

## MANAGEMENT SERVICES DETAIL

*Professional Community Management Services, Inc. (ProComm)* strives to provide its clients with the best and most complete services available. A summary of these areas of service follows:

### ADMINISTRATIVE

1. Maintain a current roster of all owners/tenants.
2. Provide twenty-four (24) hour telephone contact and respond to calls and letters, as well as handle incoming and outgoing mail.
3. Organize the annual meeting and attend the meeting, providing support for the Board of Directors.
4. Attend Board Meetings as contracted.
5. Maintain records on all association employees, (if applicable) and vendors, to include emergency data and workers compensation requirements.
6. Coordinate the preparation of agendas for all meetings of the Board of Directors and Membership.
7. Coordinate with the Board on committees that are formed.
8. Maintain insurance in accordance with the minimum standards set by the Declaration/By Laws and/or as directed by the Board of Directors.
9. Handle insurance claims pertaining to the common areas.
10. Act as a buffer in carrying out Board policies which may not be popular with the owners, such as policies for the collection of delinquent accounts, restriction violations and covenant enforcement.

### PHYSICAL PLANT OPERATIONS

1. Place contracts for maintenance services with implementation procedures including development of specification, bid reviewing, contractor supervision and inspection of completed jobs for final approval.
2. Develop, supervise and follow-up on work requests.
3. After hour and weekend emergency maintenance capability.
4. Inspect Association grounds and overall area, and provide for their maintenance according to association standards; includes developing those standards.
5. Hire, train and supervise association employees (if applicable).
6. Maintain maintenance supply inventory.
7. Provide necessary maintenance information for decision-making process.
8. Develop and administer capital repair, replacement and improvements program.
9. Controlled access gate programming and maintenance, and sale or issuance of remotes or swipe cards to homeowners/residents.
10. Report deed restriction and architectural control violations to the Board for proper action and corrective measures; maintain listing of all violations on a regular basis.
11. Enforce Board rules and regulations.

### FINANCIAL

1. **BANKING:**
  - a. Establish and monitor bank accounts.
  - b. Deposit all receipts to the Association's custodial account.
  - c. Reconcile bank accounts monthly.
  - d. Assist the Board with the placement of funds in investments accounts (short and long terms cash flow planning).

## **2. CASH RECEIPTS AND ACCOUNTS RECEIVABLE:**

- a. Prepare and mail assessment invoices to owners.
- b. Record invoices to accounts receivable accounts.
- c. Receive assessment payments and record to accounts receivable ledgers.
- d. Receive other revenue and record to the appropriate income accounts.
- e. Assess interest/late fees on delinquent accounts and record to accounts receivable ledgers.
- f. Prepare and mail late notices on delinquent accounts as directed by the Board.
- g. Administer assessment collections and delinquency procedures as established.

## **3. CASH DISBURSEMENTS AND ACCOUNTS PAYABLE:**

- a. Record approved expenditures to accounts payable ledgers.
- b. Post and maintain general and subsidiary ledgers.
- c. Audit and prepare invoices for payment.
- d. Prepare and mail checks for payments of accounts payable.
- e. Maintain vendor files to include W9 forms and documentation of all disbursements.
- f. Prepare and mail annual 1099 statements.

## **4. PAYROLL:**

- a. Maintain employee files to include employment applications, I-9 and W4 forms. Prepare payroll checks for Association's employees making appropriate deductions, and prepare and deposit payroll taxes. Maintain payroll data for employee/employer tax records and worker's compensation insurance, and prepare and mail all tax returns & W2 forms.

## **5. GENERAL LEDGER AND FINANCIAL STATEMENTS:**

- a. Prepare monthly financial statements based on modified accrual accounting standards, to include year to date Balance Sheet and an Income & Expense Statement which reflects and compares month and year-to-date totals.
- b. Prepare annual Balance Sheet account analysis based on audit needs.
- c. Report on Association's actual expenditures versus budgeted projections.
- d. Preparation of monthly reports for Boards to include:
  - i. Balance Sheet
  - ii. Income Statement
  - iii. Income Statement with Budget Comparison (month & year to date)
  - iv. Accounts Receivable Aging/Delinquent Account Report
  - v. Check Disbursements Journal
  - vi. Accounts Payable Open Invoice Report
  - vii. Bank Reconciliation Statement (w/photo copy of bank statement)
  - viii. Detailed General Ledger (month & year to date)