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Dear Valued Board Member:

After 38 years in the community association management industry, I have come to understand that Acri's success has been determined by two factors.

- 1) The constant embrace of new technology.
- 2) A high-quality workforce.

These factors have enabled Acri to provide exceptional service and value to our 17,000 homeowners in the 250 community associations that have made Acri the largest community association manager in Western Pennsylvania.

In order to maintain our industry leading role, I decided that Acri needed to partner with a larger and more muscular organization that could provide robust technology and human resource platforms now and in the future.

Accordingly, Acri has become a partner brand of Continuum Companies Inc. ("Continuum").

Continuum is privately owned with more than 20 independently operated management brands, just like Acri, around the country. I will continue to run the Acri brand as usual from our corporate office in West View. You will continue to be serviced and supported by the same staff, our software platform will continue to be Vantaca, our resale processor will continue to be Homewise, and our banking relationship with First Citizens Bank will continue as it is.

Continuum is designed to be a supportive platform for its partner companies that operates mostly in the background which is exactly the reason why I selected them to provide us with a solid foundation for the future. Because of the partnership, we will see an improvement to our IT infrastructure, the benefits available to our employees, and access to partners and programs that will benefit our clients. In the nearly two months since we completed the transaction, I have been impressed with access to tools and resources that a much larger firm gives us while still operating locally and independently.

We thank you for your support over the years and we look forward to continuing to work with you and, with Continuum as our partner, growing together. I am personally very excited about our future and the opportunity this presents for Acri and the assurance that we will be around for the next 38 years.

Enclosed you will find an FAQ with additional information but if you still have questions please reach out to me at [racri@acrirtly.com](mailto:racri@acrirtly.com)

Very truly yours,

Rinaldo A. Acri  
President



## FAQ

**Q: Our management company has been sold to Continuum?**

A: Technically, yes. However, Continuum is based on a partnership model and operates in a supportive way. The local leadership and support team continue to run the business as usual and the company name and culture remain the same.

**Q: Who is Continuum?**

A: Continuum is an integrated platform company in the Real Estate Services Industry. Our focus is on providing property management and select services to community associations. We are differentiated because we are a Partnership that believes values are foundational to decision making. Today Continuum has over 1,100 employees across our 20+ companies which we call “brands”. Collectively our brands manage over 3,000 communities and 325,000 doors.

**Q: Why is this good for us?**

A: Joining the Continuum platform allows a business to upgrade the Technology and HR offerings. This results in your management team having better tools available to manage your community, enhanced compensation and benefits for employees to improve retention, and new service offerings which are available due to the scale and purchasing power of being a part of a larger organization.

**Q: What new services will be available?**

A: In year one with Continuum we will introduce to your community our FirstCall and ReserveEdge programs. FirstCall is a maintenance program focused on work orders and seasonal services. ReserveEdge allows a community to maximize interest earnings potential through our reserve cash management offerings. Use of these services will always be voluntary.

**Q: Will the company name be changing to Continuum?**

A: No. Continuum is the platform which will support the local brand that manages your community. We believe strongly that each brand maintains its own identity, culture, leadership and autonomy.

**Q: Where is Continuum located?**

A: HQ is in Conshohocken PA which is just outside Philadelphia. Continuum’s brands are up and down the East Coast, with expansion happening in the Midwest and Western USA regions.

**Q: Will our current manager or accountant be changing?**

A: No. There will be no change to the team which has been serving your community.

**Q: Does our management agreement stay the same?**

A: Yes. There will be no changes to contracts and all existing terms will be honored.

**Q: Will office locations, email addresses, or phone numbers change?**

A: No. These will all remain the same.

**Q: Are there new processes for work orders, billing, or communication?**

A: No. These services will continue as before.

**Q: Will there be a new portal or accounting system?**

A: No. Vantaca is Continuum's management system platform of choice.

**Q: Will our association's bank accounts or lockbox change?**

A: No. You will continue to have a relationship with First Citizens Bank.

**Q: Will financial reports or formats change?**

A: No. Everything with Vantaca will remain the same.

**Q: How are after-hours emergencies handled under the new company?**

A: The same as before.

**Q: Will vendor relationships stay the same?**

A: Yes.

**Q: Will we still receive the same level of personalized service?**

A: Yes.

**Q: What changes—if any—should we expect in the next 3–6 months?**

A: Minimal. Our focus during this time is on upgrading the IT and HR infrastructure of Acri to provide better tools and benefits to clients and staff.