

# **Full Service HOA Management Services**

The following is a generic listing of services provided by many PMCs.

## **Administrative Services**

### **Board Meetings**

- Frequency of attendance per contract
- Prepare Board packages in advance of meetings
- Executive session attendance as needed
- Take Minutes at all board meetings and maintain on file historical minutes
- Notice of meetings-prepare and distribute agendas, notices, ballots, etc.
- Schedule and attend hearings with homeowners prior to Board Meetings when necessary

### **Annual Meeting**

- Prepare and distribute all paperwork associated with the annual meeting (agenda, proxy, ballot, minutes, return envelopes)
- Manage all returned ballots and keep Board informed of whether or not quorum has been achieved
- Attend meeting and provide administrative support (check people in, hand out ballots, count ballots if vote takes place, etc.)
- Run Annual Meeting if desired by Board

### **Administrative Operations**

- Prepare, process, follow up on, and maintain records of all work orders for the Association. In addition, work order reports are provided as part of each Board package to provide the Board with an overview of all work orders issued since the last Board meeting.
- Prepare and maintain copies of all correspondence on behalf of the Association in an organized fashion.
- Purge files annually, label appropriately for future reference if needed, and send to storage.

- Provide storage facility for archived Association records.
- Process incoming and outgoing mail.
- Respond to all e-mail correspondence in a timely fashion
- Prepare and/or distribute newsletters per contract.
- Maintain homeowner information database and keep current on daily basis.  
Provide organized filing system to maintain and reference as needed
- Create and mail violation letters, architectural requests responses, and other correspondence to homeowners as needed.
- Serve as primary contact and liaison for Board with but not limited to:
  - Homeowners
  - Association vendors
  - Legal counsel
  - Insurance brokers/agents
  - All parties involved in home sales (lenders, assessors, title companies, h/o's, realtors, etc.)
  - CPA's
- Provide for 24/7 after hours emergency services.
- Maintain corporate documents.
- All electronic Association records are backed up daily on a tape system.
- Change of Ownership/Escrow Services
  - Provide all required documentation to new homeowners during sale of home.
  - Provide all rules/policy information to new homeowners as well.
- Provide a full time person in our office to interact will all parities involved in a real estate transaction.

- Update new ownership information.
- Provide for the creation and maintenance of an Association web site if desired by the Board.
- Assist Board with CCR/Governing document interpretation, compliance with state laws, and guidance for the Board drawing from our experience on all other issues associated with managing the Association.
- Manage and assure all required Association insurance is in force and renewed annually. We also serve as the primary contact for any claims made.
- Serve as primary contact for any legal issues in community.

## **Property Services**

- Conduct routine site inspections of the community for the purpose of identifying CCR/Rule violations and checking on the performance of Association vendors. Inspections are generally focused on seasonal demands like pool, landscape, drainage, and always include CCR compliance requirements and routine follow up of vendor activity and performance.
- CCR/Rule enforcement-Provide assistance to Board to enforce all rules and regulations, CCR's, etc. Violation report included in each Board package for Board review. OPP to note violations during on site inspections and sends letters promptly to those in non- compliance.
- Bids and Routine Maintenance
- Prepare bid specifications for larger jobs and oversee bid process
- Coordinate entire process of handling small maintenance issues in the community
- Maintenance calls come to our office. Work orders are issued to the proper vendor depending upon the nature of the work.
- Major repairs are inspected by management prior to issuing a work order
- Manage and oversee all vendors associated with your community
- Review workmanship/performance of Association vendors/contractors and assure compliance is being achieved per the specifications in their contract
- Coordinate preparation and execution of final contract documentation, including the verification of proper insurance, updated license status, lien releases, etc.

## **Financial/Accounting Services**

- Prepare and mail all billing statements/coupon books to homeowners.
- Coordinate with bank to update our systems with cash receipts on a daily basis.
- Collect and deposit all payments and deposits made to our office on a daily basis.
- Manage collection of delinquent accounts in our office for up to 90 days past due. Includes sending past due letters out.
- Coordinate with Collection Agency when accounts go 90 days or more past due. We automatically send accounts at 90 days past due to Collection agency and then provide them with historical information, etc.
- Ensure Association Collection policy is up to date and in line with state Civil Code.
- Distribute Collection Policy to membership as required by law on an annual basis.
- Review and approve all invoices submitted for payment.
- Prepare all checks for review and signature by Board of Directors.
- Reconcile bank statements monthly.
- Prepare financials statements on a monthly or quarterly basis per contract on an accrual basis, including general ledger, income statement, and balance sheet. Also detailed budget versus actual for income and expenses, all bank statements and includes reconciliations, cash disbursement journals, balances by homeowners, and collection reports from ASAP Collections on each homeowner in collections.
- Coordinate and distribute to membership annually as required by state law the Annual Financial Review.
- Coordinate tax return preparation with Association CPA.
- Ensure Corporation Filing and annual Statement of Information is filed with the Secretary of State on an annual basis.
- Close out fiscal year and update system with new budget annually.
- Assist Board with preparing annual budget for coming year and distribute to all homeowners as required by state law (also includes all required disclosures as required by law).
- Contract with professional Reserve Study preparer once every 3 years as required

by law to ensure the Association has an updated Reserve Study. Review Reserve Study annually to plan for upcoming projects.

- Execute any CD investments, renewals, or transfers as directed by the Board.
- Prepare reserve checks for Board signature for related to Reserve Expenditures of transfers to Operating Account.
- Update vendor files annually. Reconcile, generate, and mail annual 1099's to required vendors.
- Answer homeowner and vendor inquiries regarding dues and receivables daily. Provide account recaps as needed.
- Provide current account balance to title companies during sale of homes in community.
- Maintain and update annually bank signature cards.