



Neighborhood Insider

JANUARY 2009 VOLUME IV ISSUE I

AN AAM PUBLICATION

Answers from Amanda



Q: What are AAM's resolutions for the New Year?

A: Given the flood of negative news we hear these days, and with predictions of more to come, AAM has made its resolutions for 2009 with a focus on creating positive experiences for our staff, which we believe will also benefit our communities during these tough economic times.

Our first resolution is to continue to support those in need by giving to those less fortunate than ourselves or to the organizations that help them. Many of you know that AAM has historically contributed to a number of Arizona non-profit organizations that provide vital services to our state. Some of those organizations include Area Agency on Aging, Child Crisis Center, Phoenix Children's Hospital, Arizona Animal Welfare League, Florence Crittenton Services of Arizona, Gabriel's Angels and most recently Free Arts of Arizona. We have committed to a continuation of providing support to these types of organizations in 2009, as they need us now more than ever.

Our second resolution is to continue to support our communities through volunteerism. During 2008, AAM's employees organized and participated in several clean up days within the communities we manage to help alleviate the effects of the current market on their common areas and foreclosed lots. These events have proven to be both inspiring and motivating, not only to our employees but also to our homeowners who participate with us. Due to the overwhelming appreciation from these efforts, and as a way to keep the momentum going, AAM has developed a Volunteer Appreciation Program to recognize the AAM employees who participate in these events and who continue to give up their valuable weekend time for the benefit of our communities and our homeowners.

Our third resolution is to continue our Process Improvement Program, which was very successful in 2008. The purpose of the program is to reward our employees for developing process improvements that enable us to work better, faster and at less cost. While we are all doing our best to weather this economic storm, AAM is also doing all we can to minimize

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DID YOU KNOW:

AAM is Now Offering an Additional Banking Option

Did you know that recent changes in the banking industry will provide you and your association additional options when it comes to choosing a banking institution with which to do business?

As you are aware based on our previous correspondence in this regard, the parent company of Community Association Bank, or 1st National Bank, was taken over by the FDIC on July 25, 2008, and all deposits, including your community's bank

accounts, were purchased by Mutual of Omaha Bank. Mutual of Omaha Bank is a subsidiary of Mutual of Omaha, a very large, well-capitalized 99-year-old insurance company.

Since our last update, the Federal Deposit Insurance Corporation (FDIC) has increased depository insurance per institution from \$100,000 to

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SERVICE SPOTLIGHT: Billing Coordinators

The four Billing Coordinators in AAM's busy Homeowner Billing Department don't typically find themselves with extra time on their hands. They're usually concentrating on upholding the collection policies of the many communities AAM manages.

But when they do have a spare moment or two, said Department Manager Ramona Marsden, their favorite activity is to find new ways to do their jobs better. "Our favorite activities are working on process improvements," she said. "We strongly believe that our ability to cut time and become more efficient and more accurate in what we do is what makes a winning team and also fosters the positive, upbeat atmosphere here at AAM."

The Homeowner Billing Department is responsible for posting/waiving late fees and demand fees, requesting liens and creating and mailing all homeowner invoices and coupon books, among other duties.

While the department does not interact directly with homeowners and boards, it maintains constant communication with AAM's Community Managers, Customer Service Representatives and several other departments to ensure the billing process runs smoothly.

NEWS YOU CAN USE: Board Training

We have an outstanding line up of training sessions scheduled for 2009. Mark your calendars now and plan to attend. You won't believe the tremendous amount of valuable industry information we manage to pack into each and every meeting!

TOPIC: NEW BOARD MEMBER TRAINING

DATES: Tuesday, Feb. 3, 2009
Tuesday, May, 5, 2009
Tuesday, Aug. 4, 2009
Tuesday, Nov. 3, 2009

TIME: 6-8 p.m., refreshments will be served

PLACE: AAM Corporate, 7740 N. 16th St., Ste. 300, Phoenix
East Valley Office, 1311 W. Chandler Blvd., Ste. 130, Chandler
West Valley Office, 14780 W. Mountain View Blvd., Ste. 111, Surprise

TOPIC: TOPICAL TRAINING

DATES: Tuesday, Feb. 17, 2009, *HOA Relationships and Partnerships*
Tuesday, May 19, 2009, *How to Read Financials, Budgets and Reserve Studies*
Tuesday, Aug. 18, 2009, *Legislative Update and Collections*
Tuesday, Nov. 17, 2009, *Enforcement of Documents and Architectural Reviews*

TIME: 6-8 p.m., refreshments will be served

PLACE: AAM Corporate, 7740 N. 16th St., Ste, 300, Phoenix

E-mail reminders will be sent out during the course of the year. **Please RSVP to Tanya Salerno at tsalerno@AAMAZ.com or 602-288-2694.**

Answers from Amanda continued

our overhead while still providing the best service to you and to our communities. Since July 2008, AAM's employees have submitted 22 process improvements, of which 13 have been fully implemented. It has been wonderful to see our employees embrace this program and put forth the extra time and effort that will ultimately benefit our communities.

Lastly, everyone at AAM is committed to continuing to provide the support our Boards need in 2009, from training and education to legislative updates to meeting facilitation and hosting. We are here to serve you in any way you may need. We are looking forward to another year of working with you and are sincerely grateful for our continued partnerships. Please let us know what we can do to help you!

Amanda Shaw, President of AAM, LLC

Did You Know continued

\$250,000. To provide coverage for those deposits in excess of \$250,000, Mutual of Omaha Bank has secured a line of credit with Federal Home Loan Bank to protect depository funds in excess of \$250,000 up to \$5,000,000. This allows AAM the ability to request a letter of protection from Federal Home Loan Bank for your association if needed and depending on the balances in your community's accounts.

AAM has also established a relationship with U.S. Bank so that we can offer our communities another choice in banking. U.S. Bank provides banking services similar to those now provided by Mutual of Omaha Bank. U.S. Bank is the 6th largest commercial bank in the country, with \$247 billion in assets and \$21 billion in equity. They have had an HOA division for 23 years and are, therefore, very familiar with our industry.

Please feel free to contact AAM's CFO, Kevin DeBolske at (602) 288-2604 or kdebolske@AAMAZ.com if you would like more information regarding U.S. Bank or if you would be interested in making a change from Mutual of Omaha Bank to U.S. Bank.