

Personalized Property Management Company (established in 1985) is a full-service Professional Management firm whose sole focus is serving the Homeowner. They have assembled a talented team of knowledgeable, experienced, professionals that understand the Common Interest Development industry and the communities they serve. The commitment to education and attention to detail as well as hands on proactive style will continue to be the key to their success and your peace of mind. They have clients today that have been with PPM since their inception! PPM operates as a team with each individual office staff assigned to look after specific elements of your community. The firm's organizational structure provides for attention to detail that is unequalled in the management industry.

The team that handles Villas De Las Flores directly is:

- Shelly Ruegsegger, Senior Community Manager – Shelly has 30+ years in the HOA Management industry starting right out of high school. She has worked in every capacity at a couple different management firms prior to her 16 years currently with PPM. Shelly has also managed high rises in downtown San Diego and has carried a few designations behind her name including being awarded Manager of the Year by CAI in 2011. Shelly reports directly to the board.
sruegsegger@ppminternet.com
- Nicolas Evans, Assistant Community Manager – Nick has been with PPM for 2 years and in the management industry for about 3 years. He is an asset to PPM thus far and enjoys working with the committees. Nicks job is to handle violations and architectural applications for the board. He interfaces with the board, committees, and Shelly.
nevans@ppminternet.com
- Jessica Baudhuin is the controller for PPM and prepares the financials and all aspects of banking, bank reconciliations and other accounting needs for Villas De Las Flores. She interfaces with Shelly.
- Jessica Franz is your accounts receivable and collections gal. Although PPM does not directly accept checks for your dues, we do intercept the data from the HOA's bank lockbox on a weekly basis. Your payments along with the payment coupons we provide you, get mailed directly to the HOA's bank lockbox to the City of Industry, Ca. Jessica is responsible for assisting owners with their dues questions, administering refunds and works on collecting dues per the HOA/Boards Collection Policy. She interfaces with Shelly and Jessica B.
jfranz@ppminternet.com
- Johanna Paisi is your accounts payable gal, and she has the job of paying all the HOAs bills twice a month, doing any journal entries and assisting vendors when needed. She interfaces with Shelly and Jessica B.

- Mark See handles all board/vendor work orders. Example, if you are outside the gate walking your dog and you see a broken sprinkler, you can email Mark and he will contact the HOA's landscape company via a work order for repair.
msee@ppminternet.com
- Richard Warfield is the President of PPM and works alongside Shelly and the board to resolve any issues that may arise that need multiple hands-on attention.

Contact information:
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Because your feedback is very important to us, we always appreciate a review on either of the following platforms: Google Reviews or Yelp.
Thank you.

