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**Management Service Details**

The following is a list of only some of the services we provide to our clients on a daily basis:

**Accounts Receivable and Collections**

 Issue monthly assessment statements (payment coupons) to all owners, listing recent transactions and total outstanding balance. A return envelope is included for the owner’s convenience.

 Accept and process all payments from owners, either via check, money order or electronic debit (ACH). Revenue is deposited into Association’s operating account on a daily basis.

 Track revenue on a daily basis, follow-up on delinquent owners, assess late fees to delinquent owners.

 Advise Treasurer when it is appropriate to place a lien against delinquent owners, and upon Board approval, will process a lien in accordance with GA Civil Code.

 Advise Treasurer when it is appropriate to place a foreclosure against delinquent owners, and upon Board approval, will process a foreclosure in accordance with GA Civil Code.

 Answers all calls, letters and e-mails from owners in regards to their account. “Account History” printout available upon owner’s request.

**Accounts Payable**

 Accept, review and process all invoices.

 Setup and maintain electronic payments with utility companies.

 Checks are processed weekly, and sent to the Treasurer with a copy of each invoice and a check register which details all checks processed during the week. Pre-posted envelopes are included for mailing checks to vendors.

 Correspond with vendors regarding invoices.

 New vendors are checked for licensing and insurance requirements.

 Current vendors are periodically checked for licensing and insurance requirements.

**Bank Accounts**

 All accounts and funds are managed (operating, reserve, investment).

 Association’s accounts are reconciled on a monthly basis (or in accordance with receipt of bank statements).

 Upon request, management can provide contacts with investment institutions which specialize in Association investments (CD’s, money market accounts).

**Financial Reporting**

 Provide monthly financial report to Treasurer and all Board members who request a copy. Report covers all accounts and includes Balance Sheet, Income Statement, Accounts Receivable Outstanding List and Check Register, as well as additional supplementary material.

 Provide monthly delinquency report to Treasurer and all Board members who request a copy.

**Budget, Taxes, Reserve Study**

 Manager prepares and submits to the Board a proposed annual budget, approximately 120 days before the fiscal year end.

 Upon approval of the Board, manager revises and mails the approved budget to all owners, with necessary disclosures and rules package as required by GA Civil Code.

 Coordinate annual tax preparation and financial review with the Association’s CPA.

 Process vendor 1099 forms and submit them to the IRS.

 Coordinate with reserve specialist, and assist with the annual reserve study.

**Escrows and Refinances**

 Upon request of an owner, escrows and refinances are processed from beginning to end.

 New owners are provided with a copy of the CC&R’s By-Laws and Rules, as well as a welcome letter.

**Administrative**

 All incoming and outgoing correspondence from owners and service providers is managed.

 At the request of the Board, notices and special mailings will be prepared and mailed to owners.

 Hard copies of all files are maintained and stored.

**Maintenance**

 All maintenance requests are processed and monitored through a work order system.

 Routine requests are forwarded to the appropriate vendor for handling.

 Non-routine and special requests are forwarded to the Board before proceeding.

 At the request of the Board, obtain up to 3 bids on any project over $1,000.00.

 Monthly “Work Order History Report” is mailed to all Board members upon request.

**Manager**

You will be assigned a client representative who will supervise your community as follows:

 Supervise all activities and duties listed beforehand.

 Correspond with Board members on a daily basis via phone, fax, e-mail and mail.

 Act as a liaison between the Board and all other parties.

 Attend Board and Membership meetings at the request of the Board.

 Perform site visits at the request of the Board, and report on any findings.

 Supervise all contracts, including regular service providers, general contractors, utility companies and insurance policies.

 Negotiate contracts upon request and approval of the Board. (Manger will not hire or fire service providers without Board approval)

 Inform and copy the Board on important correspondence from owners and service providers.

 Advise the Board of new developments in the industry and law compliance issues.

 Prepare sample agenda for monthly meetings.

 Coordinate with attorney on legal issues.

 Coordinate with insurance claims office if a claim is filed.

 Manager or assistant manager is available via voicemail pager 24 hours a day, 7 days a week for maintenance emergencies.

**Website**

 Our website www.reignpropertymanagement.com will be setup with a unique access ID and password for your homeowners.

 The Association’s Governing Documents, Maps and Minutes will be listed on this site and downloadable by your residents.

 Homeowners can pay their dues via credit card online, for a nominal fee.

**Management Pricing Structure Baseline Pricing:** Our baseline pricing is derived from the number of units your Association has, and is then adjusted to meet the needs of each specific client from the pre-proposal conversation.

Based on information we have obtained from various sources, we recommend the following setup for the management of your community, although other options may be available upon further discussion:

**Level 1 - Standard Full-Service:** We will perform all standard administrative and accounting functions, plus will handle the administration of your community-wide maintenance and compliance issues. We will attend your annual meeting and election (up to 1.5 hours) at no charge to you. Attendance at additional meetings will be extra. The base fee for this level is CONTACT US.

**Level 2 – Premiere Quarterly:** We will perform all standard administrative and accounting functions, plus will handle the administration of your community-wide maintenance and compliance issues. We will attend your annual meeting and election (up to 1.5 hours) at no charge to you, plus 4 additional 1.5 hour board meetings per year. Attendance at additional meetings will be extra. The base fee for this level is CONTACT US.

**Level 3 – Premiere Monthly:** We will perform all standard administrative and accounting functions, plus will handle the administration of your community-wide maintenance and compliance issues. We will attend your annual meeting and election (up to 1.5 hours) at no charge to you, plus 11 additional 1.5 hour board meetings per year. The base fee for this level is CONTACT US.

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**Contracted Extras:** Not all clients utilize all of the services we offer. This is why the contracted extras are billed on an as-needed basis. Items such as postage, mailers, collections, etc. are billed only for the amount you use. We will be happy to explain this to your board at the proposal meeting.

**Low Price Policy:** If your board is worried about costs, and is looking for a price that your community can live with, we offer competitive pricing, and will attempt to price-match your existing management fee or other proposals with no obligation. In most cases, we can beat other firms by at least 10%.