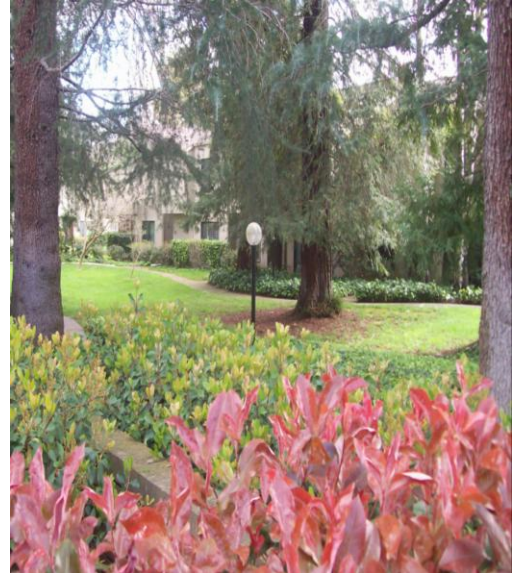


Nepenthe Community News

Notices & Important Dates to Remember...



- Tai Chi's last class is on May 2nd, and will resume again on Sept. 12th
- Effective May 7th, summer weekend Clubhouse hours will be 12:00 noon – 4:00 pm
- Don't forget your Mother this May 8th
- The Nepenthe Management Office will be closed on Tuesday, May 17th, due to Merit Annual meeting. The Clubhouse will remain open for your use
- Election Night is May 23rd prior to the monthly Board Meeting Ballots must be received via mail at the Clubhouse by Saturday, May 21st, or in person at the Clubhouse by Monday, May 23rd, no later than 6:30 pm.
- The Clubhouse will be closed on Monday, May 30th, in observance of Memorial Day



Memorial Day, which falls on the last Monday of May, commemorates the men and women who died while serving in the American military. Originally known as Decoration Day, it originated in the years following the Civil War and became an official federal holiday in 1971. Many Americans observe Memorial Day by visiting cemeteries or memorials, holding family gatherings and participating in parades. Unofficially, at least, it marks the beginning of summer.



Perhaps General Logan's proclamation was simply the making official of what the nation yearned for and spontaneously began to form after the near total destruction of the Civil War. It is that sharing of loss, honoring the sacrifices of those who made it possible to enjoy the lives we have today, and family connections across the generations that keep Memorial Day in our hearts...and always will.

Homeowner Maintenance Responsibility

Lately, there have been a number of inquires as to the Associations responsibility as it relates to interior repairs. Per the CC&R's, the Association is not responsible to perform or pay for any repairs to components within the interior of a home necessitated by water intrusion either through exterior siding or roofs.

As always, please report any water intrusion or damage to your home to the Nepenthe office so that we can further investigate the problem and make any necessary exterior repairs. If it appears that there is interior damage, it is recommended that you contact your insurance company to possibly file a claim.

Homeowner Security Concerns

A great way to prevent home burglaries and car break-ins and keep our neighborhood safe is through awareness, education and working together! It appears that many of the incidents in the past have a number of things in common:

Home Burglaries

- a) Incidents occurred during the day
- b) Home was unsecured
- c) Access gained by way of unlocked door or window
- d) Alarm system not turned on while away

The Nepenthe Association makes it a priority to keep Members informed of security issues that it is aware of; however, the Association is not responsible for your personal losses due to theft. We ask that Residents take the necessary steps to protect their real and personal property. Some things you can do are:

- a) Be sure to close and lock your garage door
- b) Lock all windows and doors
- c) If possible, do not park your vehicles on the street, if you do, make sure your valuables are removed from the vehicle.
- d) Meet and watch out for your neighbors
- e) Become a part of Neighborhood Watch

Here's what the Nepenthe Association has done to-date to combat such incidents:

- a) We have had several meetings with the Sacramento City Police department and they confirmed that they have made it a point to increase the number of times that officers drive through Campus Commons
- b) We met with Capitol Private Patrol a number of times to change the number of hours and times they are patrolling our community
- c) A Neighborhood Watch program has been implemented

Below is a homeowner's account of what happened to her:

My house was burglarized in early February. Before that day I never thought it would happen to me and so I didn't take home security very seriously. ***I left my house for less than two hours*** to meet a friend for coffee, and sometime between 12:20pm and 2:10pm my heavy wood garage door was pried open and burglar(s) entered the door between my house and garage. I didn't keep that door locked because I thought no one would be able to get in my garage uninvited.

I invite ALL of you to consider that there's no better time than NOW to be a part of Nepenthe's Neighborhood Watch program. A site map is available in the Nepenthe office reflecting which alleys are currently participating in the Neighborhood Watch program and which alleys are not and still need Neighborhood Watch Captains. We have had several meetings with the Sacramento Police Department, and they told us over and over that Neighborhood Watch is one of the best ways to help Keep our neighborhood safe.

*Sincerely,
One of your neighbors on Dunbarton Circle*

If you would like more information on joining our Neighborhood Watch program, please call Rene Husakow at (916) 567-1972 or email at lillynme@att.net

Manager's Message

I am happy to announce that we have a new weekend staff member joining us here at Nepenthe. Please join me in welcoming Veronica Mendez. Veronica's first day will be Saturday, May 7th.

The 2010 Financial and Special Assessment summaries were mailed to all homeowners this Friday.

In an effort to streamline homeowner reports of violations and work orders, Management is implementing a new request process. Reports of violations or requests for work orders can be submitted via email or by completing a violation/work order form in the Nepenthe Management Office. This form will also be uploaded onto the Meritconnect.com/NepentheAssociation website.

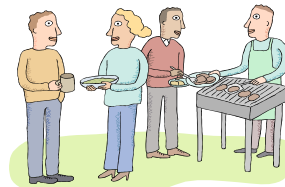
Enclosed within the Newsletter this month is a Community Management Staffing Evaluation Form in which to rate Management's performance. In filling out the form you're more than welcome to remain anonymous without placing your name at the top. This form should be mailed to Merit's Regional office at:

Merit Property Management
101 Parkshore Drive, Suite #100
Folsom, CA 95630

The original directions given out to homeowners on accessing the Meritconnect/Nepenthe website were confusing, and we received numerous questions. Below are directions on how to obtain your personal code and access the website:

1. Contact the Nepenthe office to obtain your personal 10-digit code if you haven't already
2. Register with your 10-digit code at <http://www.meritconnect.com/register>. Once registered, you will receive via email your log-on information
3. Log onto <http://www.meritconnect.com/NepentheAssociation>. Here is where you enter your email address and log-on information. Every time after you only need to log-on to the second website
4. Now you are able to retrieve your personal account information and other Nepenthe news and board packages

Annual Dog Walker's BBQ



COMMUNITY CORNER

The Annual Dog Walkers' BBQ will be held on Thursday, May 19th from 6-8 pm. It will be at last year's site (Hartnell grass area near 260 Hartnell). People who have dogs, and even those who don't have a dog but just love dogs are welcome to attend. For more information, or to volunteer to help with the BBQ, please call Dale Shaw at (916) 568-5600 or Sandy Underwood at (916) 927-6930.

Your Help is Needed...



The Dog Walkers' want to continue to supply dog waste bags for the dog waste stations located on Commons and Hartnell. The bags are there for the benefit of all. They are requesting financial donations from the community to help pay for the bags and upkeep of the stations. Cash or check (made out to Rene Husakow) donations may be left at the Nepenthe office. Thank you in advance for your generosity...The Dog Walkers'

Meet your Neighbor...

Nepenthe resident, **Cindy Hurn**, took a leap of faith when she gave up her administrative career to spend five years studying Psychology and Creative Writing. These disciplines became precursors to her new life as a professional writer. Working with Terri Crisp, Program Manager of Operation Baghdad Pups, and interviewing soldiers and their families, Cindy co-authored the spell-binding account of the first season of SPCA International's incredible animal rescue missions from Iraq and Afghanistan. In February 2011, Cindy also traveled to Iraq to accompany three animals on their long journey home, uniting them with their soldier families in the U.S.



No Buddy Left Behind: Bringing U.S. Troops' Dogs and Cats Safely Home from the Combat Zone, by Terri Crisp and Cindy Hurn, is one of those get-your-tissue-ready books that will leave readers inspired, grateful, and proud to be American.

If you're interested in Cindy's book you can pre-order now from Amazon for the October 4th release. <http://www.amazon.com/No-Buddy-Left-Behind-Bringing/dp/0762773863/>

FINANCIALS UPDATE MARCH 2011 FINANCIAL SUMMARY

| Assessment and Cash Summary | | | | | |
|-----------------------------|-----------------------------------|------------------------|----------------------------|-----------------------|----------------------|
| Monthly Assessment Budget | Current Month Assessment Received | Operating Cash Balance | | | |
| \$238,905 | \$238,791 | \$120,196 | | | |
| Operating Expense Summary | | | | | |
| Monthly Budget | Current Month Expenses | Year to Date Budget | Year to Date Expenses | | |
| \$102,962 | \$103,295 | \$308,886 | \$306,684 | | |
| Reserve Summary | | | | | |
| Monthly Contribution Budget | Current Month Contribution Actual | Current Month Expenses | Year To Date Contributions | Year To Date Expenses | Year To Date Balance |
| \$136,443 | \$136,473 | \$0 | \$411,506 | \$3,696 | \$1,956,087 |

April 25th 2011 Board Action Items

Landscaping

Fernandez Landscape will be completing the spring planting the first week of May. Seeding at locations of prior tree removals will take place in Sept. The cost for the spring planting and site remediation is \$8,578.35

The Board has approved tree replacement of 13 trees in selected areas where prior trees have been removed. 5-gal. trees will be furnished without cost by the Sacramento Tree Foundation. Fernandez Landscaping labor cost is \$800.00 to include irrigation bubblers and tree root barriers.

Pool Filters

The Board has approved replacement of filter cartridges at the Clubhouse lap pool and spa, Elmhurst pool and Dunbarton spa in the amount of \$2,335.00. By changing out the filters we can achieve energy savings and improved water clarity by reducing the time and energy the pumps must exert to cycle the entire body of water in the pools and spas.

Color Copier/Scanner

The Board has approved a 39-month lease for a new color copier/scanner for the Nepenthe Management office. The new copier will increase the cost savings and efficiency of the Management office. The monthly lease amount is \$158.88 plus additional cost for black/white and color copies.

Siding/Painting Repairs

Management has walked the community with Draeger Construction noting areas where the tannic acid from some of the T-111 siding has leached through causing discoloration. Draeger has agreed to perform under warranty cleaning of the T-111 siding by using a 25% bleach to 75% water solution. Several locations have been identified though your assistance with further identification of areas would be most helpful by notifying the Management Office.

Irrigation Retrofit

Fernandez Landscape along with Ewing Irrigation's oversight will soon commence the irrigation retrofit for Zone 5 (Elmhurst Circle). Anticipated completion date of this project is mid-June at a cost of \$70,963.48. This is a continuation of an overall project that will reduce future labor costs by removing the need to manually turn on and off over 500 valves. To-date we've completed Zones 1 & 4.

University Lot Fence

Clark-Cadman, Inc. has been given approval to proceed with the installation of a 6' high fence with wrought iron across the front (adjacent University Avenue) and chain link at the sides and back. The fence will provide for future community use and storage. Anticipated completion date of this project is mid-May at a cost of \$9,616.00

Paving Projects

2009 Paving Project (Zone 1 - Colby & Adelphi Courts) – Management has met with the Paving Engineer, DanMark, to discuss strategy for resolving paving concerns related to the 2009 paving project completed by JP Paving. JP Paving has agreed at no charge to return and repair and seal areas where original workmanship was poor. DanMark will be setting up a job walk early May to view the site with JP Paving.

2011 Paving Project (Zones 2, 5 & 6 - Swarthmore, Vanderbilt & Elmhurst) – The Paving Engineer, Allied-Langdon, conducted another job walk to re-evaluate existing conditions of last years paving project. JB Bostick is scheduled in May to complete the crack repairs and seal. They will also raise 19 existing water valves with G5 water value boxes and replace header boards at the driveways at an additional cost of \$5,135.00.

2011 Paving Project (Zones 3 & 4 – Dunbarton Circle) – Management has performed two bid walks with Paving Engineers who can perform construction management services. Management is scheduled the 2nd week in May to meet with an additional Engineer for a final bid.

Dunbarton Cabana Renovations

Room for Improvement (RFI) has been selected for the interior renovations for the Dunbarton Cabana. Per the Board's direction, Management has requested of RFI to come back with a proposal and color board with a \$12,000 reduction from their original proposal to meet the budget number of \$36,920. The Board will be reviewing the RFI proposal and color board at the May Board Meeting.



Safety Tip of the Month

Watch Never leave your garage door opener in your car when you go somewhere. When you get out of your car, take it with you, just like you do with your car keys. If someone breaks into your car, they can take your garage door opener and get your address from your car registration, and by the time you get home you may have already been burglarized.

...Help put the "Neighbor" back into Neighborhood...

AT YOUR SERVICE

MERIT PROPERTY MANAGEMENT

Weekdays: 9:00a.m. – 6:00p.m.
Weekends: 12:00 Noon – 4:00p.m.

Nepenthe Management Office: 929-8380

Community Manager: Shellie Lavalsiti slavalsiti@meritpm.com
Associate Community Manager: Sue Frazee sfrazee@meritpm.com
Assistant Administrator: Veronica Mendez nepenthe@meritpm.com
Maintenance: Roger Work

Merit Regional Office: 608-3068

Merit HOA Emergency Hotline: (888) 596-4984 – Toll free 24 hrs.

Merit Billing: (800) 428-5588 (press extension 5 at anytime to bypass the message)

Capital Private Patrol Service: 447-8500

Electrical Outages: Call SMUD's toll free number (888) 456-SMUD to report

Nepenthe Insurance: John O. Bronson Company

- General questions – Rob McVicar 480-4138
- Flood insurance questions – Irene Sabourin 480-4146
- Property and liability insurance requests – Ricio Leon 480-4134

Board Members:

(The Board meets at 6:30 p.m. on the 4th Monday of the month in the Clubhouse)

- Randy Friedman, President
- Liza Tafoya, Vice President
- Judy Semerjian, Secretary
- Barbara Stromick, Treasurer
- Bill Newbill, Member-at-Large

Committee Chairs:

- Architectural Review – Dave Digardi
(Meets at 9:30 a.m. on the 2nd Saturday of the month in the Clubhouse)
- Elections – Yvonne Del Biaggio
- Finance – Marcie Mortensson
(Meets at 6:45 p.m. on the 2nd Thursday of the month in the Clubhouse)
- Grounds – Ivan Gennis
(Meets at 4:00 p.m. on the 2nd Thursday of the month in the Clubhouse)
- Insurance – Bill Newbill
- Nominating/Outreach – Nicki Shearer
(Meets at 5:00 p.m. on the 1st Thursday of the month in the Clubhouse)

MAY 2011

| SUNDAY | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY |
|--|---|---|--|---|--------|--|
| 1 | 2 3:00 PM CHI GONG/ TAI CHI CLASS <i>(LAST CLASS UNTIL SEPT.)</i> | 3 9:30 AM YOGA CLASS <i>(ALL LEVELS)</i> | 4 | 5 5:00 PM OUTREACH/ NOMINATING COMMITTEE  | 6 | 7 3:30 pm-8:30 pm <i>Private Party</i> |
| 8  | 9 | 10 9:30 AM YOGA CLASS <i>(ALL LEVELS)</i> | 11 | 12 4:00 PM GROUNDS COMMITTEE 6:45 PM FINANCE COMMITTEE | 13 | 14 9:30 AM ARCHITECTURAL COMMITTEE |
| 15 | 16 | 17 9:30 AM YOGA CLASS <i>(ALL LEVELS)</i> NEPENTHE OFFICE CLOSED | 18 | 19 6:00 PM-8:00 PM DOG WALKER'S ANNUAL BBQ  | 20 | 21 <i>Private Party</i> |
| 22 | 23  6:30 PM ANNUAL ELECTION BOARD MEETING <i>(AFTER ELECTION)</i> | 24 9:30 AM YOGA CLASS <i>(ALL LEVELS)</i> 1:30 PM BOOK CLUB | 25 | 26 | 27 | 28 |
| 29 | 30 MEMORIAL DAY  | 31 9:30 AM YOGA CLASS <i>(ALL LEVELS)</i> |  | | | |

MERIT

Your Home. Our Life's Work.

Homeowner

Community Management Staffing Evaluation Form

Please select the response that best applies to your personal evaluation of the service being received from the community management staff assigned to your community:

Your Name: _____

Your Community Name: Nepenthe Homeowner's Association

Community Manager: Shellie Lavalsiti, General Manager

Associate Community Manager: Sue Frazee, Associate Community Manager

LEGEND

- 1- Unacceptable, significant immediate improvement or staffing change required.
- 2- Unsatisfactory, inconsistently meeting minimum requirements.
- 3- Satisfactory, consistently meeting minimum requirements.
- 4- Good, meeting and sometimes exceeding minimum requirements.
- 5- Excellent, consistently exceeding minimum requirements.

CATEGORY OF PERFORMANCE

PERFORMANCE LEVEL

Communication – How well does Merit communicate information to you? This includes telephone and email response times, clarity of written communications, and personal interactions with Merit staff.

1 2 3 4 5

Professionalism – Overall demeanor and appearance, presentation, and interaction style.

1 2 3 4 5

Knowledge – Possession and utilization of personal knowledge on community management issues specific to the governing documents of the Association.

1 2 3 4 5

Response Time – Timely response to maintenance and/or information requests.

1 2 3 4 5

Availability – Is Merit easy to get in contact with?

1 2 3 4 5

Overall Community Appearance

1 2 3 4 5

Have you ever contacted/utilized Merit's Customer Care Center? YES NO
(The Customer Care Center is available to respond to all general questions from 8am-7pm)

ADDITIONAL COMMENTS:

Thank you for your participation and assistance in our ongoing commitment to providing industry- leading support to you and your community.

Please return completed form to our Regional Office located at:

Merit Property Management

101 Parkshore Drive #100

Folsom, CA 95630