

BEVEN & BROCK SUMMARY OF SERVICES

WHAT WE PROVIDE:

FOR THE PRESIDENT AND THE BOARD

- A management report on the status of the community. This is provided on –line through our web-site for Board members.
- Advice on any phase of community management or organization.
- Full financial reports (See samples in packet.). This is also available on-line.

FOR THE TREASURER

- Weekly payables packet: Copy of invoices, checks, stamped envelopes, check register. Currently, our Treasurers approve all payables by signing checks. This will likely become more automated via web-site capability.
- Full financial reports reconciled within twenty days of month-end, income, expense, delinquencies, and budge comparison.
- Budget preparation information based on your income and expense history.
- Monthly statements and envelopes sent to all homeowners. E-billing also available.

FOR THE SECRETARY

- An online Minute taking template that will make recording and publishing minutes very simple.

Our capable office staff is fully bonded. We are covered by errors and omissions insurance.

You maintain complete control of your current vendors, there is no need to change a vendor unless you are not happy with their service. There is no mark-up on maintenance services, and there are no kick-backs received by Management Company.

Beven & Brock does not own, or have an interest in any entity that performs maintenance or contracting services.

THE IDEAL HOA & MANAGEMENT RELATIONSHIP

Involving a management company in the management of your association does not mean that there is no need for a Board of Directors. The Board does much less work with a reputable management company in place. The Board will still need to function as a board, in regular meetings as required by law and the governing documents. We provide educational resources as to how each Board member operates in their designed role.

Ideally, the Board meets and makes decisions based on information provided by the management company. Board members are not expected to involve themselves in day-to-day management of the association unless there is an emergency situation.

Committees are a great tool for Board members to utilize for specific, and short –term needs of the association.

WHAT IS NOT INCLUDED:

CONSTRUCTION DEFECT and INSURANCE LOSS RELATED

As there is no way to predict the amount of work needed or required, and due to the temporary nature of this issue, we believe that this should be bid separately.

DEFERRED MAINTENANCE or ARCHITECTURAL CHANGES

As there is no means available to predict the quantity of this sort of work and/or involvement in advance, Agent shall have no authority or responsibility to make or participate in the making of any structural or architectural detail changes or additions or enhancements or for repairs related to design or construction defects, for wide-spread damage related to fire, flood, earthquake, or the like, or for the correction or elimination of deferred maintenance.

SMALL CLAIMS

Our office can coordinate the handling of small claims matters, subject to certain restrictions, and paid as a flat fee per case, or an hourly basis.

SPECIAL REQUEST MAILINGS

Beven & Brock will charge to the Association the cost of mailing (including postage and copies) when mailing to all owners, and it cannot be included in the monthly billing statement. If an association-wide mailing can be coordinated with the monthly dues, Beven & Brock will pay the postage for the first ounce of mailing. Copies and additional postage will be charged to the Association.

For owners who are delinquent, we will prepare and send a courtesy pre-lien letter which is not intended to be the legally required notice at a cost of \$15.00, and is charged to the delinquent owners account, and paid to Beven & Brock only after paid by the owner.

ESCROW, REFINANCE and MOVE-IN/MOVE-OUT FEES

Individual owners will have specific needs related to the sale, refinance or renting of their individual units. Beven & Brock can provide those services. However since the service is not being provided to the Association, the association should not bear those costs. We will charge an appropriate fee to compensate staff time to meet such needs. This will include services for responding to escrow, lender and Realtor requests, as well as facilitating move-ins and move-outs, and programming changes to the entry gate system as needed.

EMERGENCY SERVICE CALLS

The after-hours and weekend response for Beven & Brock managed associations is provided by a team of independent maintenance persons and is charged on a usage basis to the association. As there is no way to predict in advance the number of after-hours emergency calls that will originate from the association members it is necessary to charge for these types of calls. An association board may elect to have emergency calls be made only by Board members or to allow all owners the ability to call the 24 hour emergency service number.

If all owners are permitted to use the after hours emergency service number the following inappropriate situations could occur which would trigger a charge of \$10.00 per call:

- 1) Calls which are truly not emergencies but perceived to be an emergency by the caller.
- 2) Calls pertaining to non-common areas. Sometimes it is not possible to know if the call pertains to common area or individual units, however generally if a leak is occurring we will respond regardless, and later the association can charge the appropriate owner in the event that is appropriate.
- 3) Calls pertaining to non-maintenance issues (noise, rule violations, or dues payments).

It may be possible for the Board to charge back an owner who calls the emergency service for reasons that are not true emergency maintenance calls. All calls placed to the emergency service are charged \$10.00 per call.

For actual maintenance emergencies that are in the common area, the first response is from an independent maintenance person. We have found that some emergency maintenance calls can be handled on the phone and save the association the expense of having a licensed contractor come to the property after hours. Some examples of this might include directing the caller to a shut off valve below the sink or asking if there is a second bathroom that can be used until the next business day in the case of a stopped drain.

If it is absolutely essential that a maintenance person or contractor visit your property to resolve a problem after hours, you will be charged the prevailing overtime rates normally charged by the vendor.

The bottom line is this: expensive after hours-emergency visits to your property are charged only when necessary. This only occurs after a phone call in which the situation is discussed at a charge of \$10.00. Some of those calls, which are not association responsibility, may be charged to homeowners. We will do this at the Board's direction.