

**Meet Your AOA Consultants!**  
by Patricia A. Harris



**(From Left to Right) – Bonnie Rast, Marilyn Hollenback and Bonnie Jones, “B.J.”**

Are you an AOA member? Have a question about evictions? Want to know how much you can withhold from a security deposit? Not sure which notice to serve? Well, these are the gals to ask in the Apartment Owners Association’s Van Nuys office. Meet **AOA’s Membership Services Team**.

**Bonnie Rast** has been working with AOA since 1989 as a Consultant and a valuable part of AOA’s Membership Services team. She is always available with a smile and kind word to help our members with the every day property management questions and problems they experience. Bonnie was the happy voice of receptionist for 3 years, and then, after gaining a world of knowledge about apartment ownership and landlord/tenant relations, worked her way to becoming the happy voice of an AOA Consultant. Bonnie’s contribution to apartment owners and AOA, has been invaluable to us all for the past 15 years.

Another long-time, much appreciated part of Membership Services is AOA Consultant **Marilyn Hollenback**. Marilyn came to AOA six and a half years ago from the Warner Oaks Apartments, where she assisted in the billing department for the facility. She also acted as leasing agent, showing and filling the complex’s vacancies. When Marilyn came to us for employment, we knew that her experience would benefit our members and she has proven that over and over again in the years passed. She shares her experience and knowledge with apartment owners throughout her day and AOA is grateful to have her as part of our team.

**Bonnie Jones, (“B.J.”)**, is the newest very-welcomed addition to AOA’s Member Services team. Before becoming an AOA Consultant, she worked as a credit clerk, running credit and background checks for businesses. With extensive management experience, and as a resident manager of an apartment building in Valley Village for over 11 years, AOA was excited when she

joined our staff. B.J. has been “at your service” for over a year now and besides all of her knowledge about the apartment industry, she’s also been known to fix a leak, unclog a drain and replace a toilet or two!

**Thank you Bonnie, Marilyn and BJ! For your service to apartment owners, your dedication to AOA, and all of your past and present contributions!**