

# Michael L. Bono

Vice President of Association Operations  
EPM Services

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## **EPM Organization:**

Rak Sharma, our owner, has two direct reports, Guy Gabaldon and me. All accounting, legal and administrative staff reports to Guy. All community managers and assistant managers at EPM report directly to me. I am responsible for the overall satisfaction of all EPM managed communities.

## **2010 Goals and Objectives:**

- Provide board members with a direct channel of communication for escalation of issues with EPM
- Set standard for board packet delivery with potential penalties to EPM for non-performance
- Provide associations with legal & state statute update forums
- Reduce paper consumption with more electronic communications
- Provide EPM managers with tools and technologies to better serve communities
- Attend board meetings unannounced to community managers or upon request by board
- Initiated semi-annual satisfaction surveys of all managed communities

## **Experience:**

- 23 years of community management experience starting in 1987 (Wekiva, 2,500 homes)
- Licensed as a community manager in 1988
- Founder of Premier Association Management, Inc. in 1989 (sold in 1994)
- Past board member of CAI (Community Association Institute)
- Served as President and Vice President of:
  - Wekiva Homeowners Association, Inc. (Longwood)
  - Eagle's Crossing (Lake Mary)
  - Timacuan Community Services Association (Lake Mary)
- First engaged EPM for management services in 1998
- Joined EPM as Vice President in 2008. (Management and Business Development)