



MANAGEMENT **PROPOSAL**

PREPARED FOR
PEGASUS AIRPARK
HOMEOWNERS ASSOCIATION
Board of Directors



Founded in 1990, Associated Asset Management (AAM) is a professional Community Association Management Company dedicated to delivering total peace of mind. Over the last 30+ years, AAM has grown to be one of the foremost providers of professional community association services in the United States. AAM specializes in the forward planning and management of master planned, single family, condominium, active adult, urban high-rise and mid-rise communities, as well as providing consulting services for accounting, marketing and operational organizations. AAM combines association management, accounting, compliance, developer services and customer care under one roof, creating a cohesive and coordinated environment needed to provide exceptional community association management.

ABOUT THE COMPANY

34+

YEARS
EXPERIENCE

950+

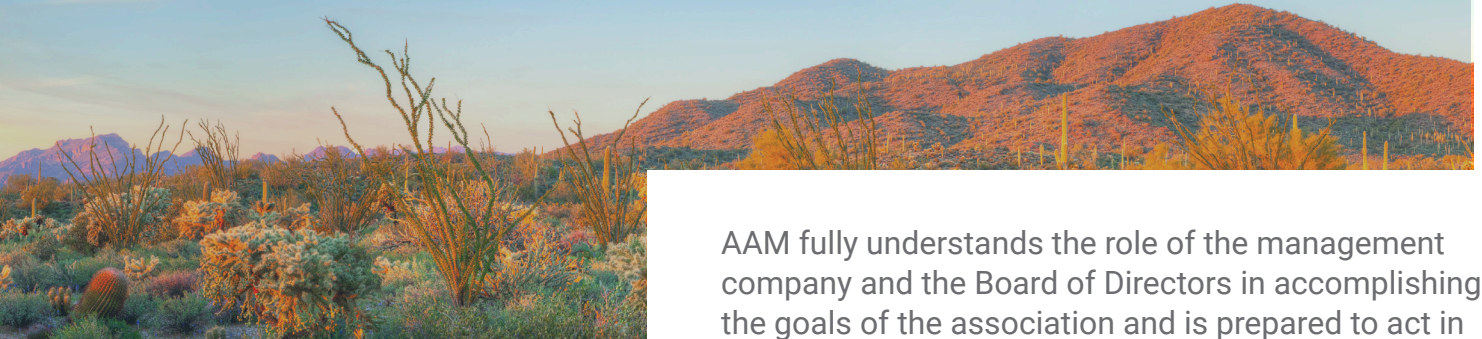
PASSIONATE
EMPLOYEES

1,000+

VALUED
CUSTOMERS

HOA MANAGEMENT SERVICES

TAILORED TO MEET THE UNIQUE NEEDS OF YOUR COMMUNITY.



AAM fully understands the role of the management company and the Board of Directors in accomplishing the goals of the association and is prepared to act in their best interests. We appreciate the time and effort involved in a management search, and it can be a very difficult task to find the company that can best fulfill the needs of your community; however, as a client of AAM, our communities benefit from our expert services.

COMPANY SERVICES



COMMUNITY SUPPORT



COMMUNITY GOVERNANCE



HUMAN RESOURCES



FINANCIAL MANAGEMENT



TECHNOLOGY



COMMUNICATION



CLIENT SERVICES & TRANSITION



TESTIMONIALS



LEADERSHIP

COMMUNITY SUPPORT

AAM's unique management philosophy ensures that our Community Managers and support staff are always prepared and accessible to assist owners, provide high levels of customer service, and resolve difficult situations. Our centralized support teams handle a variety of community issues, which allows your Community Manager to focus on the strategic stewardship of your community.

This proven structure allows for more personal attention and expert care per customer dollar than any other association management team.



COMMITTEE SUPPORT

Extensive experience working with HOA committees that assist the Board by addressing specific community issues and serve in an advisory role for the betterment/benefit of the community.

RESALE & DISCLOSURES

Ensure Real Estate transactions run smoothly and a portal for title companies to submit a request.

EDUCATION & TRAINING

Ensures that both our professionals and the Board of Directors have the knowledge and skills to help communities succeed.

CUSTOMER SERVICE

Dedicated customer support, so Board and homeowner issues are solved quickly and effectively. We believe positive interactions with homeowners are a key component to the success of a community.

LONG RANGE PLANNING

Use of collective knowledge to support the expanding long-term areas of interest of an HOA.

CAI & AACM

Community Managers are certified or working towards their certification through local and national trade organizations.

ROUNDTABLES

In-house training curriculum on a continuing basis.



COMMUNITY **GOVERNANCE**

Fair and effective governance is a critical component of any successful community. Our team at AAM has extensive experience successfully managing the day-to-day operations of community associations of all types and sizes. We can provide invaluable assistance with all types of governance, administration, vendor oversight and daily operations, including:

INSPECTIONS

Administering and enforcing the Declarations, Bylaws, Architectural Design Guidelines and Rules and Regulations. We feel strongly that the success of an association is often the result of diligent inspections, timely communications and consistent enforcement.

VENDOR MANAGEMENT

Extensive database of trusted vendors. Established many best practices for consistently screening vendors, obtaining competitive bids and have standardized insurance requirements to protect the Association.

COMMON AREA MANAGEMENT

The depth of knowledge and experience needed to take care of the homeowner association's assets. From parks, ramadas, greenbelts and pools to large community clubhouses, resident common areas/amenities are a fundamental advantage to living in a community association. No matter the size of the common areas/amenities, prompt, proper, and cost-effective upkeep are vital to successfully maintaining the community.

TENANT REGISTRATION

While the HOA may not have legal authority over tenants when it comes to enforcing association rules, it benefits both the landlord and the association to have open communication with tenants. To accommodate such relationships, AAM has implemented an online tenant enrollment resource for all of our communities.

HUMAN RESOURCES

One of the many advantages of an AAM partnership is our comprehensive experience and knowledge with adequately staffing our communities, both for our large master planned on-site communities and portfolio communities.



RECRUITING

Full-time recruiter who works with all hiring managers.



BENEFITS ADMINISTRATION

Competitive salary and benefits package.



EMPLOYEE DEVELOPMENT

Enhance employee skills and industry knowledge.



LYDIA ELIE

AAM's SR VP of Human Resources

My team defines success each time an employee refers someone to come work for us. For an employee to recommend us as one of the best places to work, there is no higher compliment.

VILLAGE MANAGEMENT SOFTWARE (VMS)

Integrated management software for homeowner data, homeowner ledgers, community accounting, collections activities, architectural request management, CC&R enforcement management.

SYSTEM AND ORGANIZATION CONTROLS

Ensuring strong fiduciary management is arguably the most important facet of professional community management.

Statement on Standards for Attestation Engagements No. 18 (SSAE 18) completed in 2022.

BUDGETING

Annual budget training provides your Community Manager with all the tools and instructions needed to execute an approved budget by the yearly deadline.

RESERVE PLANNING

An important community element that represents and measures your community's financial strength and soundness.

INVESTMENT POLICIES

Facilitate and consult with financial institutions that provide investment advice for community associations.

FINANCIAL REPORTING

Provides ease of understanding and analysis of an HOA's financial condition.

ACCOUNTING FINANCIAL MANAGEMENT

Over the years, AAM has demonstrated the ability to support the accounting and financial needs of associations of all sizes. AAM has partnered with large associations to implement financial operating models that provide strong controls, increased efficiency, enhanced tools, customized reporting, strategic analysis and expert financial support.



MATT MURPHY

AAM's VP of Financial Management

Our financial management systems set us apart from the competition but the true key to shared financial success with each association is our amazing accounting team. Our experienced team of accounting professionals strive to deliver personalized financial peace of mind to each association.



AAM TECHNOLOGY

AAM has heavily invested in technology and will continue doing so. Our robust in-house innovation team provides our management teams and communities with tailored tools and resources that maximize visibility, communications, and member access.



ALEX BORSHCH

AAM's Chief Information Officer

We have a relentless focus on building tools that provide transparency for the Boards and deliver a seamless, integrated experience for our residents. That focus has led us to become the industry leader in both areas.



BOARDVUE

Collaboration hub that empowers clients with interactive, real-time access to their Association's records and activities, day or night.

**Request to see a Demo*



HOA TOOLKIT

Leveraging mobile devices to take pictures and create violation letters while in the field.



ESTATEMENTS

Offering the convenience of electronic assessment statements.



MOBILE APP

AAM All Access equips homeowners and Boards with pertinent HOA information wherever they are on any mobile device.



EVOTING

Customized digital election process for Board Elections, Bylaw amendments, or budget and fee approvals.

COMMUNITY COMMUNICATION

AAM understands that communication is a crucial component when it comes to effectively and efficiently managing community associations. We continue to offer resources that help elevate the communication services we offer our clients, as well as keeping residents informed and engaged on what is happening in their community.



WEBSITE

Premium websites offer many customized options for your community.

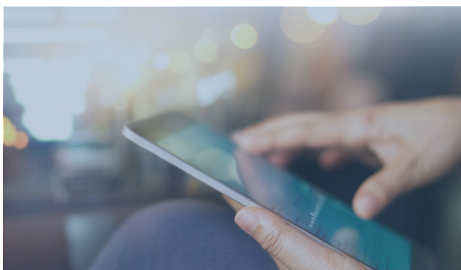
**Request to see a Demo*



EBLAST/TEXT BLAST

Keeps the community informed and engaged on what is occurring in their community.

**Text Blasts are an optional service*



NEWSLETTER

Enhances the sense of community within the association with promotion of events and other community updates.



RESIDENT DIRECTORY

Helping connect neighbors and provide contact information.

AFTER-HOURS EMERGENCY SERVICES

Ensures Common Area emergencies are remedied quickly.

CLIENT SERVICES & **ON-BOARDING**

A commonly asked question from prospective clients is how AAM can ensure a smooth transition from their previous management company. Inevitably, the thought of the transition process can cause many Boards to be reluctant to change companies because they mistakenly believe it is a long, complicated process that requires their direct oversight. Additionally, Boards may also be concerned that community information will get lost during the transition.

AAM understands the significant importance that a well-coordinated transition has on the community and employs a dedicated On-Boarding Team that ensures:

1. Transition does not have to be a complicated process.

The transition to AAM goes smoothly and without interruption to community residents. The transition process generally takes 30 days or less to be fully integrated into AAM's management systems. Once the management agreement has been executed, our On-Boarding Specialist promptly handles the entire transition process, interacts with the prior management company or developer/builder and provides a status report to the Board along the way.

2. A complete evaluation of critical association documents.

Our Managers and support teams are trained to review all Governing and Association documents. This includes Covenants, Conditions & Restrictions (CC&Rs), Articles of Incorporation, Bylaws, Deeds, Common Area Plats, Architectural Guidelines, Board Policies/Resolutions and the Rules and Regulations.

3. A transition to AAM is simpler than you think.

The transition is completed in a very courteous and professional manner. When you hire AAM, you hire a trusted industry leader with decades of experience and your best interests in mind.

Throughout the transition process and after, we will serve as an advisor to the Board, act as the custodian of the Association's finances and records, build a lasting partnership with the community and ensure continued success and financial stability of the Association.

CLIENT TESTIMONIALS



STACIE S.
Board Member

After years of having a non responsive management company it's so wonderful to have such a professional and knowledgeable property management company like AAM. Their whole team have made our jobs as HOA Directors so much easier! Thanks to them we have gone from 4 hr meetings in the past to 1.5 to 2 hrs now. Our homeowner complaints are way down. The vendor management has been stellar and our AC review approval process has gone from weeks to days.



SUSAN B.
Board Member

As an HOA board member, I have had great experiences with AAM. They provide educated managers, an excellent accounting department, and legal knowledge of the state laws that affect HOAs. Additionally, they provide training for board members.



MICHAEL T.
Homeowner

Our community association has been with AAM for many years, through thick and thin. Our community manager, is extremely professional, responsive, and a wonderful team player. We depend on her, and her professionalism is a huge asset to our community.



JERRY B.
Homeowner

It's been about a year since AAM became the property management company for our community. It was a fresh start that included a restructuring and restaffing of our local management team. Our HOA has begun taking steps to transition from being "builder-controlled" to "owner-controlled". We are fortunate to have AAM's vast experience to help us navigate this delicate process.



LOUIS C.
Board Member

I have been a Board Member of several HOAs and by far, AAM has been the best in their oversight and responsiveness to my current HOA. The software and websites receive constant updates, which makes the Board's tasks very easy.

HOA FEES

As a part of our full disclosure policy, here is a list of all of our fees. Since each Community has its own distinct personality, you may find not all apply to your community.

Monthly Management Fee	\$2,800.00
Accounts Payable Remittance	\$1.25
Assessment Invoices/eStatements (if applicable)	\$1.50 each (Price does not include cost for envelopes and postage)
Attendance at Legal Proceedings	\$125.00 per hour (Scope to be provided per case)
Attendance at Meetings	Included (An additional charge of \$125.00 per hour may apply if meeting time exceeds 2.5 hours)
Cell Phone Reimbursement per Month	N/A
Certified Mailings	At cost
Color Ink Print (including stock)	\$0.80
Color Stock Paper	\$0.25
Community Information Statement Annual Fee (Filing required by State Statute)	\$125.00
Conference Call/Video Conferencing Service	Included (recorded meetings are \$100.00 per meeting)
Copies	\$0.20
E-Document Monthly Fee	\$25.00 (Cost of electronic mailing and filing of Association documents, financials, newsletters and other correspondence)
Envelopes	\$0.20 each (Additional charge for specialty sizes)
E-Voting	Negotiated Separately
File Storage	\$3.50 per box per month
Form 1099	\$16.00 per applicable vendor
Investment Account Fee	\$25.00 per month (Associations which choose to open additional banking or investing relationships will be charged \$25.00 per month to manage a single and/or multiple accounts. Examples include but are not limited to brokerage accounts, certificates of deposit, money market savings accounts, on-site deposit bank accounts and bank accounts related to the management of point-of-sale systems. \$25.00 is the maximum monthly fee per association. Associations which utilize two standard AAM partner bank accounts for their Operating and Reserve banking needs will not be charged a fee.)
Mileage Reimbursement (as applicable)	N/A
Minute Taking	Negotiated Separately
Newsletters	Quarterly Preparation - Included Association is responsible for cost of copies and mailings
NSF Fee (Non-Sufficient Funds)	\$25.00
Postage	Current Rate

HOA FEES CONT.

As a part of our full disclosure policy, here is a list of all of our fees. Since each Community has its own distinct personality, you may find not all apply to your community.

Scans	\$0.15 each
Set up of owner and financial information fee	\$250.00 one-time fee
Special Assessment (if needed, one-time charge):	\$10.00 per owner
Special Meetings as approved by the Board of Directors	\$125.00 per hour (Special meetings are defined as, including but not limited to, committee meetings, construction defect litigation meetings, meetings associated with board recalls, and other meetings outside the normal scope of standard board and membership meetings.)
Special Projects	\$150.00 per hour (Association acknowledges that a special project fee may apply in accordance with pricing outlined in Exhibit A of the Management Agreement. Special Projects shall include but are not limited to financial reporting not covered in Section 2 of the Management Agreement. Reporting may include requests for financial analysis, investment modifications, special reports, change of accounting methods, in-depth financial analysis, audit assistance, etc.)
Special Reports	\$125.00 per hour (Will need a scope of services and will be billed as a special project with Board approval)
Statutory Agent Annual Fee	\$125.00
Website - Premium	Included
Welcome Packets	\$7.00 per Unit Resale (Includes cost of envelopes and postage)

Please note that violation letters are not a separate fee. They are charged as a copy, envelope and postage.

HOMEOWNER FEES

The following fees would be charged to the Homeowner; they are not an Association fee.

Re-sale Disclosure and Lien Estoppel Fee	\$400.00
Disclosure/Lien Estoppel Update Fee	\$50.00
Document Rush Fee	\$100.00
Refinance Statement Fee	\$100.00
Lender PUD Statement Fee	Standard \$150.00 / Custom \$200.00
Foreclosure/Research Fee	\$300.00
Package Account for Third Party Litigation	\$85.00 (one-time transaction)
Collection Agency Package Fee	\$60.00 (one-time transaction)
Demand Letter**	\$60.00
Rebill Fee**	\$10.00
Lien Fees**	\$175.00
The Last Notice**	\$8.00
**billed to the Association and reimbursed by the Homeowner upon collection of the fees	

DEDICATED **LEADERSHIP**

AAM has been authentically serving our clients' association management needs for more than 30 years. With our extensive experience, we have found the most valuable service we can offer is to truly listen to our clients and tailor our management approach to meet the unique needs of the community. When you choose AAM, you can rest assured knowing you have selected the right community management partner that will act in the best interests of your Association. As a partner of AAM, your community will benefit from:

- Experienced Service
- Effective Communication
- Reliable Customer Care
- Superior Training

Our goal is to build strong partnerships with the Associations we manage that are based on trust, stability, reliability and efficiency. We diligently listen to our clients' needs and develop new ways to enhance our technology and management capabilities to ensure that our teams have the tools and resources to successfully manage our Associations. As a client of AAM, you will benefit from our commitment to maintain an open dialogue so that we continue to upgrade and offer services that bring value and help deliver total peace of mind to our Boards, communities and homeowners.

Thank you for the opportunity,



AMANDA F. SHAW
PRESIDENT



THANK YOU.

DEDICATED TO DELIVERING TOTAL PEACE OF MIND



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AssociatedAsset.com | HomeownerResources.com