

# Services for Associations

## Routine Services included in flat fee

- Manage and meet existing and potential owners.
- Handle all Owners concerns and communicate with BOD within 24 hours.
- All postage and supplies included
- Creation of an Association Website. Website will allow sharing of minutes and other files, Calendar, Dashboard and email notification.
- Screen potential tenants and process for board approval.
- Collect maintenance fees and deposit into Association account.
- 24-hour phone availability with email capability.
- Minor repairs- For repairs, in which, the parts are less than \$35.00 all labor for such repairs are included in flat rate fee, i.e. Replacing light bulbs, replacing locks, etc. All parts for such repairs are paid for by the Association. All other repairs see below.
- Perform Safety Inspections, general clean up and maintenance of property at a minimum of once a week.
- The management of the following vendors is included in the Flat Fee, however the cost of the vendor's services will be charged to the Association.
  - Landscaping Services
  - Water and Electric
  - Waste/Trash Removal
  - Any Other Property Related Services
- Accounts Receivable
  - ◆ Set up billing and collections system for maintenance fees and special assessments.
  - ◆ Assessment Payment Coupons and Processing.
  - ◆ Collection and allocation of all assessments and funds.
  - ◆ Maintain an up-to-date owners list complete with most current known address and telephone numbers.
  - ◆ Maintain an up-to-date listing of residences occupied by renters.
  - ◆ Perform collections policies as established by the Board.
  - ◆ TDsunshine will closely collaborate with the Association's Attorney to minimize any undue expenses due to liens and foreclosures.
- Accounts Payable
  - ◆ Process all accounts payable using accounting and property management applications.
  - ◆ Validate all incoming invoices.
  - ◆ Prepare checks for signing or payments via bill pay.
  - ◆ Mail checks once signed.
  - ◆ Maintain listing of current vendors.
  - ◆ Maintain proper payment voucher records.
  - ◆ Reconcile the bank statements for all the Association's bank accounts.
- Monthly Financial reports

Financial statements will be delivered to the Board within fifteen days after the close of the fiscal month. These statements will include the following:

  - ◆ Accounts Payable detail.

- ◆ Income Statement, which will include actual and budget figures (current month and year-to-date) and corresponding variances.
- ◆ Balance Sheet and Cash Flow Statement.
- ◆ Delinquency Report prepared on the twentieth of each month showing all past due accounts.
- Budgets  
Work with the Budget Committee or designees and prepare at least sixty (60) days prior to the end of the fiscal year (or according to the Association documents) a final budget for approval of the Board.
- Employee Payroll  
Administer payroll and benefits for all association employees.
- Financial Planning  
With direction from the Board, assess and make recommendations in regards to all financial operations. Develop, document, list, and prioritize the following:
  - ◆ Short Term Plans. (4-6 months) and 1 year.
  - ◆ Long Term Plans. (3-5 years) address and projecting:
    - Reserves
    - Major property enhancements and maintenance
    - Budget considerations
    - Monthly assessments increases
    - Special Assessments
- Administrative Management  
Prepare and organize the following tasks in accordance with the Association documents, Florida Statue, and Board requests:
- Files and Records  
Maintain all files and records as required by Association documents, Florida Statute and as directed by the Board. Make available the Association's books and records for inspection by any unit owner upon reasonable written notice during regular business hours. Records will be maintained at Condo One office or a location designated by the Board.
- Correspondence  
Courteously communicate with the homeowners of the Association via phone calls, mail, fax and e-mail as needed. Any and all written requests or complaints will be addressed promptly and will be responded to in writing within reasonable time upon Board review and instruction.
- Insurance  
Assess and make recommendations to the Board as to the form or forms of insurance needed to adequately protect the Association, and which may be required to comply with the by-laws of the corporation.
- Unit Resale's and Rentals  
Process unit owner resale and rental changes and provide estoppel letters, certificate of assessments and/or additional documents in accordance with Association documents and local, state, and federal laws. This includes facilitating any application and interview processes.
- Meetings  
Prepare necessary paper work and attend Annual Association Meeting and Board of Directors meetings.
- Other Administrative Services  
Maintain an up-to-date roster of unit owners. Advise the board of any maintenance deficiencies.

**Services not included in flat fee**

- Maintenance and storage of all HOA documents - \$25.00 per year
- Repairs - All repairs greater than \$35.00 will be evaluated and quoted with a 10% management fee applied to overall cost. All repairs will be submitted to the Board of Director for approval.
- Emergency repairs (repairs necessary immediately to prevent property or building damage) will be performed with or without the approval of the BOD. All reasonable attempts will be made to obtain prior approval.
- Estoppel Letters at cost of owners
- Application fees at cost of applicants

**We can customize these services to our client's needs.**