



# Community Management Proposal

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## Pegasus Airpark Homeowners Association

March 19, 2024

Prepared for:  
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Board Member  
Pegasus Airpark Homeowners Association

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## 1.0 - Company Overview

### 1.1 - Introduction

Trestle Management Group is pleased to present our proposal for the management of the Pegasus Airpark Homeowners Association. We look forward to the opportunity to develop a long term relationship with your homeowners that provides you with service that is tailored to fit your community. Because all communities have different needs, our team is ready to customize for Pegasus Airpark a management services package that will meet your unique requirements. We appreciate the opportunity to present our management proposal and we are confident in our ability to exceed your community's high standards.

### 1.2 - The Trestle Approach

Managing a community association is as much an art as a science. There are many universal requirements, including legal compliance, transparent reporting, collecting assessments, paying bills, managing reserves, and maintaining the property. Association boards need to know that these requirements are met in a timely manner in order to protect their owners' investments.

At Trestle Management Group, our primary goals are providing exceptional customer service to homeowners, directors, and developers, and to maximize community performance. We believe that developing a sense of community is one of the keys to our success. This involves integrating all areas of property operations with the daily tasks of community management. Cooperation and proactive communication between the board and management are the keys to healthy and happy owner relationships, and ultimately a well-managed community. We achieve our goals by cultivating strong relationships with homeowners, consistently maintaining the common areas, developing best management practices, and by taking a proactive approach to resolving minor issues before they become large problems. Trestle Management Group remains focused on keeping communities looking great through communication, education and enforcement of community standards, prompt and consistent property improvement review, and meticulous landscape maintenance oversight.

### 1.3 - Company Overview and Experience

The concept for Trestle Management Group was initially developed back in 2001 when the President of Trestle Management Group, Jim Baska, was working for a well respected Arizona based residential home building and development company. Mr. Baska had been working for years with many of the "biggest and best" association management companies in the market while overseeing the construction and management of numerous new home communities. As Mr. Baska's experience and passion for the association management industry grew, so did his frustration with the level of service and expertise being provided by association management companies in the Phoenix market.

In addition to his vast experience in the homebuilding industry in various capacities, Mr. Baska has also held senior leadership positions with the country's largest real estate management company, American Management Services (dba Pinnacle). Pinnacle had been trying to break into the association management industry and reached out to Mr. Baska to expand their current market presence and assist them in building the internal infrastructures necessary for them to launch their association management services to their multitude of markets across the country. Prior to leaving Pinnacle to start Trestle Management Group, Mr. Baska nearly doubled Pinnacle's market share and was responsible for the management of communities as far as Washington D.C. **Consequently, the foundation for Trestle Management Group has been built on the unique blend of years of experience in residential construction and development, as well as the expertise and internal efficiencies of a national association management company.**

As a further demonstration of our commitment to excellence, Trestle Management Group possesses a number of professional credentials, achieving and maintaining the highest ethical and educational standards in the industry. Members of the Trestle Management Group team are part of an elite group of professionals in the Phoenix market that are certified through both the National Board of Certification for Community Association Managers (NBC-CAM) and through the Community Association Institute (CAI). Due to our advanced training, extensive education, and years of experience in the community association industry, Trestle Management Group has achieved the prestigious designation of **Professional Community Association Manager (PCAM)**, which remains the highest professional recognition available nationwide to those specializing in community association management.



#### 1.4 - Our Accounting Team

Trestle Management Group's accounting team is led by our Corporate Controller, John Barnes, and our Director of Accounting, Donna Kirkendall. In addition to being a members of the Community Association Institute (CAI), both Mr. Barnes and Ms. Kirkendall have well over 20 years of accounting experience specifically in the community management industry. Based on their decades of experience, our Accounting Leadership Team are experts at partnering with our communities to aggressively manage our fiduciary responsibility to protect and maintain community assets and values. Trestle Management Group is proud to have built a team of diligent and detailed accounting professionals and processes that efficiently segregate duties, maximize transparency and expedite meaningful and accurate financial reporting. Daily deposits, weekly check runs, prompt bank reconciliations and closing of the prior accounting period by the 10th of each month ensure rigorous management of the association's financial affairs.

#### 1.5 - Staffing and Support

At Trestle, we strive to put the best people and systems to work for the communities we manage. To back this goal, we invest in training, cutting-edge technology, and other operational support systems that benefit our professionals and our clients. We believe our ability to recruit, train, and retain talent is a critical element of our success. We work in collaboration with our clients to understand their particular vision for a property and goals for their community. We believe in continuous improvement and gather operational feedback through regular quality control inspections and client surveys. With an understanding of a board's specific business objectives, we are able to effectively deploy our knowledgeable management personnel, substantial operational infrastructure, and extensive property management experience to maximize community performance.

#### 1.6 - Building Community Through Communication

Embracing that the foundation of a healthy community association is effective communication, Trestle Management Group boasts a comprehensive communication plan focused on providing an effective, convenient, and proactive way for homeowners to stay informed about what is happening with their association. These services have been specifically designed to close the inherent communication gaps between the management company, the Board of Directors, and the homeowners.

Our managers play a key role in building a sense of community and positively affecting members' perceptions of their association through consistent communications and management of quality events. To help increase community involvement and volunteer effort, our managers focus on a comprehensive communications program designed to educate members and provide them with a better understanding of association life. From printed and electronic association newsletters, to leading online services that provide members with convenience and accessibility to association information and activities, we offer a complete and unparalleled solution for our clients.

#### 1.7 - Trestle Management Group at Your Service

Trestle Management Group makes a strong commitment to serving the boards of the communities we manage and serving the homeowners of those same communities. Our goal is to maintain a safe comfortable environment and to do everything in our power to maximize the value of homes in your community.

Our Philosophy is simple – **Service**. That single word captures all we stand for: service to the board of the communities we manage; service to the homeowners of those communities; service to the vendors who supply goods and services to our communities; and, last but not least, service to our employees. **We look forward to providing your community association the personalized service it deserves!**



## 2.0 - Management Services

Trestle Management Group was specifically created to not only assist community associations in the management of their day-to-day operations, but to also provide the unique expertise needed to manage the long-term challenges that will have lasting impacts on your homeowners and your community.

Trestle Management Group has created and utilizes a sophisticated collection of **Community Management Systems** specifically designed to aid the volunteer leaders of your community in fulfilling their fiduciary responsibilities to the members of your association. The meticulous integration of these systems has enabled us to exceed our customers' high expectations time and time again. Our collection of Management Services can be organized into three main categories: Administrative Services, Financial Services, and Community Maintenance Services.

### 2.1 - Administrative Services

#### Communication

Embracing that the foundation of a healthy community association is effective communication, Trestle Management Group is proud to provide our clients a comprehensive communication plan focused on enhancing members' perceptions of the Associations we serve. All of the Community Management Systems of Trestle Management Group have been specifically designed to close the inherent communication gaps between the Management Company, the Board of Directors, and the Homeowners. Our portfolio of Communication Services include:

- Regularly update Community Websites for each community we serve, providing an effective and convenient way for homeowners to stay informed about what is happening with their association by providing up-to-date community specific information and resources
- Create and regularly distribute eNewsletters to all homeowners that we have email addresses for on file. (See last 3 pages for sample). Our eNewsletters have proven to dramatically improve communication with homeowners by giving the Board of Directors and our management staff the ability to reach out to homeowners with community specific information in an extremely professional format. Enables us to not only improve homeowner's perception of their community association but has also proven to dramatically improve volunteerism and community involvement.
- Respond to emails and voicemails no later than the end of the next business day
- Draft and distribute ALL notices required by State Statute and/or Association's Governing documents (i.e. Annual Meeting Notices, Budget Ratification Notices, Resolutions, etc.)
- Draft and distribute other routine operational correspondence on behalf of the Association
- Distribute other formal correspondence drafted by the Board when requested to do so

#### Board Support

As corporations, community associations are managed according to the decisions made by the elected Board of Directors at formal Board meetings. At Trestle Management Group, part of our support role is to provide our Board of Directors the information and counsel required to make informed decisions. Fulfilling our commitment to excellence, meticulously prepared Board Packets are distributed well in advance of every Board meeting, ensuring that Directors have a chance to review and absorb the information prior to each meeting. Our portfolio of Board Support Services include:

- **Professional counsel** through our attendance at regularly scheduled Board meetings, annual General Membership meetings, and annual Budget Ratification meetings
- **Comprehensive support** through the preparation and distribution of Board Packets at least 5 days prior to regularly scheduled Board meetings which include:
  1. Meeting Agenda
  2. Previous Meeting Minutes
  3. Supporting Materials
  4. Manager's Narrative Report
  5. Community Activity Report
  6. Site Inspection Report



### **Compliance Enforcement**

At Trestle Management Group we realize that one of the most powerful ways we can be of service to our clients is to help protect and enhance the value of the homes in the communities we are privileged to serve. Upholding our unwavering commitment to quality, we remain focused on the effective enforcement of your association's governing documents. Through our comprehensive understanding of the delicate balance between upholding the aesthetic standards of your community and the individual ownership rights of homeowners, our Compliance Enforcement services remain grounded on consistency, uniformity, and reasonableness. Our portfolio of Compliance Enforcement Services include:

- Regular, complete, and consistent community inspections
- Preparation and distribution of homeowner violation letters based on community compliance standards
- Receive and process compliance issues from Board members and other homeowners according to Board approved process
- Provide Board members a Monthly Site Inspection Report which summarizes new, open, and recently completed compliance activity
- Provide Board members a copy of all compliance letters distributed each month
- Assist the Association in the development or modification of Association rules, regulations, and policies in accordance with State Statute and the Association's Governing documents

### **Architectural Review**

The Architectural Review process is an important way for your association to help maintain, protect, and enhance property values within the association by preserving the architectural integrity of the community. Providing additional value to the associations we are privileged to serve, Trestle Management Group helps to ensure that applications are reviewed and responded to in a timely manner, judged objectively, and that architectural continuity is maintained. Our portfolio of Architectural Review Services include:

- Provide a detailed Design Review Application for homeowner use
- Receive, log, and review initial Design Review Applications for completeness
- Promptly distribute completed applications to designated Committee or Board members
- After receiving direction from Committee or Board, process approval or denial letter or request additional information from homeowner as needed

### **Insurance / Risk Management**

- Coordinate with the Association and their insurance agent toward acquiring applicable insurance coverage
- Provide professional support and counsel regarding Property Insurance, General Liability Insurance, Directors and Officers Insurance, and Fidelity Insurance
- Receive and report any known incident which may result in an insurance claim to the Association's insurance agent
- Work with the Association to perform an Annual Risk Assessment in order to identify and mitigate any potential areas of loss or over exposure

### **Policy Development**

- Inform and educate the Association of any significant changes in the national or local Community Association Industry (i.e. legislation, court decisions, insurance, taxes, etc.)
- Provide professional support and counsel to the Board of Directors regarding their fiduciary responsibilities and their overall governance practices
- Counsel and assist the Association in the continuous development of Policy and Administrative Resolutions in accordance with State Statute and the Association's Governing documents

### **Professional Services Coordination**

- Provide professional support and counsel to the Association concerning the benefits and selection of additional professional services as needed (i.e. general legal counsel, collections, engineering, public accounting, reserve studies, investments, etc.)



- Utilizing Trestle Management Group's competitive bidding process, bids are obtained for Board consideration and selection
- Coordinate with Board selected professionals as needed

#### **Other Administrative Services**

- Provide a physical business presence for the Association
- Serve as Registered Agent and accept any notices on Association's behalf
- Provide requested information concerning real estate transactions within the Association (i.e. resale certificates, escrow demands, mortgage questionnaires, etc.)
- Maintain Association records and files and make available for inspection in accordance with State Statute and the Association's Governing documents and policies

## **2.2 - Financial Services**

The importance of responsible community association financial management, especially in slow economic times, can not be overstated. The majority of the Boards of Directors we serve are each responsible for millions of dollars worth of real estate assets and hundreds of thousands of dollars in annual operating funds. Even the most seemingly insignificant miscalculation or oversight can have a dramatic impact on home values and families within your community. Our portfolio of Financial Management Services include:

#### **Management of Operating Checking Account and Replacement Fund Savings Account**

- Accounts shall be under the Association's name and not commingled with funds of any other party, including Trestle Management Group
- Additional reserve funds invested in other accounts or investment vehicles shall be under the sole control of the Association and not accessible by Trestle Management Group

#### **Management of Accounts Payable**

- Receive and review all Association invoices and process for payment at least twice a month utilizing a computerized accounts payable system which includes computer printed Association checks
- Maintain vendor files containing invoices and corresponding payment information
- Maintain vendor W-9's and certificates of Insurance
- Issue 1099 Forms to Association vendors annually

#### **Management of Accounts Receivable**

- Billing statement mailed (or emailed) to each homeowner well in advance of the next billing period
- Receive and process homeowner assessment payments and deposit into Association's Operating Account within three business days
- Maintain individual homeowner accounts detailing assessment billings, other charges, adjustments, and payments received
- Respond to homeowner account inquiries by the end of the next business day

#### **Management of Homeowner Delinquencies**

- If not already in place, shall work with the Association to draft a Collection Resolution establishing and detailing a fair, yet aggressive, procedure toward the timely collection of past due assessments
- Monthly review of individual homeowner accounts, draft and distribute any applicable "Late Letters", and charging of any applicable Late Fees
- Prepare and forward account information to Association's collection attorney (upon Board approval) to assist in further collection or litigation activity
- Provide Board of Directors current Delinquency Report and copies of Late Letters processed each month





### **Investments**

- If not already in place, shall work with the Association to draft an Investment Policy establishing guidelines toward the safe investment of Association's Replacement Funds
- In conjunction with investment professionals (if needed), shall provide support and counsel with money market accounts, certificates of deposit, treasury bills, or other safe investment vehicles
- Upon receipt of investment account statements, shall update Association's financial reports to reflect current balances in order to provide a more comprehensive representation of Association's financial position

### **Financial Reports**

- Prepare and distribute monthly financial statements to the Board of Directors, no later than the 10th of each month, which include:
  1. Manager's Financial Narrative Report
  2. Balance Sheet
  3. Income and Expense Statement (P & L)
  4. Homeowner Delinquency Report
  5. Monthly Cash Disbursement Summary
- At the end of each fiscal year, prepare Association's General Ledger, detailing entire fiscal year's financial activity

### **Annual Tax Filing and Audit**

- Prior to the end of the fiscal year, assist the Board of Directors in the selection of a Certified Public Accountant to perform Tax Filing and Audit
- At the end of each fiscal year, coordinate with Board's selected CPA by preparing all the Association's financial records, books, and files for their review

### **Annual Budget Development**

- Initial draft of annual budget shall be prepared approximately 90 days prior to the beginning of each fiscal year
- Upon the Board's approval of the annual budget, the approved budget shall be mailed to the general membership

## **2.3 - Community Maintenance Services**

Most homeowner's impression of how well the Board of Directors and the Management Company are managing the Association is almost solely based on how well they feel their community is being maintained. In today's housing market, community maintenance has taken on even greater importance. A well maintained community is one of the most effective ways to protect and enhance a community's home values. Fortunately, with our extensive background in residential construction and development, project management, and contractor supervision, Trestle Management Group has the professional experience and expertise to effectively manage the maintenance of your community's physical assets. Our Community Maintenance Services include:

### **Regular Community Inspections**

- Comprehensive community inspections are conducted on a regular basis in order to proactively identify any potential community maintenance issues
- Minor maintenance issues observed and budgeted for in the current year's Operating Budget are acted upon immediately and reported to the Board of Directors
- Maintenance issues of a more serious nature are immediately reported to the Board of Directors and corrective action shall be taken upon Board approval
- A comprehensive Site Inspection Report is forwarded to the Board of Directors as part of the monthly Board Packet

### **Service Request Processing**

- Receive and record repair or maintenance requests concerning Association property from members of the Association utilizing Trestle Management Group's sophisticated Work Order Tracking System
- Pursuant to the Association's policies and budget limitations, service requests are quickly processed and tracked through completion





- Open and recently completed service requests and projects are reported to the Board of Directors as part of the monthly Board Packet

#### **Contractor Bidding Procedures**

- Utilizing Trestle Management Group's competitive bidding process, bids are obtained for Board consideration concerning significant services and projects
- Work with the Association in preparation of bid specifications for significant services and projects
- Distribute bid specifications to Board approved contractors
- Receive completed bids from contractors and develop a Comparative Summary Report which is utilized by the Board through their selection process
- Provide professional guidance and counsel regarding bid review and contractor selection
- Upon Board's selection of a contractor, shall assist the Association in the preparation and negotiation of contracts for significant services and projects

#### **Association Contractor Oversight**

- Coordination of recurring, periodic, and seasonal maintenance and inspections
- Monitor contractor performance to insure compliance with contract specifications as part of our regular community inspections
- Maintain contractor insurance certificates



### 3.0 - Corporate Partners

At Trestle Management Group we pride ourselves on only partnering with the best and brightest in their respective fields. Our service providers must demonstrate that they share our devotion to the highest level of business integrity and our unwavering commitment to quality in everything that we do. A few of our key industry partners are detailed below along with some of the benefits our relationship with each will have for your association.

#### Association Management Software – Vantaca



Trestle Management Group is a proud partner with Vantaca for all our accounting and management software needs. Vantaca has been solely focused on providing innovative software solutions for the community association industry since their inception and helps provide Trestle Management Group a distinct competitive advantage in the Arizona marketplace. Our partnership with the nation’s most innovative association management software providers enables Trestle Management Group to deliver unsurpassed service to our clients as efficiently as possible. Some additional benefits to your association as a result of our partnership with Vantaca include:

- Complete accounting functionality (in either cash or accrual) designed specifically for HOAs and Condos including: Accounts Receivable, Accounts Payable, Check Reconciliation, Vendor Management, Collections Management, and customizable monthly financial reporting
- Integration with both our banking partner and our Lockbox Payment Processing Center
- Complete and accurate homeowner database which includes the attachment of letters and reports to individual owner records resulting in a full history of all communication with each owner
- Customization and automation regarding all written homeowner correspondence such as Delinquency Notices, Violation Letters (including pictures), Meeting Notices, etc.
- Ability to generate and track service requests and work orders
- Ability to generate and track CC&R violations and ACC Requests
- Customizable “Community Facts” section that contains additional vital community information
- Web based and mobile app functionality
- Full integration and single source provisioning of community websites / portals



#### A Better Way... to manage association management

- ✔ **COMPREHENSIVE COMMUNICATIONS**  
From board members to vendors, Vantaca offers integrated communications that can be tracked to ensure issues are closed out properly and promptly. Choose paper, email, texts or app notifications. Everyone communicates their way.
- ✔ **CONVENIENT PAYMENT OPTIONS**  
Owners have the ability to make on-line payments via e-check, recurring e-check, ACH or credit card. ACH payment plans can also be setup.



- ✔ **COMPLETE BANKING INTEGRATION**  
Full banking integration is married with accounting to provide a comprehensive and real time perspective for association managers and boards alike.
- ✔ **FULL FEATURED MOBILE APPS**  
As society goes mobile, Vantaca is there with all the information you want, wherever you are. Vantaca was designed to enable Association Managers to engage in their communities and not be tied to the office.
- ✔ **PROACTIVE TASK MANAGEMENT**  
Put an end to the phone call and email black hole with Vantaca’s task management functionality. Requests are assigned to the proper person and the queue is constantly worked and tracked to drive a quick, effective response.

- ✔ **HOMEOWNER WEB PORTAL**  
Whenever, wherever, Vantaca allows homeowners to access their accounts, check any pending action items and manage other transactions. Homeowners are able to easily break the boundaries of self service in the homeowner web portal.
- ✔ **REPORTS**  
Vantaca is designed to provide not only standard reports but also flexibility and automation on delivering those reports to boards and other parties. Summary reports provide a snapshot of the financial health of your associations.
- ✔ **ANALYTICS**  
Data is presented in an understandable and actionable format, facilitating smart decisions and optimal performance
- ✔ **CUSTOM PROCESS FLOWS**  
Vantaca’s configurable work-flows ensure that your technology complements your business process instead of defining your process. Customize and track all of your core functions.



## First Citizens Bank

### Banking – First Citizens Bank

Trestle Management Group is also a proud partner with First Citizens Bank (formerly CIT and Mutual of Omaha) for all of our association banking needs. Founded in 1898 with over \$109.3 billion in total assets, FCB is the largest provider of banking solutions for homeowner associations in the nation and in the top 20 of all U.S. banks by total assets. By specifically tailoring their services to meet the needs of the community association industry, our partnership with FCB helps us provide key benefits to your association which include:

- National Strength and Longevity - National leader in association banking services
- Local Presence and Support Services - State-of-the-art national lockbox facility located in **Tempe, Arizona**. Homeowner assessment payments will no longer need to be sent out of state, dramatically reducing payment processing timeframe and homeowner frustration.
- Higher daily average balance on accounts and unsurpassed accuracy of assessment payment processing through a local Lockbox Payment Processing Center which automatically interfaces with our accounting software
- Improved cash flow and reduction of collections by enabling homeowners to make assessment payments through any of the following additional means:
  - Direct Debit (ACH)
  - On-line Bill Pay
  - Electronic Check (E-Check), both one-time and recurring available
  - Credit Card, both one-time and recurring available
- On-line banking system that enables Board members to have “view only” access to the association’s accounts, giving Board members the peace of mind of having real time, any time, access to view association banking activity



## STRONGROOM™

### Association Accounts Payable Management – Strongroom

As an additional sign of Trestle Management Group’s continuous focus on providing the best service delivery available in the association management industry, we are also proud partners with Strongroom. Our partnership with Strongroom began following our exhaustive search for a technology solution to help streamline and dramatically improve our clients’ accounts payable processes. Strongroom is the industry leader in providing automated and integrated accounts payable management for community associations. Through our partnership with Strongroom, Trestle Management Group is able to centralize and expedite the processing of invoices via a web based tool that gives our Community Managers and our Boards of Directors visibility to open payables and their community cash positions on a daily basis. Trestle Management Group places the utmost importance on our fiduciary responsibility to the community associations we are privileged to serve and our utilization of Strongroom enables our team to meticulously manage invoice approvals, payment timing, community cash management, invoice archiving and reporting, and vendor maintenance. Through our partnership with Strongroom our team is also able to strengthen key community vendor relationships through our expedited invoice processing, ensuring that our vendor partners are paid on time for work performed.



### Association Document Delivery – HomeWise Docs

Trestle Management Group is also a proud partner with HomeWise Docs, a leading provider of association document delivery. HomeWise Docs enables Trestle Management Group to provide our clients with the most prolific web based data and document delivery system specifically designed for our industry. Utilizing this system enables our office to provide lender questionnaires, demands, and resale disclosure packets related to transfers of ownership and refinances with the utmost precision. Due to our sophisticated partnership with HomeWise Docs, our clients can be confident that their required disclosures are being performed quickly and with complete accuracy. Our partnership with HomeWise Docs also enables Trestle Management Group to closely monitor ownership changes within the communities we serve which in turn helps us ensure that the new owners have all the required documents prior to finalizing their purchase.



## 4.0 - Client Comments



August 10, 2015

**Re: Client Comment and Referral for Trestle Management Group**

To Whom it May Concern,

As the previous Board President and now current Board Treasurer for a large 1,046 single family home community under Trestle Management Group's management, I am pleased to provide this letter of recommendation to other Boards that may be considering a similar professional management change. When thinking about what would have been most helpful for me to know when we originally decided to change management companies, I prioritized the following three topics.

**Ease of Transition**

Our Board's primary reservation when originally considering making a management change was the thought of managing the transition from our previous management company and the potential interruption of collecting assessments. Another major factor in the decision to change was the need to oversee our former management company to a degree that left the Board feeling like they had a second job versus being volunteers. We were looking to elevate our level of service and professionalism, and upgrade our technology. I am pleased to report that the process was handled nearly seamlessly by Trestle Management Group's team and any concerns we had related to the transition quickly dissipated. We experienced no interruption in assessments, the website platform technology is very proficient, the detailed onsite property reports with color photos showing the weekly attention to our property, and financial reports customized at our request have been perfect. The clear and proactive communication to our homeowners and vendors, the detailed financial review, accounting of the transition, and the quick resolution of the various community issues and projects were all done with surprisingly little disruption. Having now gone through this process with Trestle Management Group, I would stress to any Board member that may be apprehensive due to the unknown transition process not to let this hold you back from getting a significantly higher level of management services.

**Proactive Management**

One of our Board's recurring frustrations with our prior management companies had been our need to supervise the management of our community. As a Board we continually found ourselves directing the assigned manager on the steps necessary to accomplish our community goals. I am pleased to say that with Trestle Management Group as our management company we no longer find ourselves having to "manage the manager". We have been quite pleased with the experienced Community Manager assigned to our community along with the extensive support team behind the scenes assisting our community. From day one Trestle stepped in and has performed at the highest professional level. It has been very liberating for the Board, and we are now able to focus on our improvements and projects instead of worrying about the day to day running of our association. The personal involvement and oversight the owner, Jim Baska, and other members of the Executive team have given our association has made an impressive difference. We recognize that now our association is not just managed by a single assigned Community Manager but rather a team of professionals managing the daily operations and maintaining the professional relationship for our community.

**Dramatic Operational and Financial Accomplishments**

The Board and homeowners of Dynamite Mountain Ranch have also experienced incredible operational and financial accomplishments since Trestle Management Group took over the management responsibilities for our association. As a direct consequence of the proactive management I mentioned previously, we have experienced much higher oversight of our community contractors which has resulted in a greater service delivery from those vendors under our employment. In addition to our extensive common areas being maintained at a higher standard, Trestle Management Group's efforts toward greater homeowner compliance have also resulted in a noticeably improved curb appeal throughout our community. In addition, within the first year of Trestle Management Group's financial oversight, our community has also benefited from dramatic financial improvements including:

- An annual increase in our Operating Cash position of **76%**
- An annual increase in our Reserve Cash position of **13%**
- An annual decrease in our total homeowner receivables of **22%**

In closing, while our Board recognized based on our experiences with other management companies in the market that we were being adequately managed by prior management, we also desperately sought a higher level of service. I am pleased to report that we have found this with Trestle Management Group and would recommend to others that a change would be equally worthwhile.

Sincerely,

Vicky Green





## POLYGON NORTHWEST COMPANY

Re: Jim Baska, Trestle Management Group

To Whom It May Concern:

Having worked with numerous association management companies and countless association managers over the past 7 years as manager of the HOA Department for Polygon Northwest, I possess a unique perspective of professionals within our industry. One of the finest people I have had the pleasure of working with is Jim Baska with Trestle Management Group, LLC.

I had the distinct pleasure of working closely with Mr. Baska as he oversaw the management of nearly 1,200 single and multi-family homes in 6 of our communities; communities ranging in size from under 100 homes to over 400 homes. Mr. Baska continually utilized his extensive background in residential construction and development to not only effectively oversee the day-to-day operations of our communities, but to also implement innovative management systems that will surely protect our communities and homeowners for years to come.

Mr. Baska was able to expertly combine the professional results of a large association management company with superior customer service and personal attention. He gained the respect of Board members and homeowners alike due to his thoroughness, attention to detail, timely response and respectful consideration of any and all issues brought forward, no matter how trivial or contentious.

Mr. Baska is a resourceful, proactive, and solution-oriented person who was continually able to create new and innovative approaches to challenges facing our communities and our industry. Based on his experience, industry credentials and refreshing approach, I still find myself reaching out to him for his opinion and professional guidance.

In closing, as detailed above, based on my experience working with Mr. Baska, I can unreservedly recommend Trestle Management Group to you for any association management needs you may have. If you would like further elaboration, feel free to call me at (425) 586-7700.

Sincerely,

Karen J. Erickson  
Polygon Northwest  
HOA Department Manager



Our exceptional association management services have proven to exceed even the highest expectations.  
Below are just a few examples of what our clients have had to say.

### **PROVIDING THE SERVICE YOUR COMMUNITY DESERVES...**

“With previous management companies we have had association managers who were overworked or simply not qualified to manage our association. In the past, the Board was managing the association managers instead of them managing the association. Now that you are managing our association, I have been very pleased with the results. You show a genuine interest and concern for our association and help get our issues resolved. Your management style, knowledge, experience, and overall drive make you very successful. As a Board member, I am very pleased with the work you do and appreciate your knowledge in association management.” (Board Member)

### **COMMITMENT AND WORK ETHIC...**

“As you are well aware, when you started managing our association there was a significant backlog of outstanding issues that had not been dealt with for many months and a group of rather hostile homeowners. The Board of Directors would like to commend you for aggressively pursuing and resolving all of these old issues in addition to handling new issues in a very timely manner. Due to the backlog of issues, we know you had to spend an inordinate amount of your personal time resolving these issues and we sincerely appreciate it. You have really demonstrated your level of commitment to your work and high work standards.” (Board of Directors)

### **PROFESSIONALISM...**

“Our Board of Directors was referred to you by one of the Board members your firm currently manages. She was one of the people on the Board who interviewed management companies and helped make the final decision on which company they would hire. She went on to say that since hiring you as their manager the entire Board has been impressed with your professionalism and with the level of management services you have provided.” (Referral, Board Member)

### **INTEGRITY AND TECHNICAL EXPERTISE...**

“We sincerely appreciate the professional manner in which you always present yourself, especially when dealing with very difficult situations, the extent of your technical expertise in your field, your integrity, tenaciousness, and great interpersonal skills.” (Board Member)

### **PUTTING COMMUNITIES FIRST...**

“You are a great asset to our community. In fact, your services are delivered with such a sense of ownership that one would think you live in our association.” (Board Member)

### **PROACTIVE MANAGEMENT...**

“Thank you for proactively managing our homeowners association and for always providing us the information we need to make informed decisions regarding the issues at hand.” (Board Member)

### **SEAMLESS TRANSITION...**

“I suppose what impressed me most was their ability to take over the management of our association without causing a lapse in service. During the transition process the business of the association stayed on course.” (Board Member)



## References

### Board Members

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### 5.0 - Management Fee Estimate

The following proposal is a “starting point” based on our experience with similar communities in like and kind to Pegasus Airpark Homeowners Association. This may be adjusted as we strive to precisely meet your community’s specific requirements and budgetary constraints.

Major Pricing Factors	
Number of Lots	180
Board Meetings (Per Year)	12
Site Inspections (Per Month)	2
Website Management	YES
Electronic Newsletters	YES

Management Fee Summary			
	Annual Hrs	Rate	
Assistant	165.00	X \$27.00	= \$4,455.00
Manager	265.00	X \$35.00	= \$9,275.00
Accountant	130.00	X \$33.00	= \$4,290.00
<b>Adjustments</b>			<b>(\$620.00)</b>
Annual Fee			\$17,400.00
<b>Monthly Fee</b>			<b>\$1,450.00</b>
Monthly Fee / Door			\$8.06

Detailed Management Fee Calculations			
		Monthly Hours	Annual Hours
<b><u>Administrative Services</u></b>			
Office Support	Telephone, Mail, Homeowner Correspondence	7.00	84
Website Maintenance	Monthly updating of community website / portal	1.00	12
Electronic Newsletters	Quarterly updating and distribution of eNewsletters	1.00	12
Board Meetings	Meeting Preparation, Board Packets, Handouts, Meeting Attendance	8.00	96
Annual Meetings	Meeting Preparation, Notice Distribution, Handouts, Meeting Attendance	0.00	8
Architectural Review	Receipt and Log Applications, Manager Review, Letter Distribution	3.00	36
Insurance / Risk Mgmt	Annual Review / RFP, Claim Coordination, Annual Risk Assessment	0.50	6
Policy Development	Policy and Resolution Development	0.50	6
Record Maintenance	Manager's Working Files, Archive Files, Inspection Requests	2.00	24
<b><u>Financial Services</u></b>			
Accounts Payable	Processing Invoices, Manager Approval, Check Runs, W-9 and Insur Certs, Annual 1099s	2.50	30
Accounts Receivable	Annual Payment Coupons, Assessment Processing, Late Letter Review and Distribution, Collection Coordination	3.00	36
Financial Statements	Preliminary Reports, Manager Narrative, Final Reports, Distribution	4.00	48
Investments	Statement Receipt, Updates of Balance Sheet	0.50	6
Annual Budget Preparation	Preparation of Draft, Notice Preparation and Distribution, Meeting Attendance	0.00	8
Tax Return / Annual Audit	Account Preparation (GL), RFP, CPA Coordination	0.00	4
<b><u>Community Maintenance Services</u></b>			
Site Inspections	Community Inspection, Violation Letter Processing and Distribution, Violations Report	4.00	48
Routine Maintenance	Site Visits, Contractor Oversight, Coordination of Reoccurring Maintenance and Minor Repairs, RFP's	4.00	48
Misc. Projects	Contingency For Both Maintenance and Administrative Projects Beyond Normal Operations	4.00	48

**TOTALS 45.00 560.00**



## 5.0 - Management Fee Estimate Summary of Reimbursable Expenses

As a further commitment to our business philosophy of putting our clients needs before our own, Trestle Management Group is proud to have the shortest list of reimbursable expenses in the market. Our reimbursables are focused on actual consumables and fair pricing for additional variable efforts related to the management of our communities.

You will not find extra fees concerning collection efforts that many of our competitors charge as these services are provided to our clients through our partnerships with many of the HOA law firms in the market at **NO COST** to our associations. Utilizing these HOA law firms for legal collection efforts not only provides a safer and more effective means of collection but it also saves our community clients thousands of dollars a year.

### EXHIBIT A Summary of Reimbursable Expenses

<b>Duplication</b>	
Black and White	\$0.15/copy
Color	\$0.25/copy
<b>Postage</b>	At Cost
<b>Labels</b>	\$0.10/each
<b>Envelopes</b>	
Remittance size	\$0.05/each
Letter Size	\$0.10/each
Manila	\$0.15/each
<b>Duplication other than mailings</b>	See Above
<b>Certified Letters</b>	\$5.00 + cost
<b>Delinquency Notices</b>	\$3.00/door
<b>Violation Notices</b>	\$3.00/door
<b>Payment Statements (paper)</b>	\$1.00/each
<b>Payment Statements (electronic)</b>	\$0.75/each
<b>Community Website/Portal</b>	\$50.00/month
<b>Electronic Voting – per Election (optional)</b>	
Set-Up Fee	\$199.00
Additional Per Door Fee	\$1.00/each
<b>Annual IRS 1099 Reporting</b>	\$3.00/each
<b>Bank Fees</b>	At Cost

*The following services are charged to the unit owner, not to the Association:*

<b>Escrow / Mortgage Questionnaires</b>	\$75.00
<b>Transfer Fee</b>	\$75.00
<b>Resale Disclosures</b>	\$250.00
<b>Returned / Declined Bank Items</b>	\$25/per occasion
<b>Rental Registration Fee (only if applicable)</b>	\$25/per occurrence
<b>Reprinting Payment Coupons (Only Upon Request)</b>	\$5/per occasion



## 6.0 - Sample Electronic Communication

### 6.1 - Sample Homeowner Portal

Trestle Management Group is proud to provide our valued clients unsurpassed online Portal access for your community association. Our community websites serve as an information resource for your community and a resourceful tool for communication with our management team. Once logged in, homeowners are able to view their account, make a payment, update contact information, contact our management team, check on the status of previous requests, access association documents, see upcoming events, and much more!

A screen shot of a standard home page has been provided below in addition to a brief summary of the various features available once logged into the site. To get a better sense of our homeowner portals and to watch a brief video of additional features available to our homeowners, please select this [link](#).



GILBERT RANCH HOMEOWNERS' ASSOCIATION



PAYMENTS



REQUESTS



DOCS

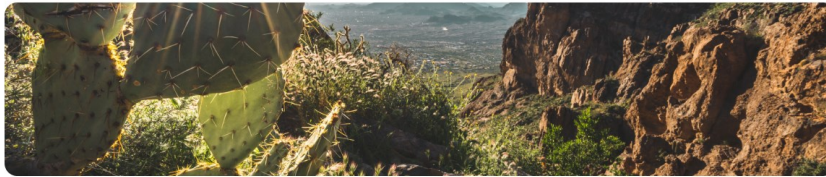


FAQS



CALENDAR

#### Community Announcements



#### WELCOME FROM TRESTLE MANAGEMENT GROUP!

We are excited to provide our valued clients online Portal access for your community association. Our hope is that this community website serves as an information resource for your community and a resourceful tool for communication with our management team. Once logged in, you can view your account, make a payment, update your contact information, contact our management team, check on the status of previous requests, access association documents, see upcoming events, and much more!

#### GETTING STARTED

To access your community portal, select 'Login' located in the upper right hand corner of this page. Once there, sign in using your email address and the credentials that were sent to you from our management team. If you have not received a login, please select the 'Sign Up' button located on the Login page to request one.

#### UPDATE YOUR CONTACT INFORMATION AND BILLING PREFERENCE

Once logged in, please review and update the 'My Contact Info' page. In particular, please consider saving your community administrative costs by electing to receive your billing statements electronically by setting your 'Billing Communication Preference' to 'Email'

#### ENHANCED HOMEOWNER COMMUNICATION

Trestle Management Group is proud to provide the 'Service Your Community Association Deserves'. As part of your homeowner portal and our technology platform, many of our communications will come through [communications@trestle.com](mailto:communications@trestle.com). Please be sure to add this email address to your 'Safe Sender List' so you never miss out on important messages from your community association!

### Menu / Feature Overview

Once logged in you will be taken to your 'Dashboard' which will provide you account balance information and a summary of any open issues. The menu to the left can be used to visit additional pages and features as summarized below:

**Owner**

- My Account
- Dashboard
- Make a Payment
- My Items
- My Contact Info
- My Login
- ARC Request
- Submit a Request

**Association**

- Calendar & Events
- Directory
- Documents

**My Account** – Provides access to your assessment account balance and ledger history. Also enables you to download a variety of payment history reports.

**Make a Payment** – Enables you to make an online payment and also self-enroll in Trestle's automatic draft (ACH) program.

**My Items** – Allows you to follow activity on previously submitted requests and community wide messages from the last (30) days.

**My Contact Info** – Allows you to review and update your contact information on file and set your preferences for what is viewable in the community directory. You are also able to change your 'Billing Communication Preference' to 'Email' to help save your community mailing costs associated with the billing statements that are now required by Arizona law.

**My Login** – Allows you to update your email and/or password utilized for the website.

**ARC Request** – Enables you to submit Architectural Review Applications to the association for any planned exterior modifications to your property.

**Submit a Request** – Provides an easy way to communicate any community related questions or concerns including billing questions, fee waiver requests, service requests, and any other general questions.

**Calendar & Events** – Calendar of meetings, events, reminders, etc for your community.

**Directory** – Listing of Board members, Committee members, and homeowners for your community with contact information they have agreed to share with other members.

**Documents** – A depository of community documents including budgets, financial reports, forms, governing documents, meeting minutes, and more.



## 6.2 - Sample Electronic Newsletter



ISSUE

# 01

JUNE 2010

COMMUNITY NEWSLETTER

# AnneCy

Homeowners Association

**Trestle Management Group at your service.**

Embracing that the foundation of a healthy community association is effective communication, Trestle Management Group works in conjunction with your Board of Directors to provide regular electronic newsletters. These newsletters are designed to help keep homeowners informed about what is happening with their association by providing up-to-date community specific information and resources.

**Contact Us**

Trestle Management Group  
4921 S. Alma School Rd.  
Suite #2  
Chandler, AZ 85248  
Phone: (480) 422-0888  
Fax: (480) 522-1221  
[www.trestlemanagement.com](http://www.trestlemanagement.com)



**this issue**

- Product Design Update **P.1**
- Reminder about Common Areas **P.1**
- Reserve Studies **P.2**
- Quarterly Assessment Due **P.3**
- Previous Board Meeting Minutes **P.3**

### Message from K. Hovnanian Homes

*Product Design Update*

As most of you are by now well aware, K. Hovnanian Homes is in the process of designing the homes that they will be offering throughout the AnneCy community. The preliminary floor plans and elevations were shared with a number of homeowners during a meeting at the community ramada in early May.

Based on the feedback from the homeowners at that meeting, K. Hovnanian went back to their design team to make some modifications to their preliminary plans. While the product design is still underway, a meeting will be set-up shortly to discuss the various changes that have been made since the initial unveiling several weeks ago. **STAY TUNED!**

### Some Friendly Reminders

*Appropriate Use and Care of the Common Areas*

It was recently brought to our attention by an AnneCy homeowner that there continues to be a consistent abuse of the common areas within your community. While we realize that this abuse is not being done by most (if not all) of those on the receiving end of this newsletter we still want to take this opportunity to offer a couple of friendly reminders. In order to ensure an equal enjoyment of the common elements by all the residents of your community please remember the following:

- **Clean up after yourself and your guests, including trash, cigarette butts, etc.**
- **Please, whenever possible, be sure that you accompany any guests while they are using AnneCy's common areas**
- **When walking your dogs, please be sure to carry waste removal bags and use them as needed**
- **If you witness vandalism taking place please immediately contact the Mesa Police Dept. and notify our office of the incident.**





## Reserve Studies and Their Importance

At Trestle Management Group we are not simply focused on the day-to-day operations of your community, we are also committed to the long-term protection of your association. One of the most vital components to the future well being and value of your homes is a Reserve Study.

### What is a Reserve Study?

A Reserve Study is an in-depth evaluation of a community's physical components and an analysis of its reserve funds. Based on a thorough on-site inspection conducted by a Reserve Specialist, a Reserve Study details anticipated replacement or repairs to common area elements and recommends annual reserve funding to cover capital expenditures

for the next 30 years. A Reserve Study details for an association everything it is responsible to maintain, when each item will need to be repaired or replaced, and what the cost of those repairs or replacement will be in future dollars. In simple terms, it is a long-term savings plan for your community.

### Why is a Reserve Study So Important?

Reserve Studies give community managers, board members, property owners, and even prospective property owners assurance that future major property expenses are identified early and that a funding plan is in place to pay for those expenses. If proactive reserve planning is not

done, major capital expenses too large to be absorbed by your community's annual operating budget will have to be paid for by special assessing each homeowner. Rather than saving money over time, one unlucky set of owners are left paying the bills. In addition to helping communities avoid special assessments, Reserve Studies also help maintain property value and appearance. By planning for future capital improvements, the community has money set aside when common elements need to be repaired or replaced. Having these funds available when they are needed ensures your community will continue to look attractive and properly maintained well into the future.

## Quarterly Assessment Due July 1st

Just a quick reminder that the \$435.00 third quarter assessment is due July 1st.

The Anney Homeowners Association relies on the timely payment of your assessments so that it can continue to have the financial resources required to maintain your community.

Assessment checks should be mailed to our corporate address at 4921 S. Alma School Rd., STE #2, Chandler, AZ 85248. Please also be sure to make the checks payable to Anney Homeowners Association and that the property address appears somewhere on the check.

If you require additional information about your account please feel free to contact our office.

## Assessment Payments

Assessment payments, whether by check or through on-line bill pay should be mailed to our corporate address (See Page 1). Please be sure to make your check payable to your association (not Trestle Management Group) and that your property address appears on the check.

## Automatic Payments

Are you tired of having to remember to make your assessment payments? Trestle Management Group offers the convenience of Automatic Payments. For more information and to receive an enrollment form, please visit our website or contact our office.

## On-Line Payments

Trestle Management Group also offers homeowners the ability to make on-line payments either through Electronic Checks or Credit Card payments. For more information, please visit our website or contact our office.



## Upcoming Board Meeting

Date: May 5, 2010

Time: 6:00 PM

Location: Community  
Ramada

## Additional Resources

Trestle Management Group is committed to providing the highest level of customer service



and support to the communities we are privileged to serve. We value homeowner opinions and input and look forward to providing you responsive, respectful, and thoughtful communication.

Please visit the [Homeowner Resources](#) portion of our website to learn more about how we can be of service to you, your family, and your community.

## Previous Board Meeting Minutes

### Annecy Homeowners Association

[REDACTED], Mesa AZ 85207  
April 28<sup>th</sup>, 2010

Board Members Present: [REDACTED] (President), [REDACTED] (Vice President), [REDACTED] (Treasurer / Secretary)  
Not Present: None  
Also Present: Jim Baska, Trestle Management Group  
Homeowners Present: 0

#### Meeting Called to Order

- by the President at 3:00 PM
- quorum established

#### Approval of Minutes

- Minutes of the previous Board meeting were not available for approval

#### Treasurer's Report

- A Treasurer's report was given
- The cash position is good and the Reserves are being funded
- Approximately (5) owners currently past due on their assessment payments, delinquency notices have been sent and further collection activity will continue

#### Committee Reports

- None

#### Manager's Report

- Manager's Report included:
  - Transition from prior management, effective 4/1/10, has been smooth and is near completion
  - Several areas of graffiti have been removed along Power Rd. and just inside the main entrance
  - Several non-functioning gas lanterns have been repaired
  - The entrance monument lighting and low voltage lighting throughout the community have been inspected and repaired as needed
  - Several additional items needing attention will be discussed later in New Business

#### Unfinished Business

- None

#### New Business

- Stucco repair at community mailboxes and BBQ
  - Estimate from Horizon Stucco for \$350 (plus tax) to scrape, clean, and re-stucco both faces of the mailbox structure and the BBQ structure was reviewed by the Board
  - [REDACTED] moved to hire Horizon Stucco to perform the stucco repair work at the community mailboxes and BBQ in an amount not to exceed \$350 plus tax, the motion was seconded by [REDACTED]. A vote of the Board was taken and the motion passed.
- Replacement of damaged counter top and toe kick at community wetbar
  - Estimate from C&S Concrete for \$1,575 (including tax) for the full removal and replacement of existing concrete counter top, backsplash, and toe kick was reviewed by the Board
  - [REDACTED] moved to hire C&S Concrete to perform the counter top, backsplash, and toe kick replacement with a colored concrete (color similar to existing to be determined by manager) at the community wetbar in an amount not to exceed \$1,575 including tax, the motion was seconded by [REDACTED]. A vote of the Board was taken and the motion passed.
- Replacement of missing fireplace screen
  - Estimate from Renaissance Fireplace for \$801.11 (including tax) to replace missing fireplace screen was reviewed by the Board
  - [REDACTED] moved to hire Renaissance Fireplace to replace the missing fireplace screen at the community ramada in an amount not to exceed \$801.11 including tax, the motion was seconded by [REDACTED]. A vote of the Board was taken and the motion passed.
- Replacement of soccer goals
  - Estimate from Dave Bang for \$3,058.08 (including tax) to replace set of damaged soccer goals was reviewed by the Board
  - [REDACTED] moved to hire Dave Bang to remove existing soccer goals, replace with new set of goals, and install angar sets and nets on each goal in an amount not to exceed \$3,058.08 including tax (not including the cost of nets), the motion was seconded by [REDACTED]. A vote of the Board was taken and the motion passed.

#### Next Meeting

- May 5, 2010, 6:00 PM, Community Ramada

#### Adjournment:

- A motion was made, seconded, and approved to adjourn the meeting at 3:35 PM.



## 7.0 - Sample Management Reports

### 7.1 - Community Management Report

#### Custom Report :: Community Activity Report (Completed)

Filter Settings Used	Report Date: Oct 13, 2016
Client: Montana del Sol	Project Completed Between: Sep 21, 2016 - Oct 13, 2016

#### Montana del Sol (21 Projects)

Title	Project Manager	Priority	Completed	Started
<b>Review association's current collection efforts and identify possibilities for improvement</b>	Jim Baska	3 - Medium	Sep 21, 2016	Jul 11, 2016
<p><i>Description:</i> 9/21/16 - Reviewed ledgers and attorney status reports with Board in Executive Session.            9/16/16 - Will provide overview to Board at 9/21/16 Executive Session along with current Delinquency Report.            7/11/16 - Rec'd issue from Matt Lenox via email, "Although we have a small amount of them, is there a better way to collect on them? It was brought up that there are attorney's who will more vigorously chase down these delinquencies because they take payment AFTER collection has been made. Is that true, are there attorneys who work that way? We're spending a good amount of money with our current attorney and things seem to be stagnant at times. This may not be a huge concern to everyone, but something to consider given our attorney expenses."</p>				
<b>Make copy of bulletin board key and clean-out/update information</b>	Jim Baska	3 - Medium	Sep 21, 2016	Aug 12, 2016
<p><i>Description:</i> 9/21/16 - Cleaned out bulletin board, added Trestle Contact Info signage, left key in contractor lockbox at pool fence.            9/16/16 - Copies made and stored at Trestle . Will put master back on-site in vendor lock box for future use prior to 9/21/16 Board meeting.            8/12/16 - Gave key from on-site to Loretta for copies to be made. Will put master back on-site in vendor lock box for future use.</p>				
<b>Setup New Board Member in System</b>	Jim Baska	3 - Medium	Sep 22, 2016	Sep 22, 2016
<p><i>Description:</i> 9/22/16 - Sent email to Bill with contact info and recent financial statements he requested at Board meeting. Sent his email address to admin staff to have him added to Board distribution list. Rec'd confirmation of completion.            9/22/16 - Setup new interim board member Bill Milham in Trestle systems.</p>				
<b>Package Policy Insurance Renewal (Exp 9/24/16)</b>	Jim Baska	3 - Medium	Sep 23, 2016	Aug 2, 2016
<p><i>Description:</i> 9/22/16 - Emailed LeAnn at Mahoney Group awarding policy, received and executed renewal forms and Broker of Record letter. Rec'd confirmation from LeAnn that policy has been renewed and certificates are forthcoming.            9/22/16 - Board voted at 9/21/16 meeting to retain The Mahoney Group to write insurance policy with Hanover Insurance.            9/15/16 - rec'd estimate from Mindy at Wester Risk. Will present all proposals to Board at upcoming Board meeting on 9/21/16.            9/13/16 - Rec'd quote from LeAnn at Mahoney Group will share with Board at upcoming meeting. Checked with Mindy at Western Risk, should have her quote back in the next couple of days.            9/2/16 - Sent request to Mindy Martinez mmartinez@westernrisk.com) at Western Risk and LeAnn Brum (lbrum@mahoneygroup.com) at Mahoney Group requesting additional quotes for Board's consideration.            8/31/16 - Rec'd renewal from Joni Smith at LaBarre Oksnee. Asked her to include higher deductible options in case the Board would like to consider in order to off-set premium increases.            8/2/16 - Emailed Joni at LaBarre Oksnee asking if renewal quote has been provided yet and if not when can it be expected. Heard back from Joni that she should have it to us by end of next week.</p>				
<b>Replacement of Backflow Device</b>	Jim Baska	3 - Medium	Sep 26, 2016	Sep 8, 2016
<p><i>Description:</i> 9/26/16 - Called in AM and confirmed on there way for a 9:00 shut-off. Heard back from Brush Fire that repairs were completed and water turned back on before noon.            9/23/16 - Called and confirmed with John at Brush Fire that we are still set for Monday morning repair.            9/22/16 - Informed Board new backflow device will be installed on Monday 9/26/16. Posted flyer that water will be shut off from 9-3 on Monday 9/26/16. Email notification of water shut-off sent to all owners.            9/16/16 - Heard back from John that part has been ordered and should be delivered early next week. Asked him to let me know as soon as parts are in hand so we can schedule and provide ample advance notice to the residents. Tentative schedule date of Monday, 9/26/16.            9/13/16 - Rec'd response from John and Brush Fire, "We have ordered the backflow assembly and are just waiting for order confirmation and shipping/tracking information. As soon as I have that information I will let you know. As far as the water shut down is concerned, the very worst case scenario would be (6) hours, from 9:00 a.m. until 3:00 p.m. Our expectation is to have everything done in (4) hours or less, 9:00 a.m. to 1:00 p.m. As long as everything goes smoothly we should be able to beat that estimate handily."            9/12/16 - Rec'd consensus from Board to proceed with Brush Fire proposal of Watts device. Executed and forwarded proposal to John and asked for scheduling details ASAP so advance notice can be provided to residents.            9/8/16 - Rec'd 3rd proposal for backflow device replacement from John Wilmowski at Brush Fire &amp; Security (John@brushfireaz.com), forwarded to Board for their review and direction.</p>				
<b>Trim Tree Closest to Unit 202</b>	Jim Baska	3 - Medium	Sep 26, 2016	Sep 22, 2016
<p><i>Description:</i> 9/26/16 - Rec'd confirmation email from Jim that item has been completed (including pictures)            9/23/16 - Sent request to Jim at Terra Pro via email            9/22/16 - Need to trim the tree outside of Unit 202, it is scratching on the window of this unit.</p>				
<b>Send Violation for Dog Waste to Unit 141</b>	Jim Baska	3 - Medium	Sep 26, 2016	Sep 22, 2016
<p><i>Description:</i> 9/26/16 - Details sent to assistant manager and Courtesy Notice sent to owner            9/22/16 - Per homeowner and new board member Bill Milham (unit 239), a violation letter needs to be sent to the owner of Unit 141 for not picking up dog waste as observed by Bill.</p>				





7.2 - Sample Annual Calendar

Anneccy Homeowners Association	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Notes
<b>Management</b>													
Board Meeting	1/18	2/15	3/15	4/19	5/17	6/21	7/19	8/16	9/20	10/5	11/15		3rd Tuesday @ 6:30 (Except Oct)
Financial Statement Sent to Board	1/10	2/10	3/10	4/11	5/10	6/10	7/11	8/10	9/12	10/8	11/10	12/12	
Late Letters/ Collections Update	1/20	2/21	3/21	4/20	5/20	6/20	7/20	8/22	9/20	10/20	11/21	12/20	
Site Inspection	X	X	X	X	X	X	X	X	X	X	X	X	
Compliance Letters	X	X	X	X	X	X	X	X	X	X	X	X	
Rental / Lease Review			X				X				X		

<b>Landscaping / Maintenance</b>													
Review / Renew Landscape Contract			X										Renews for 1 year term on 4/1
Turf Fertilizer Application	X		X		X		X		X		X		Included in contract
Turf Aeration						X							Included in contract
Turf Scalp & Overseed									X				Included in contract
Tree and Shrub Fertilizer Application		X					X						(2) Included in contract
Seasonal Tree Thinning		X								X			Included in contract
Major Arbor Work						X							
Annual Flower Installation					X					X			Included in contract
Pre-Emergent Weed Control	X						X						Included in contract
Post-Emergent Weed Control				X				X					As needed throughout the year
Annual Backflow Testing				X									Included in contract

<b>Administrative</b>													
Fiscal Year Begins	1/1												
Update Sig Card for Reserve Accts		X											
Tax Return			3/15										
Audit			DUE							RFP		ENG	
Annual Corporate Renewal				4/16									
Newsletter				X			X			X			
Review/ Renew Mgmt Agreement					X								Renews for 1 year term on 6/1
Insurance Renewal - GL & Fidelity						6/14							CAU #01-CE-800275-0
Draft Next Year's Budget									X				
Reserve Room for Annual Mtg									X				
Annual Meeting										10/5			Req'd in Bylaws for 1st Wed of Oct
Insurance Renewal - D&O												12/9	Travelers #104202761
Distribution of next year coupons												X	
Fiscal Year Ends												12/31	

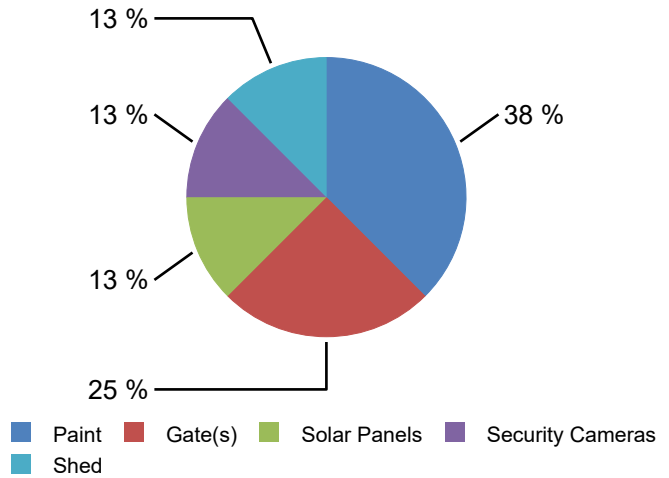
<b>Long Term Planning / Projects</b>													
2011 - Update Reserve Study					X								\$1,500 included in 2011 Budget
2011 - Playground Sail Shade								X					
2012 - Asphalt Seal Coat													
2013 - BB and Tennis Court Resurface													
2014 - Painting (Walls, Fencing, etc)													
2015 - NONE													

## ARC Report - Detail for 4/1/2020 - 4/30/2020

### SUMMARY

<b>ARC Review</b>	<b>3</b>
Gate(s)	1
Security Cameras	1
Solar Panels	1
<b>Complete - Approved</b>	<b>4</b>
Paint	3
Shed	1
<b>Request More Information</b>	<b>1</b>
Gate(s)	1
<b>Total</b>	<b>8</b>

### TOP DISTRIBUTION BY TYPE



### ARC Review (Total Count = 3)

2009 S Bahama Ct  
 Carlos H. Torres  
 XN: 209044 Acct: 24026701

Gate(s) - Request to install a RV gate to be able to store a flat bed trailer and a recreational vehicle. The recreational vehicle will be covered with a black tarp. The gates will be made of black iron with wood planks, they can be painted to match some color of the house or stained. The gate will be like the main gates installed in all the homes.

4/1/2020	Sara Allegretto	Notify Homeowner - Application Received
4/1/2020	Sara Allegretto	Application Received
4/3/2020	Liz Coughlin	Notify ARC Committee
4/3/2020	Liz Coughlin	Notify Homeowner - Under Review
4/3/2020	Liz Coughlin	ARC Review

1855 E Tyson St  
 John L. Shookner  
 XN: 303497 Acct: 24027181

Security Cameras - Request to install a ring security camera and floodlight system to roof line.

4/21/2020	Liz Coughlin	Notify ARC Committee
4/21/2020	Liz Coughlin	Notify Homeowner - Under Review
4/21/2020	Liz Coughlin	ARC Review

2390 S Granite St  
 Jason Braun  
 XN: 320169 Acct: 24027659

Solar Panels - Request to install Rooftop PV Solar.

4/23/2020	Sara Allegretto	Notify Homeowner - Application Received
4/23/2020	Sara Allegretto	Application Received
4/23/2020	Liz Coughlin	Escalated to Manager
4/23/2020	Liz Coughlin	Notify ARC Committee
4/23/2020	Liz Coughlin	Notify Homeowner - Under Review
4/23/2020	Liz Coughlin	ARC Review

### Complete - Approved (Total Count = 4)

## ARC Report - Detail for 4/1/2020 - 4/30/2020

2235 S Bahama Dr  
 Angela P. Ramos  
 XN: 258652 Acct: 24026788

Paint - Request to paint house the same color scheme as before - Scheme #27; Body: Mesa Tan, Pop Out/Accent: Stonish Beige, Trim: Rich Mocha.

4/6/2020	Sara Allegretto	Notify Homeowner - Application Received
4/6/2020	Sara Allegretto	Application Received
4/6/2020	Liz Coughlin	ARC Review
4/6/2020	Liz Coughlin	ARC Decision - Approved
4/6/2020	Liz Coughlin	Approved
4/6/2020	Liz Coughlin	Complete - Approved

1793 E Harrison St  
 Adam Walker  
 XN: 258687 Acct: 24026585

Paint - Exterior Paint - Scheme #6; Body: Rustic Taupe DE6129, Trim: Boat Anchor DE6377, Accent: Bison Beige DEC750.

4/6/2020	Sara Allegretto	Notify Homeowner - Application Received
4/6/2020	Sara Allegretto	Application Received
4/7/2020	Liz Coughlin	ARC Decision - Approved
4/7/2020	Liz Coughlin	Approved
4/7/2020	Liz Coughlin	Complete - Approved

1793 E Harrison St  
 Adam Walker  
 XN: 287423 Acct: 24026585

Shed - We would like to add a shed to our backyard. Tuff Shed through Home Depot will be constructing the shed which based off their website should take less than eight hours to build. The shed dimensions are 8' wide by 12' long by 6' high at the base of the pitched roof and 7'10" at the peak of the pitch. The shed will be visible above the privacy wall. The color scheme will match as closely as possible to our exterior house colors(scheme 6 is our house colors, not including Salem Black). The perimeter of the shed will be approximately 18" from the HOA block fence.

4/12/2020	Adam Walker	Notify Homeowner - Application Received
4/12/2020	Adam Walker	Application Received
4/14/2020	Liz Coughlin	Notify ARC Committee
4/14/2020	Liz Coughlin	Notify Homeowner - Under Review
4/14/2020	Liz Coughlin	ARC Review
4/21/2020	Liz Coughlin	ARC Decision - Approved
4/21/2020	Liz Coughlin	Approved
4/21/2020	Liz Coughlin	Complete - Approved

2387 S Granite St  
 Timothy E. Eastep  
 XN: 292692 Acct: 24027805

Paint - Paint complete exterior using Dunn Edwards Gilbert Ranch HOA approved color scheme 1

4/15/2020	Timothy E. Eastep	Notify Homeowner - Application Received
4/15/2020	Timothy E. Eastep	Application Received
4/15/2020	Liz Coughlin	ARC Decision - Approved
4/15/2020	Liz Coughlin	Approved
4/15/2020	Liz Coughlin	Complete - Approved

[Request More Information \(Total Count = 1\)](#)

## ARC Report - Detail for 4/1/2020 - 4/30/2020

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1808 E Erie St  
Sarah Clegg  
XN: 297847 Acct: 24027125

Gate(s) - We would like to install a RV gate on the southeast side of our house. I have attached a picture of the current wall and also a picture of the proposed gate. Please let me know how to proceed so I can go ahead and order the gate.  
Thank you!

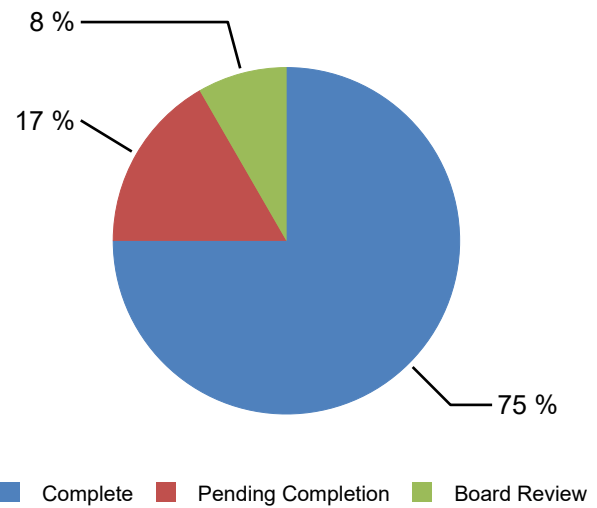
4/18/2020	Sarah Clegg	Notify Homeowner - Application Received
4/18/2020	Sarah Clegg	Application Received
4/21/2020	System	Escalated to Manager
4/21/2020	Laura Whitson	Application Received
4/24/2020	System	Escalated to Manager
4/24/2020	Laura Whitson	Application Received
4/24/2020	Liz Coughlin	Request More Information
5/1/2020	System	Courtesy Reminder - More Information

## Work Order Summary for 4/1/2020 - 4/30/2020

### SUMMARY

Board Review	1
Complete	9
Pending Completion	2
<b>Total</b>	<b>12</b>

**TOP DISTRIBUTION BY STATUS**



### Complete (Total Count = 9)

Gilbert Ranch Homeowners' Association  
PROPERTY MGMT PEST & TERMITES  
XN: 190539 Acct: 240

3/26/2020	Laura Whitson	Request Received
3/26/2020	Laura Whitson	Review Request
3/26/2020	Laura Whitson	Send to Service Provider
3/26/2020	Laura Whitson	Service Provider Assigned
3/26/2020	Laura Whitson	Pending Completion
3/30/2020	System	Follow Up
3/30/2020	Laura Whitson	Pending Completion
4/4/2020	System	Follow Up
4/6/2020	Laura Whitson	Complete

Beehive near volleyball court - Per landscaper beehive in valve box near volleyball court

Gilbert Ranch Homeowners' Association  
PROPERTY MGMT PEST & TERMITES  
XN: 214833 Acct: 240

4/2/2020	Laura Whitson	Request Received
4/2/2020	Laura Whitson	Review Request
4/2/2020	Laura Whitson	Send to Service Provider
4/2/2020	Laura Whitson	Service Provider Assigned
4/2/2020	Laura Whitson	Pending Completion
4/6/2020	System	Follow Up
4/6/2020	Laura Whitson	Complete

Bees in wall 2187 Bahama - active Bee Nest in the wall behind 2187 S Bahama Dr.

1749 E Carla Vista Dr  
Anthony Jones  
ALL PRO ELECTRIC LLC  
XN: 216379 Acct: 24027226

Gilbert Ranch Tennis Court Lighting - Just wanted to let someone know the lighting at the tennis courts does not work. The cover for the wiring is off and the wires are sticking out so it looks intentional too.

## Work Order Summary for 4/1/2020 - 4/30/2020

---

4/2/2020	Laura Whitson	Request Received
4/2/2020	Laura Whitson	Review Request
4/2/2020	Laura Whitson	Send to Service Provider
4/2/2020	Laura Whitson	Service Provider Assigned
4/2/2020	Laura Whitson	Pending Completion
4/6/2020	System	Follow Up
4/6/2020	Laura Whitson	Pending Completion
4/11/2020	System	Follow Up
4/13/2020	Laura Whitson	Complete

1808 E Erie St  
 Sarah Clegg  
 GREEN KEEPER TREE CARE LLC  
 XN: 274781 Acct: 24027125

Need tree cut ASAP.  
 Multiple request have been made. It is touching our roof.  
 Thanks!

4/8/2020	Sarah Clegg	Request Received
4/8/2020	Sarah Clegg	Review Request
4/9/2020	Liz Coughlin	Manager Review
4/9/2020	Laura Whitson	Send to Service Provider
4/9/2020	Laura Whitson	Service Provider Assigned
4/9/2020	Laura Whitson	Pending Completion
4/13/2020	System	Follow Up
4/13/2020	Laura Whitson	Send to Service Provider
4/13/2020	Laura Whitson	Service Provider Assigned
4/13/2020	Laura Whitson	Pending Completion
4/14/2020	System	Follow Up
4/14/2020	Laura Whitson	Complete

1808 E Erie St  
 Sarah Clegg

Please fix bench in park next to our house.

XN: 274784 Acct: 24027125

4/8/2020	Sarah Clegg	Request Received
4/8/2020	Sarah Clegg	Review Request
4/9/2020	Liz Coughlin	Manager Review
4/9/2020	Laura Whitson	Owner Response
4/9/2020	Liz Coughlin	Complete

2021 S Bahama Ct  
 Kathleen Bates  
 PROPERTY MGMT PEST & TERMITE  
 XN: 289105 Acct: 24026713

Beehive in wall - We have a Bee problem again on the exterior North side of the back fence on the Key Biscayne side. My address is 2021 S Bahama DR.

This happened same area I believe maybe a year ago. The people doing it might not be doing it right since from what I hear they keep coming back year after year so the hive must still be there.

4/13/2020	Laura Whitson	Request Received
4/13/2020	Laura Whitson	Review Request

## Work Order Summary for 4/1/2020 - 4/30/2020

---

4/13/2020	Laura Whitson	Send to Service Provider
4/13/2020	Laura Whitson	Service Provider Assigned
4/13/2020	Laura Whitson	Pending Completion
4/13/2020	Laura Whitson	Send to Service Provider
4/13/2020	Laura Whitson	Service Provider Assigned
4/13/2020	Laura Whitson	Pending Completion
4/17/2020	System	Follow Up
4/17/2020	Laura Whitson	Complete

1585 E Toledo St  
 Michael C. Newman  
 PROPERTY MGMT PEST & TERMITES  
 XN: 290189 Acct: 24027682

Bees - Owner called in bees behind the Gilbert Ranch sign next to the first column on his side wall. SW corner of Val Vista and Toledo. He said they were in the exact same spot last year. Please treat.

4/14/2020	Liz Coughlin	Request Received
4/14/2020	Liz Coughlin	Review Request
4/14/2020	Liz Coughlin	Send to Service Provider
4/14/2020	Liz Coughlin	Service Provider Assigned
4/14/2020	Liz Coughlin	Pending Completion
4/18/2020	System	Follow Up
4/20/2020	Laura Whitson	Complete

1700 E Tulsa St  
 David L Mcfarland Jr  
 PROPERTY MGMT PEST & TERMITES  
 XN: 323215 Acct: 24026743

Beehive in wall - Please point me in the right direction if this is not the correct email to send this issue. When we went to trim our tree out back a couple of days ago, we noticed a small swarm of bees at the corner wall of our yard, the neighbor's yard, and the HoA easement. This morning, we walked around to look at the wall and sure enough, the bees have started a hive. The hive is on HoA easement side on the "post" that separates 1700 and 1710 E Tulsa St. (Please see pictures attached). Since they are on HoA property, will the HoA eradicate them or will we have to pay someone to come out? I don't know how big the hive is — the swarm was much bigger than the bees on the outside of the hive now.

4/24/2020	Laura Whitson	Request Received
4/24/2020	Laura Whitson	Review Request
4/24/2020	Laura Whitson	Send to Service Provider
4/24/2020	Laura Whitson	Service Provider Assigned
4/24/2020	Laura Whitson	Pending Completion
4/28/2020	System	Follow Up
4/28/2020	Laura Whitson	Complete

1306 E Erie St  
 Jeremy Martinez

Tree Trimming - Homeowner requested tree to be trimmed, located in common area behind the property.

XN: 341915 Acct: 24027720

4/30/2020	Sara Allegretto	Request Received
4/30/2020	Sara Allegretto	Review Request
4/30/2020	Liz Coughlin	Manager Review
4/30/2020	Laura Whitson	Complete



## Work Order Summary for 4/1/2020 - 4/30/2020

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### Board Review (Total Count = 1)

1500 E Erie St  
Casey J. Kolowinski  
GREEN KEEPER TREE CARE LLC  
XN: 247763 Acct: 24027679

response-tree - i Laura,

Sorry about that. I circled it in the picture attached to this reply. It's the big one that is only a couple of feet on the other side of our fence.

Let me know if you have any additional questions! Thanks! Casey

4/2/2020	Casey J. Kolowinski	Request Received
4/2/2020	Casey J. Kolowinski	Review Owner Question
4/2/2020	Karen Medeiros	Question for Assistant Manager
4/3/2020	Liz Coughlin	Closed
4/6/2020	Karen Medeiros	Question for Assistant Manager
4/7/2020	Liz Coughlin	Closed
4/7/2020	Laura Whitson	Reply to Owner
4/7/2020	Laura Whitson	Closed
4/7/2020	Karen Medeiros	Question for Manager
4/9/2020	Laura Whitson	Question for Manager
4/13/2020	System	Escalated to Regional Manager
4/13/2020	Jim Baska	Question for Manager
4/13/2020	Laura Whitson	Request Received
4/13/2020	Laura Whitson	Review Request
4/13/2020	Laura Whitson	Send to Service Provider
4/13/2020	Laura Whitson	Service Provider Assigned
4/13/2020	Laura Whitson	Pending Completion
4/14/2020	Laura Whitson	Board Review

### Pending Completion (Total Count = 2)

Gilbert Ranch Homeowners' Association

XN: 328525 Acct: 240

4/27/2020	Laura Whitson	Request Received
4/27/2020	Laura Whitson	Review Request
4/27/2020	Laura Whitson	Send to Service Provider
4/27/2020	Laura Whitson	Service Provider Assigned
4/27/2020	Laura Whitson	Pending Completion
5/1/2020	System	Follow Up
5/1/2020	Laura Whitson	Pending Completion

1520 E Erie St  
Samira Mohamad Arabi-beam  
PROPERTY MGMT PEST & TERMITE  
XN: 341077 Acct: 24027705

Bee Removal - Owner Brad Beam called to report a bee hive in the exterior side of his wall on the park side of the wall. Owner called bee removal service but they refused to remove because the exterior is HOA property. Owner requested update asap as family members have already been stung, 520-906-2765

4/30/2020	Alicia Torres	Request Received
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## Work Order Summary for 4/1/2020 - 4/30/2020

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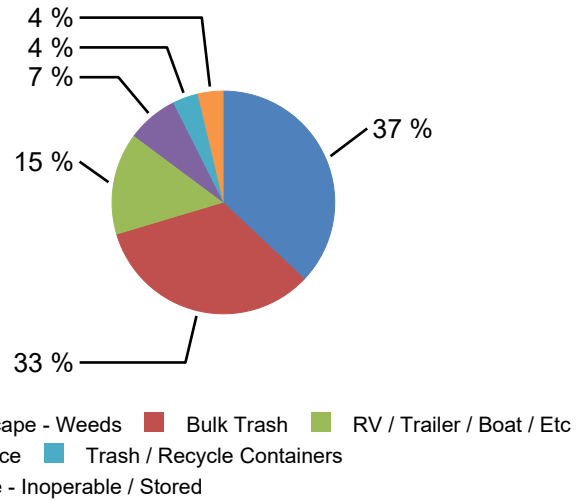
4/30/2020	Alicia Torres	Review Request
4/30/2020	Liz Coughlin	Manager Review
4/30/2020	Laura Whitson	Send to Service Provider
4/30/2020	Laura Whitson	Service Provider Assigned
4/30/2020	Laura Whitson	Pending Completion
5/1/2020	Laura Whitson	Complete

## Violation Report - Detail for 4/1/2020 - 4/30/2020

### SUMMARY

<b>Closed</b>	<b>1</b>
Trash / Recycle Containers	1
<b>Courtesy</b>	<b>12</b>
Bulk Trash	4
Landscape - Weeds	7
Nuisance	1
<b>First Fine</b>	<b>2</b>
Landscape - Weeds	2
<b>Note</b>	<b>8</b>
Bulk Trash	5
RV / Trailer / Boat / Etc	3
<b>Resolved (90)</b>	<b>3</b>
Landscape - Weeds	1
Nuisance	1
RV / Trailer / Boat / Etc	1
<b>Third Fine</b>	<b>1</b>
Vehicle - Inoperable / Stored	1
<b>Total</b>	<b>27</b>

### TOP DISTRIBUTION BY TYPE



### First Fine (Total Count = 2)

3871 E Aspen Way Delila Luna XN: 32256 Acct: 20620149		First Fine	Landscape - Weeds
2/18/2020	Michael Sena	Courtesy	
4/20/2020	Michael Sena	First Fine	

3861 E Barbarita Ave Randall Korrison XN: 205406 Acct: 20620240		First Fine	Landscape - Weeds
3/31/2020	Michael Sena	Courtesy	
4/20/2020	Michael Sena	First Fine	

### Third Fine (Total Count = 1)

3871 E Aspen Way Delila Luna XN: 32257 Acct: 20620149		Third Fine	Vehicle - Inoperable / Stored
2/18/2020	Michael Sena	Courtesy	
3/4/2020	Michael Sena	First Fine	
3/31/2020	Michael Sena	Second Fine	
4/20/2020	Michael Sena	Third Fine	

### Resolved (90) (Total Count = 3)

712 N Bridlegate Dr Rahm Swamy XN: 32273 Acct: 20620364		Resolved (90)	RV / Trailer / Boat / Etc
2/18/2020	Michael Sena	Courtesy	

## Violation Report - Detail for 4/1/2020 - 4/30/2020

4/20/2020 3923 E Tremaine Ave Inessa Kotlovski XN: 32630 Acct: 20620213	Michael Sena	Resolved (90)	Landscape - Weeds
2/18/2020	Michael Sena	Courtesy	
4/20/2020	Michael Sena	Resolved (90)	
3960 E Kroll Ct Andrew K Dyck XN: 205401 Acct: 20619930		Resolved (90)	Nuisance - Trash / debris
3/31/2020	Michael Sena	Courtesy	
4/20/2020	Michael Sena	Resolved (90)	

### Closed (Total Count = 1)

3993 E Tremaine Ave Michelle Heermans XN: 32305 Acct: 20620129		Closed	Trash / Recycle Containers - Please start the process for the fine waiver of the first fine for this compliance issue. Thank you.
3/31/2020	Michael Sena	First Fine	
4/8/2020	Lee Ann Morlan	Courtesy	
4/9/2020	Liz Coughlin	Closed	

### Note (Total Count = 8)

611 N Joshua Tree Ln Derrick Stolarik XN: 205415 Acct: 20620069		Note	Bulk Trash
4/1/2020	Liz Coughlin	Note	
3951 E Campbell Ave Alden Smith XN: 205442 Acct: 20620312		Note	Bulk Trash
4/1/2020	Liz Coughlin	Note	
451 N Joshua Tree Ln Christopher Robert Miller XN: 205444 Acct: 20620243		Note	Bulk Trash
4/1/2020	Liz Coughlin	Note	
3920 E Redfield Ct Raymond W Olsen XN: 205448 Acct: 20620063		Note	Bulk Trash
4/1/2020	Liz Coughlin	Note	
3980 E Olive Ave John R. Graham Schafe XN: 205451 Acct: 20619997		Note	Bulk Trash
4/1/2020	Liz Coughlin	Note	

## Violation Report - Detail for 4/1/2020 - 4/30/2020

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3981 E Pinon Ct  
 Dana Telford  
 XN: 301267 Acct: 20619964

Note RV / Trailer / Boat / Etc

4/20/2020 Michael Sena Note

3870 E Campbell Ave  
 Jeffery A. Kogerup  
 XN: 301424 Acct: 20620628

Note RV / Trailer / Boat / Etc

4/20/2020 Michael Sena Note

438 N Bridlegate Dr  
 John Drouin  
 XN: 301427 Acct: 20620425

Note RV / Trailer / Boat / Etc

4/20/2020 Michael Sena Note

### Courtesy (Total Count = 12)

3910 E Tremaine Ave  
 IH6 Property Phoenix LP  
 XN: 205429 Acct: 20666170

Courtesy Nuisance - - dumpster on street

3/31/2020 Michael Sena Note

4/20/2020 Michael Sena Courtesy

3823 E Kroll Dr  
 Shaun M Robbins  
 XN: 301258 Acct: 20620271

Courtesy Landscape - Weeds

4/20/2020 Michael Sena Courtesy

3960 E Kroll Ct  
 Andrew K Dyck  
 XN: 301260 Acct: 20619930

Courtesy Landscape - Weeds

4/20/2020 Michael Sena Courtesy

3931 E Kroll Ct  
 Thomas G Mareina Jr  
 XN: 301261 Acct: 20620020

Courtesy Landscape - Weeds

4/20/2020 Michael Sena Courtesy

603 N Joshua Tree Ln  
 Scott Derusha  
 XN: 301265 Acct: 20620099

Courtesy Landscape - Weeds

4/20/2020 Michael Sena Courtesy

3940 E Barbarita Ave  
 Eric A. Kitzman  
 XN: 301410 Acct: 20619824

Courtesy Landscape - Weeds

4/20/2020 Michael Sena Courtesy

3981 E Redfield Ct  
 Cindy M Behnke  
 XN: 301419 Acct: 20620122

Courtesy Bulk Trash

4/20/2020 Michael Sena Courtesy

## Violation Report - Detail for 4/1/2020 - 4/30/2020

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3960 E Redfield Ct Freo Arizona Llc A Delawarellc XN: 301420 Acct: 20620085 4/20/2020 Michael Sena	Courtesy	Bulk Trash
3950 E Redfield Ct Ann L Layson-norris XN: 301421 Acct: 20620079 4/20/2020 Michael Sena	Courtesy	Bulk Trash
3940 E Redfield Ct Jiasi Wang XN: 301423 Acct: 20620073 4/20/2020 Michael Sena	Courtesy	Bulk Trash
438 N Bridlegate Dr John Drouin XN: 301425 Acct: 20620425 4/20/2020 Michael Sena	Courtesy	Landscape - Weeds
3970 E Heather Ct Raymond Olsen XN: 301471 Acct: 20620308 4/20/2020 Michael Sena	Courtesy	Landscape - Weeds

# Community Audit Report

conducted for

## San Tan Estates / Legend Ridge

**Author**

Laura Whitson

**Date**

Aug 21, 2012

**Location**





Val Vista & Queen Creek, Gilbert





















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# AUDIT FINDINGS

Question	Response	Details
<b>Chestnut from Val Vista to entrance</b>		
Utility boxes & walls free of graffiti	Yes	
Trees in good condition w/ raised canopies	Yes	
Shrubs in good condition & recently pruned	Yes	
Granite recently raked and free of weeds	Yes	
Trash/debris removed from landscape	Yes	
NOTES:	8/21 small area of erosion just East of Val Vista	
<b>Interior East of Key Biscayne</b>		
Gates & equipment operable / free of damage	Yes	
Utility & Mailboxes / free of graffiti & damage	Yes	
Perimeter walls free of graffiti & damage	Yes	
Sidewalk in good condition	Yes	
Trees in good condition w/ raised canopies	No	8/21 corner of Key Biscayne & Indigo tree encroaching sidewalk. Tree canopies on Maple very low. Contacted Allscape to raise canopies.
<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  <p>Appendix 1</p> </div> <div style="text-align: center;">  <p>Appendix 2</p> </div> </div>		
Shrubs in good condition & recently pruned	Yes	
<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  <p>Appendix 3</p> </div> <div style="text-align: center;">  <p>Appendix 4</p> </div> </div>		
Granite recently raked and free of weeds	Yes	
Trash/debris removed from landscape	Yes	
NOTES:	8/21 hole in asphalt just South of Azalea West side of Key Biscayne. Repair proposals will be obtained. East end retention clean & well-maintained.	

Question	Response	Details
  Appendix 5      Appendix 6		
<b>North Entry-Key Biscayne/Key Biscayne Dr</b>		
Monuments clean & free of damage	No	8/21 All 4 lights at West monument broken/damaged. Contacted All Pro Electric to repair. East side lighting partially covered by lantana. Contacts Allscape to trim away from lighting.
    Appendix 7      Appendix 8      Appendix 9      Appendix 10		
Gates & equipment operable / free of damage	Yes	
Trees in good condition w/ raised canopies	Yes	
  Appendix 11      Appendix 12		
Shrubs in good condition & recently pruned	Yes	
Turf appearance good & seasonally appropriate	No	8/21 brown patches. Large patches of weeds/clover throughout turf. Contacted Allscape for turf improvement action plan.
 Appendix 13		
Granite recently raked and free of weeds	No	8/21 debris under shrubs. Contacted Allscape for more detailed blowing & clean up.
 Appendix 14		
NOTES:		

Question	Response	Details
<b>South Entry-Key Biscayne / Appleby &amp; Val Vista</b>		
Monument clean & free of damage	No	8/21 All East side lighting covered by lantana. Contacted Allscape to trim away from lighting.
Gates & equipment operable / free of damage	Yes	
Trees in good condition w/ raised canopies	No	8/21 Tree canopies overhanging sidewalks. Contacted Allscape to raise canopies.
  Appendix 15      Appendix 16		
Shrubs in good condition & recently pruned	No	8/21 Lantana severely overgrown at East monument. Contacted Allscape to trim back. Monument lettering not clearly visible due to height of lantana.
  Appendix 17      Appendix 18		
Granite recently raked and free of weeds	Yes	
Trash/debris removed from landscape	Yes	
Utility boxes / free of graffiti & damage	Yes	
NOTES:	8/21 Turf in bottom of retention very dry & dead. Found evidence of mower ruts. Contacted Allscape for turf recovery/improvement plan.	
  Appendix 19      Appendix 20		
<b>Tot Lot / Park on Key Biscayne</b>		
Tot lot equip & tot turf clean/free of damage	Yes	
  Appendix 21      Appendix 22		
Playground sand recently raked / free of debris	Yes	

Question	Response	Details
2 Ramadas / free of graffiti & 2 BBQs clean	Yes	
Trees in good condition w/ raised canopies	Yes	
Shrubs in good condition & recently pruned	Yes	
Turf appearance good & seasonally appropriate	No	8/21 brown patches. Large patches of weeds.
 <p data-bbox="113 580 1121 607">Appendix 23    Appendix 24    Appendix 25    Appendix 26    Appendix 27    Appendix 28</p>		
Granite recently raked and free of weeds	Yes	
Walls & view fencing / free of graffiti & damage	Yes	8/21 Fencing in good structural condition. Painting expected first week of September. Owner at lot 171 will be contacted to remove vines from fencing to allow for painting.
 <p data-bbox="113 1032 413 1059">Appendix 29    Appendix 30</p>		
Sidewalk in good condition & free of debris	Yes	
Utility & mailboxes / free of graffiti & damage	Yes	
NOTES:		
<b>Interior West of Key Biscayne</b>		
Pedestrian Gate on Indigo in good condition	Yes	
Utility & Mailboxes / free of graffiti & damage	Yes	
Perimeter walls free of graffiti & damage	Yes	
Sidewalk in good condition	Yes	
Trees in good condition w/ raised canopies	No	8/21 Tree canopies too low. Large branch broken in West end retention near Indigo pedestrian gate. Contacted Allscape to raise canopies & remove large branch.
 <p data-bbox="113 1924 592 1951">Appendix 31    Appendix 32    Appendix 33</p>		
Shrubs in good condition & recently pruned	Yes	

Question	Response	Details	
Granite recently raked and free of weeds	Yes		
Trash/debris removed from landscape	Yes		
NOTES:			
<b>General Notes and Observations</b>			
OVERALL COMMUNITY NOTES:			
<b>Vendor Contact Information</b>			
Utilites - Town of Gilbert (480-503-6800), SRP (602-236-9638)			
Landscape Mntc - Allscape (Scott, 623-340-2760)			
Other - Bircher Exterminating (Matt 480-710-7591), Phoenix Power Sweep (602-278-3359), Signature Gates (602-670-6031)			
Town of Gilbert - Trash (black) - Friday / Recycle (blue) - Monday / Bulk - Week of the 1st Monday of each month			
Audit Conducted By:	Laura Whitson, Trestle Management Group		Aug 22, 2012



# AUDIT MEDIA



Appendix 1



Appendix 2



Appendix 3



Appendix 4



Appendix 5



Appendix 6



Appendix 7



Appendix 8



Appendix 9



Appendix 10



Appendix 11



Appendix 12



Appendix 13



Appendix 14



Appendix 15



Appendix 16



Appendix 17



Appendix 18





Appendix 19



Appendix 20



Appendix 21



Appendix 22



Appendix 23



Appendix 24



Appendix 25



Appendix 26



Appendix 27



Appendix 28



Appendix 29



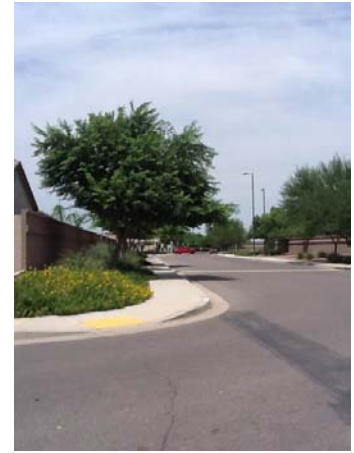
Appendix 30



Appendix 31

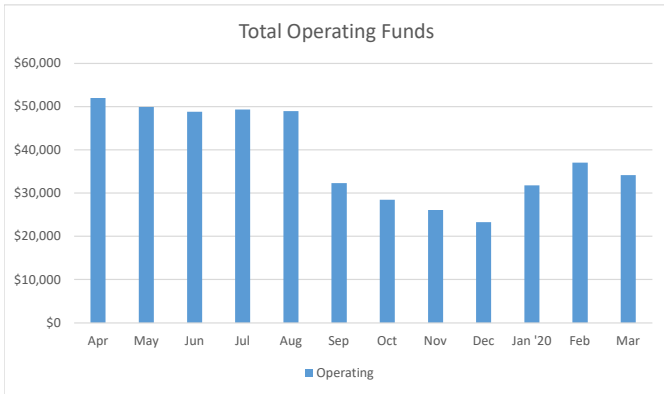


Appendix 32

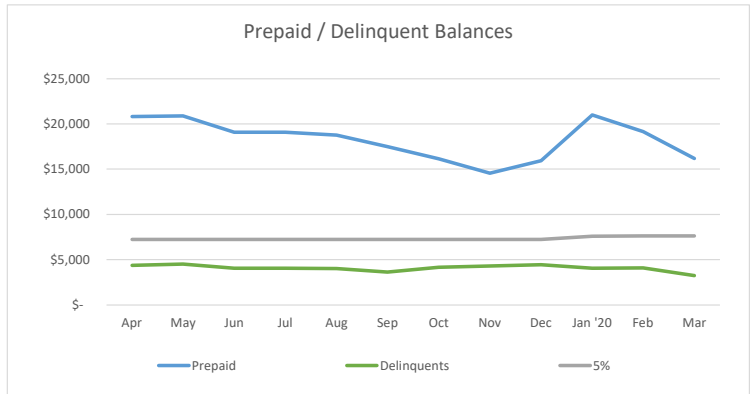


Appendix 33

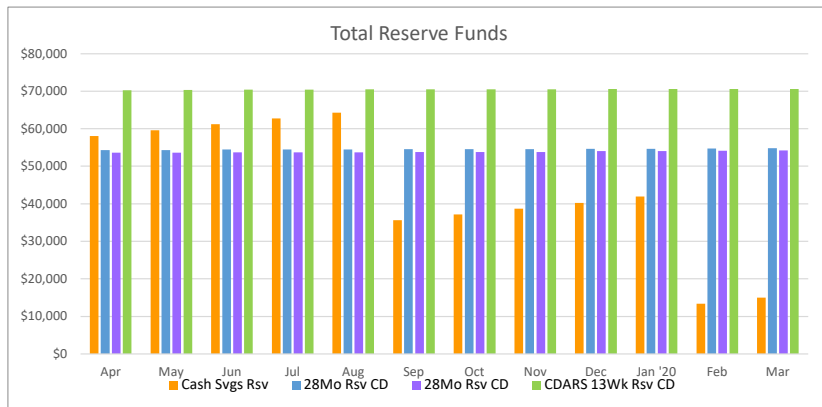
**Operating Bank Accounts**



**Homeowner Prepaid / Delinquencies**

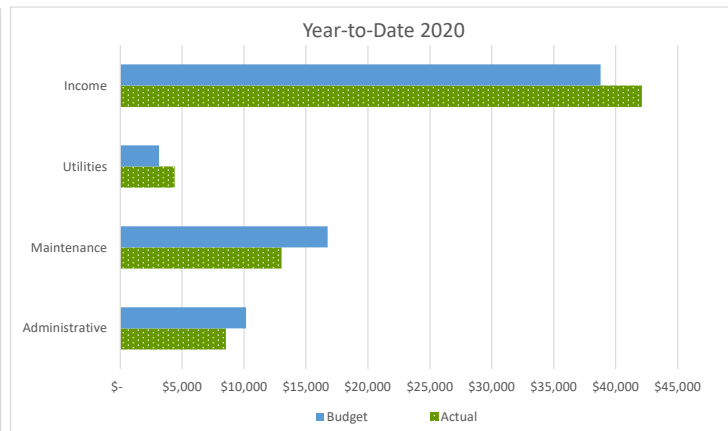
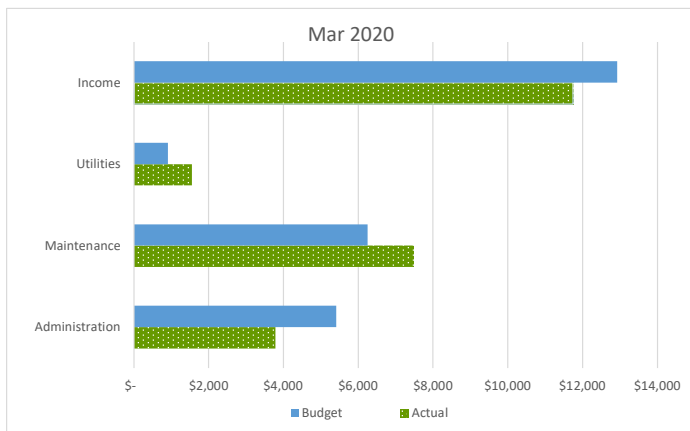


**Reserve Bank Accounts**



2020 Beginning Balance	\$	219,503
Plus: YTD Reserve Contrib	\$	4,998
Plus: Reserve Interest	\$	289
Less: YTD Reserve Expenses	\$	30,241
<b>Current 2020 Reserve Balance</b>	<b>\$</b>	<b>194,549</b>

**Operating Expense Analysis**



**Notes to Financials / Upcoming Events:**

# Sample Community Homeowners Association

## Balance Sheet Comparison: February vs March

	Last Month	Current Month	Difference
<b>Assets</b>			
Mutual of Omaha Operating	\$37,055.77	\$34,154.60	(\$2,901.17)
Reserve Money Market Account	\$13,369.55	\$15,039.54	\$1,669.99
MOH CD 28 Mths 01/30/22	\$54,713.68	\$54,757.20	\$43.52
MOH CD 12 Mths 2.0 10/23/20	\$54,089.23	\$54,174.52	\$85.29
MOH CDARS 26WK 6/4/20	\$70,578.30	\$70,578.30	-
<b>Total Assets</b>	<b>\$229,806.53</b>	<b>\$228,704.16</b>	<b>(\$1,102.37)</b>
<b>Total Asset</b>	<b>\$229,806.53</b>	<b>\$228,704.16</b>	<b>(\$1,102.37)</b>
<b>Equity</b>			
Net Income (Loss)	\$13,777.10	\$10,875.03	\$2,902.07
General Reserve Funds	\$192,749.86	\$194,549.56	(\$1,799.70)
Prior Year Adjustments	\$1,371.18	\$1,371.18	-
Retained Earnings - Operating	\$21,908.39	\$21,908.39	-
<b>Total Equity</b>	<b>\$229,806.53</b>	<b>\$228,704.16</b>	<b>\$1,102.37</b>
<b>Total Liability / Equity</b>	<b>\$229,806.53</b>	<b>\$228,704.16</b>	<b>\$1,102.37</b>

# Sample Community Homeowners Association

## Statement of Revenues and Expenses 3/1/2020 - 3/31/2020

	Current Period			Year To Date			Annual Budget
	Actual	Budget	Variance	Actual	Budget	Variance	
<b>Operating Income</b>							
<b>Income</b>							
40000 - Regular Assessment Income	10,490.90	12,684.00	(2,193.10)	39,451.24	38,052.00	1,399.24	152,208.00
42000 - Capital Contribution Income	420.00	137.50	282.50	420.00	412.50	7.50	1,650.00
43000 - Late Fees	109.00	-	109.00	305.00	-	305.00	-
43100 - NSF Fees	(5.00)	-	(5.00)	20.00	-	20.00	-
43500 - Fines & Violations	590.00	-	590.00	1,633.00	-	1,633.00	-
47100 - Interest Income - Reserves	132.80	107.50	25.30	289.87	322.50	(32.63)	1,290.00
<b>Total Income</b>	<b>11,737.70</b>	<b>12,929.00</b>	<b>(1,191.30)</b>	<b>42,119.11</b>	<b>38,787.00</b>	<b>3,332.11</b>	<b>155,148.00</b>
<b>Total Income</b>	<b>11,737.70</b>	<b>12,929.00</b>	<b>(1,191.30)</b>	<b>42,119.11</b>	<b>38,787.00</b>	<b>3,332.11</b>	<b>155,148.00</b>

## Operating Expense

<b>Utilities</b>							
50000 - Electricity	239.90	248.00	8.10	725.75	744.00	18.25	2,984.00
50110 - Water - Irrigation	1,317.14	665.00	(652.14)	3,671.63	2,395.00	(1,276.63)	19,596.00
<b>Total Utilities</b>	<b>1,557.04</b>	<b>913.00</b>	<b>(644.04)</b>	<b>4,397.38</b>	<b>3,139.00</b>	<b>(1,258.38)</b>	<b>22,580.00</b>
<b>Maintenance</b>							
51000 - Gen. Maint. & Repair	-	200.00	200.00	170.00	600.00	430.00	2,400.00
51100 - Lawn Maint. & Landscaping	7,261.50	3,622.00	(3,639.50)	10,883.25	10,866.00	(17.25)	43,464.00
51120 - Sprinkler/Irrigation Repair	-	275.00	275.00	1,436.55	825.00	(611.55)	3,500.00
51140 - Plants/Shrubs/Flowers	-	1,000.00	1,000.00	-	1,000.00	1,000.00	2,000.00
51150 - Landscape - Other	36.00	-	(36.00)	36.00	-	(36.00)	-
51200 - Tree Maintenance	195.00	-	(195.00)	195.00	-	(195.00)	10,135.00
51300 - Storm Cleanup	-	-	-	-	500.00	500.00	2,400.00
51400 - Drywell Maintenance	-	-	-	-	-	-	750.00
51500 - Backflow Testing	-	-	-	-	-	-	500.00
51800 - Electrical Repairs	-	-	-	-	150.00	150.00	600.00
52200 - Extermination	-	-	-	-	-	-	1,600.00
52800 - Painting Services	-	1,000.00	1,000.00	-	1,000.00	1,000.00	1,000.00
53900 - Playground Repair	-	150.00	150.00	300.00	1,800.00	1,500.00	5,275.00
<b>Total Maintenance</b>	<b>7,492.50</b>	<b>6,247.00</b>	<b>(1,245.50)</b>	<b>13,020.80</b>	<b>16,741.00</b>	<b>3,720.20</b>	<b>73,624.00</b>
<b>Administration</b>							
56000 - Office Supplies	43.45	-	(43.45)	156.05	-	(156.05)	-
56100 - Postage & Mail	205.05	365.00	159.95	658.70	965.00	306.30	3,500.00
56200 - Copies and Envelopes	161.35	225.00	63.65	403.65	460.00	56.35	1,915.00
56400 - Statements	299.00	302.00	3.00	925.00	906.00	(19.00)	3,624.00
56600 - Website	112.95	60.00	(52.95)	165.90	180.00	14.10	720.00
57100 - Other Taxes & Fees	-	-	-	-	-	-	10.00
57200 - Bank Fees	40.00	-	(40.00)	50.00	-	(50.00)	-



# Sample Community Homeowners Association

## Statement of Revenues and Expenses 3/1/2020 - 3/31/2020

	Current Period			Year To Date			Annual Budget
	Actual	Budget	Variance	Actual	Budget	Variance	
<b>Operating Expense</b>							
57500 - Misc. G & A	-	500.00	500.00	-	500.00	500.00	500.00
57700 - Management Fees	1,550.00	1,550.00	-	4,650.00	4,650.00	-	18,600.00
57800 - Legal Fees	50.00	50.00	-	200.00	150.00	(50.00)	600.00
58000 - Accounting Fees	750.00	750.00	-	750.00	750.00	-	750.00
58400 - Insurance	-	-	-	-	-	-	4,306.00
58500 - Federal Income Tax	-	35.00	35.00	-	35.00	35.00	35.00
58600 - State & Local Income Tax	-	50.00	50.00	-	50.00	50.00	50.00
58700 - Property Taxes	578.73	526.00	(52.73)	578.73	526.00	(52.73)	1,052.00
58800 - Bad Debt	-	1,000.00	1,000.00	-	1,000.00	1,000.00	2,000.00
<b>Total Administration</b>	<b>3,790.53</b>	<b>5,413.00</b>	<b>1,622.47</b>	<b>8,538.03</b>	<b>10,172.00</b>	<b>1,633.97</b>	<b>37,662.00</b>
<b>Reserves-Expenses</b>							
60000 - Reserve Fund Contribution	1,666.00	1,666.00	-	4,998.00	4,998.00	-	19,992.00
61450 - Cptl - Playgrounds	-	-	-	30,241.06	-	(30,241.06)	-
61500 - Cptl - Landscape Improvements	-	4,175.00	4,175.00	-	4,175.00	4,175.00	4,175.00
62100 - Cptl - Drainage/Grading	-	-	-	-	-	-	926.00
64000 - Reserve Interest	132.80	107.00	(25.80)	288.97	321.00	32.03	1,290.00
69999 - Reserve - Interfund Transfer	-	(4,175.00)	(4,175.00)	(30,241.06)	(4,175.00)	26,066.06	(5,101.00)
<b>Total Reserves-Expenses</b>	<b>1,798.80</b>	<b>1,773.00</b>	<b>(25.80)</b>	<b>5,286.97</b>	<b>5,319.00</b>	<b>32.03</b>	<b>21,282.00</b>
<b>Total Expense</b>	<b>14,638.87</b>	<b>14,346.00</b>	<b>(292.87)</b>	<b>31,243.18</b>	<b>35,371.00</b>	<b>4,127.82</b>	<b>155,148.00</b>
<b>Operating Net Total</b>	<b>(2,901.17)</b>	<b>(1,417.00)</b>	<b>(1,484.17)</b>	<b>10,875.93</b>	<b>3,416.00</b>	<b>7,459.93</b>	<b>-</b>
<b>Net Total</b>	<b>(2,901.17)</b>	<b>(1,417.00)</b>	<b>(1,484.17)</b>	<b>10,875.93</b>	<b>3,416.00</b>	<b>7,459.93</b>	<b>-</b>

# Sample Community Homeowners Association

## Summarized Income Forecast for 3/31/2020

<i>budget values are in italic green</i>	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Original Budget	Revised Total
<b>Operating Income</b>														
<b>Income</b>														
40000 - Regular Assessment Income	18,136	10,824	10,491	<i>12,684</i>	<i>12,684</i>	<i>12,684</i>	<i>12,684</i>	<i>12,684</i>	<i>12,684</i>	<i>12,684</i>	<i>12,684</i>	<i>12,684</i>	152,208	153,607
42000 - Capital Contribution Income	-	-	420	<i>138</i>	<i>138</i>	<i>138</i>	<i>138</i>	<i>138</i>	<i>138</i>	<i>138</i>	<i>138</i>	<i>138</i>	1,650	1,658
43000 - Late Fees	88	108	109	-	-	-	-	-	-	-	-	-	-	305
43100 - NSF Fees	5	20	(5)	-	-	-	-	-	-	-	-	-	-	20
43500 - Fines & Violations	868	175	590	-	-	-	-	-	-	-	-	-	-	1,633
47100 - Interest Income - Reserves	105	52	133	<i>108</i>	<i>108</i>	<i>108</i>	<i>108</i>	<i>108</i>	<i>108</i>	<i>108</i>	<i>108</i>	<i>108</i>	1,290	1,257
<b>Total Income</b>	<b>19,202</b>	<b>11,179</b>	<b>11,738</b>	<b><i>12,929</i></b>	<b><i>12,929</i></b>	<b><i>12,929</i></b>	<b><i>12,929</i></b>	<b><i>12,929</i></b>	<b><i>12,929</i></b>	<b><i>12,929</i></b>	<b><i>12,929</i></b>	<b><i>12,929</i></b>	<b>155,148</b>	<b>158,480</b>
<b>Total Income</b>	<b>19,202</b>	<b>11,179</b>	<b>11,738</b>	<b><i>12,929</i></b>	<b><i>12,929</i></b>	<b><i>12,929</i></b>	<b><i>12,929</i></b>	<b><i>12,929</i></b>	<b><i>12,929</i></b>	<b><i>12,929</i></b>	<b><i>12,929</i></b>	<b><i>12,929</i></b>	<b>155,148</b>	<b>158,480</b>
<b>Operating Expense</b>														
<b>Utilities</b>														
50000 - Electricity	242	244	240	<i>248</i>	<i>249</i>	<i>249</i>	<i>249</i>	<i>249</i>	<i>249</i>	<i>249</i>	<i>249</i>	<i>249</i>	2,984	2,966
50110 - Water - Irrigation	726	1,628	1,317	<i>1,065</i>	<i>1,365</i>	<i>1,985</i>	<i>2,225</i>	<i>2,550</i>	<i>2,215</i>	<i>1,405</i>	<i>756</i>	<i>3,635</i>	19,596	20,873
<b>Total Utilities</b>	<b>969</b>	<b>1,872</b>	<b>1,557</b>	<b><i>1,313</i></b>	<b><i>1,614</i></b>	<b><i>2,234</i></b>	<b><i>2,474</i></b>	<b><i>2,799</i></b>	<b><i>2,464</i></b>	<b><i>1,654</i></b>	<b><i>1,005</i></b>	<b><i>3,884</i></b>	<b>22,580</b>	<b>23,838</b>
<b>Maintenance</b>														
51000 - Gen. Maint. & Repair	170	-	-	<i>200</i>	<i>200</i>	<i>200</i>	<i>200</i>	<i>200</i>	<i>200</i>	<i>200</i>	<i>200</i>	<i>200</i>	2,400	1,970
51100 - Lawn Maint. & Landscaping	3,622	-	7,262	<i>3,622</i>	<i>3,622</i>	<i>3,622</i>	<i>3,622</i>	<i>3,622</i>	<i>3,622</i>	<i>3,622</i>	<i>3,622</i>	<i>3,622</i>	43,464	43,481
51120 - Sprinkler/Irrigation Repair	1,437	-	-	<i>300</i>	<i>300</i>	<i>300</i>	<i>300</i>	<i>300</i>	<i>325</i>	<i>300</i>	<i>275</i>	<i>275</i>	3,500	4,112
51140 - Plants/Shrubs/Flowers	-	-	-	-	-	-	-	-	-	<i>1,000</i>	-	-	2,000	1,000
51150 - Landscape - Other	-	-	36	-	-	-	-	-	-	-	-	-	-	36
51200 - Tree Maintenance	-	-	195	-	-	-	<i>3,500</i>	<i>6,635</i>	-	-	-	-	10,135	10,330
51300 - Storm Cleanup	-	-	-	-	<i>500</i>	<i>500</i>	<i>500</i>	<i>400</i>	-	-	-	-	2,400	1,900

# Sample Community Homeowners Association

## Summarized Income Forecast for 3/31/2020

<i>budget values are in italic green</i>	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Original Budget	Revised Total
<b>Operating Expense</b>														
51400 - Drywell Maintenance	-	-	-	-	-	-	-	-	-	-	750	-	750	750
51500 - Backflow Testing	-	-	-	-	-	500	-	-	-	-	-	-	500	500
51800 - Electrical Repairs	-	-	-	-	150	-	-	150	-	-	150	-	600	450
52200 - Extermination	-	-	-	125	-	125	675	675	-	-	-	-	1,600	1,600
52800 - Painting Services	-	-	-	-	-	-	-	-	-	-	-	-	1,000	-
53900 - Playground Repair	300	-	-	150	150	925	150	1,500	150	150	150	150	5,275	3,775
<b>Total Maintenance</b>	<b>5,528</b>	<b>-</b>	<b>7,493</b>	<b>4,397</b>	<b>4,922</b>	<b>6,172</b>	<b>8,947</b>	<b>13,482</b>	<b>4,297</b>	<b>5,272</b>	<b>5,147</b>	<b>4,247</b>	<b>73,624</b>	<b>69,904</b>
<b>Administration</b>														
56000 - Office Supplies	-	113	43	-	-	-	-	-	-	-	-	-	-	156
56100 - Postage & Mail	222	231	205	385	425	225	175	285	250	165	200	425	3,500	3,194
56200 - Copies and Envelopes	164	78	161	245	750	100	35	85	70	25	20	125	1,915	1,859
56400 - Statements	313	313	299	302	302	302	302	302	302	302	302	302	3,624	3,643
56600 - Website	53	-	113	60	60	60	60	60	60	60	60	60	720	706
57100 - Other Taxes & Fees	-	-	-	10	-	-	-	-	-	-	-	-	10	10
57200 - Bank Fees	10	-	40	-	-	-	-	-	-	-	-	-	-	50
57500 - Misc. G & A	-	-	-	-	-	-	-	-	-	-	-	-	500	-
57700 - Management Fees	1,550	1,550	1,550	1,550	1,550	1,550	1,550	1,550	1,550	1,550	1,550	1,550	18,600	18,600
57800 - Legal Fees	150	-	50	50	50	50	50	50	50	50	50	50	600	650
58000 - Accounting Fees	-	-	750	-	-	-	-	-	-	-	-	-	750	750
58400 - Insurance	-	-	-	-	4,306	-	-	-	-	-	-	-	4,306	4,306
58500 - Federal Income Tax	-	-	-	-	-	-	-	-	-	-	-	-	35	-
58600 - State & Local Income Tax	-	-	-	-	-	-	-	-	-	-	-	-	50	-
58700 - Property Taxes	-	-	579	-	-	-	-	-	-	526	-	-	1,052	1,105
58800 - Bad Debt	-	-	-	-	-	-	-	-	-	1,000	-	-	2,000	1,000
<b>Total Administration</b>	<b>2,462</b>	<b>2,285</b>	<b>3,791</b>	<b>2,602</b>	<b>7,443</b>	<b>2,287</b>	<b>2,172</b>	<b>2,332</b>	<b>2,282</b>	<b>3,678</b>	<b>2,182</b>	<b>2,512</b>	<b>37,662</b>	<b>36,028</b>
<b>Reserves-Expenses</b>														

# Sample Community Homeowners Association

## Summarized Income Forecast for 3/31/2020

<i>budget values are in italic green</i>	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Original Budget	Revised Total
<b>Operating Expense</b>														
60000 - Reserve Fund Contribution	1,666	1,666	1,666	<i>1,666</i>	<i>1,666</i>	<i>1,666</i>	<i>1,666</i>	<i>1,666</i>	<i>1,666</i>	<i>1,666</i>	<i>1,666</i>	<i>1,666</i>	19,992	19,992
61450 - Cptl - Playgrounds	-	30,241	-	-	-	-	-	-	-	-	-	-	-	30,241
61500 - Cptl - Landscape Improvements	-	-	-	-	-	-	-	-	-	-	-	-	4,175	-
62100 - Cptl - Drainage/Grading	-	-	-	-	-	-	-	-	-	926	-	-	926	926
64000 - Reserve Interest	105	51	133	<i>107</i>	<i>107</i>	<i>107</i>	<i>108</i>	<i>108</i>	<i>108</i>	<i>108</i>	<i>108</i>	<i>108</i>	1,290	1,258
69999 - Reserve - Interfund Transfer	-	(30,241)	-	-	-	-	-	-	-	(926)	-	-	(5,101)	(31,167)
<b>Total Reserves-Expenses</b>	<b>1,771</b>	<b>1,717</b>	<b>1,799</b>	<b><i>1,773</i></b>	<b><i>1,773</i></b>	<b><i>1,773</i></b>	<b><i>1,774</i></b>	<b><i>1,774</i></b>	<b><i>1,774</i></b>	<b><i>1,774</i></b>	<b><i>1,774</i></b>	<b><i>1,774</i></b>	<b>21,282</b>	<b>21,250</b>
<b>Total Expense</b>	<b>10,730</b>	<b>5,874</b>	<b>14,639</b>	<b><i>10,085</i></b>	<b><i>15,752</i></b>	<b><i>12,466</i></b>	<b><i>15,367</i></b>	<b><i>20,387</i></b>	<b><i>10,817</i></b>	<b><i>12,378</i></b>	<b><i>10,108</i></b>	<b><i>12,417</i></b>	<b>155,148</b>	<b>151,020</b>
<b>Operating Net Total</b>	<b>\$8,472</b>	<b>\$5,305</b>	<b>(\$2,901)</b>	<b><i>\$23,014</i></b>	<b><i>\$28,681</i></b>	<b><i>\$25,395</i></b>	<b><i>\$28,296</i></b>	<b><i>\$33,316</i></b>	<b><i>\$23,746</i></b>	<b><i>\$25,307</i></b>	<b><i>\$23,037</i></b>	<b><i>\$25,346</i></b>	<b>310,296</b>	<b>247,014</b>
<b>Net Total</b>	<b>\$8,472</b>	<b>\$5,305</b>	<b>(\$2,901)</b>	<b><i>\$23,014</i></b>	<b><i>\$28,681</i></b>	<b><i>\$25,395</i></b>	<b><i>\$28,296</i></b>	<b><i>\$33,316</i></b>	<b><i>\$23,746</i></b>	<b><i>\$25,307</i></b>	<b><i>\$23,037</i></b>	<b><i>\$25,346</i></b>	<b>310,296</b>	<b>247,014</b>

# Sample Community Homeowners Association

Pre Paid Homeowners For 3/31/2020

Account	Property	Owner Name	Credit Amount
***20619937	709 N Josh		634.00
20619959	3980 E Pin		559.00
20620242	3910 E Oliv		529.00
20620356	3870 E Red		420.00
20620103	3901 E Hea		383.00
20620456	3830 E Asp		378.00
20620509	3850 E Hea		378.00
20620408	3870 E Kroll		378.00
20620384	3880 E Red		378.00
20619848	3900 E Pin		378.00
20619833	3901 E Barb		378.00
20620257	3920 E Oliv		378.00
20620262	3940 E Hea		378.00
20619996	3951 E Pin		378.00

REPORT DETAIL ABBREVIATED

**Total 16,166.87**

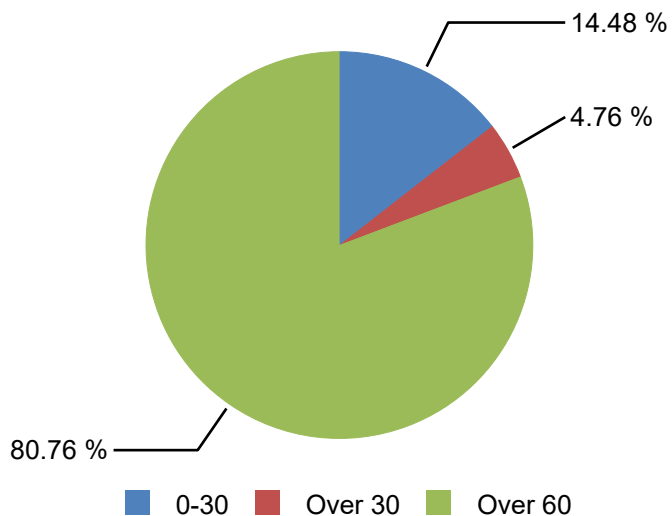
# Sample Community Homeowners Association

AR Aging - 3/31/2020

## SUMMARY

Charge	Balance
Assessment (42)	\$3,270.51
Collection Cost (1)	\$45.00
Late Fee (33)	\$1,183.00
Returned Payment (1)	\$35.00
Violation Fine (15)	\$7,349.94
Working Capital (1)	\$84.00
<b>Total</b>	<b>\$11,967.45</b>

## DISTRIBUTION



Property		0-30	Over 30	Over 60	Over 90	Balance
<b>20620093 - 391</b>	<b>Ct - Allen</b>	\$3.00	-	-	-	\$3.00
Assessment		\$3.00	-	-	-	\$3.00
<b>20666822 - 397</b>	<b>Ct - Badilla</b>	\$84.00	-	-	-	\$84.00
Working Capital		\$84.00	-	-	-	\$84.00
<b>20620064 - 619</b>	<b>Ln - Byrd</b>					
<b>Coll Status: With Attorney Coll Attorney: BROWN</b>		\$72.00	\$47.00	\$1,467.00	-	\$1,586.00
<b>OLCOTT PLLC</b>						
Assessment		\$42.00	\$42.00	\$437.00	-	\$521.00
Late Fee		\$5.00	\$5.00	\$55.00	-	\$65.00
Violation Fine		\$25.00	-	\$975.00	-	\$1,000.00
<b>20620090 - 497</b>	<b>Ln - Cawthon</b>	\$2.00	-	\$2.00	-	\$4.00
Assessment		\$2.00	-	-	-	\$2.00
Violation Fine		-	-	\$2.00	-	\$2.00
<b>20620264 - 439</b>	<b>Ln - Charp</b>	\$2.00	-	-	-	\$2.00
Assessment		\$2.00	-	-	-	\$2.00
<b>20620173 - *** 393</b>	<b>Ct - Cisneros^</b>					
<b>Coll Status: With Attorney Coll Attorney: BROWN</b>		-	-	\$767.58	-	\$767.58
<b>OLCOTT PLLC</b>						
Assessment		-	-	\$682.58	-	\$682.58
Late Fee		-	-	\$85.00	-	\$85.00

REPORT DETAIL ABBREVIATED

(\*\*\* indicates previous owners)

# Sample Community Homeowners Association

AR Aging - 3/31/2020

Property		0-30	Over 30	Over 60	Over 90	Balance
<b>20620488 - 386</b>	<b>Way - Thomas</b>	\$72.00	-	\$10.00	-	\$82.00
Assessment		\$42.00	-	-	-	\$42.00
Late Fee		\$5.00	-	-	-	\$5.00
Returned Payment		\$25.00	-	\$10.00	-	\$35.00
<b>20619878 - 393</b>	<b>I Ct - Thomas</b>	\$47.00	\$22.00	\$20.00	-	\$89.00
<b>Coll Status: Pre-Legal Notice</b>						
Assessment		\$42.00	\$17.00	-	-	\$59.00
Late Fee		\$5.00	\$5.00	\$20.00	-	\$30.00
<b>20620158 - 385</b>	<b>Way - Visnansky</b>	\$47.00	\$7.00	\$2.00	-	\$56.00
<b>Coll Status: Courtesy Notice</b>						
Assessment		\$42.00	\$2.00	-	-	\$44.00
Late Fee		\$5.00	\$5.00	\$2.00	-	\$12.00
<b>20619807 - 389</b>	<b>Ct - Visser</b>	\$6.00	-	-	-	\$6.00
Assessment		\$6.00	-	-	-	\$6.00
<b>20619864 - 392</b>	<b>Ct - Zuo</b>	\$6.00	-	-	-	\$6.00
Assessment		\$6.00	-	-	-	\$6.00
<b>Total:</b>		<b>\$1,733.00</b>	<b>\$570.00</b>	<b>\$9,664.45</b>	<b>\$0.00</b>	<b>\$11,967.45</b>
<b>Property Count:</b>		<b>46</b>	<b>24</b>	<b>27</b>	<b>0</b>	

(\*\*\* indicates previous owners)



# Sample Community Homeowners Association

## Cash Disbursement - 3/31/2020

Date	CheckNo	Description	Amount
<b>10001 - Operating</b>			
3/1/2020	Bank Fees	March Bank Fees	40.00
	57200 - Bank Fees		40.00
3/2/2020	Avid 30128	TOWN OF GILBERT Inv # 022520-2130	1,317.14
	50110 - Water - Irrigation		1,317.14
3/3/2020	Avid 10452	FRONTSTEPS Inv # INV-284587	52.95
	56600 - Website		52.95
3/3/2020	Avid 10453	BIGTREE LANDSCAPING LLC Inv # 23066	3,852.75
	51100 - Lawn Maint. & Landscaping - Landscape Service		3,621.75
	51150 - Landscape - Other - Dog Station Bags		36.00
	51200 - Tree Maintenance		195.00
3/3/2020	Avid 10454	MARICOPA COUNTY TREASURER Inv # 022520--534	578.73
	58700 - Property Taxes		578.73
3/4/2020	Avid 10455	BROWN OLCOTT PLLC Inv # 1997	50.00
	57800 - Legal Fees		50.00
3/4/2020	Avid 10456	GINSBURG & DWAILLEE CPAS LLP Inv # 11390	750.00
	58000 - Accounting Fees - Compilation		750.00
3/12/2020	Check 5003	Owner Refund Acct # 206	2,028.00
	22000 - Homeowner Refund Liability - Owner Refund for Acct: 20620516		2,028.00
3/12/2020	Check 5004	TRESTLE MANAGEMENT GROUP LLC Acct # MGTFFEE206	1,550.00
	57700 - Management Fees - Management Fees		1,550.00
3/18/2020	Avid 10457	BIGTREE LANDSCAPING LLC Inv # 23432	3,639.75
	51100 - Lawn Maint. & Landscaping		3,639.75
3/21/2020	Transfer Out	Transfer to Reserves	1,666.00
	13000 - Reserve Money Market Account - Transfer from Operating		1,666.00
3/26/2020	Misc Check	SALT RIVER PROJECT - Electricity	239.90
	50000 - Electricity - SALT RIVER PROJECT		239.90

# Sample Community Homeowners Association

## Cash Disbursement - 3/31/2020

---

<b>Date</b>	<b>CheckNo</b>	<b>Description</b>	<b>Amount</b>
3/30/2020	Avid 10458	TRESTLE MANAGEMENT GROUP LLC Inv # 0220REIMB	768.85
	56000 - Office Supplies		43.45
	56100 - Postage & Mail		205.05
	56200 - Copies and Envelopes		161.35
	56400 - Statements		299.00
	56600 - Website		60.00
		<b>Total</b>	<b>16,534.07</b>

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# Sample Community Homeowners Association

## Bank Account Reconciliation for Period 3/31/2020

### Reconciliation Summary

Bank Account	Bank Bal.	Uncleared Items	Adj. Balance	Book Balance	Status
Operating	34,154.60	0.00	34,154.60	34,154.60	Balanced
Reserves	15,039.54	0.00	15,039.54	15,039.54	Balanced
MOH CDARS 26 Wk 6/4/20	70,578.30	0.00	70,578.30	70,578.30	Balanced
CD 10/23/20 2.0% 7037	54,265.40	0.00	54,265.40	54,265.40	Balanced
CD 1/30/22 1.0% 0355	54,803.65	0.00	54,803.65	54,803.65	Balanced

### Unreconciled Items

Date	Description	Check No	Amount
(No Items)			
		ACH	
<b>Total (No Items)</b>			

### Reconciled Items

Date	Description	Check No	Amount
Operating			
3/2/2020	Lockbox Deposit - Mutual of Omaha Bank	ACH	1,342.90
3/3/2020	Lockbox Deposit - Mutual of Omaha Bank	ACH	379.00
3/4/2020	Lockbox Deposit - Mutual of Omaha Bank	ACH	1,754.00
3/5/2020	Lockbox Deposit - Mutual of Omaha Bank	ACH	282.00
3/5/2020	Acct: 20666167 Check # 71959	ACH	210.00
3/5/2020	Acct: 20666168 Check # 268857	ACH	215.00
3/5/2020	Acct: 20666170 Check # 88072600	ACH	252.00
3/6/2020	Lockbox Deposit - Mutual of Omaha Bank	ACH	42.00
3/9/2020	Acct: 20620149 Check # 349394	ACH	400.00
3/9/2020	Lockbox Deposit - Mutual of Omaha Bank	ACH	771.00
3/10/2020	Lockbox Deposit - Mutual of Omaha Bank	ACH	333.00
3/11/2020	OwnerDraft Deposit	ACH	2,102.00
3/11/2020	Lockbox Deposit - Mutual of Omaha Bank	ACH	126.00
3/12/2020	Lockbox Deposit - Mutual of Omaha Bank	ACH	89.00
3/13/2020	Lockbox Deposit - Mutual of Omaha Bank	ACH	593.00
3/16/2020	Lockbox Deposit - Mutual of Omaha Bank	ACH	92.00
3/17/2020	Lockbox Deposit - Mutual of Omaha Bank	ACH	80.00
3/18/2020	Lockbox Deposit - Mutual of Omaha Bank	ACH	298.00

# Sample Community Homeowners Association

## Bank Account Reconciliation for Period 3/31/2020

Date	Description	Check No	Amount
3/19/2020	Lockbox Deposit - Mutual of Omaha Bank	ACH	120.00
3/20/2020	Lockbox Deposit - Mutual of Omaha Bank	ACH	40.00
3/23/2020	Acct: 20620633 Check # 1438312596	ACH	611.00
3/23/2020	Lockbox Deposit - Mutual of Omaha Bank	ACH	226.00
3/24/2020	Lockbox Deposit - Mutual of Omaha Bank	ACH	161.00
3/25/2020	Lockbox Deposit - Mutual of Omaha Bank	ACH	505.00
3/26/2020	Acct: 20666685 Check # 64029698	ACH	252.00
3/26/2020	Acct: 20619824 Check # 351420	ACH	200.00
3/26/2020	Lockbox Deposit - Mutual of Omaha Bank	ACH	82.00
3/27/2020	Lockbox Deposit - Mutual of Omaha Bank	ACH	253.00
3/30/2020	Lockbox Deposit - Mutual of Omaha Bank	ACH	1,352.00
3/31/2020	Lockbox Deposit - Mutual of Omaha Bank	ACH	562.00
3/1/2020	March Bank Fees	ACH	-40.00
3/2/2020	TOWN OF GILBERT	30128	-1,317.14
3/3/2020	FRONTSTEPS	10452	-52.95
3/3/2020	BIGTREE LANDSCAPING LLC	10453	-3,852.75
3/3/2020	MARICOPA COUNTY TREASURER	10454	-578.73
3/4/2020	BROWN OLCOTT PLLC	10455	-50.00
3/4/2020	GINSBURG & DWAILEEBE CPAS LLP	10456	-750.00
3/12/2020	Owner Refund	5003	-2,028.00
3/12/2020	TRESTLE MANAGEMENT GROUP LLC	5004	-1,550.00
3/18/2020	BIGTREE LANDSCAPING LLC	10457	-3,639.75
3/21/2020	Transfer to Reserves	ACH	-1,666.00
3/25/2020	Acct: 20620488 ACH ...2913	ACH	-52.00
3/26/2020	SALT RIVER PROJECT - Electricity	ACH	-239.90
3/27/2020	Acct: 20620213 Chk #777777	ACH	-40.00
3/30/2020	TRESTLE MANAGEMENT GROUP LLC	10458	-768.85
<b>Total Operating</b>			<b>-2,901.17</b>

### CD 1/30/22 1.0% 0355

3/1/2020	March Interest	ACH	43.52
<b>Total CD 1/30/22 1.0% 0355</b>			<b>43.52</b>

### CD 10/23/20 2.0% 7037

3/1/2020	March Interest	ACH	85.29
<b>Total CD 10/23/20 2.0% 7037</b>			<b>85.29</b>

### Reserves

3/21/2020	Transfer from Operating	ACH	1,666.00
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# Sample Community Homeowners Association

## Bank Account Reconciliation for Period 3/31/2020

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Date	Description	Check No	Amount
3/31/2020	March Interest	ACH	3.99
		<b>TotalReserves</b>	<b>1,669.99</b>

866.800.4656 (toll free)

Sample Community  
TRESTLE MGMT GROUP LLC  
OPERATING  
450 N DOBSON RD STE 201  
MESA AZ 85201-5287

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### - CAB CHECKING

Beginning Balance	\$37,055.77	Average Daily Balance	\$35,865.22
Total Deposits	\$13,766.90	Year-To-Date Interest Paid	\$0.00
Total Withdrawals	\$16,668.07	Days in Statement Period	31
Interest Paid	\$0.00	Annual Percentage Yield Earned	0.00%
Ending Balance	\$34,154.60		

### TRANSACTION DETAIL

#### DEPOSITS/CREDITS

Date	Description	Amount
03/02	LOCKBOX DEPOSIT	\$1,342.90
03/03	LOCKBOX DEPOSIT	\$379.00
03/04	LOCKBOX DEPOSIT	\$1,754.00
03/05	IMAGE DEPOSIT	\$677.00
03/05	LOCKBOX DEPOSIT	\$282.00
03/06	LOCKBOX DEPOSIT	\$42.00
03/09	LOCKBOX DEPOSIT	\$771.00
03/10	LOCKBOX DEPOSIT	\$333.00
03/11	IMAGE DEPOSIT	\$400.00
03/11	LOCKBOX DEPOSIT	\$126.00
03/12	OWNERDRAFT L18031 860833541 -SETT-A228SFTP5	\$2,102.00
03/12	LOCKBOX DEPOSIT	\$89.00
03/13	LOCKBOX DEPOSIT	\$593.00
03/16	LOCKBOX DEPOSIT	\$92.00
03/17	LOCKBOX DEPOSIT	\$80.00
03/18	LOCKBOX DEPOSIT	\$298.00
03/19	LOCKBOX DEPOSIT	\$120.00
03/20	LOCKBOX DEPOSIT	\$40.00
03/23	LOCKBOX DEPOSIT	\$226.00

**DEPOSITS/CREDITS**

Date	Description	Amount
03/24	IMAGE DEPOSIT	\$611.00
03/24	LOCKBOX DEPOSIT	\$161.00
03/24	IMAGE DEPOSIT	\$42.00
03/25	LOCKBOX DEPOSIT	\$505.00
03/26	IMAGE DEPOSIT	\$252.00
03/26	IMAGE DEPOSIT	\$200.00
03/26	LOCKBOX DEPOSIT	\$82.00
03/27	LOCKBOX DEPOSIT	\$253.00
03/30	LOCKBOX DEPOSIT	\$1,352.00
03/31	LOCKBOX DEPOSIT	\$562.00

**WITHDRAWALS/DEBITS**

Date	Description	Amount
03/04	AVIDPAY SERVICE AVIDPAY	\$52.95
03/04	CK10452 AVIDPAY SERVICE AVIDPAY	\$578.73
03/04	CK10454 AVIDPAY SERVICE AVIDPAY	\$3,852.75
03/05	CK10453 AVIDPAY SERVICE AVIDPAY	\$50.00
03/05	CK10455 AVIDPAY SERVICE AVIDPAY	\$750.00
03/10	CK10456 3/10 CKFREE RET 206096	\$40.00
03/10	3/10 CKFREE FEE 206096	\$10.00
03/17	ACH CHARGEBACK RETURN RETIRE O20620488	\$42.00
03/17	ACH CHARGEBACK RETURN RETIRE O20620488	\$52.00
03/17	TOWN OF GILBERT UTIL PMNT	\$80.58
03/17	. 6741437 TOWN OF GILBERT UTIL PMNT	\$89.17
03/17	. 6741242 TOWN OF GILBERT UTIL PMNT	\$118.33
03/17	. 6741468 TOWN OF GILBERT UTIL PMNT	\$164.97
	. 6741481	



**WITHDRAWALS/DEBITS**

<b>Date</b>	<b>Description</b>	<b>Amount</b>
03/17	TOWN OF GILBERT UTIL PMNT	\$864.09
	.	
	6741256	
03/18	ACHRET O20620488	\$15.00
03/18	ACHRET O20620488	\$15.00
03/19	AVIDPAY SERVICE AVIDPAY	\$3,639.75
	CK10457	
03/23	WEB TFR TO 000050913821	\$1,666.00
	L21081	
	080334000719	
03/23	SRP SUREPAY-S1	\$239.90
	XXXXX5000	
03/31	AVIDPAY SERVICE AVIDPAY	\$768.85
	CK10458	

**CHECKS (IN NUMERIC ORDER)**

<b>Date</b>	<b>Check #</b>	<b>Amount</b>	<b>Date</b>	<b>Check #</b>	<b>Amount</b>
03/23	5003	\$2,028.00	03/13	5004	\$1,550.00

PO Box 64084  
Phoenix AZ 85082

866.800.4656 (toll free)

Primary Account Number Ending In  
Statement Date

Mar 31, 2020  
Page 1 of 2

999-00000-000000-0KGOJPPP096EUNU

TRESTLE MGMT GROUP LLC  
RESERVE  
450 N DOBSON RD STE 201  
MESA AZ 85201-5287

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### - CAB MONEY MARKET

Beginning Balance	\$13,369.55	Average Daily Balance	\$13,853.22
Total Deposits	\$1,666.00	Year-To-Date Interest Paid	\$25.03
Total Withdrawals	\$0.00	Days in Statement Period	31
Interest Paid	\$3.99	Annual Percentage Yield Earned	0.34%
Ending Balance	\$15,039.54		

### TRANSACTION DETAIL

#### DEPOSITS/CREDITS

Date	Description	Amount
03/23	WEB TFR FR 000050607453 L21081 080334000719	\$1,666.00
03/31	INTEREST PYMT	\$3.99

CIT Bank, N.A.  
Fka Mutual of Omaha Bank  
4950 S. 48th Street  
Phoenix, AZ 85040

Date 03/31/20  
Page 1 of 2

450 N DOBSON RD  
STE 201  
MESA, AZ 85201

Subject: CDARS® Customer Statement

Legal Account Title:

Below is a summary of your certificate(s) of deposit, which we are holding for you as your custodian. These certificate(s) of deposit have been issued through CDARS by one or more FDIC-insured depository institutions. Should you have any questions, please contact us at **866-800-4656**.

**Summary of Accounts Reflecting Placements Through CDARS**

<b>Account ID</b>	<b>Effective Date</b>	<b>Maturity Date</b>	<b>Interest Rate</b>	<b>Opening Balance</b>	<b>Ending Balance</b>
1023287303	12/05/19	06/04/20	0.9%	\$70,578.30	\$70,578.30
<b>TOTAL</b>				<b>\$70,578.30</b>	<b>\$70,578.30</b>

**ACCOUNT OVERVIEW**

**Account ID:**  
**Product Name:** 26-WEEK NON-PERSONAL CD  
**Interest Rate:** 0.9%  
**Account Balance:** \$70,578.30

**Effective Date:** 12/05/19  
**Maturity Date:** 06/04/20  
**YTD Interest Paid:** \$0.00  
**Interest Accrued:** \$205.65  
**Int Earned Since Last Stmt:** \$54.09

The Annual Percentage Yield Earned is 0.90%.

**CD Issued by**

<b>YTD Interest Paid:</b>	\$0.00	<b>02/29/20</b>	<b>OPENING BALANCE</b>	<b>\$70,578.30</b>
<b>Interest Accrued:</b>	\$205.65	<b>03/31/20</b>	<b>ENDING BALANCE</b>	<b>\$70,578.30</b>
<b>Int Earned Since Last Stmt:</b>	\$54.09			

Thank you for your business.

866.800.4656 (toll free)

**Certificate of Deposit  
Statement**

C/O TRESTLE MGMT  
450 N DOBSON RD STE 201  
MESA AZ 85201-5287

**Summary of Your Investment**

Account Nbr	Type of Account	Maturity	Current Rate	Ending Balance
	Certificate of Deposit	10/23/2020	1.980	\$54,265.40

**Account Balance Summary**

		Current Period	Year to Date
Beginning Balance	12/31/2019	\$53,998.19	
+Deposits		\$0.00	
+Interest Credited		\$267.21	\$267.21
-Withdrawals		\$0.00	
-Service Charges		\$0.00	
Ending Account Balance	03/31/2020	\$54,265.40	

**Activity on Your Account**

Date	Description	Amount	Ending Balance
01/23/2020	INTEREST ADDED	\$90.88	\$54,089.07
02/23/2020	INTEREST ADDED	\$91.04	\$54,180.11
03/23/2020	INTEREST ADDED	\$85.29	\$54,265.40

End of Transactions

**Certificate of Deposit  
Statement**

450 N DOBSON RD STE 201  
MESA AZ 85201-5287

**Summary of Your Investment**

Account Nbr	Type of Account	Maturity	Current Rate	Ending Balance
	Certificate of Deposit	01/30/2022	1.000	\$54,803.65

**Account Balance Summary**

		Current Period	Year to Date
Beginning Balance	12/31/2019	\$54,668.69	
+Deposits		\$0.00	
+Interest Credited		\$134.96	\$134.96
-Withdrawals		\$0.00	
-Service Charges		\$0.00	
Ending Account Balance	03/31/2020	\$54,803.65	

**Activity on Your Account**

Date	Description	Amount	Ending Balance
01/30/2020	INTEREST ADDED	\$46.45	\$54,715.14
02/29/2020	INTEREST ADDED	\$44.99	\$54,760.13
03/29/2020	INTEREST ADDED	\$43.52	\$54,803.65

End of Transactions