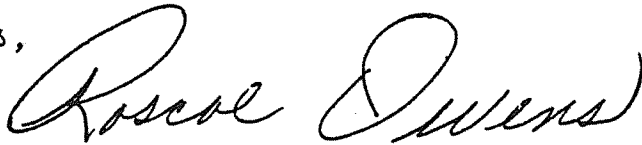
The ALLSTATE coverage began for your association 5/11/85 utilizing a \$250.00 deductible. Upon renewal 5/11/86 your management team and I discussed methods to reduce premiums, and maintain excellent coverage. That discussion resulted in an increase in your deductible from \$250.00 to \$1,000.00. The end result was a reduction in premium for 1986.

ALLSTATE also has a program within our Underwriting system that can produce discounts for Excellent Management.

Your 1987 renewal premium includes the 10% discount awarded for Excellent Management of which several factors were considered. The change of deductible from \$250.00 to \$1,000.00 provided a reduction of premium from \$12,631.00 to \$11,400.00. The fact that there were no claims on this property and the RISK MANAGEMENT STUDY provided by BEVEN & BROCK 3/15/87, reduced the premium again from \$11,400.00 to \$10,266.00, which was a total of \$2,365.00 in discounts for this years premium.

Should you have any further questions regarding the coverage, please let me know.

Regards,



Your ALLSTATE AGENT

COMMUNITY DISPOSAL COMPANY

P.O. Box 3334 • City of Industry, CA 91744
(818) 336-3636

Beven & Brock
77 N. Oak Knoll
Pasadena, CA 91101

Attention: Erin Pearson

Dear Erin:

We at Community Disposal Company consider Beven & Brock to be a Highly Valued Customer. Because of the volume of business and your prompt-pay history with us, we are able to offer you quantity discounts and quality service.

We look forward to a long and prosperous business relationship with you.

COMMUNITY DISPOSAL COMPANY



Margaret Winders
Sales Representative

MW/eo

Re: Beven and Brock
77 N. Oak Knoll
Pasadena, California 91101

From: Kay Smith, Regional Sales Manager
Web Service Company

Dear Sirs:

Web Service Company considers Beven and Brock a valued customer and we greatly appreciate their support.

Web would like to assure their customers, the commission/lease programs provided to Beven and Brock, are the most advantageous offered.

Being professionals, we realize performance is also a main concern. With "Service" as our middle name, Web provides the following, at no cost to you:

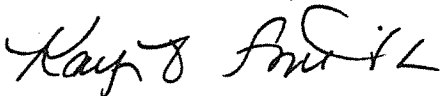
- *7 day/24 hour emergency service.
- *Professional ~~dispatchers to answer your call.~~
- *Free cleaning of clogged washer drains.
- *Non-Resettable usage counters on every machine.
- *Prompt, computerized monthly commission payments.
- *and many more!

Web Service Company appreciates the opportunity of contributing to the success of your multi-housing units, by providing the finest laundry service available.

As fellow active members of the Foothill Apartment Association, Beven and Brock are always aware of items affecting their clients interests.

We are proud to have Beven and Brock as our customer, providing them with profitable, quality service for many years to come.

Most Cordially,



Kay F. Smith
Regional Sales Manager

KFS;le

Web Service Company, I
3690 Freeman Blvd.
Redondo Beach, CA
9028-1165

213/772-5131
800/421-6897



Apartment Coin
Laundry Systems



Commercial Cooking Equipment

May 11, 2000

Beven & Brock Property Management Company
77 North Oak Knoll
Suite 104
Pasadena, CA 91101

Attention: Mr. Brock

Dear Mr. Brock.

I would like to take the time to commend and recognize one of your employees, Laura Garbo. I am a resident of the Del Mar Town Homes which is one of the properties which Laura manages.

I am extremely happy with Laura being the property manager. She has shown considerable concern when it come to meeting the needs of the residents in our community. Laura's attitude and work ethics have always been professional.

Again, I am very pleased to have her as our property manager. As a resident of the Del Mar Town Homes I would like to say that we are fortunate to have such a considerate property manager as we do with Ms. Laura Garbo.

Regards,

Thom Piskur
Director of Sales & Marketing
Imperial Commercial Cooking

1560 Flower Street • Duarte, CA 91010
(626) ~~357-7441~~ • FAX (626) 359-5909 • (800) ~~343-7790~~
<http://www.imperialrange.com> • E-mail: impsls@imperialrange.com



Institute of Real Estate Management

of the NATIONAL ASSOCIATION OF REALTORS®

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Chicago, IL 60610-9025

430 North Michigan Avenue
Chicago, IL 60611-4090

Ronald Vukas,
Executive Vice President

Telephone (312) 329-6000
Fax (312) 661-0217
Telex (312) 025-3742

November 20, 1992

C. Finley Beven, CPM®
Beven & Brock Property Management Company, Inc.
77 N Oak Knoll
Pasadena, CA 91101

Dear Mr. Beven:

Congratulations! The Governing Council of IREM has voted to reaccredit your firm as an ACCREDITED MANAGEMENT ORGANIZATION (AMO). As one of the elite 637 AMO firms nationwide, you are to be commended on your continued commitment to professional excellence.

Recognition as an AMO firm means that Beven & Brock Property Management Company, Inc. will continue to receive all of the benefits of the prestigious AMO designation. As an AMO, your firm benefits from a sophisticated public relations program that includes full-page advertising in national publications, the opportunity to take advantage of special listings in Yellow Page advertising, and a listing in IREM's national AMO directory, which is distributed annually to 3,500 investors. You will also continue receiving up-to-date information on industry issues through AMO Perspectives and have access to AMO marketing materials designed specifically for use in your firm's promotional programs.

Enclosed please find a sample press release announcing your firm's AMO reaccreditation, as well as a sample letter you may want to send to your firm's clients letting them know you have been reaccredited.

We are proud to have your firm as an AMO member and look forward to your continued participation in the AMO program.

Sincerely,

Robert T. Love, CPM®
President

cc: President, CPM®, Los Angeles Chapter #6
Administrator, Los Angeles Chapter #6
AMO® Chairperson, CPM® Los Angeles Chapter #6
Maureen Smith, AMO® Program Coordinator

CPM® AMO® ARM® CERTIFIED PROPERTY MANAGER® ACCREDITED MANAGEMENT ORGANIZATION® the CPM® key logo, the ARM® torch logo, and the AMO® circle logo are federally registered marks of the Institute of Real Estate Management



CERTIFIED PROPERTY MANAGER®



ACCREDITED RESIDENTIAL MANAGER

ACCREDITED MANAGEMENT ORGANIZATION®



Printed on recycled paper.

Charles Darling
239 East Del Mar Boulevard
Pasadena, CA 91101
(818) 795-6332

Finley Beven
Beven & Brock Property Management
77 North Oak Knoll-Suite 106
Pasadena, CA 91101

Dear Finley:

Just a note of thanks for a bit of fast footwork on your firm's part.

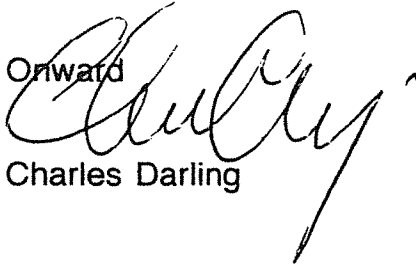
Last Friday we discovered some extensive termite activity around the patio of our Del Mar unit. The problem was worsened by the fact that we were scheduled for a physical inspection, on Saturday, in connection with the sale of our unit. Panic set in and we reached Juanita Flores in your office, explained the dilemma and the urgency of the situation. She contacted Antimite. They were booked solid for a week or two.

Both Juanita and Antimite's Cheryl Burnett came through for us. Schedules were changed and an inspector and serviceman arrived and performed the required work in record time. They both deserve our thanks for a terrific job under pressure.

Without their help the inspection might have been a problem and we do very much appreciate their efforts on our behalf. Big problem, quick fix.

Please convey our thanks and wishes for continued success.

Onward


Charles Darling

cc: Matt Means
Arno Offerman

THANKS
AGAIN
JUANITA

3602 Inland Empire Boulevard
Suite C-110
Ontario, California 91764
(714) 944-9003

Kaufman Broad

To whom it may concern:

As the developer of many planned communities in Southern California, we have found it extremely beneficial to hire a property management company prior to the close of the first escrow.

It has been our experience that securing the services of a property management firm to manage the new association at this early stage helps to ensure a smooth and orderly transition and actually enables our staff to be more effective in their responsibilities.

On our California Rose Court project, a 164-unit development in Pasadena, we retained the services of BEVEN & BROCK prior to the close of the first escrow in November of 1989. We have most recently selected BEVEN & BROCK to manage the 119-unit California Crossing project in Pomona which will be opening soon.

BEVEN & BROCK became an important part of our overall development program, and at California Rose Court their efforts were appreciated as much by the new homeowners as they were by us.



Melinda W. McCallum
Sales/Marketing Processing Manager
Inland Empire Division
Kaufman and Broad of Southern California, Inc.