



EUGENE BURGER  
MANAGEMENT  
CORPORATION

11601 Blocker Drive, Suite 200  
Auburn, CA 95603

TEL 530 745 9801  
FAX 530 745 9804

[www.ebmc.com](http://www.ebmc.com)

## MANAGEMENT CONTACT

Jeannine Muser has been assigned as the managing agent for your Community Association. Jeannine has over 20 years of experience in Community Association Management, Business Administration and Accounting, and extensive knowledge of all aspects of association management laws and requirements. She also takes great pride in her customer relationships and the personal attention that she provides to all of her clients. Jeannine is always willing to listen to a client's questions and concerns and will act quickly to resolve any issue.

If you should have any questions or need assistance concerning matters pertaining to your account or the association, please feel free to call Jeannine at 530.745.9801 or email her at [JeannineMuser@ebmc.com](mailto:JeannineMuser@ebmc.com).

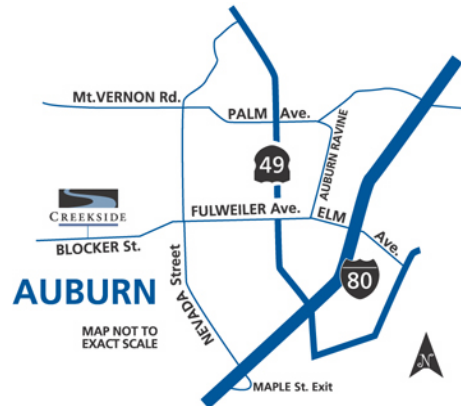
For your convenience, we have assembled some key information that you may refer to from time to time.

### Mailing Address:

Eugene Burger Management-Auburn  
Post Office Box 7668  
Auburn, CA 95604  
Office (530) 745-9801  
Fax (530) 745-9804

### Physical Address:

Eugene Burger Management -Auburn  
11601 Blocker Drive, Suite 200  
Auburn, CA 95603  
Office hours are 8:00 until 5:00 Monday through Friday



## OWNER CONTACT INFORMATION

Your contact information was provided by the Board of Directors per the contact information form you recently filled out. This form was provided to EBMC-Auburn. If you find you need to change your contact information; please contact our office at either [Auburnoffice@ebmc.com](mailto:Auburnoffice@ebmc.com) or by calling 530-745-9801.

## ADDITIONAL INFORMATION:

For your convenience, we have assembled some key information that you may refer to from time to time.

- **What form of after-hours service does the Association provide?**  
Eugene Burger Management Corporation provides a **24 Hour answering service in case of emergencies 530-745-9801.**

- **Does the EBMC provide an Owner's Portal?**

Yes! The Owner's Portal is Condo Café. This is where you can pay your assessments, update your contact information, obtain copies of board meeting minutes, rules and regulations, governing documents, submit work order requests and much much more. The portal also has the option for you to receive text messages when new items are posted. Please find attached an instruction letter on how to register on Condo Café.

- **When, where and how do I pay my Assessments?**



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Before November of every year your Board of Directors shall estimate the total amount required to fund the Association's anticipated common expenses for the coming fiscal year. The total annual expenses estimated in the Association's budget (less projected income from sources other than assessments) shall become the aggregate regular assessment for the coming year divided equally among each owner according to the ratio of Lots within the development.

The due date for the regular assessment levied against each Owner and his/her lot(s) shall remain the same and late fees will be charged as they have been in the past.

**What if I want my information electronically?**

EBMC provides the option of going paperless for all items as allowed by law. Attached below is a form for you to opt into electronic delivery. Just fill out the form and return it to us at either [Auburnoffice@ebmc.com](mailto:Auburnoffice@ebmc.com) or by mail to our PO Box.

**I have a complaint concerning a violation of the governing documents of our community. What do I do?**

All complaints of any nature should be made in writing to your board. EBMC was contracted for financial services only. Should you need assistance with other items regarding the association; please contact your board as you have done in the past.

Please Note: Prior to the imposition of any penalty for violation of the CC&R's or Rules, the Association shall provide the offending member with written notice of the violation. The offending member may request an opportunity to be heard in person or through a representative at a Board meeting or called for such purpose, as hereinafter outlined.

On behalf of everyone here at Eugene Burger Management, we would like to thank you for entrusting our firm with your community' financial reporting needs and we are excited to working with each and every owner. You will find that EBMC is unique from any other community management firm and that the services we provide and the scope of our work far exceeds the mere collection of your dues, paying your bills and providing you an occasional management report. We are committed to homeowner's association management, and this means our level of service does not stop after signing on the dotted line.

Please feel free to contact our office if you have any questions or comments regarding your Association or if you have any advice as to how we can better serve your needs.

If you have any questions or comments, please be sure and contact my office at 530.745.9801 or .

Sincerely,  
**Eugene Burger Management Corporation**  
As Managing Agent for Saddleback Homeowners Association

Association Manager

Hours: Monday-Friday 8:30 AM to 4:30 PM

**Enclosure: ACH Form; Condo Café Registration Letter, Electronic Delivery Authorization Form**