



M E R I D I A N

August, 1 2002

Marj Peterson  
Creative Transitions & Consulting  
2207 Plaza de las Flores  
La Costa, CA 92009

Dear Marj:

It has been an absolute delight working with you over the past few months in your dual role as Creative Transition's Consultant and Interim Manager for the Meridian Residential Association (MRA). Looking back it is clear that we have come a very long way under your guidance and I realize that because of your direction and expertise we now have a clearer vision for Meridian and also of the challenges and opportunities that lie ahead. You are an excellent communicator and are able to listen to diverse viewpoints openly.

Your experience based perspective coupled with your professionalism and interpersonal skills allowed important dialogue to occur in our community. You addressed the issues and concerns of Board members and homeowners directly and openly. I found your openness to be refreshing. Your review of the MRA's documents, policies, and operations was detailed and comprehensive. Your recommendations were specific and your report will provide the Association with a roadmap for years to come.

During your tenure as Interim Manager you recruited key personnel, provided direction for staff, gave focus to Board and committee meetings, and established well defined processes for improved communication among Board members, homeowners, and management. You provided training for Board members on roles and responsibilities and by recommending a specific governing policy you provided MRA with clear delineation on accountabilities and roles.

Thank you again for your many contributions to MRA and to me personally as the President of the Association.

Sincerely,

*Richard Della Penna*

Richard D. Della Penna MD  
President  
Meridian Residential Association