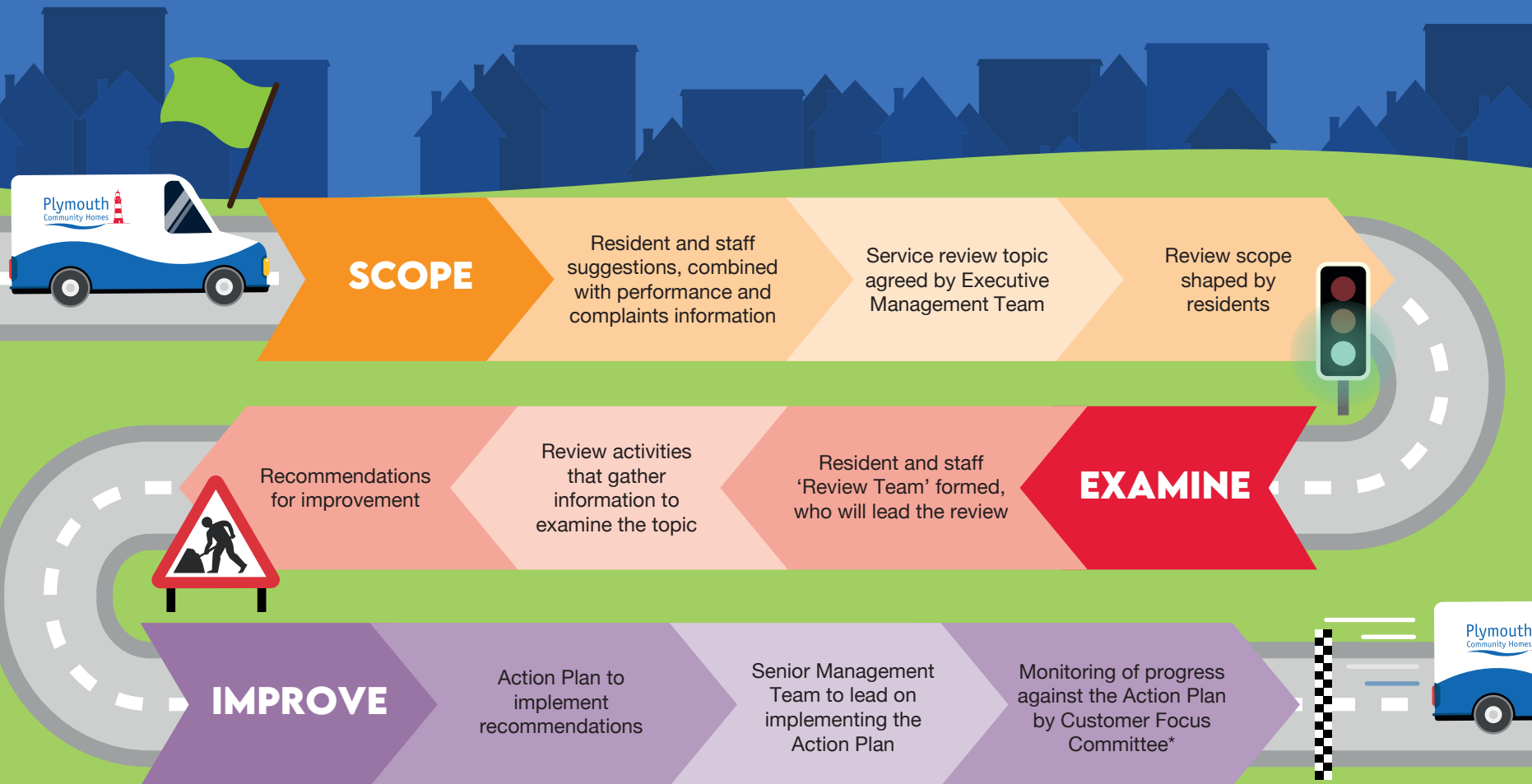


RESIDENTS REVIEW OUR SERVICES



*The Customer Focus Committee supports the PCH Board and provides an added level of scrutiny in monitoring the performance of our customer focused services. The Committee is made up of 5 Board members and up to 5 co-opted members including tenants, leaseholders and shared owners.