

IMPAC

PROPERTY MANAGEMENT

Maintaining the Highest Level of
Management Standards in Our Profession



"CJ has gone above and beyond what is expected of a property manager. I have received emails from her with times and dates stamped on them from as early as 6 a.m. on a Saturday! No other property manager from any company employed through us has ever shown this kind of dedication."

— Association President, Brick, NJ

THE IMPAC APPROACH TO PROPERTY MANAGEMENT

Since 1984, IMPAC has forged close working relationships with each of our communities, remaining mindful of the unique nature of each property. More than property managers, we take pride in the partnerships we develop with our communities. We understand that a board is made up of volunteers who have lives to live. So we work hard to take the burden from their shoulders.

Under the direction of dedicated team leaders, IMPAC professionals focus on problem prevention in addition to

problem resolution. This results in increased property value, lower costs and smoother operations. Every day, we work hard to produce significant value enhancement and high-yield returns for our investor partners and communities.

More important still is our belief that we don't manage properties, we manage communities -- neighborhoods where families live. In every aspect of our job, we focus on people and the effect of our work on their comfort and security.

Finally, we appreciate the fact that community management is a 24/7, 365-day-a-year business. Each of our managers has a cell phone and every board member has their number.

That's why our first community still relies on us today.

That's why our first employee is still with us.

We've stood the test of time -- and we're stronger than ever.

We constantly remind our staff about our 10 Guiding Principles:

- I. The homeowner is the single most important person in our management lives.
- II. A call from a homeowner is not an interruption of our work, but the purpose of it.
- III. Homeowners are entitled to call; we are not doing them a favor by taking their call.
- IV. Our job is to serve, not to argue or match wits.
- V. The homeowner deserves the most courteous and attentive treatment we can provide.
- VI. The association is not dependent on us; we depend on it.
- VII. The people we serve have feelings and emotions just like ours.
- VIII. We are ladies and gentlemen serving ladies and gentlemen.
- IX. Our job is to assure the safety, security and comfort of others.
- X. Our mission is to always maintain the highest level of management standards in our profession.

"It is so good to have someone approach this job with so much interest and determination. All of us here have been looking for a site manager who is knowledgeable, aggressive and proactive. It appears as though we have found one."
– Board Member, North Bergen, NJ





"As a result of Brad's efforts, we were able to obtain superior coverage enhancement to last year's policy and save the association an amazing \$180,000!"

– Insurance Broker, Toms River, NJ

"Hats off to IMPAC. They did an excellent job in negotiating insurance for our site. IMPAC saved us \$44,729 over last year's rates!"

– Board President, Brick, NJ

OUR SERVICES

IMPAC Property Management provides full-service management to residential co-operatives, condominiums, townhomes, apartment complexes and new building developments. Our experienced staff believes in a hands-on, personal, team approach to property management. We recognize the individual requirements of each property and we tailor the management program to meet those special needs. Our goal is to provide outstanding value and service as we manage and maintain the comfort, beauty and safety of each community we serve.

Financial Services

Key members of the IMPAC staff have expertise in accounting, finance and financial analysis. We use a wide range of accounting programs and can customize reports to meet the specific needs of your property. Our goal is to provide you with a comprehensive financial package that will allow you to easily account for every dollar in and out.

- Comprehensive accounting services
- Development of operating and capital improvement budgets
- Assistance in the development of the fiscal budget and annual audit
- Monthly financial reporting
 - Balance and income statement
 - Budget vs. actual
 - General ledger
 - Cash disbursements
 - Member receivable reports
 - Cash flow and projections
- Request for proposal purchase programs
- Collection of common charges, rents and assessments including close monitoring of arrearages and serving as liaison to the association's collection attorney
- Maintenance of operating and interest-bearing reserve accounts in the name of the association
- Assistance with procurements of financing to meet capital improvement needs

- Continual procurement of proposals for services and costs in an effort to save the association as much money as possible

Site Management of Your Community

Fire alarm systems, emergency lighting, elevator maintenance, ventilation systems, sprinklers and more are all critical to the safety of the homeowners, your property and your investment. IMPAC evaluates your building systems for general safety, last inspections and certifications required by law or common maintenance practice. In fact, we set up an annual calendar for monitoring maintenance and inspections on a monthly basis.

While IMPAC can provide recommendations to the association on subcontracting everything from plumbers to electricians to landscapers, in fact we continually seek out proposals for services and costs in an effort to provide better service while saving the association money.

After we collaborate with the board to define the required service specifications, we secure proposals from qualified contractors. We then work with the board to review the proposals, and when the board awards the contract, we manage the job.

- On-site management or routine site inspections as needed by your community
- On-site collaboration with accountants, engineers, attorneys and other professionals retained by the board
- Negotiation on behalf of the association for services such as utilities, snow removal, refuse removal, pool maintenance and landscaping
- Continuing oversight of all service providers
- Project management of large capital improvement projects such as rehabilitation, additions and upgrades
- Negotiation on behalf of the association for services of qualified contractors for special projects
- Oversight of common area improvements and beautification projects

- Property inspections to observe conditions in need of improvement combined with compliance of homeowners with all rules, regulations and restrictions
- Provide quality service to every homeowner in the community

Communication with Board Members & Homeowners

Integral to every partnership is an open line of communication. We interact continually with the board and homeowners, and pride ourselves in being available 24 hours a day, seven days a week.

- Participation at all board and association meetings
- Preparation and distribution of notices, reports, meeting minutes and other correspondence as requested by the board
- Customized reporting for special needs
- Comprehensive management reports

- Development of a community website to increase communication, increase revenue through advertising, provide owner accessibility to personnel and display account histories
- Detailed service history reporting
- Production of newsletters and special publications
- Monday through Friday business hours and toll-free telephone access available to all unit owners, with 24-hour emergency assistance

Emergency Response Management

IMPAC manages community safety by utilizing personnel, equipment and procedures that reach four important goals: preventing an emergency, detecting a breach, containing the damage and counteracting the damage. To achieve this level of safety, an IMPAC property management team is on-call seven days a week ready to respond to any emergency.

"... our appreciation for your past help when we lost power. You not only promptly returned our 'SOS' call during a weekend, but also provided us with the name of a reliable and reputable electrician who solved our problem without overcharging us."

— Homeowner, Woodbridge, NJ

"I found to my delight that the meter room has been repaired. The workmen put in a solid floor, insulated all of the pipes and left it broom-clean. This is just one example of that high standard of customer service that I have come to associate with everything you do."

— Board Member, Secaucus, NJ



ABOUT US

Each community and property is different, with its own unique personality. A quarter of a century managing these communities has prepared us to understand the needs of any client. At IMPAC, we custom-tailor our services to fit the diverse requirements of our communities. It is our pledge to exceed the requirements and assist with the challenges of every board member and homeowner alike. After all, the first responsibility of every property manager is to ensure that all of our associations receive 100% satisfaction with every service we provide.

As members of CAI (Community Associations Institute) we require our staff to be accredited and take continuing education courses to keep current on latest developments in property management. We have a wealth of knowledge managing and maintaining every type of property, and we adhere to a strict code of ethics that assures the highest standards of service and integrity.

Our communities are as diverse as New Jersey itself. Sprawling townhouse communities, palatial 10,000 sq. ft. single family homes; exclusive communities with

panoramic views of the Manhattan skyline, waterfront townhouses along the shores of the Barnegat Bay; luxury high-rise condominiums; and residential suburban complexes. From quiet, remote rural communities to bustling, vibrant urban settings, we are confident that we can manage any residential property.

Nestled in the pinelands of Manchester, NJ, our corporate headquarters is centrally located to effectively manage our statewide operations. Staffed with seasoned professionals, this facility is fully equipped for accounting, bookkeeping, customer service, computer operations, engineering, public relations, vendor management, desktop publishing, editing, insurance and administrative management. In addition to serving as the heart of company administration, it is also the home base for our Central Jersey on-site and off-site property managers.

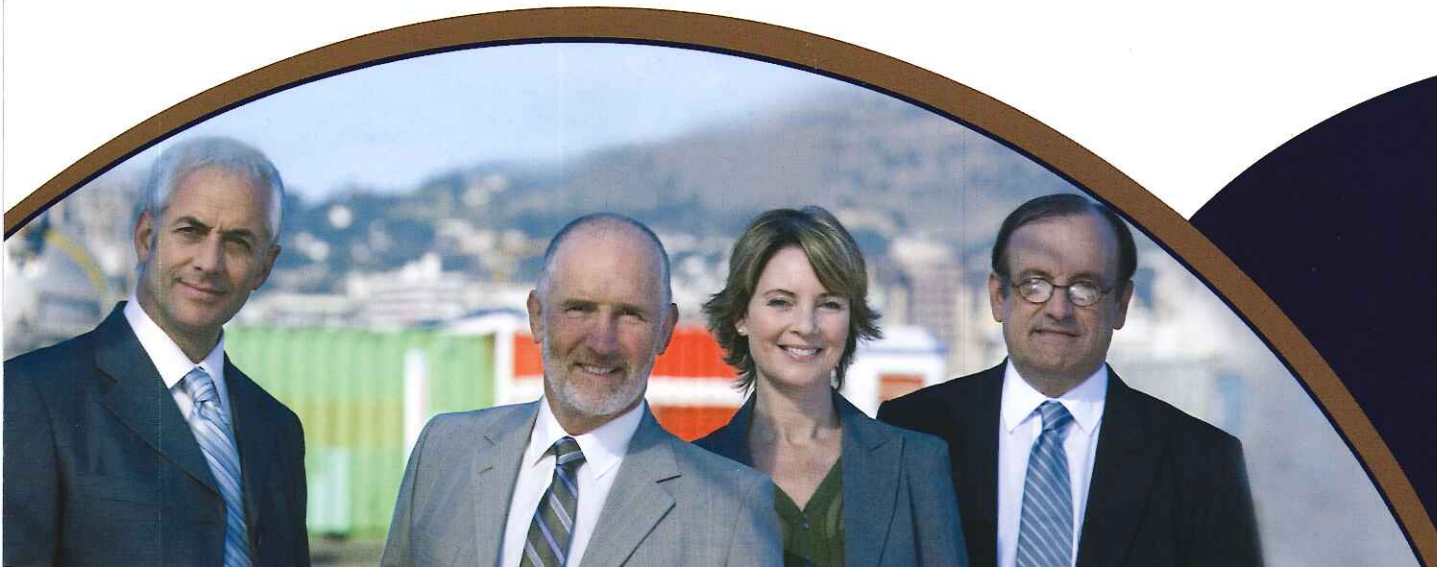
Our North Jersey Regional Office, located in Secaucus, is home to regional directors and portfolio managers for clients in that area of the state. This allows our regional directors and portfolio managers to be close by to assure quality service.

OUR SENIOR MANAGEMENT TEAM

When principals Albert J. "Bert" Smith and Accella Farrington-Smith started IMPAC back in 1984, each had already acquired years of property management expertise along with their individual backgrounds.

Bert Smith brings to IMPAC degrees in both public administration and communications. His knowledge and experience in property management serve as the foundation of our operations. Accella Farrington-Smith has a diverse background in accounting and administration. Whether it's bookkeeping, maintenance, insurance or litigation, she has experienced every facet of property management.

Michelle Sloan, General Manager rounds out the executive level branch of IMPAC management. She has been with IMPAC for more than a decade. Michelle manages the transition team, human resource matters and employee training and development. She is also the Webmaster for the community Websites.



"We finally have a property manager we can count on, who we can trust, who responds to this community in a professional and compassionate manner. I truly mean it when I say I do not know what we did before having you, and thank you from all of us."

— Board Member, Edgewater, NJ



"In the past six months, IMPAC has managed to accomplish what previously could not be accomplished for 14 years under the previous management company. Although much work still remains, the property has finally established a state of compliance with financial and legal requirements."

— Association President, Passaic, NJ

TRANSITIONS

The changeover from one property management company to another can be of concern to any prudent board member. Our transition procedures are meant to minimize that concern.

Before the actual commencement date of service, our team follows a 30-day process to ensure the change is smooth, efficient and effective for your community.

Two staff members will be assigned to work exclusively on operations and administrative transition. They remain available until the on-site staff is completely familiar with

your community and able to carry out all duties to the satisfaction of your board.

We begin by listening – to you, your board, your residents. We will identify your community-specific needs and evaluate how they are being met. We will examine existing procedures and policies and pinpoint areas in need of modification and improvement.

From this process, we will prepare an evaluation report which is reviewed by our senior management, then presented to your board. Our goal is not necessarily to change, but to enhance services to your community.

Our Transition Team will also review all pertinent records, contracts and documents to assure that

outstanding items are given immediate attention. We will check all agreements for compliance, deadlines and expiration dates.

Finally, if your association directly employs personnel, we will objectively review each individual's performance and potential. Balancing budget concerns with staffing needs, we will make specific recommendations to the board.

Throughout the entire process, our people will work diligently with your board to accommodate special requirements. The transition is complete only when a partnership based on trust has been established.



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