

Proposal for Management Service
For
Twinbrook at Mount Air HOA

Prepared by CSH Community Management
September 26, 2019

CSH Community Management
6700 Norview Ct.
Springfield, VA 22152
703 913-1480

September 26, 2019

Mr. Matt Quinn
Twinbrook at Mount Air HOA

Dear Mr. Langley,

Thank you for providing us with the opportunity to submit a proposal to manage Twinbrook at Mount Air. CSH COMMUNITY MANAGEMENT is located in Springfield, Virginia. We only do business in the Northern Virginia area. We believe our size and attention to detail are significant advantages. We have the flexibility to tailor our management programs to the specific needs of our clients. Resident's calling our office get a real person with answers on the phone. No voice mail. No receptionist that may not even know the names of the clients. We pride ourselves on personal service.

Our price for full-service financial and management services is \$4,620.00 per year. This includes attendance at monthly Board of Directors meetings and the annual meeting, monthly Board reports, twice weekly property inspections, all financial services, one annual ARB inspections and follow up as well as the other services described in our proposal.

Our price for financial plus is \$3,360.00 per year. This includes accounts receivable, monthly financials, budget formulation, accounts payable, delinquency monitoring and reserve analysis. As well as any other services described in the financial portion. In addition CSH is willing to help with potential contractors and any advice needed.

Our reputation was built on providing cost effective, community specific services to our clients. We have used unique notices to collect on delinquent accounts to save the cost of an attorney. We have "leased" parking spaces to stop abuse of visitor spaces by residents *and* increase revenues. We have replaced contractors with employees and employees with contractors to find the right mix. To use the common and over-used buzz words in our industry, we provide a true "hands-on", "pro-active" approach to management. With that said, we listen to the residents and Board of Directors to understand the best needs for the community. Management cannot manage

the property alone and work with the community to best find the needs to make the community the best it can be.

I will personally be the manager of your community. I have 19 years of experience in the community management business. Unlike a large management company where changing managers happens often, we do not change managers. Understanding changing managers is almost like changing management companies, the understanding of the community is a very important aspect of community management. You will find I listen and should understand your community needs quickly.

Thank you again for the opportunity to submit this proposal.

Sincerely,
CSH COMMUNITY MANAGEMENT

By:
Chris Huemmer, President
CSH Community Management LLC

Introduction

CSH COMMUNITY MANAGEMENT is a community management company located in Springfield, Virginia. We are exclusively devoted to providing financial and management services to small and medium sized community associations in the Northern Virginia area. **We do not sell or rent real estate, work for developers, or manage apartments.**

CSH COMMUNITY MANAGEMENT currently manages 8 communities with over 1800 individual units and budgets exceeding \$3.3 million. We are financially sound with a reputation for excellence, innovation and attention to detail. We have a staff of one full-time and 2 part time.

We believe that one of the most common characteristics of successfully managed communities is a responsive professional community manager that constantly provides leadership, guidance and innovative ideas to the Board of Directors. We have learned over the years to provide these qualities while recognizing that it is ultimately the Board of Directors that determines the course of action in a community.

A quality management company of any size can make a significant difference in the operation and appearance of your community. We hope you will give this proposal your serious consideration and we look forward to providing your Association with many years of high quality service.

Financial Management

- # **Computer Systems** – CSH COMMUNITY MANAGEMENT utilizes a personal computer network for its financial and administrative systems. Our Accounts Receivable, Financial Statement and Database Management programs were developed specifically for our needs.. Data backup and safeguarding are important issues that have been appropriately considered.
- # **Accounts Payable** - All invoices are reviewed for accuracy by the Property Manager. Individual files are maintained for major vendors. This reduces the possibility of duplicate or incorrect payments and facilitates research for the budget process. Files are purged annually and boxed for the Association's auditors. File boxes are maintained at our office. All payables checks are manually signed by two CSH COMMUNITY MANAGEMENT employees or by HOA appointed officers. We do not use signature stamps for any reason. In addition, each client has its own separate bank accounts. We do not co-mingle your funds with those of our other clients.
- # **Accounts Receivable** - Assessments and other income are processed directly through our office in Springfield. This ensures timely and accurate deposit of the Association's funds into an interest bearing operating account or any account chosen by the Association. Payments are scanned or manually entered directly into the appropriate owner account. Each check is then prepared for deposit in a local financial institution. We do not use bank lockboxes because of the cost to our clients and the continual errors and delays we experienced with two different financial institutions.
- # **Delinquency Monitoring** - Computer generated delinquency letters are mailed within 24 hours of the end of the grace period. Additional reminder and warning letters are prepared in accordance with the collections policy of the Association. **There is no additional charge for our involvement in collection efforts by the Association's attorney.** If appropriate, we will provide suggestions to the Board of Directors regarding alternative collection methods. We have successfully utilized parking and other nonessential services as leverage to compel timely payment.

Financial Management (continued)

- # **Financial Statements** - Comprehensive, customized financial statements will be submitted to the Board within the first 10 days of each accounting period, or as otherwise agreed. Our financial statements provide total up to date financial information including; a profit & loss statement, schedules of income and expenses, a cash and investment schedule, a balance sheet, monthly and year-to-date actual-versus-budget comparisons, and a reserve schedule. If no reserve schedule exists, CSH COMMUNITY MANAGEMENT can assist the Board in preparing one. **Sample financial statements will be provided.**

- # **Budget Formulation** - A draft budget, will be provided at a time mutually agreed upon. We believe that the budgets prepared by CSH COMMUNITY MANAGEMENT are as thorough, complete and easy to use as any in the industry. We take great pride in the fact that most of our draft budgets are accepted without change and that without exception our new clients are amazed at the ease at which the budget process is complete. **A sample budget will be provided.**

- # **Reserve Analysis** - It has been our experience that, while useful, professional engineering studies often overlook important and expensive property components. They also often use standard industry costs and inflation adjustment factors to determine appropriate funding levels. These procedures overstate the funding requirements, often significantly. Our clients have found our studies, which are updated annually as part of the budget process, to be realistic and adequate. Our analysis includes current reserve funding levels, a property inspection and inventory, and useful life projections and analysis. Our analysis will include a review of existing engineering data, if available.

- # **Reserve Fund Management** - We will reconcile all investment statements and assist the Board of Directors in identifying appropriate investments for the Association. Typically, investment options are limited to Certificates of Deposit, Treasury Securities and Money Market funds. We recommend our clients use the services of a broker to simplify investment decisions and accounting.

Financial Management (continued)

- # **Database Management** - We will maintain at our offices a computerized database including: the present owner or tenant, mailing addresses for absentee owners, fee payment history, telephone numbers and unit type. We have the capability to generate computerized mailing lists, labels, account payment histories and any number of customized reports on an as needed basis. We have developed procedures that, with the Board's approval, can result in better information regarding all community residents. The database is available either on-line, or by diskette for authorized Association personnel.

- # **Resident Communications** - We have the capability to assist the Board or committees in the development of materials and the implementation of programs designed to enhance overall communications. This includes web sites, welcome packages, resident handbooks and an attractive and informative newsletter.

- # **Record Keeping** - We will arrange for the secure and efficient maintenance of Association records, including computer backup tapes at our office and on site, as appropriate.

Operational Management

- # **Management Transition** - The transition period includes the transfer of Association funds and records, the establishment of property service mechanisms, and financial and physical plant reviews.
- # **Reporting** - The Property Manager will make a written and verbal report for up to 4 Board of Directors meetings and will attend the annual meeting of the membership. The Management Report will be in a format agreeable to the Board of Directors and will be delivered at least 3 days prior to each regularly scheduled meeting. Our reports include status reports on contracts, financial matters, delinquencies and collections, and all other pertinent Association material.
- # **Meetings** - The Property Manager will attend Board of Directors meetings, budget preparation sessions, committee meetings and special meetings as mutually agreed upon. **We do not charge for meetings that exceed a specified time limit.**
- # **Contracting Procedures** - Specifications for competitively bid contracts will be developed and presented to the Board in a timely manner. After the Board approves the specifications, a minimum of three proposals will be obtained. Conforming proposals are provided for the Board's review as attachments to the monthly management report. More complicated programs are also summarized in paragraph or table form in the same report.
- # **Contract Management** - The performance of all contractors and vendors is reviewed on an on-going basis. Supervision of all contractors is essential to ensure quality workmanship, prompt delivery, and specification compliance. We pride ourselves on the quality and cost-effectiveness of the professional service companies, suppliers and vendors that will be solicited on the Association's behalf. We constantly update our list of approved vendors to obtain the best price and service for our clients.

Operational Management (continued)

- # **Inspections** - It is impossible to effectively manage a community without taking an active and visible role. In order to accomplish this, your property manager will make **substantial** visits to your property at least twice per week.

- # **Covenant Enforcement** - One of the most important tasks for a management company is the effective enforcement of the Association's rules and regulations. Effective enforcement requires regular, comprehensive site inspections, consistent application of the Association's rules and enforcement procedures, and continued follow-up to ensure compliance. We will provide an annual **written** survey of the property in late spring or early summer. Violation letters will be sent to owners based on the annual inspection report by June 1 each year. The inspection report will be updated regularly until each violation is addressed by the owner or by the Board of Directors.

- # **Curb Appeal** - The appearance of your community is vital to the maintenance and enhancement of property values and the overall feeling owners and residents have about where they live. We will provide continual input to the Board in the design and implementation of landscape improvement and maintenance program

Great Oak Homeowners Association

Managed by CSH Community Management

6700 Norview Court
Springfield, VA 22152
(703) 913-1480
chuemmer@yahoo.com

January 20, 2009

Mr. & Mrs. Sample
10100 Choke Cherry Court
, VA

Dear Great Oak Homeowner:

It has come to Managements attention that you are continuing to park a commercial vehicle in front of your home. The vehicle in question is a blue pickup truck with white lettering. You are aware that this is in violation of the Associations rules and regulation. Management left a note on your door January 15, 2009 as a warning, yet Management received reports of the vehicle being parked over the weekend. The following violation(s) of the Association Guidelines and /or Covenants were noted:

- VIOLATION – Parking a commercial vehicle in front of your home

This violation has resulted in an assessment of \$50.00. In addition, a \$10 per day assessment will be imposed as long as this violation continues, up to 90 days. The Virginia Property Owners Association Act provides that you have the right to be heard and, if you choose, to be represented by counsel (an attorney is a right, not a requirement – most homeowners represent themselves) before the Board of Directors at a hearing to contest this violation. If you choose to contest this violation and seek a hearing, please return the enclosed request for a hearing within two weeks (14 business days) of your receipt of this letter. If you fail to make a request within this time period, we will assume that you have waived your right to a hearing and the assessment will be made to your account.

If you choose to request a hearing, no assessment will be assessed against your account until the hearing has been held and a decision has been made by the Board of Directors on the facts and circumstances of the alleged violation. The Board holds hearings as part of regularly scheduled meetings. The next meeting of the Board of Directors is April 9, 2009, the meeting starts promptly at 7:00 PM. If you choose a hearing the date will be April 9, 2009.

If you elect to correct the violation and not seek a hearing, please check the box on the enclosed response form to certify that you have corrected the violation. This is important to avoid the \$10 per day assessment for any continuing violation. Your account will then be assessed the \$50 that will be due and payable when you receive an invoice for those charges.

If you have any questions, please feel free to contact our office.

Sincerely,
Great Oak Homeowners Association

By: _____
Chris Huemmer, Community Manager
For The Board of Directors

Unit File:2043

Whitfield Green Community Association

c/o CSH Community Management

6700 Norview Court

Springfield, VA 22152

(703) 913-1480

chuemmer@yahoo.com

Violation Notice

Trash collection is on *Tuesday* and *Friday*
mornings ONLY.

_____ Trash may not be placed out before scheduled
pickup days.

_____ Trash containers must be stored out of sight.

_____ Recycling bins may not be stored in the front or
side yard.

_____ Only heavy duty black trash bags may be used.
No grocery bags or boxes!

_____ Trash/Recycling must be left in front of your own home for pickup.

*Violations of this policy may result
in an assessment of up to \$50.*

Mason's Passage HOA
c/o CSH Community Management
6700 Norview Court
Springfield, VA 22152
(703) 913-1480
chuemmer@yahoo.com

We understand that everyone is busy and sometimes things around the house do not get the attention they might need. Please take a minute to attend to the items we noticed and marked below:

- _____ Garden hoses should be neatly rolled when not in use

- _____ Trash / recycling containers should not be stored in front of the house

- _____ Front / back yard should be raked

- _____ Plant beds should be edged / weeded

- _____ Edging should be done around the house and/or along the fence

- _____ Shrubs should be trimmed

- _____ Low hanging / dead tree limbs should be trimmed/removed

- _____ Lawn must be mowed

- _____ Trash is not to be put out prior to the evening before pick up.

_____ Other _____

If you have any questions, call *CSH Community Management* at
703-913-1480.