



September 26, 2011

Dear Homeowners,

We have two big items to report.

The board has come to believe that PSI's performance is no longer living up to our expectations. A property management company must be extremely responsive to the owners, and a proactive partner with the board. As a result, the board has decided to end our management agreement with PSI and to enter into a new agreement with Desirable Dwellings (DD), based in Inverness, effective October 1. Desirable Dwellings has been soliciting our business for over a year during which we have met with them numerous times to discuss property management philosophy. We are very much in sync. Their references are stellar. Their clients rave about their ability to deliver first class services at lower costs. The owner has been a general contractor, licensed real estate broker, and property manager for nearly 50 years. His expertise will be invaluable to us as we begin the roofing project, so we wanted to formalize this transition before we solicited bids.

Beginning October 1, please direct your inquiries and maintenance requests to DD at 847-776-8222. Please remit your October assessment to PSI via whatever method you have been using. We will issue new coupon books and direct deposit instructions before the November assessment is due. Please visit DD's website for more information about the company.

<http://www.desirablewellings.com/>

Enclosed is your invitation to a Special Meeting of the Association membership to be held October 20th (a change from the date previously announced for the October board meeting) for the purpose of approving a special assessment for the roof replacement project. The RFPs were distributed to the contractors on September 20th. With advice from our property manager and architect, we will have selected a contractor and obtained financing options to be discussed at this Special Meeting. This meeting will be held at the Palatine village hall located at 200 E. Wood St, west entrance, room A at 7pm. The regular October board meeting will follow the Association meeting.

As always, please contact us with any questions, issues, or suggestions. You may email us at info@desirablewellings.com, (beginning 10/1) or call us at PSI (847-806-6121 until September 30th) or at DD beginning October 1 at the number listed above. Remember – we can't fix what we don't know about.

Thank you.
The Board of Directors