



PRELIMINARY PRICING PROPOSAL

Pegasus Airpark Homeowners Association

Dear Board of Directors,

Thank you for the opportunity to provide your community with a preliminary pricing proposal for management services! We would be excited to meet with the board to learn more about your needs, understand your challenges, and describe our services.

We are confident that RealManage can improve your current service level and help you realize your community's vision. We believe in a team-oriented approach to serving your community. Our community managers are empowered by an extensive support team that allows them to manage your community more efficiently and effectively. You deserve more than an over-tasked community manager trying to handle all the day-to-day operations alone. We understand the challenges you face and have developed solutions that focus on your goals. Our services will provide proactive management, improve communications, and give you full transparency into your financials and community operations through our integrated software.

We wish to build a strong and long-term relationship with you and your community. Enclosed, you will find an initial pricing proposal along with all of the included management services. We look forward to discussing this proposal in more detail, and configuring a service level that will achieve your goals for the community.

Sincerely,

Carmen Paiz

Business Development Manager

carmen.paiz@realmanage.com

Association	Pegasus Airpark Homeowners Association
Manager and Branch	RealManage, LLC - Arizona
Commencement Date	5/1/24
Units/Lots (current/at Build-out)*	150 / 180
Community Type	Single Family
Board Meeting Management	Monthly Two-Hours + Annual Meeting Two-Hours
Community Monitoring Services	Twice Monthly
Assessment Frequency	Quarterly

MANAGEMENT SERVICES CONFIGURATION

<p>This preliminary proposal is for Full Management Services. Pricing Includes the following:*</p> <ul style="list-style-type: none"> ✓ Board Member Relationship Management ✓ Annual Meeting Management ✓ Board Meeting Management ✓ Community Monitoring Services ✓ Architectural Control Management ✓ Customer Service Center and Emergency After-Hours Call Handling ✓ Single Login, Integrated Software Platform with distinct portals for the Board, Residents, Vendors, Closing Agents and your Association Attorney ✓ Digital Document Archive and Association Record Management ✓ Project, Task and Work Order Management ✓ Amenity and Access Control Management ✓ Vendor Management ✓ Financial Management Services and Reporting ✓ Detailed Monthly Management Reports ✓ Budget Planning and Preparation ✓ Transfer, Resale and Refinance Management ✓ Tax Management ✓ Insurance Management Including In-house Agency ✓ New Owner Welcome 	
Total Recurring Monthly Management Fee	\$1,400.00
One-time Onboarding Set-Up Fee	\$1,400.00

Collection, administrative and fulfillment service fees are billed separately from the flat monthly rates. However, you have the option of configuring collection, administrative and fulfillment services for mass mailings, violation letters and delinquency notices into a monthly rate as well.

[Please refer to the Management Agreement for a more detailed explanation of services included]

* This preliminary proposal is valid for ninety days



COMMUNITY MANAGEMENT SERVICES

Board Member Relationship Management

- Provide new board of directors orientation and training
- Respond to board member questions the next business day
- Resolve conflicts and disputes between board members
- Provide advice to board members
- Maintain thorough familiarity with the bylaws and restrictions
- Monitor and disseminate new legislation, ordinances, court cases, and other information pertinent to the Association
- Monitor and disseminate public notices/information pertinent to Association

Annual Meeting Management

- Update list of all owners, declarants, and other attendees
- Prepare meeting agenda and meeting packet
- Issue meeting notices and proxy statements
- Oversee registration of all attendees
- Run the meeting if requested by the Board
- Give annual Manager's report
- Explain financial condition and budget information
- Publish meeting minutes within 30 day

Service Provider Relationship Management

- Provide Service Provider Management system
- Assist Board in the preparation of bid specifications
- Manage competitive bid process as needed for large jobs
- Analyze bids
- Selection of vendors, scheduling and monitoring of work
- Invoice approval and payment process (all utilities are to be paid by EFT if the vendor accepts EFT)

Amenity and Access Control Management

- Manage access control systems
- Manage and distribute access control media (extra fee applies for the fulfillment of a replacement card, key, tag, or remote)*
- Processing of any amenity rental fees or move-in or move-out fees and, key, tag or remote⁴

Architectural Control Committee (ACC) Management

- Receive requests and copies of plans from owners
- Forward request to board committee
- Notify owner of the status

Customer Service Center

- Provide Customer Service Center System
- Provide trained Customer Service Representatives to provide personalized service and distribute information as appropriate
- Provide after-hours emergency call handling system
- Maintain owner database with contact history and interaction notes
- Monitor calls for quality of service and survey resident satisfaction

Web-Based Business Portals

- Provide Association with website through our web-based portals
- Management / Board Portal includes a web-based document archive and data management and reporting system with deed restriction violations, ACC, project/task management, communication log, AR delinquency, AP, lot information, directory, and financial reports
- Owner / Resident Portal includes a web-based document archive and resident services system with owner statements, assessment information, deed restriction information, directory, online payments and online service request forms
- Additional Portals: Vendor Portal, Attorney Portal, and Closing Portal

On-site Staffing Services²

- Provide on-site staff as required for operations
- Provide human resources, payroll service
- Provide ongoing training opportunities for on-site staff
- Equipment as needed for on-site staff
- Provide certified managers per Manager policy
- Manage and supervise on-site staff
- On-site transition services



FINANCIAL MANAGEMENT SERVICES

Association Affairs Management

- Provide designated place of business
- Provide designated representative
- Manage corporate records book and minutes book
- Provide records storage
- Facilitate inspection of books and records by owners with prior appointments*
- Serve as a liaison with legal counsel, registered agent, or other professional services providers as necessary to over-see all necessary filings, licenses, and permits are properly prepared and filed in accordance with any applicable laws (all third-party legal fees, registered agents fees, document fees, search charges, and filing fees will be charged to the Association)

Financial Management

- Provide Accounting and Financial Software
- Manage Accounts Payable*
- Manage Accounts Receivable
- Manage General Ledger
- Prepare a proposed annual budget and forecast
- Bank account maintenance (additional fees apply for bank loan management)
- Reconcile monthly bank statements
- Manage disbursements and perform the required document processing*
- Generate statements of account and/or resale certificates*
- Facilitate cash management
- Prepare standard monthly financial reports by the 20th day following month-end and prepare standard year-end financial reports by the 45th day following year-end, each with standard account codes

Insurance Management

(all premiums are paid by the Association)

- Assist with the application for the following insurance policies as requested: liability, property, worker's compensation, Directors and Officers, and Error & Omissions
- Maintain a manager Fidelity Bond as required by Association of statute
- Maintain Association insurance policies including expiration dates and renewals

Tax Management

- Provide Tax Management system and manage property taxes
- Maintain updated plat information
- Maintain property tax information within the proper jurisdictions
- Collate information for any required Federal or State tax return preparation and forward to independent tax vendor selected by Manager for preparation (extensions required at the expense of the Association to allow adequate time for final FYE financial review, audit, return preparation, and client signature)
- Maintain property tax accounts, parcel identifiers, and property tax invoice payments
- Coordinate with the Association on required signatures for the required tax returns and submit to the applicable taxing authority
- Prepare and issue W-2s, 1099s and 1096s*

Transfer Process Management⁴

- Provide Transfer Process Management database
- Manage plat and lot/unit owner database
- Update Association records for new owner
- Generate transfer documentation
- Respond to lender questionnaires and certifications in accordance with the Standard Terms and Conditions

New Owner Welcome Process

- Mail out a welcome letter
- Maintain and update welcome packet and/or make information available online
- Distribution of access cards/keys to amenities
- as appropriate
- Alert board to new owners (made available online)

Statements of Account and Resale Process Management⁴

- Provide Statement of Account/Resale Process Management database
- Answer tax service, title company, and mortgage company inquiries,
- Answer homeowner inquiries



COMMUNITY MONITORING SERVICES

Site Monitoring and Deed Restriction Management

- Provide Deed Restriction Management system
- Maintain Association restrictions information database
- Provide continuing deed restriction awareness content through articles for the newsletter and/or special mail-outs
- Monitor property for compliance with restrictions based upon readily-visible violations from common area streets, driveways, and sidewalks
- Manage Deed Restriction Committee input
- Manage owner complaints of violations
- Notify owners and builders of violations via standard notices
- Manage owner disputes of violations
- Maintain violation log

COLLECTION SERVICES*

Assessment Collections

- Manage the fulfillment of standard assessment coupons, statements, or e-statements*
- Issue replacement coupon books*
- Manage EFT/ACH payment process*
- Manage credit card payment process*
- Collect and post to proper bank account
- Process checks without coupons and returned checks
- Provide delinquency management system
- Create and mail standard delinquency notices
- Create legal referral packet and submit to Association's attorney*
- Coordinate with the Association attorney post referral, process bankruptcy correspondence, and file Proof of Claim on behalf of Association
- Receive, research, review and process foreclosure documents for subsequent conveyance and collection
- Provide delinquency report
- Assess, collect and post late fees and finance charges (additional collections fees may apply for "Over 90 Days" accounts*)

BOARD MEETING MANAGEMENT

Board Meeting Management

- Prepare preliminary meeting agenda and meeting notice
- Prepare and publish electronic board meeting packet*
- Participate in the meeting per the meeting frequency in configuration between Monday at 8:30 AM to Friday at 5:30 PM

ADMINISTRATIVE SERVICES⁷

Fulfillment Management

- Provide community mailing services for regular mailings, special notices and annual meeting notices as required up to the maximum number of mass mailings at three pages each in black and white*
- The number of mailings and pricing per Exhibit A are for each full calendar year and will be prorated for any partial calendar year

SET-UP SERVICES

New Community Set-Up Services

- Dedicatory instrument document scanning
- Vendor contract and insurance policy scanning
- DRV master configuration
- Maintenance master configuration
- Assessment rules configuration
- Collections process configuration
- Create Community Information Summary and Amenity Summary
- Create Legal Summary
- Create community form
- Lot/unit set-up, owner information input
- Bank account set-up
- Financial records input, Financial report mapping
- Budget input

*Additional fees may apply

REALMANAGE

FAMILY OF BRANDS

AZ - Additional Fees Price Schedule As of September 1, 2023¹

Association Services Fee Sheet	
Additional Service	Price / Unit
Delinquent Accounts - Collection Letter Fee ²	\$25.00 each
Late Notice/Debit Statement ²	\$5.00 each
Statutory (Certified) Demand Letters ²	\$35.00 each
Attorney Referral ²	\$225.00 each
Deed Restriction Violation (DRV) Letter	\$14.50 each
Administration of DRV Fines ²	\$40.00 each
Mailing or notice (other than a DRV notice or a late/collections notice) of up to three pages each (any mailing consisting of more than three pages is subject to a custom quote)	\$2.50 each
Standard assessment statement	\$2.50 each
Coupon book	\$10.00 each
Rush Check Fee	\$50.00 each
Management Certificate	\$125.00 per filing
Registered Agent	\$150.00 per year
Annual Report or State Tax Reporting (as applicable)	\$100 per year
Off-ramping Fee - Terminating Associations	\$1,500.00 one-time
Non-partner Bank Fee	\$75.00 per account/month
Special Assessment Financial Management	\$500 setup fee + \$2 per assessable unit per month (\$100 minimum)
Storage retrieval fee - standard box	\$25.00 per box
Storage box fee	\$2.00 per month/banker's box
Certified Letter	\$35.00 per
Inclusion of a black & white photo of a deed restriction violation printed on violation letters	\$30.00 per month
Processing of any tenant/homeowner applications, background checks, tracking, etc.	by bid
Additional printing/Mail fulfillment requested by the board unless included in Exhibit A	by bid
1099 Processing	\$35.00 each
1096 Processing	\$60.00 per year
Mileage Rate	\$0.67 per mile
Recruitment: On-site Filled Positions - Part-time	\$150.00 each
Recruitment: On-site Filled Positions - Hourly	\$250.00 each
Recruitment: On-site Filled Positions - Salary	\$500.00 each
Mass Communications (Option selected on Exhibit A):	
Option 1) Subscription - Includes unlimited mass emails and SMS/MMS text messages.	\$30.00/month
Option 2) Pay for each use	\$35.00/mass email or text
Dedicated On-Site Staff	
<p>Unless otherwise agreed in Exhibits A or B: Association agrees to reimburse Manager for onsite personnel costs including all wages, and all payroll costs at a flat rate on total wages of thirty-five percent (35%) for administrative staff and thirty-six percent (36%) for maintenance staff members. Payroll costs include all payroll related taxes, workers compensation, unemployment insurance, Social Security taxes, and all federal and state related taxes and fees. In addition, any recruiting, benefits, mileage and/or other travel expenses, cell phone, computer or other equipment expense or rental, training courses, certification-related expenses, interim management and other employee related expenses are passed-through, and Manager is paid a surcharge of (15%) of the total expenses.</p>	

[1] Manager reserves the right to adjust these applicable fees from time to time pursuant to market conditions

[2] When applicable, and equal charge is added to the homeowner's account payable to the Association

Billable Hours	Rate
After Hours (Holiday and Regular)	\$305.00 per hour
Executive	\$305.00 per hour
Market Leadership, Software Developer, Human Resources	\$255.00 per hour
Director, Financial Manager	\$205.00 per hour
Community Manager, Accountant, Collections, Account Manager, Webmaster	\$175.00 per hour
Administrative, Other	\$100.00 per hour

Not applicable if performed by dedicated on-site staff. Hourly rates are payable to the Manager for additional or extraordinary services performed by the Manager that are not included in the Service Level Agreement. The following are examples of services that would incur additional hourly fees:

- a) Time spent on natural disaster response and recovery management
- b) Time spent researching, analyzing, or remediating historical financial records not received within 30 days of the Commencement Date or not received electronically
- c) Time spent on research, preparation, or filing of any Federal tax return, State tax return, or other required State filing related to a period prior to management by Manager
- d) Any valuation or exemption negotiations or filings with taxing authorities
- e) Audit support time and any financial due research for any financial period that has been closed for over 60 days and any time spent performing accounting reclassifications or republishing historical financial reports
- f) Association members or Board training or consulting sessions on accrual accounting or fund accounting principles
- g) Additional time that results from a change in legislation that requires Manager to perform additional duties to confirm compliance or to directly or indirectly bring the Association into compliance
- h) Board or resident disputes that require Manager involvement in excess of one hour per week
- i) Board-requested site visits other than the regularly scheduled visits
- j) Time spent troubleshooting access device programming or systems audits
- k) Time spent on responding to Better Business Bureau complaints that were a result of a board matter or decision
- l) Lot/unit owner direct utility billing performed by Manager
- m) Customized reports, letters, or procedures regarding: financial, assessment, deed restriction, welcome, or collections management
- n) Management of any specific units not identified on Exhibit A such as management or assessment billings for individual boat slips, garages, parking spots, storage units, stables, etc. whether owned by the Association or individual Owners
- o) Third-party website support and any third-party software integration for any process
- p) Architectural control consulting or approval process
- q) Administration or management of multiple payment financing arrangements including but not limited to bank loans, insurance policy financing or insurance premiums billed in installments
- r) Any special assessments or credits, any variable assessments of any type that may require special handling, and any early payment discounts
- s) Processing of any amenity rental fees or move-in or move-out fees

Homeowner Services Fee Sheet

Additional Service	Price / Unit
Access Key, Remote, Plus Any Applicable Third-Party Charges for Supplies	\$35.00 each
Governing Documents Replacement Fee	\$50.00 each
Returned Payment Charge	\$25.00 each
Special Assessment Payoff Calculation, Account Status	\$295.00 each
Statement of Account	\$200.00 each
Conveyance Processing Fee	\$150.00 each
Refinance	\$200.00 each
Resale Certificate Fulfillment Fee	\$200.00 each
Condominium Lender Questionnaire	\$355.00 each
Mortgage Loan Subordination Fee	\$250.00 each
Closing Document Rush Fee	\$100.00 each
Coupon Replacement Fee	\$10.00 each
Request Update Fee	\$50.00 each
Title Search	\$75.00 each
ARC/ACC Submission Fee	\$30.00 each

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[2] When applicable, and equal charge is added to the homeowner's account payable to the Association