



Summer 2016

HAMMERSMITH
MANAGEMENT, INC.

On A Positive Note

A quarterly publication for Hammersmith Management Team Members



Leaders in Community Management®

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A Note from Human Resources: 401(k) Reminder

It's never a bad time to start saving for retirement! If you've worked at HMI for 1 year or more and haven't enrolled in the 401(k) plan, talk with HR about how to sign up.

In a 401(k) plan, funds are deducted from your paycheck before taxes are withdrawn. Because of this, **enrolling in a 401(k) plan lowers your taxable income**, which means you pay less in taxes on money you earn now while saving for your retirement in the future.

Kudos Corner

Cindi Copher: I just received the following from a Board Member at Holland House: "I called them... we have a lock box, and walk ups are going to be instructed to ring and be buzzed in. The lady I spoke with just now was super helpful." Thank you Cindi!!! -**Lynae Guardado**

Dan Lloyd: I attended my first board meeting with Canyon Ranch on Wednesday. Kiera Masters is an owner there and is the delegate for Highlands Ranch. She came up to me at the end of the meeting and said that "Dan Lloyd was absolutely amazing and helped her figure out her account balance right away." She told me that there was some confusion on the account vs. her master HOA account and you cleared it up right away and with no questions asked. Great job Dan!
-**Karen McClain**

Keeley Dunn: Suzette from Capstone Title called me this morning to sing praises for you. Her description in working with you was "amazing and top-notch". Thank you for going above and beyond in helping Suzette out today. Great work!
-**Syd Quenzer**

Karen McClain: I just wanted to tell you that Karen McClain is amazing. She is prompt, thorough, friendly, and if she doesn't know how to do something, she asks. Working with her has been great. I'd like to work on more of her communities if possible in the future. -**Bridget Heylman**

Dolly Jo Teske: I just wanted to pass on my feedback on my visit to Summit County last week. I sat at a vacant desk in front of Dolly Jo and was able to listen to her on the phones. She was AWESOME! She was friendly, helpful and her follow through was impeccable. She followed up with both Ty and Ritchie on calls she had received while they were unavailable, made sure they knew she'd left message for them on their desks. She is a great asset and addition to the client services team in Summit County. Thanks! -**HMI Team Member**

Noreen Kelly: Noreen, Jeff, Leigh Ann and I met with the Board at Holland House today. Board President, Conchita Donahue, said you are amazing to work with! Thank you Noreen, for going above and beyond in making sure our Board members and Homeowners are given Platinum Service. Keep up the great work! -**Syd Quenzer**

Tammi Martin: I wanted to recognize Tammi Martin for going above and beyond Manager expectations. When I email Tammi with letters for approval or any questions at all, she immediately emails me back with a detailed and thorough response, allowing me to send off any letters in a timely fashion. -**Christine Sellard**

Brittany Dewitt: I just spoke with Brittany D in Client Services and I wanted to pass on some positive feedback regarding our conversation. She provided me with the Homeowners name, Association, and the issue he was calling about without me having to ask. In addition, she was very helpful in restating the information I gave her and how she would relay it to the homeowner. Thank you! -**Nicole Shirley**

Catherine Prewitt: I would like to recognize Catherine Prewitt for her great work today on the above work order. The work order was not completed so Catherine assisted the Homeowner by offering a solution to ensure his request will be granted. Awesome job Catherine!! -**Corrine Notar**

Anthony James: Jacquelin Weber called this morning and was very happy with the landscaping service. She wanted to thank the Gentleman who entered the work for her, Anthony James. She said she is very excited to have Hammersmith Management as her HOA! -**HMI Team Member**

Brittany Dewitt: I just got off the phone with homeowner Lu Canham from Park View, and she could not stop raving about how wonderful Brittany is! She called yesterday to get assistance accessing the website and said that Brittany is totally fantastic, an asset to our company, efficient, responsive and knowledgeable. She took the time with Lu to go step-by-step on accessing the website and Lu greatly appreciated this. WAY TO GO BRITTANY!!!! ROCKIN IT! -**Lynae Guardado**

Mark Diffie: I just wanted to pass along a note praising Mark for the way he handled a potential major water leak at Eleven One Eleven this morning. This person can be difficult to handle, and he was able to calm her down and contacted all the right people along with following up after the problem was diagnosed. -**Chris Derichsweiler**

HMI Anniversaries

1 Year Anniversaries:

Angela Maybon – Crystal Lakes
Curtis Moody – Prado
James Schulze – 250 Columbine
Jennifer Padilla – Loveland
Jon Duvall – 250 Columbine
Julia McFadden – Loveland
Kyle Ruhter – Penterra Plaza
Leandra Barreras – DTC
Mackinley Kath – Peloton
Michaeline Raether – Palomino Park
Richard Koca – DTC
Ryan Rilinger – Vallagio
Sean Robinson – The Florentine
Sonny Senulis – DTC
Te'Arah Brown – DTC

2 Year Anniversaries:

Amanda Bedosky – Palomino Park
Charles Reno – Palomino Park
Dexter Bess – Palomino Park
Kathryn Sims – DTC
Ted Ashcroft – Penterra Plaza

3 Year Anniversaries:

Kaylin Thomas – Palomino Park
Matt Williams – DTC
Terrell Green – Palomino Park

4 Year Anniversaries:

Arlo James – Palomino Park
Jeff Sisterhen – Barclay
Lance Husted – Penterra Plaza
Nancy Pluguez – DTC

5 Year Anniversaries:

Daniel Martinez – Barclay
Joseph Jordan – DTC
Tammi Martin – DTC

6 Year Anniversaries:

Brandon Logsdon – Remington Post
Justin Heckmaster – DTC

7 Year Anniversaries:

Nickie Greco – Prado
Scott Ellison – Flying Horse

9 Year Anniversaries:

Erin Sutton - DTC

11 Year Anniversaries:

Amy Bowman – Northglenn
Gwen Cook – Summit Co.
Michelle Madsen – DTC

17 Year Anniversaries:

Debbie Maddox - DTC



Welcome to the Team

- Abbie Smith - NorthCreek
- Annalysa Catlett - COS
- Ashlee Chaves - DTC
- Ashley Childress - Palomino Park
- Aubrey Kane - Peloton
- Bob Harskel - Crystal Lakes
- Bradley Clough - Peloton
- Brad Kaelin - DTC
- Brandon Perko - NorthCreek
- Brenda Owings - DTC
- Brenna Price - Crystal Lakes
- Bri Duke - DTC
- Brian Hall - Palomino Park
- Bridget Richardson - DTC
- Brittany Dewitt - Loveland
- Candice Manzanares - Penterra Plaza
- Casey Smith - Crystal Lakes
- Catherine Prewitt - DTC
- Cheryl Bowman - HRCA
- Coco Upton - Palomino Park
- Crystal Hood - DTC
- David Krysmalski - Summit Co.
- Diana Behrent - DTC
- Dolly Jo Teske - Summit Co.
- Dolores Vargas - Larimer Place
- Dwayne Tuttobene - Summit Co.
- Edward Schrodt - Crystal Lakes
- Elmire Degbey - Larimer Place
- Erica Spraque - DTC
- Gary Wiensch - Rockrimmon
- George Twonbly - NorthCreek
- Heidi Snyder - Peloton
- Jason Kuykendall - Penterra Plaza
- Jeff Watkins - Larimer Place
- Jeffrey Johans - Summit Co.
- Jennifer Belanger - Penterra Plaza
- Jesse Smith - Peloton
- John Balmer - Palomino Park
- Julie Segura - DTC
- Karen Culter - DTC
- Karen McClain - DTC
- Karen Scarpinato - Loveland
- Kathleen Gatchis - DTC
- Kyrell Polk - Palomino Park
- Laura James - Summit Co.
- Lisa Mowery - COS
- Loren Berk - NorthCreek
- Lori Newton - Loveland
- Lynne Kraff - DTC
- Martha Paulson - Peloton
- Mary Hussey - DTC
- Miri Ladenburger - NorthCreek
- Ned Gaffaney - Summit Co.
- Renee Carrier - Barclay
- Ryan Anaya - Remington Post
- Sam Kamilatos - NorthCreek
- Tiffany Greenhill - Summit Co.
- Todd Athey - Zephyr Mountain
- Tory Crocker - NorthCreek
- Tyler Imlay - Zephyr Mountain
- Tyler Pinover - Peloton



ERC

The **Employee Relations Committee** has visited many of our Team Members at our satellite offices and in on-site roles to help them celebrate the season!

Do you have an idea for the ERC?
Email ERC@eHammersmith.com!





Office Winner: Jayme Harris

From the Nomination:

"Jayme has recently joined the team and has done a great job adapting to the duties as well as bringing a wealth of knowledge. She has taken on many responsibilities and gets it done in a short amount of time and always meets deadlines....Love the positive, can-do attitude."

Other Office Nominees:

- Amy Bowman
- Karalyn Bruschi
- Jason Catlett
- Gwen Cook
- Keeley Dunn
- Corrine Notar
- Tyleen Ortiz
- Whitney Patterson
- Sarah Vidulich

On-Site Winner: Mike Raczynski

From the Nomination:

"Since Mike started, he has shown so much growth and takes the lead. His willingness to learn, teach, coach and develop skills, as well as new team members has proven partnership and commitment to our Community."

Other On-Site Nominees:

- Jessica Garrison
- Judy Hatfield
- Daniel Martinez
- Tracy Sinkiewicz
- Scott Ellison



Want to nominate a fellow Team Member? Look for the email request from Human Resources for nominations coming soon!

The Gnome Award



The Gnome Award is given to the department promoting and best representing the concept of interdependence to the benefit of our internal and external clients.

This quarter, Community Engagement awarded it to the DOCA team. Congratulations to Davina, Matt, Nicole, Meghan, Jeff and Gwen!

Key to Social Media

The Key to Social Media Award is presented to the Team Member who has done the most to provide engaging content and support for our social media channels.

The recent winner is **Faith Wagner**. Faith understands the importance of our online reputation, and she's done a fantastic job asking for and obtaining positive online reviews, as well as training our newer Client Services Representatives to do the same. Great job Faith!

Do YOU want to win? Send your content and idea submissions to Communications@eHammersmith.com!



Internal Promotions

Carla Allen, Construction Staff Accountant

Zach Calvin, Community Administrator at Flying Horse

Jayme Harris, Technical Support Assistance

Larry Maybon, ABM/Operations Manager at Crystal Lakes

Congratulations!

Up!

CMCA: Chris Derichsweiler, Larry Maybon, Ty Thorndike

M205: Dan Krummick, Kacie Dreller, Len Kaiser, Stephanie Ollmann

On

M201: John Guzman-Peonio

M100: Andrew Perin, Chris Derichsweiler, Donna Martin, Larry Maybon, Leigh Ann Johnson, Larry Davis, Traci Brundage

CAM License: Andrew Perin, Chris Derichsweiler

Movin'

At Hammersmith Management, we value hard work and recognize achievements. During the 2nd Quarter of 2016, the Team Members listed above earned awards, certificates or continuing education credits to help further our company and their careers.

Hammersmith Management provides each eligible Association Business Manager and Director of Community Association Services an allowance of up to \$750 per year to be used on CAI-related education expenses.

HMI Day of Service Highlights

At Hammersmith Management, we encourage all Team Members to take a paid day off each year through our “HammerTime Day of Service” program in order to spend their time volunteering for a cause they believe in. Both individuals and teams from Hammersmith have volunteered everywhere from food kitchens to animal rescue shelters to youth outreach programs, and for many more great causes!



**Summit County Open Space,
Trail Building, July 23rd**



**Judi's House,
Meal Serving, June 25th**



**Denver Pridefest 2016,
June 18th**

Want to get involved?

Email HMIUnity@eHammersmith.com to find out about upcoming opportunities!

Hammersmith's Got Talent!

Stephanie Langlais

5.3.16

Email

Hey, there! I heard that you have been promoted to the training group. No better person I can think of to be in charge of that very critical area of the company. All best!
Donna Brooks, Kensington Townhomes

Isaiah Gee

5.6.16

Yelp Review

I called Isaiah Gee today with a last minute, crucial request for assistance. An "act of God" put us in the position of having to do something in our apartment at the last minute, that would normally have had a seven day turnaround. Isaiah was calm, efficient, and kind. He helped us resolve this problem - enabling us to move forward with confidence, despite the last minute scramble.
Amanda T.

Dan Lloyd

5.6.16

Yelp Review

Dan Lloyd was very helpful in addressing a problem that we reported.
Ken F.

Stephanie Langlais

5.11.16

Email

Stephanie, I know you are in training but I just wanted to reach out and say a heartfelt thank you. I'm certain you have felt overwhelmed by members of or board, under appreciated or both. Please know those are their issues, not yours. You are doing an amazing job for us. Thank you for your patience with me and so thoroughly answering our questions. I'm sure you recognized the appreciation of the homeowners last night as well. Personally, I will be sorry to see you transition away from us. Again, thank you. You are talented, resourceful and insightful. You deserve to hear that more often than frustration.
Lynda B., Ice House

Nickie Greco

5.13.16

Email

Matt - I just wanted to send you a quick note to tell you what a great job I think Nickie is doing at the Prado. My husband and I have owned at the Prado since it opened, and while we live in NY full time, we keep our condo for our personal use when we travel to Denver. I have to say that I think general building management support and communication has never been better since Nickie's been in the job,

which is especially important given that we don't live in Denver on a full time basis. And not only has the communication been great, but I think she is the resident's best advocates with the association and between the residents and all our vendors - including RE etc.... Given our longevity in the building we have certainly lived through all of the construction defects, and while we've had work done at almost every stage, it's been a constant struggle. Nickie is diligent and persistent, and always has the resident's best interests in mind - no matter whether it's engaging with RE on a difficult matter, or just working with and arranging the Dryer Vent Cleaning, or the Window Cleaning - or the host of other things that she has to engage in on a day to day basis. Her responsiveness is incredible, and I don't think I've ever had to wait 24 hours for a response to an email or a concern/call. She is always engaged and fully up to speed on things, no matter what the issue or the concern. I realize that her job can be quite thankless at times, so I just wanted you to personally know that my husband and I have been very impressed and pleased with her support - and I hope that she'll want to stay with us for a long time! Thank you again....
Andrea and Tim Sayles, The Prado

Joe Jackson

5.16.16

Yelp Review

This rating is for their employees in the trenches, especially Joe Jackson. After three calls and leaving three VMs over 5 business days with a senior person about a refund, I texted Hammersmith via Facebook and Joe was the one who responded within minutes. Clarified my issue and indicated he would do what he could to get me a call back. It was less than an hour and I had the call back from the senior person, though I was on a conference call at the moment. Her VM left a detail hanging....called back and went through an interrogation to get to her VM.....and no sense of closure. So, I went back to Joe, texted the information, and he understood the detail and its importance and just took the information and said he would take care of it. None of this was "rocket science", just good old common sense and attentive customer service. If you ever have a customer service issue with Hammersmith, hope for Joe to be behind the text.
Phil S., The Peloton

Justin Heckmaster

5.18.16

Email

Justin, I would like to thank you for your professionalism, perseverance and

patience. All those characteristics were essential throughout the transaction with Iron Horse. Especially important was your responsiveness and your doing what you said you would do.

It is wonderful to have Hammersmith on board at Iron Horse. I attribute much of that to your efforts. I hope that the rest of the Hammersmith team will be as helpful as you have been!

Thanks again,
Nancy N., Iron Horse

Joe Jackson

5.18.16

Yelp Review

It looks like I spoke too soon since Joe Jackson from Hammersmith jumped all over my issues and took care to coordinate a nice resolution process. Thanks to Joe everything worked out nicely. Hammersmith was quick to respond, so appreciated.
Tom B., Summer House

Nicole Shirley

5.23.16

Email

Hi Nicole - I want to personally congratulate you on your recent promotion. It is always good to see deserving people get rewarded for their performance. You will be a great loss to me in my role as the association President, but I am happy for you. Your personality coupled with your knowledge and skills will take you even further in your career--I see in you an up and coming star. It has been a pleasure working with you and I wish you the very best in your new position and your upcoming wedding. You will truly be missed by me.
Thanks, Sheila W., Fairfield Village

Nicole Shirley

5.25.16

Yelp Review

I would like to acknowledge the outstanding performance of Nicole Shirley who served as the management agent for Fairfield Village at Quincy Reservoir for only 7 months. Our community is somewhat unique in the fact that in addition to the normal day-to-day issues of an HOA, we have issues left from our developer/builder who went bankrupt eight years ago; after that the property was bank-owned for approximately 3 years; and now we are dealing with a new developer/builder and new issues develop daily. Nicole was quick to grasp our needs and organized and tracked action items in a timely manner. During the short time she worked with our community she demonstrated and exceeded the

knowledge, skills and abilities that we were seeking in a management agent.

Nicole is focused towards her work and effectively completes her targets. She is able to handle adverse situations tactfully. Those traits coupled with her positive "can do" attitude and organizational skills sets her above her peers. Her attention to detail coupled with her ability to work with the Board, the homeowners, and vendors is to be applauded.

Nicole is a hard worker and she was an excellent team member to our Board. Her dedication to her work and strong work ethic will continue to advance her through her career goals. She will be greatly missed, but we are excited for her being recognized for advancement. She is truly deserving and we wish her the very best in the future.

Sheila W., Fairfield Village

Cindi Copher

5.27.16

Google Review

Cindi Copher was excellent help today!
Lillian L.

Bernard Claassen

5.28.16

Yelp Review

I would like to give appreciation to the Barclay Towers new business manager, Bernard Claassen. Mr. Claassen became our building manager a few months ago. Our condominium has been experiencing many challenges for a very long period of time with managers coming and going on a regular basis.

Mr. Claassen, Bernard, started his new position by researching and identifying the problem issues that existed and began working on them for solutions as well as corrections. Not an easy job and many will continue to be worked on and not forgotten by management.

Recently, the Barclay had an important meeting with residents in order to discuss and answer questions in regards to a major, expensive renovation project that will take place in the building. Because the project will impact owners by sharing expenses for it, owners were out in huge numbers to learn of the financial consequence to each for such a project to take place.

Bernard took charge of handling this meeting. I was so impressed with how he set standards/perimeters on how the meeting would be conducted to insure each resident would be given the opportunity to ask a question. He handled the meeting and owners with organization, calmness which could have been a difficult meeting to handle.

In closing, I personally thank Bernard for his constant work in helping to make a better place to call 'home'.

Carol R., Barclay Towers Homeowner

Tammi Martin

5.31.16

Email

Tammi, I know and appreciate that you follow the restrictions of HOA management privacy, etc. Nevertheless, when a Park View resident contacts me, even outside of my Landscape duties, I feel an obligation to respond to that resident, get him/her an answer, and forward the issue to you. I appreciate 1000%, your attention and reply to me, about the above drainage issue, even if restricted due to privacy. Thank you.

You are an amazing HOA manager.
Dave Needham, Park View

Leslie Ashford

5.31.16

Email

Leslie - very nice job - I appreciate the help before and during the meeting - your presentation was great, and your networking with owners the last couple of days and before the meeting will really enhance HMI relationships, I hope we can encourage more of that in any way we can as a Board.

John Bredehoff, Park Lane Board President

Larry Davis

6.1.16

Email

Sean, I wanted you and Matt to know that Larry has acted with grace and professionalism during this transition. He has been an excellent representative of HMI. Our residents will miss him.

John Bredehoff, Park Lane Board President

Leslie Ashford & Neil Mobley

6.7.16

Email

The Hammersmith team have done great work reconstructing all the bills and payments from last year. Great job once again!

Lindsey Stelmach,
Board President, Brighton East Farms

Elmire Degbey

6.14.16

Email

Rayleen, I would like to let you know about my observation of a commendable action by the cleaning young lady last Friday evening. I'm in unit 504 and last Friday night I saw three young children at the parapet on the 3rd floor overlooking 16th Street. From my kitchen window I couldn't see any parents observing them. The youngest looking of them, a little girl, kept trying to hoist her leg over the parapet and I became alarmed. Next thing I knew, the cleaning lady from our building came and shoed the kids away from the wall. I was so relieved! She could have ignored the situation, thinking their parents should be watching out for them, but instead she intervened in a responsible

way. I really admire her action!

Thank you,
Mary C., Larimer Place

Joe Jackson

6.16.16

Yelp Review

Joe Jackson was extremely efficient in responding via Facebook.

Lisa H., Park View

Julia McFadden

6.16.16

Email

Thank you for a very professional response. I'm a customer relations rep for a automobile company-I appreciate your prompt text.

Steve W., Brookhaven HOA

Evelyn Saavedra & Cassandra Day

6.16.16

Email

Evelyn,
I mentioned to Mary also that you and Cassandra do a great professional job and I certainly recognize and appreciate it. It adds to the value of Penterra.

Bob W., Penterra Plaza

Tim Bennett & Scott Stewart

6.16.16

Email

Tim and Scott,
I just wrote an email to the Yahoo owner's group saying that I finally saw today first hand how much detail is involved with running this place and that I appreciate everyone's efforts because clearly, it's a lot of work. I also mentioned that while it's inevitable things don't always go as some of us would wish all of the time, what we've got here is a group that is really working on behalf of all of us and that I appreciate it. Obviously I meant and do mean, both of you as well. I've been on a condo board with an on-site management team that worked for a company as you do. It was a miserable experience that could have been greatly improved if guys like you had been on the team. So thank you.

Best,
Mallory, The Peloton

Mark Diffie

6.24.16

CS Ticket

To whom it may concern,
I wanted to take a moment to acknowledge an employee with whom I came in contact with today. I called your company to get assistance with a few HOA questions, so I could accurately provide correct coverage for my client. Mr. Diffie was extremely knowledgeable, professional, efficient and kind. His ability to find and produce the needed information was incredibly valuable.

I respectfully request this letter to be submitted into his personnel file, and available for his next employee review. My intention to let you know what a valuable staff member you have. He should be rewarded and recognized.
Thank you,
Catherine Nickels, Allstate Insurance

Mark Diffee
6.26.16
Google Review

I recently called Mark Diffee at Hammersmith with several questions and needs. Mark took care of all my needs and questions and needs on one call and did so with a great attitude! Hammersmith Management had all the resources needed. Great experience.
Charles Parsons, Red Oak Townehomes

Dolly Jo Teske
6.26.16
Google Review

The pool at our complex is having ongoing problems. As one of the HOA board members, I called in the latest problem; the pool heating system was not working. Dolly takes those calls and she made sure the right person was contacted and a Hammersmith maintenance supervisor was out there within 20 minutes. That kind of judgement and responsiveness means a lot!
Bruce Mitchell, Marina Park HOA

Brittany Dewitt
6.27.16
Google Review

Called this morning and received great customer service from a young lady named Brittany.
Jeanette Elliott, Red Oak Townehomes

Mark Diffee
6.29.16
Yelp Review

Our automated payment stopped due to some account changes along with some other queries. So I called Hammersmith Management to fix and spoke to Mark Diffee. He patiently heard all my concerns and help me fix each and every one issues and gave great advice.
Thank You so much Mark. Appreciate your support.
Hoori Aswani, Park View

Dan Lloyd
6.30.16
Email

We wanted you to know that Dan, who takes emergency calls in the evening, is an extremely professional employee of Hammersmith!! During a literal flood in our loft, Dan managed to delegate to the proper response team and take several calls from 2 extremely frantic homeowners.
After speaking with Dan I was confident that the issue would

be taken care of immediately... And it was. We do not send this type of email as we consider that employees are doing their job. Dan went above and beyond to gain our trust of a new management company.. We need more employees like him.
John and Kathryn, Icehouse Lofts

Mark Diffee
6.30.16
Yelp Review

I know that most of the time folks have a tendency to write a review only when they've had a poor experience but that wasn't the case with my experience and the purpose of this review. I had the pleasure of speaking with Mark Diffee of the Denver office today and I must say his level of customer service was off the chart. It's employees like this that make all the difference for a company. He not only assisted me in resolving my issue but he went so far to ask me if I was having a good day and did I have any plans for the upcoming 4th of July holiday. In this day and age, most people in the guest service industry forget about the service in their titles, but today I had to write just to let you know what a Rock Star you have in Mark Diffee. Thank you Mark for making a difference.
Jan S., Lafayette, CO

Tim Bennett
7.1.16
Email

Tim,
Thank you for everything. I am very impressed by your management of Peloton and how you anticipate the community's needs so well. They are lucky to have you there.
Julie Jackson, Broadband Planning

Karen Scarpinato
7.3.16
Google Review

Karen Scarpinato gave me the best customer service I have ever received from anyone at Hammersmith. She was informed, helpful, polite, and thorough. She should be the benchmark by which you judge the quality of your customer service delivery.
Steve C.

Mark Diffee
7.5.16
Google Review

Mark was responsive, polite and professional taking extra time and effort to ensure all of my needs and concerns were properly and thoroughly addressed. His demeanor instills confidence that he will follow through. Thank you, Hammersmith for managing my property; a vast improvement from the last company.
Ron C.

Nelson Peralta & James Schulze
7.6.16

Email

Friday evening, one of my retail tenants emailed me that there was a leak in their ceiling, and when we finally made contact with them on Saturday morning (after eliminating a building plumbing or fire lines issue) we determined that it was likely the heat pump in their unit, and that the leak was from the condensate pan which had either overflowed or had been knocked out of place. Just like the residential units are solely responsible for the equipment inside of their homes, the retailers are responsible for everything on the inside their units. Given the shared systems we first like to make certain there isn't a building problem, but then we always like to help where we can.
Julia was on her way to the property, but without a ladder she couldn't be of much help. She was able to track down Nelson and asked that he help her investigate. He was more than happy to comply, moved a ceiling tile, took a photograph and in less than two minutes confirmed our suspicions – it was indeed a tenant problem. This quick action on the part of the team enabled the tenant to get help quickly without disrupting their business over the busy holiday weekend.
I understand that there is liability involved when an HOA employee goes outside the boundaries of his/her job description, and I'm certainly not advocating that this be the norm, but this is an example of the exemplary customer service that we expect when we team up with a professional organization like Hammersmith. Just wanted to give a shout out – thanks!!!
Lisa A. McInroy
Vice President, Property Management
Western Development Group

Julia McFadden
7.7.16

Email

Hi Julia,
Thank you so much for solving the lawn problem for us in the back.....now both front and back looks great. Thought you would like see how the grass looks now compared to the photos I sent you a few weeks ago.
Sincerely,
Lyndon Johnson, Brookhaven

Mark Diffee
7.7.16
Email

I called the number for our property manager and Mark answered the phone. I explained to him my frustration that after finally getting everything set up last year, it's not working this year. Mark explained that your company changed software vendors and that now I have new account numbers so I need to re-sign up and re-set

up my auto payments. Mark did a great job letting me express my frustration and did what he could to assist me.
Sincerely, Kelly Suchey, Crystal Lakes

Brittany Dewitt
7.8.16

Email
Brittany, thank you very much for all your help with this issue. We should be good moving and again I sincerely appreciate all your hard work and patience in helping me resolve this issue. Have a great 4th of July weekend.
Sincerely, Cartek Properties LLC

Michael Gramm
7.8.16

Email
FYI, Michael Gramm once again does excellent work and follow through.
DJ, Zephyr Mountain Lodge

Annalysa Catlett
7.8.16

Yelp Review
I called Annalysa at Hammersmith Management about a landscape project status & approval and was treated very well. She contacted and got my approval processed in a very timely matter. Hats off to great customer service.
John Kutz, Ryan Ranch

Leslie Ashford
7.8.16

Yelp Review
I have been working with Leslie Ashford for several months now in the effort to annex lots I represent into an existing HOA managed by Hammersmith. She has been a delight to work with and has consistently gone above and beyond to provide any assistance I need. I highly recommend Hammersmith and especially Leslie.
Rob S.

Dolly Jo Teske
7.10.16

Google Review
This review is specifically for Dolly Jo, Hammersmith's Client Service Coordinator. Hammersmith is the management company for my HOA and I spoke with Dolly Jo on some open items - she resolved them same day with a great attitude (even when she had to deal with Comcast customer service). :) I'd recommend Hammersmith, especially Dolly Jo.
Allison R.

Brittany Dewitt
7.10.16

Google Review
Spoke to Brittany about a form I needed for my HOA. She was very friendly and helpful, located the form and emailed it to me as we spoke. Thanks for your help Brittany!
Linda S.

Brittany Dewitt
7.10.16

Google Review
Brittany was absolutely wonderful! Very understanding of the issue, and addressed it with the greatest attitude and immediate action. Exceptional customer service. Thank you!
Aura C.

John Tissaw
7.11.16

Google Review
I have lived in Waterside Lofts for about 7 years. During that time I have had interactions with the many "property maintenance managers" that have worked there. I would like you to know that of all of my interactions none have been as professional, thorough and pleasant as those with John Tissaw. I had a leak in the roof (I am on the top floor) that lasted for over 6 months. Not until I spoke with John was there any communication or resolution. After the repairs were finally done John made sure that they were done correctly then contacted me to be sure. This was really something new!
Since the roof leak I have several other interactions with John and continue to be impressed with his professionalism and follow up. All I can say is that I would be thrilled to have him as an employee!
Roberta Wolff, Waterside Lofts

Noelia Padilla & Kyle Ruhter
7.12.16

Email
All I would like to recognize Noelia for all her hard work during Donation Day and with the planting of all our flowers. I think Kyle did a great job also and we can also volunteer him next month.
Anyway I would say something to the effect: Noelia has always shown herself to be a "roll up your sleeves and get the job done" kind of employee. Once she knows the task at hand she pitches in and does not have to wait for continual guidance. She worked very hard for us to help make Donation Day a huge success, and was great in doing the heavy lifting when we did our Spring flower planting. She is fun, friendly pleasant hardworking, and a great asset to Penterra Plaza.
Mary Lavia, Penterra Plaza

Laura James & David Krysmalski
7.12.16

Email
We want to let you know what an excellent employee you have in Laura James. We worked with Laura over the past two weeks to get the tenants moved out and to get the condo back as close to pre-rental condition as possible. Laura knew from the beginning that we were putting the condo up for sale the first of July and was very respectful of our time to get the condo back to pre-rental condition so it could be listed and shown.

From the beginning of giving notice to the tenants, to returning the keys to us, Laura did a professional and exceptional job and was very proactive with all of the activities that had to be completed. We also want to give a "thank you" to David (from maintenance) who completed all the repairs in a timely and quality manner. David worked with us to get some of the repairs completed and provided good suggestions on the best way to get the job done. Finally, we want to give a "thank you" to the cleaning crew that cleaned the condo - they did a fantastic job. Over the years of renting the condo and dealing with the property management company, Laura has been the best person we have worked with to date. We want you to know what a pleasure it was to work with Laura. We have also had an overall very positive experience with Hammersmith as the Mountain Side property management company.
Sincerely,
David Lopez & Peter Vettors
Mountain Side Condos

Brittany Dewitt
7.12.16

Yelp Review
My HOA management is moving to Hammersmith. I called to make sure I had the correct payment information. Now, nobody has fun calling their HOA management company, it's just something you do.
The customer service rep was Brittany. She was very friendly and helpful. Amazingly so. Surprisingly so!
Anyway, I'm liking your employees so far Hammersmith!
Michael M.

Jennifer Padilla
7.14.16

Email
Thanks for all you are doing.
Tripp Martin, President, Erie Commons

Karen McClain
7.15.16

Email
Karen, thank you for all your efforts in working with the Hammersmith Call Center to make this happen. I have also heard good things on my walk arounds about the follow ups on open tickets in the last month. Great news, keep up the good work.
Kind regards,
Shelley Megyesi, Canyon Ranch

Christine Sellard
7.18.16

Yelp Review
Expressing my appreciation for the work performed by Christine Sellard in order to get my project running. I needed to paint my house and could not get the project running because of

administrative delays, until Christine Sellard took it on herself to get things running. Thank you Christine.
Phongi M., Park View

Brittany Dewitt
7.19.16

Yelp Review

I must say that Brittany Dewitt went above and beyond to address my concern. While she had me on the phone, she contacted the Property Manager for Bateleur through the Hammersmith instant messaging system and got me the answer I needed. She was cordial, respectful and polite!
Bob C., Bateleur

Dave Krysmalski & Ty Thorndike
7.20.16

Email

Ty, THANK YOU!!! I know that Dave sprayed the hornet's nest already! I am so appreciative. And I know that the families staying in our unit are too. Your quick response means a lot.
Jan Devereaux, River Glen Condominiums

Kevin Bredell
7.20.16

Email

Kevin,
Thank you very much for filling in as Manager at the July 20 Sundance Board meeting. Your presence helped make the meeting smooth. I appreciate your preparedness. Your familiarity with the bids and ability to point out some things in the financials was very helpful. Thanks again,
Sara Johnson, President
Sundance Board

Cindi Copher
7.22.16

Email

The purpose of this email is to let the Hammersmith Management know that Cindi Copher has demonstrated the highest standard and quality in helping me with my issues. She has been very understanding and considerate with my issues and did her best to get the issues resolved as quickly as she can. For example, when I had not received any kind of response to my ticket #350510, I made several calls to Hammersmith to get Hammersmith to respond to my ticket. Unfortunately, nobody was able to get my request responded until I luckily got Cindi on the phone about a week later. Having reviewed the ticket, she personally called Krista and immediately provided response to my ticket with the resolution clearly explained. It is not easy for any corporation to find a great customer service representative. With my recent experience, I would like to share with Hammersmith Management the fact that Cindi is an excellent customer service

representative and a role model for others who aspire to be better at what they do. I am grateful and glad that she helped me and you are very lucky to have her on your team. Regards,
Wichian Puengpipattrakul

Brittany Dewitt
7.25.16

Google Review

Your associate, Brittany Dewitt, provided excellent assistance in solving an access issue with the Hammersmith website and resolving the acquisition of an HOA activity card. Brittany was efficient, knowledgeable, effective and courteous in solving these issues. She is an excellent ambassador for the Company. In an era where phone assistance is an algorithm recited by an individual who does not comprehend the query, it is refreshing to deal with an educated and comprehensive individual. I was extremely impressed with Ms. Dewitt.
Lu Canham, Park View

Jeff Watkins
7.25.16

Google Review

Hi Michael,
At the Larimer Place July Board Meeting I had the opportunity to recognize Jeff's contribution to improving the building and in doing so elicited a spontaneous round of applause from the residents in attendance. Wanted you to know that Jeff has made a positive impression on the residents as well as the board. Regards,
Ted, Larimer Place

Brittany Dewitt
7.26.16

Google Review

Today I called Brittany at Hammersmith Management with a question, my initial question prompted me to remember 2 additional questions I had - Brittany was great - she addressed each question and need in a friendly and efficient manner. Well done Brittany! Thanks again.
Charles P.

Mark Diffe
7.27.16

Yelp Review

I am in the customer service industry and always try and get to a first call resolution when we talk to our customers. I needed to get proof of insurance and had been getting the run around. It was very challenging knowing that is not the service I give or expect. As a consumer you always hope that someone will finally help you. Today I had the pleasure to speak with Mark D. who wowed me out of the gate! He has a winning attitude and truly listened to what I needed. He made the experience great and is what I would say good likes like in the industry. Hats off to Mark!
Lacy B.

Tim Bennett
7.28.16

Email

I still think Tim Bennett is probably one of the best property managers you will ever have. Treasure him.
Mark Holland, The Peloton

Tim Bennett
8.1.16

Phone Call

Thank you for being patient! The new gardener has done a lot of great things for the HOA, and we appreciate you being patient while she was on her last nerve. I appreciate it!
Mary Greer, The Peloton

Mark Diffe
8.2.16

Yelp Review

I needed assistance obtaining some important information for my property and received excellent service from Mark Diffe!! So pleasant and helpful- and got the info to me ASAP. 5 Star service today!!
Valerie B.

Tylen Ortiz & Charlene Smith
8.3.16

Email

Charlene and Tylen,
Great work on the insurance premiums and budgets spreadsheet. Also good job collecting the loss runs. Thank you!
Nate Philpott, Moody Insurance

John White
8.4.16

Email

Thanks John for the nice job at the BBQ. Several of our residents commented to me how nice it was to see someone from the Property Management Co. Thanks again.
Bob Mohrbacher, Coventry Ridge Treasurer

Julia McFadden
8.4.16

Email

Julia,
You have already done good things for Hampden Court in one week. Thank you!
Suanne Nelson, Hampden Court

Robin Dunn
8.4.16

Google

Spoke with Robin Dunn today. She was immensely helpful with a billing question. Called me back to make sure I understood the procedure as well. She was extremely helpful and knowledgeable. Thanks Robin!
Harris Smith

Robin Dunn
8.6.16

CS Ticket

I just wanted to let you know the excellent

service I received over three days working with Ms. Robin Dunn regarding a complaint I had with our Canyon Creek - South HOA in Erie, CO. I found Ms. Dunn to be an incredibly competent representative of your organization. She listened, researched my issue, got back with me on multiple occasions and finally informed me the problem would be resolved.

Again, excellent staff are not always called out. I wanted to make sure she was appropriately notified.

Robert Hammond, Canyon Creek South

ZML Team

8.9.16

Email

All of us – and especially I as President – are incredibly fortunate to have Jessica Garrison as our property manager. The qualities of teamwork, can-do, and organization come first to mind. There is temptation to list her accomplishments, unfortunately there's not sufficient space in this letter. Jessica is supported by a great team she has built especially Tammy and Mike who in their own ways have become indispensable. Furthermore, the teamwork across all constituencies is today the strongest I've felt this whole decade. That's not to say we all agree on every question. Quite the opposite, there is plenty of lively discussion. Importantly however, in the end there is always a feeling of harmony and a pleasant level of initiative taking by both proponents and consenters of the decision.

Doug Johnson, ZML President

Bri Duke

8.9.16

Email

We finally got through to a super helpful associate called Bri, who managed to organize things and add clarity to the situation. She helpfully saw our account was overdue as the software upgrade had obviously stopped our bill pay. She was lovely!

G. Montague-Munson, ZML

Julia McFadden

8.9.16

Email

Thanks again, Julia, for getting on top of these issues. I think I'm safe in speaking for all of us that we're beginning to have hope that things can get back on track with your efficiency in handling the HOA problems.

Suanne Nelson, Hampden Court

Chuck Hormuth

8.10.16

Email

Chuck, Patti Saitz called me with some positive feedback about working with you. She said, "Chuck is very nice and on the ball. He noticed the most minute detail on what needs to be fixed. We were relieved to know he already had all of our windows on the list." Thanks from Sundance!

Sara Johnson, Sundance Board President

Mark Diffie

8.10.16

Google Review

Mark Diffie is an asset - cheerful and helpful. Quick response, great information. Love Hammersmith!

Brennan Lammermann, Gerretson Realty

Robin Dunn

8.10.16

Google Review

I received A+ service from Robin Dunn. I needed assistance with information pertaining to a loan I am processing and not only was she able to provide the information I needed but she was very sweet while still remaining professional. I definitely look forward to working with her in the future.

Brianne Snell, Cornerstone Home Lending

Tim Bennett

8.12.16

Email

Tim I realize how much effort you have put in to get this done today. I'm sure the resident really appreciates your effort and I add my appreciation too. Wonderful support for your residents!

Scott S., The Peloton



Thank you for providing Platinum Service to our Homeowners, Board members and business partners!

HAMMERSMITH MANAGEMENT, INC.

13th Annual Golf Invitational

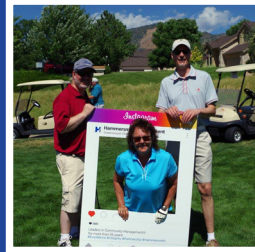


**Hammersmith Golf
Invitational**
July 11th, 2016 @
Red Rocks
Country Club



Golfing "Fore" A Cause!

Every year, Hammersmith Management hosts a charity golf tournament that benefits an organization doing good work in our Community.



This year, we were excited to announce The Hammersmith Foundation as that beneficiary.



This year the
tournament raised
\$8,000
for charity!



Philanthropy is built into the culture here at HMI, and the Hammersmith Foundation is the next evolutionary step in that culture. Please stay tuned for updates on the foundation, and visit HMIUnity.com to keep up with HMI's charitable endeavors!



Become a Hammersmith Health Nut!

*Understanding the Importance
of Preventative Care*

What is it?

Preventive care services are those provided when you don't have any symptoms of a disease or medical condition and are not already diagnosed with the condition for which the preventive service would be provided. Preventive care helps you to prevent some illnesses, such as

the flu, by getting a vaccine against the disease. It also helps to detect illness that is present, but where there aren't any symptoms.

During a preventative care visit, your doctor will determine what tests or health screenings are right for you based on your age, gender, personal health history and current health. Even if you're in the best shape of your life, a serious condition with no signs or symptoms may put your health at risk. Through preventive exams and routine health screenings, your doctor can detect early warning signs of more serious problems.

Importance of Prevention

Focusing on preventing disease and illness before they occur will create healthier homes, workplaces, schools and Communities so that people can live long and productive lives and reduce their healthcare costs. Better health positively impacts our Communities and our economy:

- With better health, children are in school more days and are better able to learn. Numerous studies have found that regular physical activity supports better learning. Student fitness levels have been correlated with academic achievement, including improved math, reading and writing scores.
- With better health, adults are more productive and at work more days. Preventing disease increases productivity—asthma, high blood pressure, smoking and obesity each reduce annual productivity by between \$200 and \$440 per person.
- With better health, seniors keep their independence. Support for older adults who choose to remain in their homes and Communities and retain their independence helps promote and maintain positive mental and emotional health.

The Patient Protection and Affordable Care Act requires that preventive care services be covered with no patient cost-sharing (deductible, coinsurance or copayment). If your health plan has both in-network and out-of-network coverage, the preventive care services are likely covered with no patient cost-sharing only when you receive it from an in-network health care professional

(our group plan at HMI covers preventative care at 100% in-network only).

What are Convenience Care Clinics and Why Would I Go?

Helping you and your doctor better manage your health

When you need treatment for common ailments and injuries, you have more choices than visiting your doctor or physician. Now you can get high-quality, affordable services for a wide variety of routine medical conditions through Convenience Care Clinics located throughout the country. Convenience Care Clinics are healthcare facilities located in high-traffic retail outlets with pharmacies adjacent that provide affordable and accessible, episodic care to consumers who otherwise would have to wait for appointments with a traditional Primary Care Physician or Provider. These Clinics provide a promising healthcare option that complements traditional medical service providers. Generally open seven days a week, with extended weekday hours, appointments are not necessary and visits generally take 15-20 minutes.

Imagine:

- Not waiting for an appointment – when you need care, you walk right in. Wait times average 15 minutes or less.
- Finding a Convenience Care Clinic in or near your favorite retail store, with hours that fit into your busy schedule.
- Receiving high-quality medical care in a facility overseen by doctors and staffed by certified nurse practitioners and physician assistants.
- Getting all this and more – and the cost for these services are handled the same as primary care physician office visits.

Consider Convenience Care Clinics for help with the following conditions:

- Allergies
- Athlete's foot
- Bladder infections
- Bronchitis
- Cold sores
- Deer tick bites
- Ear infections
- Influenza
- Impetigo
- Laryngitis
- Minor burns, rashes or skin infections
- Minor sunburn
- Mononucleosis
- Pink eye and styes
- Poison ivy
- Pregnancy testing
- Ringworm
- Sinus infections
- Strep throat
- Swimmer's ear
- Swimmer's itch
- Wart removal

They also may provide vaccinations for:

- DTaP (Diphtheria, Tetanus, Pertussis)
- Influenza
- Hepatitis A and B
- Polio
- Meningitis
- MMR (Measles, Mumps, Rubella)
- Pneumonia
- Td (Tetanus, Diphtheria)

How do I find a Convenience Care Clinic near me?

Check with your insurance provider to determine if these locations are covered under your plan. If you are enrolled in HMI's group plan, go to myCigna.com, click the "Find a Doctor or Service" button on the top menu bar, click "Find a Hospital," then click "Convenience Care Clinic." Or call the toll-free number on your insurance ID card.

Tech Tip

Watch What You Open!

Recently we have seen a consistent amount of email coming through that attempts to get you to open a file. Although we are able to prevent many of these types of attempts on our systems and networks, it is up to each of us to be diligent and aware when using email. In order to protect the company, our data, and your own personal equipment at home, keep the following in mind:

- **PREVIEW your email by looking at the subject and the person sending the email.** If you are not expecting an email attachment or invoice and you don't know the person sending – do not open it! You can forward the email to helpdesk@eHammersmith.com or contact IT at x499 to make sure it is safe.
- **Be aware of attachments.** Many of the current attempts to cause harm to systems by email come through as generic emails with an attachment. Many times those attachments, although they may appear as a normal file or PDF, can contain malicious programs to attempt access to our systems or data.
- **ALWAYS be careful with links.** Hyperlinks (blue highlighted links in an email that open a website) can be a way to open a website that contains a virus or program that attempts access to data. If you do not know the sender of an email, don't click on the link! Many times this type of email will come through stating you have an outstanding invoice, a package from Amazon, UPS, FedEx, or USPS that needs your approval, or inform you that your credit card or bank account has been compromised and you need to provide information. Banking institutions and shipping companies DO NOT ask for personal information by email. These should not be opened or clicked on, and IT should be informed.

If we all do our part to be aware and reach out to IT if you are unsure of an email you receive, we can prevent these types of situations from causing issues and problems for the company.



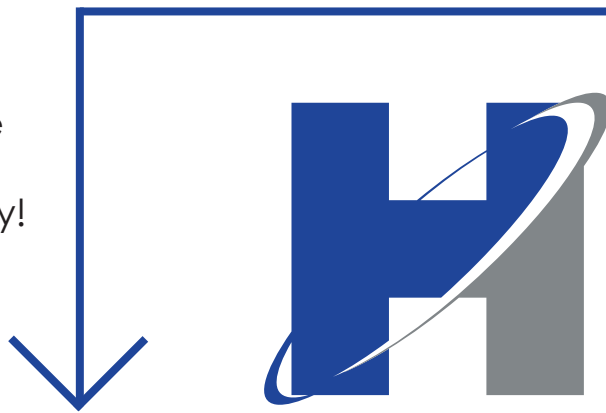
Do You Have Good News To Share?

At Hammersmith Management, we're in the business of making good things happen for other people. Whether it's for a Board Member, Homeowner, one of our fellow Team Members or for the betterment of our company in general, when we succeed in making good things happen, we want to share it!

Has a coworker gone above and beyond the call of duty to help you succeed? Is there something special happening in a Community you manage that you want to highlight? Have you completed continuing education courses or joined a CAI committee to help further your career and the company? We want to know about it!

That's why we created a new outlet for these positive stories:
GoodNews@eHammersmith.com.

We've listed a few possibilities to send an email above, but these are by no means the only positive stories to share within our company! Thank you for your participation, and we look forward to sharing your good news!



Email

GoodNews@eHammersmith.com
to share it!

Get Social With Us!



Like us on Facebook!

[Facebook.com/HammersmithManagement](https://www.facebook.com/HammersmithManagement)

Follow our Facebook page for company updates, photos of HMI Team Members in action and industry news articles!



Follow us on Twitter @eHammersmith!

We always #FollowBack. :D



Check out our Instagram @HammersmithManagement!

Follow our Instagram account for photos of company events, office fun and more!



Connect with coworkers on LinkedIn!

[LinkedIn.com/company/Hammersmith-Management](https://www.linkedin.com/company/Hammersmith-Management)

Learn more about your fellow HMI Team Members by inviting them to connect.

**Have ideas for content? Send them to
[Communications@eHammersmith.com!](mailto:Communications@eHammersmith.com)**

Core Value Spotlight: **Partnership**

/pärtner SHip/, *noun*

1. An arrangement in which people engage in an activity or business with one another or share something with each other
2. A relationship between individuals or groups that is characterized by mutual cooperation and responsibility, as for the achievement of a specified goal

In other words, “partnership” is working together to achieve more. It’s supporting your fellow Team Members and working closely with our clients to provide service at the highest level. It’s just part of what makes us *Leaders in Community Management*.®