



October 19, 2018

Dear Country Club Owner:

Your Board of Directors has chosen HOA Management Solutions as your new association manager effective October 2018. HOA Management Solutions will be your new contact for association matters, questions, concerns, and common area maintenance. I've added a list of the services we provide to your association for your review on the backside of this letter. **Our contact information is listed below.**

Lisa Logsdon, Association Manager

PHONE: 515-446-2240 Ext. 402

FAX: 515-381-6499

EMAIL: lisa.hoamanagement@outlook.com

OFFICE ADDRESS

2183 NW 86th Street, Suite A
Clive, IA 50325

Dale Logsdon, Service Manager

PHONE: 515-446-2240 Ext. 403

24 HOUR EMERGENCY LINE: 515-360-4293

dale.hoamanagement@outlook.com

DUES REMITTANCE ADDRESS/MAILING ADDRESS

PO Box 42517
Urbandale, IA 50323-0988

Should you have any questions about the transition of management services, please don't hesitate to contact me. I look forward to working with you!

Sincerely,

Lisa Logsdon
Association Manager

HOA MANAGEMENT SOLUTIONS PROVIDED ASSOCIATION MANAGEMENT SERVICES

FINANCIAL SERVICES

- Collect the annual assessments from home owners.
- Pay out from the Association's funds all utilities for common areas, and all other charges incurred in the maintenance and operation of the Association on behalf of the owners.
- Maintain records of all receipts and expenditures for the Association.
- Prepare monthly financial reports for review of the Association Board of Directors.
- Provide necessary records to the Association's Certified Public Accountant for filing of a corporate tax return.
- Assist in preparing a budget for the next year to the Board showing anticipated receipts and expenditures.
- Submit a monthly and yearly cumulative report of receipts and expenses to the Board.

ASSOCIATION SERVICES

- Arrange for maintenance of the association, including lawn care, landscaping maintenance, common area repairs, and other annual maintenance and repair work subject to the direction of the Board.
- Contact various contractors and vendors for bids on major improvements. Bids are presented to the Board for approval.
- Set up and attend on-site meetings with individual vendors as needed.
- Solicit and accept bids for lawn care, snow removal, and other services required for the common elements.
- Meet with the Board to complete walk-through inspections as requested. Compile a list of repairs to be made, request and compile bids from vendors.
- Handle insurance claims of the Association relating to the common elements. Coordinating reconstruction or supervising repairs and maintenance.

ADMINISTRATIVE SERVICES

- Answer phone and address issues and problems by directing them to the proper party/vendor for resolution.
- In accordance with the Association's collection policy, file any small claim actions needed for collection of past due dues or any other monies owed to the Association.
- Answer phone during regular business hours 9:00 a.m. to 5:00 p.m., Monday through Friday, and have 24-hour emergency phone number available to the owners.
- Assisting owners with requests for association documents or questions regarding association documents (bylaws, declaration of covenants, rules & regulations).
- File corporate reports such as biennial report with Secretary of State.
- Assist in locating and reserving meeting rooms for monthly meetings and annual meeting.
- Attend Board of Directors Meetings and the Annual Owners Meeting.
- Completion of closing documents requested by real estate, closing or financial institutions to include Certifications of Paid Dues.
- Preparation of correspondence and mailings to owners.
- Assisting the Board of Directors in enforcing the covenants of the association.