

Twinbrook HOA  
Management Company Evaluation

Features of Management Company		CMSI Management Inc.	CSH Community Management	Jeffrey Charles & Associates	East Coast Management	HOA Board still involved/engaged
<b>Costs/year</b>	<i>Financial Management Only</i>	\$4,800.00	\$3,360.00	\$5,400.00	\$4,000.00	
	<i>Architectural Review Only</i>	\$2,400.00		\$1,200.00		
	<i>Full Service Management</i>	\$8,400.00	\$4,620.00	\$7,800.00		
	<i>Additional fees</i> <i>*Costs will be extended to all HOA members as they incur</i>	\$150/hr Recording minutes \$25/transaction for banking Various costs for managing payment notices Non-Business hour service fees 10% of claim amount for insurance related incident management 3% Annual Overall Cost Increase				
<b>Physical</b>	Manage the grounds and common areas of the Association to be maintained and uniformly on a regular basis in accordance with standards established by the Board	Yes	Yes	Yes	N/A	Yes
	Implement preventive maintenance program (developed by Manager and Board)	Yes	Yes	Not addressed	N/A	Yes
	Inspect property in total on a regular basis	Monthly inspections	Yes	Yes	N/A	No
	Inform Board of findings in writing and make recommendations for improvements	Yes	Yes	Yes	N/A	Yes
	Assist the Board with solicitation and updating Professional Replacement Reserve Analysis	Yes	Not addressed	Not addressed	Yes	Yes
	Monitor compliance of Reserve Analysis with the Schedule of Replacements	Yes	Not addressed	Yes	Not addressed	Yes
	Provide architectural maintenance inspections and notifications in accordance with Associations governing documents	Yes	Yes	Yes	N/A	No
<b>Financial</b>	Manager will have co-signature authority only for operating accounts for administrative purposes unless otherwise approved by the Board	Yes	Yes	Yes	Yes	Yes
	Perform a monthly reconciliation of all accounts to the bank statements	Yes	Yes	Yes	Yes	Yes
	Responsibility to ensure compliance that members of the Board shall have the only signature authority on any and all reserve accounts	Yes	Yes	Yes	Yes	Yes
<b>Disbursements</b>	Manager shall issue all checks, which shall be endorsed by at least one member of the Board	Yes	Yes	Yes	Yes	Yes
	Manager will agree to be a co-signatory on accounts payable if requested and approved by the Board	Yes	Yes	Yes	Yes	Yes
	Disbursement items not contractually or otherwise authorized by the Board shall not exceed \$2000 until the Board specifically approves the expense (limitation can be lifted for imminent threat of severe damage to property or injury to a person)	Yes	Yes	Yes	Yes	Yes

Twinbrook HOA  
Management Company Evaluation

<b>Budget</b>	Manager shall prepare a draft budget for the Board, with input from the Board, including itemizing all categories and amounts, and shall include a copy of the Reserve Schedule	Yes	Yes	Yes	Yes	Yes
	After Board approves the annual budget, this document will become the governing financial tool for Manager to cause the physical plant to be maintained	Yes	Yes	Yes	Yes	Yes
	Association and Manager shall set a minimum cost which will mandate bid requirements for services	Yes	Yes	Yes	Yes	Yes
<b>Tax Returns and Audits</b>	Manager shall cause the Association's books to be audited on an annual basis by an independent accounting firm, and have federal, state, and local tax returns and forms prepared and submitted to the Board for timely filing	Yes	Not addressed	Not addressed	N/A	Yes
	Evaluate the audit and make recommendations on future policies and procedures	Yes	Not addressed	Not addressed	N/A	Yes
<b>Contractors</b>	Solicit all contractors by a competitive bidding process, and submit recommendations to the Board on performance, quality of workmanship and pricing of the contractor	Yes	Yes	Not addressed	N/A	Yes
	Report to the Board on a continuing basis concerning the performance, compliance and/or noncompliance of contracted services	Yes	Yes	Yes	N/A	Yes
<b>Payments and Credits</b>	Approve payments to contractors and suppliers when the Manager is satisfied with workmanship or when directed to do so by the Board	Yes	Yes	Yes	Yes	Yes
<b>Assessment Collection</b>	Collect all assessments and charges and deposit them in a timely manner in an account held in the name of the Association	Yes	Yes	Yes	Yes	No
	Send notice to all owners as to the amount of the assessment due	Yes	Yes	Yes	Yes	No
	Coordinate timely distribution of billing arrangements as approved by the Board	Yes	Yes	Yes	Yes	Yes
	Process all delinquencies in a manner provided by Board Resolution, and consult and cooperate with Counsel for the Association as needed to collect unpaid amounts	Yes	Yes	Yes	Yes	Yes
	Obtain the prior written consent of the Board before legal proceedings are brought on behalf of the Association unless otherwise provided by the Board	Yes	Not addressed	Not addressed	Yes	Yes
<b>Permits and Passes</b>	Coordinate distribution of passes and permits as required	N/A	N/A	N/A	N/A	No
<b>Accounts</b>	Place all Association monies in financial institutions approved by the Board, in the name of the Association	Yes	Yes	Yes	Yes	No
<b>Internal Controls</b>	Manager shall have two or more persons responsible for handling cash to ensure proper controls	Yes	Not addressed	Not addressed	Not addressed	No
<b>General Responsibilities</b>	Assist the Board in suggesting and preparing Resolutions or Rules and Regulations for the Association if requested by the Board	Yes	Not addressed	Yes	N/A	Yes
	Notify unit owners of the adoption of the rules and/or resolutions which the Board directs to be publicized	Yes	Not addressed	Yes	N/A	Yes
	Upon observation of any violation of the Governing Documents, notify the Board and the responsible unit owners of such violations, and as directed by the Board shall impose appropriate sanctions to enforce compliance	Yes	Yes	Yes	N/A	Yes

Twinbrook HOA  
Management Company Evaluation

<b>Files</b>	Maintain all correspondence of the Association and the Board with all unit owners and third parties	Yes	Not addressed	Yes	Yes	No
	Maintain a current list of all tenants, first mortgagees, and lien holders to the extent that such information is supplied to the Manager	Yes	Yes	Yes	N/A	Yes
	Provide access to all records of a non-confidential nature to Board members, lot owners and other authorized parties during normal business hours, upon reasonable notice	Yes	Not addressed	Not addressed	N/A	Yes
	Provide copies of specific materials upon receipt of a written request	See Fee Schedule page	Not addressed	Not addressed	N/A	No
	Bring any request for confidential records to the Board before producing such records	Yes	Not addressed	Not addressed	N/A	Yes
<b>Notices and Statements to Mortgagees</b>	Upon request of the Board, notify the respective mortgagees of any default by a unit owner, any insurance or condemnation loss, or any other matter for which notice is required	Yes	Not addressed	Not addressed	Not addressed	Yes
<b>Attendance at Meetings</b>	Attend up to four meetings of the Board and the Association Annual Meeting per contract year, and assist in the organization and supervision of meetings if requested (not to exceed 2 hours per meeting)	Regular hourly rate: \$xx.xx	Yes	Yes	N/A	Yes
	Provide a recording secretary to take minutes at each meeting at which the Manager is at if requested	Regular hourly rate: \$xx.xx	Yes	Yes	N/A	Yes
	Provide clerical assistance at the Annual Meeting if requested	Regular hourly rate: \$xx.xx	Yes	Yes	N/A	Yes
	Process and mail notices for the Annual Meeting and any special meetings	Regular hourly rate: \$xx.xx	Yes	Yes	N/A	Yes
	Costs for printing copies, mailing materials, postage, etc.,	See Fee Schedule page	Yes	Yes	N/A	Yes
<b>Management Reports</b>	Provide a monthly financial report to the Board	Yes	Yes	Yes	Yes	Yes
	Provide a meeting package to all Board members including: current financial statements, current assessment delinquency list and collections correspondence, Architectural Control issues and correspondence, contractor performance status, Action Items (if any), site inspection reports and contact log, and status of any pending rules violations, complaints, injuries, property damage, or legal matters	Yes	Yes	Yes	N/A	Yes
	Agenda, minutes, and any other materials prepared by Board members	Yes	Yes	Yes	N/A	Yes
<b>Insurance</b>	Cause all required insurance policies to be established to protect the Association and its members	Yes	Not addressed	Yes	Not addressed	Yes
	Investigate and make a full written report of accidents or claims relating to the Association and make such reports as required by the insurance companies	Yes	Not addressed	Yes	Not addressed	Yes
	Oversee and supervise all insurance claims and all reconstruction of Association properties due to uncovered loss	Time billable at 10% of total insurance claim	Not addressed	Not addressed	Not addressed	Yes
<b>Unit Owner Access and Emergency Service</b>	Develop and maintain a system for receipt, investigation, and processing of resident inquiries, repair, or service requests and complaints regarding operation and maintenance of the community	Yes	Not addressed	Not addressed	Not addressed	No

Twinbrook HOA  
Management Company Evaluation

<b>SERVICE</b>	Repairs or requests deemed to be an emergency shall receive immediate response from maintenance personnel	Yes	Not addressed	Not addressed	Not addressed	No
<b>Research and Consulting</b>	Manager will coordinate homeowner surveys if requested by the Board	Yes	Not addressed	Not addressed	Not addressed	Yes
	Review, in consultation with Association's Legal Counsel, the Declarations, Bylaws, Rules, Regulations, Policies, Procedures and Resolutions of the Association and make recommendations to the Board for improvements or changes if requested by the Board	Yes	Not addressed	Not addressed	Not addressed	Yes
	Review the insurance coverage of the Association and solicit recommendations as to its adequacy and conformity to Association's Governing Documents	Yes	Not addressed	Not addressed	Not addressed	Yes
	Review contracts or agreements between the Board and their service providers to ensure they are being performed in accordance with their terms and conditions	Yes	Not addressed	Not addressed	Not addressed	Yes
<b>Communications</b>	Prepare the Resale Disclosure Packets for the Association	\$264 each	Not addressed	Not addressed	Yes	Yes
	Prepare Welcome Packet for new lot owners and residents	Yes	Yes	Yes	Yes	No
	Assist in preparation, mailing and/or delivery of any notices, newsletters, or other mailings as directed by the Board, subject to billing rates	Yes	Not addressed	Yes	Yes	Yes
	Prepare forms and submit fees required by the state, including the Annual Report	Yes	Not addressed	Yes	Yes	Yes
<b>Web Access</b>	Make individual owner accounts available on the Internet via password protected access	Yes	Not addressed	Not addressed	Not addressed	No
	All owners will be able to view governing documents, newsletters, and financials	Yes	Not addressed	Not addressed	Not addressed	No
	All owners will be able to send maintenance requests, questions and comments to the Board and/or Manager	Yes	Not addressed	Not addressed	Not addressed	Yes
<b>Complaints and Violations</b>	Set aside time to personally hear complaints or questions from the residents during regular business hours	Yes	Not addressed	Yes	N/A	Yes
	When a resident defaults or violates the Association's Governing Documents, the Manager will take appropriate and corrective action as directed by the Board, and a report of such actions will be provided to the Board in Board Meeting Packages	Yes	Not addressed	Yes	N/A	Yes
<b>Architectural Control</b>	Review Association documents relating to architectural control and will assist the Board in preparing a synopsis of such rules and procedures for processing requests for the committee if requested	Yes	Not addressed	Yes	N/A	Yes
	Perform an annual maintenance inspection of the community in accordance with the guidelines set by the Board and/or Architectural Control Committee	Yes	Yes	Yes	N/A	Yes
	If requested by the Board, the Manager will draft or update a draft of a comprehensive architectural control program	Regular hourly rate: \$xx.xx	Not addressed	Yes	N/A	Yes