

# COMMUNITY ASSOCIATION MANAGEMENT PROPOSAL



Solution Property Management uses the most advanced, mainstream, and State-Of-The-Art management software that exceeds expectations. This includes easy access to virtual payment submissions, including virtual accounting portals for each owner to access at their convenience and at any time. These portals provide an easy to read and tracking system for all payments. Most of all there is ONE delegated and licensed Property Manager that is up to date with all aspects of your property. The Property Manager will have customized and personalized the accounting, maintenance, and compliances of the property. This will allow the Manager to work most efficiently and have the complete knowledge of accounting, maintenance, and community compliance.

Our competitive and customized pricing structure gives us the position to offer more value, representation, and services than other companies. We value that we are a company offering integrity and knowledge while pricing management at a medium cost. We are not the cheapest and not the most expensive, but we are the most **EFFECTIVE!**

## ***Mission Statement***

- \*To set industry standards in competence and confidence through **EXPERIENCE**.*
- \*To bridge gaps in communication and information through **EDUCATION**.*
- \* To foster environments of teamwork and mutual understanding through **INNOVATION**.*
- \*To empower communities and prepare them for the future through **LEADERSHIP**.*

## **SERVICES BREAKDOWN**

### **Accounts Payable**

- \*Accept with board approval, review and process all invoices.
- \*Setup and maintain electronic payments with utility companies.
- \*Checks are processed promptly, and copy sent to the Treasurer with a copy of each invoice and a check register which details all checks processed during the week.
- \*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).

## **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 FL Civil Code.

\*Coordinate annual tax preparation and financial review with the Association's CPA. (Accountant would be referred, and extra fee would apply for independent study) This fee would be adjusted into annual association budget.

\*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.

### **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 Duties**

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.

### **Pricing: Call for Customized Pricing.**

**\$300.00 Annual Accounting Tax Preparation.**

***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 additional meetings will be \$50.00 per meeting not to exceed 1.5 hours.*

In conclusion, Customer service is number one, so we tailor our management style towards our clients' needs. Although there will always be a need to follow industry standard procedures, we recognize that every client is different, and our managers are taught to recognize the needs of the client and respond accordingly. Many management firms forget that we are in a service industry, so they often lack the personalization that can make or break a business relationship. We appreciate the opportunity of considering us for your CAM/MANAGEMENT Specialist.

**Rachel DeCamp, Realtor®**, Director of Property Management, LCAM

Solutions Property Management Corp.

CEU Rental Core Law, Member in good Standing-Space Coast Realtors Assn, Notary Public

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