

Questions	Pointe South Mountain (840 Homes)	Sossaman Estates (722 Homes)	Las Conchas (700 Homes)	Aderra Homes) (?)	Val Vista Lakes (2,300 Homes)
How would you rate Brown on a scale of 1 - 5 and why?	4 - had initial challenge with first manager and slow email responses, but new manager is great. Always wants to improve.	5 - Has worked with many management companies and Brown is best by far. High integrity, meticulous financials, detail oriented.	4.8 - President is engaged and responsive.	Wrong phone for Steve Ogden	5 - Depth of experience, steady influence in the community, helped reduce tensions between compliance enforcement and residents, suggested starting budget in July which has been helpful.
What do your residents like most about Brown?	Problems resolved quickly and residents are happy overall.	Overall very happy (no specifics)	Residents do not interact with Brown, but with Board employed staff.		Residents have minimal interaction as Board hires on-site staff separately.
What do your residents dislike most about Brown?	Not much as long as communication is prompt.	No complaints	See above ^		See above ^
How long has Brown been in place?	3 years	7 years - no on-site staff.	10 years		A number of years.
What was the core reason for switching to Brown and did they fulfill that need?	Problems with prior company (Vision).	Time for a change.	Trust issues with prior company.		Needed new company.
After signing with Brown, is there anything you learned after the fact that you wish you'd known before signing? (i.e., hidden feedback, lack of transparency or customer service, management issues)	Expectations not met initially, but with new manager, things are greatly improved.	No.	No.		No surprises. Met prior to ensure expectations were consistent with Board.
Does Brown respond in a timely manner to Board requests for information?	Very responsive.	Yes.	Very responsive.		Yes.
Does Brown work with the Board on up-to-date regulations, laws and management issues?	Yes	Yes.	Yes - community is located in Mexico, so knowledge of laws in both countries is required.		Yes.
What was your Board's deciding factor on why they selected Brown?	Best of 3 companies interviewed, best presentation and ideas.	Good fit for their community.	Best option of the companies considered.		Best option for our community.
Do you think you're getting the best value from Brown with regard to maintenance, community engagement, onsite staff?	Yes. Resolved issues with initial manager and added personnel at no additional cost. Interested in making sure expectations are met.	Yes.	Yes, but on-site staff is hired and managed by the Board, not Brown. Only Board Members interact with Brown.		Absolutely good value, but no on-site staff. Staff is hired by and reports to the Board.