



Association Management

January 31, 2023

OPTION II

Villages of Valencia Homeowners Association, Inc.
Attn: Kim Shailer, Treasurer
Sent via email kim@vovhoa.com

Dear Mr. Shailer:

It was a pleasure meeting with you the other day. We appreciate the opportunity to submit a proposal for management of your exceptional community **Villages of Valencia Homeowners Association**. Watson Association Management is pleased to present for your review a proposal for management, including full accounting services. Based upon our conversation, we are quoting for you to consider:

Financial Operations and Management:

Our proposal is based on a dedicated licensed Community Association Manager, performing the duties necessary for your property and amenities not to exceed six hours weekly to include one site visit two times per month, attend and assist with monthly board meetings including Annual Meeting, and board communications and guidance. Our proposal is based on full accounting services performed at our office including ACH Withdrawal and Lockbox Services with Alliance Association Bank or SouthState Bank. Our full accounting services include Vantaca Software Solution Systems with Board Member and Owner portal access and Avid Exchange Strongroom.

Owner and Resident Services:

Our support team is available to assist with homeowners needs such as using the online owner portal, online payments, work orders, ARC applications, insurance certificate requests, etc. We pride ourselves in always having a live person answering our phones to better serve our homeowners.

Leadership Support:

Our Licensed Community Association Managers (LCAM) provide guidance, mentorship, and support to our Boards. Our LCAMs are required to take continuing education classes throughout the year, legal and insurance webinars, among many other educational webinars. It is important for our managers to stay informed and up to date with legislative changes for HOA's and COA's. Our LCAM's will bring this information to our Boards to help them better understand and serve their Association. We encourage and provide continuing education resources to our Boards and committee members. Our LCAMs have served our association clients on average over ten years.



General Support:

- Our team provides the following general support for our associations:
- Resale/Lease applications, background screening, new owner welcome packets.
- Estoppels, mortgage questionnaires, and any other document needed for resales and refi's.
- ARC/ARB application processing.
- Vendor support - Our vendor support team processes vendor packets, to include vendor licenses and insurance.

Transition plan:

Our team will work closely with the outgoing management company to transition the records as efficiently as possible. In our experience most management companies are able to transition the records electronically. The first step to our transition process is to notify the homeowners of the change in management along with the new payment instructions. We have an internal onboarding system that our team follows which includes welcome letter to the homeowners, notifying vendors, insurance agent, CPA, Legal of change in management to scheduling a “**Meet n Greet**” with the homeowners.

Management fee:

Proposed management fee \$3850.00 monthly plus one-time transition fee of \$500.00

I am also attaching to this letter Schedule A of additional charges not included in our basic agreement. These charges relate mostly to postage and other costs of mailing, scans, and copies. We encourage owners to “Opt In” email communication as a way of saving mailing costs.

Watson Association Management is a division of Watson Realty Corp. Watson Association Management is wholly owned by Watson Realty Corp. We are a “Full Service” Management Company. We make no claim to be the “biggest” management company; we pride ourselves in being big enough to fully meet any requirement needed and to “tailor” our service for the benefit of our association clients.

We would welcome the opportunity to speak with your full Board of Directors and answer any of your questions in person. Prior to that time, please feel free to contact me at (386) 239-1555 or e-mail mrains@WatsonRealtyCorp.com.



Association Management

If we are awarded the manage agreement to manage your Association, you can rest assured that not only will you have the services of an assigned licensed Community Association Manager, but you can be confident that there is a “team” of fully skilled management personnel to provide additional support that may be required.

We look forward to entering into a “long term” relationship with your association and Board. We look forward to working together with you to help improve communications and meet your goals. We look forward to hearing from soon.

Sincerely,
Marisa A. Rains, Corporate Manager
Watson Association Management

Enclosures:

- Schedule A & B
- Watson Scope of Service and Management Duties brochure
- Vantaca software brochure
- AAB & Southstate Bank brochures
- Avid Exchange Strongroom brochure
- Nabrnetwork website brochure (optional)