

# MANAGEMENT SERVICES - PACKAGE LEVELS

All of the services listed below are carefully designed to help achieve unity and success for every member. There will never be hidden fees for any of our services unless explicitly specified and approved with the Board.

SILVER

The following lists the services provided by Grandchester Meadows, Inc. as a part of our **SILVER Package**.

▶ **ADMINISTRATION:**

- ▶ Owner email database organization for unlimited email broadcast notices and general announcements.
- ▶ Support of real estate transfers which is designed to help facilitate an on-time closing. We will respond to inquiries from all potential new buyers, lenders, attorneys and/or real estate professionals in a timely manner.
- ▶ System to *help receive* and/or generate HOA files including: meeting minutes, owner roster database and correspondences, work orders with invoices, infractions and other general HOA business files.
- ▶ Grandchester Meadows, Inc. plans and acts appropriately to avoid the need for litigation of community matters.

▶ **FINANCIALS:**

- ▶ Long term financial planning with a 25 year Master Budget Plan that details future expenditures and the anticipated annual assessments required to meet those expenditures. The goal of the 25 Master Budget Plan is to help provide the necessary guidance to avoid the need for a special assessment.
- ▶ Monthly financial reports are posted online each month for member viewing plus emailed directly to Board.

▶ **MEETINGS:**

- ▶ Attendance at Annual Meeting to lead the meeting and answer questions. Preparation, distribution and postage of one (1) Annual Meeting notification and proxy, plus one (1) Annual Budget and Assessment Coupon notification to membership is included in all service contracts.

▶ **WEBSITE:**

- ▶ Personalized website creation, hosting, and maintenance at no additional charge. Our website allows the HOA to improve community awareness plus provides more efficient distribution of information for all members. Includes our meeting minutes generator.
- ▶ There is also a website section devoted to helping home owners learn more about the NC State Laws that govern many of the HOA functions. This is important for home owners and Board members since many are not aware of how the State defines how the HOA will govern and make decisions.
- ▶ Create and maintain in-house email addresses for Board members. Ex. [yourHOA@grandchestermeadows.com](mailto:yourHOA@grandchestermeadows.com)

GOLD

In addition to SILVER package services, the **GOLD Package includes:**

▶ **ADMINISTRATION:**

- ▶ Maintain system to receive, generate and/or *process* most HOA files: meeting minutes, owner database and correspondences, work orders with invoices, and other general HOA business files.
- ▶ Distribution and postage fees for two (2) newsletters.
- ▶ Board of Directors liaison to membership, municipality agents, and vendors.
- ▶ After-hour contacts and 24 emergency assistance services available.

▶ **MEETINGS:**

- ▶ Attendance and preparation assistance of up to four (4) on-site Board meetings.

GOLD+

In addition to GOLD package services, the **GOLD+ Package includes:**

▶ **ADMINISTRATION:**

- ▶ Maintain system to receive, generate *and process* infractions and/or concern reports.
- ▶ Inspection reports of potential violations are sent to Board electronically once per month.
- ▶ Distribution and postage fees for four (4) newsletters.

▶ **MEETINGS:**

- ▶ Attendance and preparation assistance of up to six (6) on-site Board meetings.

<b>Guide To Service Package Features</b>	<b>SILVER</b>	<b>GOLD</b>	<b>GOLD+</b>
Long Term Planning - 25 Year Master Budget	✓	✓	✓
Annual Meeting Attendance - Lead and answer questions	✓	✓	✓
Annual Meeting Notification & Proxy Distribution	✓	✓	✓
Annual Budget & Assessment Coupons Distribution	✓	✓	✓
Owner email database organization	✓	✓	✓
Support of real estate transfers	✓	✓	✓
Contractor will maintain all files	✓	✓	✓
Personalized website creation	✓	✓	✓
Create and maintain in-house email addresses for Board	✓	✓	✓
Maintain HOA Files (*indicates account files only)	✓*	✓	✓
Amenity Rentals - Receive	✓	✓	✓
Architectural Requests - Receive	✓	✓	✓
Violations - Receive	✓	✓	✓
Work Orders - Receive	✓	✓	✓
Board of Directors liaison	-	✓	✓
After-hour contacts and 24 emergency assistance services available.	-	✓	✓
Amenity Rentals - Receive & Process	-	✓	✓
Architectural Requests - Receive & Process	-	✓	✓
Work Orders - Receive & Process	-	✓	✓
Violations - Receive & Process	-	✓	✓
Communicate and work with all HOA vendors as needed	-	✓	✓
Avoid the need for litigation of community matters	-	✓	✓
Board Meeting Attendance; Online Support available	-	<b>4</b>	<b>6</b>
Community Inspections - will include no less than 12; all inspections to be reported electronically to the Board who directs all follow-up	-	-	✓
<b>YOUR MONTHLY PACKAGE PAYMENT</b>	<b><a href="#">REQUEST YOUR FREE QUOTE NOW</a></b>		
<b>YOUR ANNUAL PACKAGE PAYMENT</b>			