



Cinnamon Lakes Condo Association <cinnamonlakescondoassociation@gmail.com>

RE: Questions

1 message

Tracy Kuehl <tracy@bluemountaincommunity.com>

Fri, Jun 28, 2024 at 11:03 AM

To: Cinnamon Lakes Condo Association <cinnamonlakescondoassociation@gmail.com>

Good morning,

Please see my responses below in **BLUE!**

1. How does banking work? Do we add you to our Operations account or do you maintain an operations account on our behalf? Do we maintain our own Reserve accounts?

We would open an operating and reserve account for the HOA that is one of our affiliate banks. The board would have access of course.

If you would like to keep your bank and it is NOT an affiliate then we would charge \$25/month/account per the exhibit – (this is on the loft side “External Bank Account Maintenance”)

2. What is the Account Maintenance fee and is that billed per unit?

This is if we need to make an account invoice that is different than our normal process/invoice. We see this most of the time if someone owns multiple units and the manager of the unit requests a specific type of document that differs from our normal invoice process that is automated. It's not typical, but a charge when we need to make an extra report/invoice for an owner.

3. Can the HOA bill the ARC processing fees back to the owner and then pay Blue Mountain?

What we do for ARCs is a \$25/ARC fee to the owner (not the HOA). Owners can submit one ARC for multiple projects to save on costs. If the association wants to pay for ARCs, we would charge \$20/ARC.

4. What is a BMCM Card?

I believe you are referring to “Company BMCM Card Usage” – this is if we need to make a purchase immediately for your HOA on our company credit card. Usually when there is an emergency. This and any other non-typical charges would be told to the board and needs board approval before we would move forward with an item like this.

5. Data Storage for our 24 units would be an additional \$35/mo?

Yes – that is correct.

6. Is your website service different from Town square and who maintains that website?

TownSq is the platform we use for owners. If you have an external website we would assist at the \$15.00/month if you needed help with your own website (see right side near the bottom “Website \$15.00/month). TownSq is a 3rd party system. We pay a large sum to use it and bill the association \$10.00/month to utilize the platform.

7. Do you provide any board education?

Yes we do! Attached is the schedule for the rest of the year. We do 6 per year. The flyer for our next training is attached here as well regarding budgets and financials. We are also very involved in local groups such as CAI and encourage our boards to join and attend trainings if they are looking for it!

Let me know if any other questions come up – I would be happy to clarify!!

Tracy Kuehl

Business Development Manager

Blue Mountain Community Management

Associa® – To bring positive impact and meaningful value to every community.

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From: Cinnamon Lakes Condo Association <cinnamonlakescondoassociation@gmail.com>

Sent: Friday, June 28, 2024 9:42 AM

To: Tracy Kuehl <tracy@bluemountaincommunity.com>

Subject: Questions

Caution: [EXTERNAL EMAIL] This email originated from outside the company.

Tracy,

I have put together a list of questions if you don't mind.

1. How does banking work? Do we add you to our Operations account or do you maintain an operations account on our behalf? Do we maintain our own Reserve accounts?
2. What is the Account Maintenance fee and is that billed per unit?
3. Can the HOA bill the ARC processing fees back to the owner and then pay Blue Mountain?
4. What is a BMCM Card?
5. Data Storage for our 24 units would be an additional \$35/mo?
6. Is your website service different from Town square and who maintains that website?
7. Do you provide any board education?

Thanks for your help.

Cheers,

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Kevin Tobey

Cinnamon Lakes Condominium Association

Treasurer

503-580-5230

3 attachments



BLU Exhibit A 2024.pdf

179K



BLU_01 2024_2024 Board Training STD_FLI_R1.pdf

815K



Budget and Financials Board Training Flier 7.2024.pdf

213K