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January 1, 2015

Dear Board Members,

I would like to thank you for attending our Board Member Mix and Mingle. I have received many positive comments about the event and based on this sentiment, we will do it again. We had 40 of 45 northshore communities represented by at least one board member and in many cases multiple board members from each community were in attendance. It was great to see and hear the discussions between board members of different communities, sharing stories, seeking advice, or just catching up with an old friend.

Secondly, I am writing to you to inform you of some exciting additions to GNO's services for your association. GNO continues to evolve in order to respond to the needs of our customers and strives to provide solutions to common community issues. Here are the highlights:

#### COVENANTS ENFORCEMENT MANAGER

In October, Dwayne Schaefer, a Quail Creek resident and board member, joined our team as our new Covenants Enforcement Manager. Dwayne has served his community in many capacities and is very familiar with covenants and their proper enforcement. Dwayne is now performing the bi-weekly covenant site visits for your community. He is also the team member who will field covenant related phone calls, emails, and is producing the violation letters mailed to those members who are out of compliance. Having one person designated as the covenant manager is important as it will allow the property managers to spend more time being proactive with the maintenance and capital projects in your community.

#### SPEED RADAR TRAILER

Speeding has been an issue in most of our communities. Four years ago, GNO purchased a speed radar trailer. It has been heavily utilized and has proven effective in speed reduction. This trailer is available to you.

#### NEWSLETTER

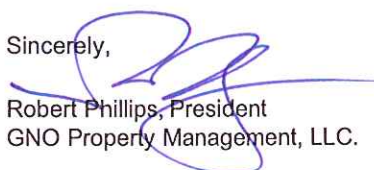
"Do you provide newsletters?" is a common question posed by new and potential customers. Beginning in February 2015 GNO will issue a quarterly newsletter to all of our customers at no additional cost to the customer. These newsletters will be educational, informative, and hopefully uplifting for your neighbors. It will also include some spotlights on our preferred vendors capable of providing excellent service to your neighbors, should the need arise. Your Association will have the opportunity to include information specifically for your community in the newsletter. I will update you on that development in the future.

#### WELCOME PACKAGE

It has come to my attention that new owners are not receiving the official documents for their community (Covenants, Bylaws, Rules and Regs) from their real estate agent, title company, or closing attorney at closing. Many times, the first piece of association mail the new resident receives is either a bill or a covenant violation notice. That is certainly not a very nice way to be welcomed to the neighborhood! Beginning in 2015, GNO will provide all new residents with a welcome basket which will include the community documents, a welcome letter, and some products from local companies. The welcome letter will be an introduction to the community and will include information that should make the new resident's acclimation more enjoyable. These baskets are compliments of GNO. If you own or work for a local business that would like to include their product in the basket, please let me know.

I always welcome and appreciate your input so that GNO can continue to perfect what we do for you.

Sincerely,



Robert Phillips, President  
GNO Property Management, LLC.