



Association Management

January 30, 2023

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 eight hours weekly to include one weekly site visit, 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 \$4600.00 monthly plus one-time transition fee of \$500

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.



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 Rains

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)

SCHEDULE A (2023)

** Additional charges not included in base management agreement price*

ITEM	DESCRIPTION	PRICE
In-house photocopies	Letter/legal copies	.15 per copy side
In-house color copies	Color copies	.40 per copy side
Envelopes	Standard/window/envelopes	.40 per envelope
Envelopes	Oversized envelopes	.60 per envelope
Specialty Items:		
	Check stock	.20 per check
	Mailing address labels	.25 per label
	Coupon books -outsourced	\$7.50 per book
	Coupon book - inhouse	\$5.00 per book
	Statements in lieu of coupons	\$3 per statement
Services	Mailings (includes postage/copies/supplies)	Cost plus 25%
	In-house Mailings	Schedule A costs + secretarial
	A/P (incl postage/copies/check stock/invoices)	\$1.50 per invoice
	Scans	.15 per scan
	Faxes (in/out)	.50 per page
	Secretarial services/projects	\$40/hr
	Accounting/project services	\$75/hr
	Special Assessment Notice	\$5.00 per unit plus postage
	NSF processing fee	\$30.00
	Collection Letter (1 st /Courtesy)	\$5.00
	Bank set up fee (signatures, etc)	\$50.00
	Bank Loan Processing	\$150.00
	Notice of Late Assessment (NOLA)	\$25.00
	Collection transfer to attorney	\$75.00
	Lease/Resale processing fee COA	\$125.00
	Lease/Resale processing fee HOA	\$125.00
	Lease/Resale background check fee	\$35.00
	Out of cycle RUSH check disbursement	\$25.00 per check run
	Estoppel Fee	Market rate paid by applicant
	Condo Questionnaire	Market rate paid by applicant
	Vendor 1099's	Cost plus 25%
	Nabr Network Website	\$800/annual
	Website maintenance	\$75/month
	Storage of association paper records	\$2.50 per standard bankers' box 1.3 cu ft (15X10X12)
	Meeting facility (non-Watson)	Market rate paid by Association
	New Association Transition Fee	Starting \$350 +
	Registered Agent Fee	\$75.00 annually



Association Management

Schedule B

Holiday Schedule 2023

NEW YEARS DAY:

- Monday, January 1, 2023
- Office is closed

MEMORIAL DAY:

- Monday, May 29, 2023
- Office is closed

INDEPENDENCE DAY:

- Tuesday, July 4, 2023
- Office is closed

LABOR DAY:

- Monday, September 4, 2023
- Office is closed

THANKSGIVING DAY:

- Thursday, November 23, 2023
- Office is closed

CHRISTMAS DAY:

- Monday, December 25, 2023
- Office is closed



Association Management



Scope of Services

We strive to help our associations through the planning, preparation, and production of all aspects of association management. The services we offer include:

Accounting Operations:

- Accounts Payable, Receivable & Reserve Transfers
- Collection & Delinquency Support
- Financial Statements
- Special Assessments

Full-Service Management:

- Facilitation of Alterations & Amendments
- Annual Meetings
- Budgets & Budget Meetings
- Document Enforcements
- Inspection of Property, Site Visits, & Insurance
- Maintenance Solutions & Personnel Management

Administrative Assistance:

- Affidavits
- Agendas
- Annual & State Reports
- Board of Directors Meetings
- Mass Mailings
- Record Storage
- Rental & Resale Management
- Telephone Calls

Technology Solutions:

- Caliber Software
- Accounting Systems
- WatsonAssociationManagement.com
- Printing Systems
- Mobile Systems
- Gate-Entry Systems

Watson Association Management

North Regional Office

435 S. Yonge Street, Suite 3, Ormond Beach, FL 32174

386.252.2661

Email: caminfo@WatsonRealtyCorp.com

Web: WatsonAssociationManagement.com



Vantaca's **innovative software** empowers your association to run in realtime and brings your community closer by connecting with owners at every touch point.

BOARD MEMBERS

- Realtime access to association reporting
- Access board member documents (meeting minutes, committee reports, etc.)
- Manage board tasks
- Store electronic files of association documents (archive newsletters, community news, reports) with protection against file corruption or accidental deletion.

PROPERTY OWNERS

- Pay assessments
- Access account information and payment history
- Streamlined communication with management company

VENDORS

- Automatically forward work orders to vendors
- Vendors can submit invoices electronically
- Pay vendors with direct deposit

COMMUNITY ASSOCIATION

- Association documents
- Community calendar
- Community amenity reservations
- Email blasts
- Newsletters

PASSWORD-PROTECTED OWNER PORTAL

We provide a fully-integrated, password-protected portal and owners' portal for your association. This provides greater transparency, more efficiency and control over the processes within your community, and potential cost savings to your association (i.e. reduce use of paper, postage, envelopes, etc.).

Alliance Association Bank Services

Innovative financial solutions for the Community Management Industry.



AAB provides community associations with banking options designed specifically for the unique needs of our industry.

- No-fee lockbox service of all owner payments
- No-fee eCheck payment option for owners
- Credit card payment option for owners with no cost to association
- Free ACH (direct debit for payment of association fees)
- HOA dedicated customer service that works exclusively with management companies and associations
- eStatements monthly history provided the first day of the month
- Online account information and eStatements
- Online transfers between your accounts
- Interest bearing checking accounts with competitive rates for certificates of deposit and money market accounts
- Simple signature card with one card for all your association accounts

For more information contact



Craig Huntington

President

888.734.4567

chuntington@allianceassociationbank.com



Paul Knuth, LCAM

Vice President

Association Financial Partner

407.865.4800

pknuth@allianceassociationbank.com



Alliance Association Bank

A division of Western Alliance Bank. Member FDIC.

888.734.4567 | www.allianceassociationbank.com



ASSOCIATION PRIME
POWERED BY SOUTHSTATE BANK

Association Prime specializes in serving the unique needs of Homeowner's Associations and Property Management Companies with integrity and expertise.

Why Choose SouthState Bank?

- \$42 Billion Assets
- Nationally Chartered Bank serving all 50 states including the District of Columbia, and Puerto Rico
- 6th Largest Association Specific Bank in the United States
- Serving Association's Banking Needs Since 1986
- Recognized by Forbes Best-In-State Banks – 2021, 2019, 2018
- Top 30 Forbe's Best Banks in America in 2022
- Top Workplaces Honoree in 2020, 2019 by the Atlanta Journal-Constitution, Orlando Sentinel, Sun-Sentinel
- U.S. Small Business and U.S Middle Marketing Banking awards from Coalition Greenwich

Why an Association Specific Bank?

- The Association Prime division only works with Homeowner's Associations and Property Management Companies. We know how to support your community's unique banking needs.
- Management companies are looking to integrate with banks for a more digitally forward company software which provides greater transparency, streamlined documentation, and operational efficiencies.
- Homeowner and condominium associations have unique lending needs which **SouthState Bank** can help to provide.

Member FDIC | Equal Housing Lender



Payables Lockbox and AvidPay Overview

Optimized Payments for Your Association

brought to you by:



Association Management

Introduction

Our new vendor payment process with Strongroom's "Payables Lockbox":

Payables Lockbox allows our Board Members to securely view and approve vendor bills from their own computer, removing the headache of signing and approving paper checks. There are tens of thousands of Board Members in Associations across the U.S. currently taking advantage of this service.

How does it work?

Just as your assessments are sent directly to your bank, vendor invoices for your Association are sent to a lockbox operation for processing. Invoices are electronically imaged and put online to be viewed and approved. We review the invoices online for each Association, ensuring that the coding of the invoice is correct. Once we approve the invoice, the invoice is sent to your queue for approval. You will receive an email notification when invoices are waiting in your queue. Simply log-on to the Payables Lockbox website, view the invoices in your queue - and approve them for payment. Much like bank online bill-pay, your approval for a payment initiates a payment by check or electronic payment to the vendor.

Step 1: Getting Notified About New Invoices

Instead of moving paper invoices around to various approvers, the A/P process can now be facilitated online with Payables Lockbox.

As managers, we view the invoices online for each Association - ensuring that the coding of the invoice is correct. We then approve the invoice, which then sends the invoice to your queue for approval.

- 1) You will receive an e-mail from Payables Lockbox notifying you that there are invoices in your queue needing approval. Simply click the link in the email to access the site.

From: noreply@strongroomsolutions.com
To: justin.nelson@strongroomsolutions.com
Cc:
Subject: You have 6 Invoices in Payables Lockbox

SRS PROPERTY MANAGEMENT

You have 6 invoices to approve.

Please go to <http://payableslockbox.com/InvoiceSummary.aspx> to approve the following invoices.

Association	Vendor	Number	Date	Due	Amount	Status	Last Change
Sample Community	ABC MAINTENANCE	TST 092509	Sep-01-2009	Sep-30-2009	\$100.00	Pending Manager Approval	Approve by CSI TOPs on Sep-25-2009
Sample Community	ABC MAINTENANCE	TST 092509-2	Sep-01-2009	Sep-30-2009	\$200.00	Pending Manager Approval	Approve by CSI TOPs on Sep-25-2009
Sample Community	ABC MAINTENANCE	TST2 092509-2-1	Sep-01-2009	Sep-30-2009	\$200.00	Pending Manager Approval	Approve by CSI TOPs on Sep-25-2009
Sample Community	ABC MAINTENANCE	TST2 092509-1	Sep-01-2009	Sep-30-2009	\$100.00	Pending Manager Approval	Approve by CSI TOPs on Sep-25-2009
Sample Community	LANDSHAPES	TST2 092509-1	Sep-01-2009	Sep-30-2009	\$200.00	Pending Manager Approval	Approve by CSI TOPs on Sep-25-2009
Sample Community	LANDSHAPES	TST 092509	Sep-01-2009	Sep-30-2009	\$200.00	Pending Manager Approval	Approve by CSI TOPs on Sep-25-2009

Please be sure to add the email address noreply@strongroomsolutions.com to your contact and safe senders list to ensure you receive all future emails from Payables Lockbox.

Step 2: Viewing Invoices

After logging into Payables Lockbox, you will be taken to your 'My Invoices' queue. If you are a board approver for invoices, you will see any invoices you have waiting for your approval here in this queue.

2) To view the invoice document, click on the invoice number (blue, underlined link) to open up the Invoice Detail page. From here, you can view the details of the invoice and Approve the invoice.



My Invoices | Invoices | Payments | My Associations | Support

My Invoices > Show All > >6 Invoices: \$6,981.76 Displaying Invoices 1-6 of 6 Show 25 per page

Approve Reject Export Display

Invoice #	Association	Vendor	Amount	Coding	Inv Date	Due	Down loaded	Change Date	Pay By	Pay From Account	Status	Pages/Size
825472	Spring Creek Association	All Season Services	\$374.00	57500-(\$374.00)	08/12/14		<input type="checkbox"/>	05/17/2016 9:43 AM	Check	Operating Account	Board Approval	0/0.00 KB
20387	Spring Creek Association	Waterboys Pressure Washing	\$1,300.00	50002-(\$500.00)...	07/12/13	07/22/13	<input type="checkbox"/>	05/17/2016 9:43 AM	Check	Operating Account	Board Approval	1/68.00 KB
20387A	Spring Creek Association	Waterboys Pressure Washing	\$1,477.94	50002-(\$477.94)...	04/24/14	04/30/14	<input type="checkbox"/>	05/17/2016 9:43 AM	Check	Operating Account	Board Approval	1/68.00 KB
822576a	Spring Creek Association	Waterboys Pressure Washing	\$1,477.94	72500-(\$1477.94)	01/01/15	01/31/15	<input type="checkbox"/>	05/17/2016 9:43 AM	Check	Operating Account	Board Approval	1/76.00 KB
754861-1A	Spring Creek Association	Property Services	\$625.00	10000-(\$625.00)	04/12/13	04/27/13	<input type="checkbox"/>	05/17/2016 9:43 AM	Check	Operating Account	Board Approval	1/105.00 KB
885812-1	Spring Creek Association	Internal Control Systems of Houston, Inc.	\$1,526.88	89000-(\$1526.88)	08/15/13	08/31/13	<input type="checkbox"/>	05/17/2016 9:43 AM	Check	Operating Account	Board Approval	1/452.00 KB

Menu Collapse All

Date Filters

- All
- Overdue
- Held
- New within 7 days
- Older than 7 days

Status

Board Approval
6 invoices \$6,981.76

Association

Spring Creek Association
6 invoices \$6,981.76

Vendors

All Season Services
1 invoices \$374.00

Internal Control Systems of Houston, Inc.
1 invoices \$1,526.88

Property Services
1 invoices \$625.00

Waterboys Pressure Washing
3 invoices \$4,455.88

Expense

10000-Petty Cash
1 line items \$625.00

50002-Lawn Maintenance
2 line items \$977.94

50003-Maintenance
1 line items \$1,000.00

57500-Freight
1 line items \$374.00

Step 3: Approving Invoices

The “Invoice Detail” screen is where you will approve or reject most of your invoices. The detail as well as the actions you can take on the invoice are to the left, and the invoice image is to the right.

My Invoices - Joe Admin

Last Modified: 06/03/2012 3:23 PM

Association: Maple Tree Association
Vendor Name: All Season Services
Inv #: 875538
Amount: \$374.00
Invoice Date: 03/01/2012
Due Date: 03/30/2012
Posting Date: 06/01/2012
Reference:
Act #:

Board Approval

Account Name	Amount
9999 Route To Manager	\$374.00
	\$374.00

Internal Notes:
Wrong GL wrong expense code, Work hasn't been completed. Work not complete.

ALL SEASONS SERVICES
TERMITE & PEST CONTROL - LAWN & LANDSCAPE DESIGN
P.O. BOX 681521
HOUSTON, TEXAS 77268
OFFICE 1-866-966-2847 LAWN 713-677-9125

1-866-9NO-BUGS
WWW.18669NOBUGS.COM
INVOICE # 875538
DATE: 09/02/2011

SERVICE ADDRESS
12356 Maple Leaf Drive
Houston, TX 77045

BILLING ADDRESS
Maple Leaf HOA
c/o SRS Management Co.
1401 Louisiana
Houston, TX 77002

PLEASE MAKE CHECKS PAYABLE TO: ALL SEASONS SERVICES

SERVICE TIME	KEY MAP PAGE	AREA	TERMS
		5	Due Upon Receipt

SERVICE TYPE	TARGET PEST(S)	CHEMICAL USED	TOTAL
INITIAL SERVICE			\$ 75.00
TERMITE CONTROL			\$ 299.00

- 3) To approve an invoice for payment, simply click the ‘Approve’ button at the top left. If you want to reject the invoice back to the manager, perhaps to change the pay amount or coding information - you may do so by entering a rejection reason in the “Internal Notes” section, and clicking “Reject”.

Additional Benefits for Board Members

Easily search for invoices and payments by selecting the 'Invoice Search' and 'Payment Search' options under the 'Invoices' and 'Payments' tabs. Here are a couple of screenshots of the search pages:

Payables Lockbox simplifies paying vendors by:

- Eliminating Paper in Motion
- Providing Better Control of Approvals
- Allowing for Approval of Invoices 24/7
- Eliminating Extra Mail Routing
- Avoiding Late fees

Invoice	Association	Vendor	Amount	Coding	Inv Date	Due Date	Change Date	Pay By	Exp From Account	Status	Payment/Status
875472-3	Spring Creek Association	All Season Services	\$274.00	50003-Maintenance (g) (\$274.00)...	02/12/13	05/17/2016 9:43 AM	05/17/2016 9:43 AM	ACH	Operating Account	Manager Approval	0/ 0 KB
875472-2	Spring Creek Association	All Season Services	\$274.00	37300-Freight (\$274.00)...	08/12/14	05/17/2016 9:43 AM	05/17/2016 9:43 AM	ACH	Operating Account	Board Approval	0/ 0 KB
875472-2	Spring Creek Association	All Season Services	\$92.50	80000-Maintenance (g) (\$274.00)...	11/12/14	12/10/2015 11:44 AM	12/10/2015 11:44 AM	ACH	Operating Account	AP Rep Approval	0/ 0 KB
875472-1	Spring Creek Association	All Season Services	\$92.50	50003-Maintenance (g) (\$274.00)...	08/12/14	12/10/2015 11:44 AM	12/10/2015 11:44 AM	ACH	Operating Account	AP Rep Approval	0/ 0 KB
20282	Spring Creek Association	Waterboys Pressure Washing	\$1,500.00	50002-Lawn Maintenance (g) (\$200.00)...	07/12/13	07/22/13	05/17/2016 9:43 AM	Check	Operating Account	Board Approval	1/ 68 KB
20276	Spring Creek Association	Waterboys Pressure Washing	\$1,477.94	12400-Savings Account (\$1077.94)...	07/12/14	08/09/14	05/17/2016 9:43 AM	Check	Operating Account	Manager Approval	0/ 0 KB
20287	Spring Creek Association	Waterboys Pressure Washing	\$1,477.94	73200-Postage Expense (\$1277.94)...	07/12/13	05/17/2016 9:43 AM	05/17/2016 9:43 AM	Check	Operating Account	Manager Approval	1/ 76 KB
20287A	Spring Creek Association	Waterboys Pressure Washing	\$1,477.94	50002-Lawn Maintenance (g) (\$477.94)...	04/24/14	04/30/14	05/17/2016 9:43 AM	Check	Operating Account	Board Approval	1/ 68 KB
20278A	Spring Creek Association	Waterboys Pressure Washing	\$1,477.94	73200-Postage Expense (\$1477.94)...	01/01/13	01/31/13	05/17/2016 9:43 AM	Check	Operating Account	Board Approval	1/ 76 KB
25486A-1A	Spring Creek Association	Property Services	\$625.00	10000-Petty Cash (\$425.00)...	04/12/13	04/23/13	05/17/2016 9:43 AM	Check	Operating Account	Board Approval	1/ 105 KB
889812-30023	Spring Creek Association	Internal Control Systems of Houston, Inc.	\$3,053.75	89000-Other Expense (\$3053.75)...	04/12/14	04/23/14	05/17/2016 9:43 AM	Check	Operating Account	Manager Approval	1/ 432 KB
889812-1	Spring Creek Association	Internal Control Systems of Houston, Inc.	\$1,926.88	89000-Other Expense (\$1526.88)...	08/13/13	08/13/13	05/17/2016 9:43 AM	Check	Operating Account	Board Approval	1/ 432 KB
889812-30021	Spring Creek Association	Internal Control Systems of Houston, Inc.	\$763.44	89000-Other Expense (\$763.44)...	10/12/13	10/23/13	05/17/2016 9:43 AM	Check	Operating Account	Manager Approval	1/ 432 KB
11483536-1	Spring Creek Association	Industrial Security Services Corp	\$3,053.75	50003-Maintenance (g) (\$3053.75)...	05/02/16	05/31/16	05/17/2016 9:43 AM	Check	Operating Account	Manager Approval	1/ 263 KB
1224123	Spring Creek Association	Slimch Law Firm	\$2,500.00			10/28/2015 10:00 AM		Check	Operating Account	AP Rep Approval	0/ 0 KB
Trail	Spring Creek Association	Allied Waste Services #82	\$123.00	77000-Utilities Expense (\$8.00)...		05/27/2015 2:20 PM		Check	Operating Account	AP Rep Approval	2/ 379 KB



YOUR COMMUNITY WITH NABR NETWORK

Welcome!

Thank you for your interest in **Nabr Network**

This exciting mobile app and website are designed to keep communication flowing in your community association. Many communities like yours have found Nabr Network to be beneficial to board members, homeowners, and management companies alike. This document will brief you on the features and benefits of the system.

Why Nabr Network?

Nabr Network brings a mobile app, website and email blast into one comprehensive private network for residents of your community association. Nabr Network is the official news channel for your community association so that the right information doesn't get lost or misstated in the noise of other, non-official platforms. In this document you will learn more about Nabr Network features and benefits.



System Features

- Private Community Feed
- Multi-Platform Communication
- Flexible Administrative Rights
- Mobile App
- Resident Account Access
- Controlled Access to Information for Renters
- Smart Calendar with RSVP
- Amenity Reservation System
- Board & Committee Tools
- Group Pages
- Photo Galleries
- API Integration with Transaction and Notice Details*
- Dynamic Forms
- Resource Library
- Community Website
- Email Blast Your Association News—Even to Users Who Have Never Logged In
- Customizable Notification Preferences
- Easy to Use Dashboard for Website Administration and Communication
- Safeguards for Appropriate Content
- Optional Approval Settings
- Personalized Marketing Material
- Excellent Technical Support

nabrnetwork.com
855-373-5722
info@nabrnetwork.com

* Transaction and Notice information availability is contingent upon the API partner



FEATURES



Community Feed

The heart of the system is the Community Feed. The community feed is a scrolling news feed that is common in typical web and mobile based news feeds; however, it is private and is not viewable through search engines or by people outside of the association. Only authorized residents who have logged into the system can view the information. Posts to the community feed can be categorized by “channels” for greater eye-catching and sorting. The Association News channel is for official business information for the association. Only community managers or system administrators can publish to this channel. Posts made to the Association News are automatically sent out as an email blast to residents—even residents who have never logged in to the site! - keeping your entire community up to date!

One-way or Interactive Feed

The community feed can be set to “one-way” where only messages can be sent by a manager or administrator to the feed. Conversely, the community feed can be set to “interactive” where all residents can post to other available channels such as Watch Alerts, Lost and Found, Social and Groups, to name a few. The one-way and interactive feature is your choice and can be turned on or off at a flip of a switch. If an interactive community feed is chosen, Nabr Network maintains a strict adherence to their terms of use policies and has implemented outstanding features to control abuse.



Multi-Platform Communication

The system allows a manager or administrator to push content with one-touch to mobile app, text, email and auto-updated websites. On the other end, the resident receives and interacts with the information in the format they desire and on their device of choice, including mobile, desktop and tablet. For instance, a resident who lives on their mobile device can set their preferences such that they'll receive only mobile app notifications and text alerts, forgoing another email hitting their inbox. Residents who are not smart phone users can receive the same information via email.



Flexible Administrative Rights

The system can be accessed by multiple managers or administrators, and set with different communication responsibilities for residents and committee members. For instance, a community manager could push out notices of upcoming board meetings or posted minutes; a landscape committee chairperson could push out updates to the new landscape program; or a social event coordinator could push out the latest news for an event. The benefit is that the official association information doesn't have to be funneled through one person.



Mobile App

Smartphones are a way of life, so that is why the system includes a downloadable mobile app for Apple iOS and Google Android operating systems. A link to the mobile app can be sent directly to a mobile device by using our easy text short code. The text will return a link to the app and off you go to download. If you don't want to download the app, that's okay; the web version of the system is mobile optimized to fit perfectly into the smaller smart phone screen format. All interfaces are user-intuitive and specifically designed with community associations in mind.



Resident Account Access

The system is integrated with the management company's accounting software. This is a great convenience feature for residents as they have easy account access on their mobile, tablet or desktop any time they want. If the management software allows, the resident can pull payment information, make a payment, view violation notices or update their contact information. The system also allows other types of links that are useful for residents, such as bank payment portals or direct link to the management company's resident portal.



FEATURES



Smart Calendar with RSVP

Scheduling upcoming meetings or events is simple with the system's built-in smart calendar. When a manager or administrator posts an event, they can opt to send out an immediate automatic notification of the event to the residents—plus recurring automated reminders of the event. No more remembering to send out reminders because the system does it for you. And, if you need a head count and attendee lists, you can enable a RSVP feature to keep track of who will be attending.



Amenity Reservations

If the Amenity Reservations feature is enabled, residents can easily make reservations by using the system on their desktop, tablet or mobile. Any kind of amenity or facility—party room, tennis courts, clubhouse—can be created with a corresponding calendar for that facility. The number of facilities is unlimited. Available days and times are placed in the calendar and the administrator has the option to automatically or manually approve reservations. Also, the system's automation sends an email to the resident giving them the status of their reservation.



Resource Library

The resource library is a publishing system for important association documents, links and information. The built-in content management system makes it easy for managers and administrators to post meeting minutes, association rules, PDF and Word forms, and resource links. An effective way to reduce violations of the association rules is to remind residents of certain rules in the Community Feed with links back to the resource library. These Community Feed posts can be scheduled and automated.



Board & Committee Tools

The system has a private group feature that allows a manager or administrator to set up multiple private boards and committees. This is a great way for committees, such as the Board of Directors, ACC Committee or Landscape Committee, to discuss their business in private among other committee members. The board and committee tools include an activity feed, events calendar, documents upload and storage, and member directory. The activity feed is a rolling feed with separate thread boxes which makes conversation by subject and corresponding comments extremely organized and easy to follow. This keeps committee members engaged and association business efficient and productive.



Group Pages

Connecting with residents and being active in one's community creates connections and conversations which help create great neighborhoods. The group pages feature makes it easy for residents to connect with those who share the same interests. Starting a garden club, book club or running group page is a breeze. Each group features their own page with an activity feed, calendar, photos, documents and member directory.



Dynamic Forms

Community associations frequently have forms—surveys, waivers and contact forms—that need to be completed by residents. The dynamic forms feature is an online form creation and submission management system. It allows an administrator to create multiple unique forms specific to a community's needs. Creating a dynamic form doesn't require any computer programming skills; all interfaces are user-intuitive and easy to use. New forms can be quickly created by using existing templates provided within the system. All form submissions and results are saved and managers are automatically notified upon a resident completing a form.



FEATURES



Controlled Access to Information for Renters

You decide the level of access for Renters. Renters can have full access to all features of the site, no access, or they can be set up to receive email blasts only. Additionally, you can set the permission levels of community documents (like financials) to be available for only owners, only renters, or both.



Photo Galleries

Organize and share photos of community events with Photo Galleries! Keep the community engaged and spark interest in participation, or use it as a way to keep the community informed of progress on projects like a pool renovation or new landscaping. Photo Galleries can be set to require approval, so managers can review content before it goes live.



Customized Notification Preferences

Residents and managers receive text, email or mobile notifications only for the information they are interested in. This gives each user the ability to tailor their interaction with the site to their individual needs and preferences.



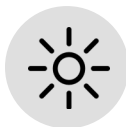
Dashboard

A comprehensive and intuitive dashboard allows managers to administer the sites and communicate with ease on an ongoing basis. Menus and features are easy to find and use. The community can truly make the tool their own without needing a technology expert every time a tweak is needed (though Nabr Network Support is always here!)



Safeguards for Appropriate Content

Never worry about what might be put out there! Nabr Network has highly effective filters for inappropriate content, as well as optional approval settings that allow you to decide what you want to review. For example, managers can opt to have all photos require approval before they are posted to the Community Feed.



Personalized Marketing Material

Nabr Network will provide company branded brochures for residents and board members to help you promote this new platform. Included is an overview of basic features as well as instructions for registering and downloading the app. We make promoting your new communication tool easy, and focused on you.



This mobile app and website is operated and supported by Nabr Network and the Nabr Network software platform. Please reach out to Nabr Network if you have any questions about the system or service.



Community Website

Besides being a great communication platform the system can also fulfill community website needs. The community website—designed in a modern framework—includes a publishing system for public and private facing pages with photos, documents, links, community calendar and resident directory. The administrator has the full freedom to easily manage the association’s pages and content. Customizable moving banner images represent your community’s brand image beautifully to residents. All URLs for the system will be unique Nabr Network platform URL names. If a community already has a URL, this can be automatically redirected to the new URL.



GET THE APP!
Text “nabr”
to 59248

Encourage Resident Registration

Registering for Nabr Network is easy. If the management company has an email list of members, then a welcome email is automatically sent to that resident once Nabr Network is launched. The email contains a web link to register and the resident is up and going on the system. But what if you have very few resident emails? Or maybe you want to boost residents’ participation after the launch? We have some helpful suggestions other communities have used to increase resident sign-up and participation on the system:

- Post signage near the entrances of the community, at stop signs and common areas. The signage can give the web URL or a mobile text number where a link to downloadable app is sent back.
- Mail or hand deliver flyers with the web URL and mobile text download number.
- Include the web URL or mobile text download number on other association correspondence like invoice or meeting notice.
- Promote the website and app at association events both as a presentation and as printed signs encouraging registration on the spot.
- Post helpful content to the site that residents won’t get anywhere else.
- Run a giveaway with the requirement that members must be an active member of the site to win.

Bottom line is the more people who are aware and register for Nabr Network, the better informed they will be regarding association business, rules and resources.

Excellent Technical Support

Nabr Network is operated and supported by the Nabr Network software platform. If an administrator or resident has a technical issue with the software, they will contact Nabr Network for support which is easily located on the system. Nabr Network has a support team who will work diligently to solve the problem. The most common problem is initial login by a resident. Since the system is for authorized users, we tend to see new residents trying to login before they are in the official database of the community management company. If this is the case, we will keep a record of the login attempt and as soon as the management company give authorization, we will notify the resident. Nabr Network prides itself on excellent customer service and will serve our partner companies, their boards and residents with timely, courteous service. For more information contact Nabr Network (nabrnetwork.com, 855-373-5722, info@nabrnetwork.com).