

OELLA HOMEOWNERS ASSOCIATION, INC.

Management Services

Administrative/Architectural

- ❖ Attend Annual meetings, Special meetings and scheduled Board meetings
- ❖ Attend Quarterly Board meetings
- ❖ Conduct periodic inspections of the property
- ❖ Conduct annual inspection of the property and send violation letters, and hearing notices
- ❖ Maintain log of incoming calls
- ❖ Arrange and prepare for Annual meetings, Special meetings and Board meetings
- ❖ Submit and track architectural requests from the homeowners to the Architectural committee and/or the Board of Directors for approval
- ❖ Respond to homeowner calls and correspondence
- ❖ Supervise on-site personnel, if applicable
- ❖ Liaison between homeowners and Board of Directors
- ❖ Assist Board of Directors/Committees with bid specifications for Association maintenance programs
- ❖ Monitor contractor performance
- ❖ Provide 24-hour emergency maintenance service
- ❖ Access to in-house maintenance department
- ❖ Maintain Association records & Current List of Unit Owners
- ❖ Prepare resale packages and updates
- ❖ Prepare welcome letters to new homeowners

Accounting and Collections

- ❖ Coordination and collection of association assessments and late payments
- ❖ Provide options for assessment payments-lock box, electronic, drop box, etc.
- ❖ Prepare annual budget
- ❖ Prepare monthly financial statement for Board of Directors
- ❖ Reconcile all bank accounts on a monthly basis
- ❖ Prepare year-end financial statement for auditor
- ❖ Provide monthly investment options
- ❖ Provide audit preparation assistance to auditor
- ❖ Process and pay all approved association invoices
- ❖ Maintain Association financial records
- ❖ Prepare monthly delinquency report
- ❖ Prepare and file liens in Circuit Court to secure debts
- ❖ Provide homeowners with account balance information
- ❖ Coordinate collection action with Association legal counsel
- ❖ Pursue collection of delinquent accounts
Court appearances, if necessary