

Cinnamon Lakes Condominium Association of Unit Owners  
 Exhibit A  
 Management Services Fee Plan

- Townhome:           units  
 Single Family:    units  
 Condominium: 24 units

**MANAGEMENT SERVICE PLAN**

**Effective Date:** August 1, 2024 (notification to AMS by 6/1/24)

**Monthly Management Service Plan** (includes community web portal at no additional fee)

**Management Service Plan**

**Monthly Fee:** \$1,395

**Monthly management hours**

Association Business Manager/Administrator allocated hours

**10 hours**

**Meetings included in Management Service Plan: (total of 6 Annually)**

Annual Meeting (minutes transcription included)

Bi-Monthly Board Meetings via Zoom (minutes transcription included)

*Regular meeting days and hours are Monday through Thursday and scheduled to end no later than 7 P.M. Meetings extending after 7 P.M. or in excess of 2 hours are billed out at the hourly rate. Meetings are billed in 30-minute increments with a 1-hour minimum for additional meetings. Fri-Sun meetings are billed at double time. Under all circumstances, any meetings extending after 9 p.m. are billed at double time and Management will not attend any meetings after 10 p.m. **Attendance by AMS at meetings via teleconference or in person is at the discretion of AMS.***

**Tax Return Facilitation Only**

**Annual Fee: \$75**

**Tax Return and Audit Facilitation**

**Annual Fee: \$450**

**SERVICES PROVIDED OUTSIDE OF CONTRACT AND BILLED AT THE HOURLY RATE**

- ✧ Bankruptcy/Foreclosure Processing
- ✧ Bid Acquisition for Capital Improvements
- ✧ Capital Projects Management – defined as: New construction, expansion, renovation or replacement project for an existing facility or facilities.
- ✧ Vehicle Registration and Parking Enforcement (including parking permits, etc.)
- ✧ Lease and/or Rental Cap Tracking
- ✧ Annual Maintenance Inspection
- ✧ Any and all litigation or legal matters, including warranty coordination with Developer or material manufacturer including financial record keeping, invoicing, and reconciliation of settlement funds
- ✧ Loan Processing including administration, applications etc.
- ✧ Insurance Claims including administration, documentation, recording keeping and invoicing
- ✧ On-site emergency after hours requiring management personnel billed at double the hourly rate
- ✧ FHA Certification

*The Board acknowledges that these services are outside of contract and will be billed as such upon services rendered. No additional contract or estimate will be provided unless requested by the Board.*

## HOURLY RATE CHARGES

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Executive Team/Controller	\$185 per hour
Association Business Manager	\$145 per hour
Financial Representative	\$95 per hour
Association Administrator	\$85 per hour
Building Engineer	\$185 per hour
IT Support	\$200 (plus travel from the High Rise Office)

## RESALE AND REFINANCE PACKAGES

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AMS provides the information needed for all documents (no charge to the association). Owners and real estate agents have access to necessary documents for all resale and refinance transactions through [www.homewisedocs.com](http://www.homewisedocs.com)

## COLLECTION CHARGES (Billed to the Property Owner-Paid in advance by Association)

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✧ Intent to Lien Letter/Demand Letters	\$50
✧ Prepare and Record	\$495
✧ Release of Lien	Cost varies per County/Charged to Owner at payoff
✧ Late Charge Fee	50% of Late Fees
✧ Payment Plan Administration	\$25 per Unit per month per plan
✧ Processing Returned Checks	\$45 per Check

## TRANSITION FEE (DOES NOT INCLUDE HARD COSTS): \$1,395

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Transition/Community Set-Up includes the following – but not an all-inclusive list:

- Review and Coordination of Governing Documents with appropriate counsel
- Set-up of Association bank accounts, Federal Tax ID # and EIN # as required
- Review and facilitate any necessary changes to Resolutions, Rules and Regulations and Community forms
- Overview of operating budget based on information supplied by the Board as well as preparation of initial budget
- Facilitate initial preparation of Reserve Study or assist with annual update
- Insurance review and initial implementation
- Establish Building Maintenance Plan, Annual Work Calendar
- Establish Owner database
- Hire, train and supervise on-site staff (if applicable)
- Meet and greet with Board Directors and community
- Review of contracts, resolutions, budgets and implementation
- Welcome letter to all Owners and assessment billing
- Set-Up of Community Website and Homewise (updating with last 2 years of meeting minutes, current contracts, monthly financials, current vendors, current board/terms, resolutions, etc.)
- Update Secretary of State/Annual Report forms
- Updating utility billings, etc.
- Vendor set-up and notification of Management change
- Review of financials and coordination of tax return and/or audit. Any reconciliation or modifications necessary to financials or current special assessments could incur additional cost as noted below.

**REIMBURSABLE ASSOCIATION ADMINISTRATIVE OPERATING COSTS/EXPENSES**

Copies	.28 b/w; .60 color
Postage (First Class)	Actual Cost
Envelopes	.25 / .35 / .45
Labels	.20 cents
Postcards	.25 cents
AP Processing/Checks	\$1.25 per invoice, minimum \$20 per month
ACH	No charge for ACH. Credit Card Processing and debit card will have a 3rd party processing fee. Owners may also pay online via e-check at no additional charge.
Conference Calls (Zoom, Go To Meeting)	\$10 per meeting when utilizing AMS accounts. Can only utilize AMS account when management is present at the meeting.
Certified Mail	Cost plus \$5.00 each
Storage, per carton, per month	\$5 per month per box for storage. Fee for retrieval and placement in storage is billed to Association as well. Currently \$20 per box plus \$45 for delivery. This fee may change by the 3 <sup>rd</sup> party and AMS will only pass along the actual cost.
Annual Coupons	Provided by outside vendor at request. Associations not providing coupons – owners may request at a cost of \$10 billed to the owner.
Statements – Regular and Special Assessment	\$5.00 each (if requested by owner). Routine billing is done electronically or utilizing annual coupon books.
Debit Card	Management can provide upon request and signing of the Debit Card Policy. Up to 2 debit cards per Board of Directors. Any additional debit cards issued above 2 will be charged an additional \$25 per month to manage the additional bank account and required monthly reconciliation.
Vendor Payment Set Up	No charge to Association for all vendors signed up and vetted through Net Vendor. Board hired with indemnification and paperwork processed manually will be charged at \$150 for the first 3 and any additional at \$250 per vendor.
Special Assessments – Set Up and/or Reconciliation	Hourly. \$500 Minimum
Special Assessment Payment Processing	\$10 per month, billed to the unit owner <i>(only on a new assessment – this will not impact a current assessment already assessed and in process)</i>
Special Assessment – Pay-Off Quotes	\$95.00 per request billed to unit owner
Stop Payment Charge	\$30 per occurrence
Check Request – Additional In House A/P Run	\$45.00 per check
Bank Loan Negotiations/Reconciliation	Hourly Rates
Review and Assist Maintenance Plan Consult	Hourly Rates for services provided by non-site staff
Monitoring Requirements of Building Maintenance Plan	Hourly Rates for services provided by non-site staff
Preparation and distribution of 1099s	\$15 each
Employee Recruitment – site staff	\$300 per hire plus all hard costs for advertising, required screening and/or testing.
Site-Staff (AMS Employees)/Payroll	Payroll for all site staffing (payroll, benefits, salary/payroll/benefits related expenses, etc.) AMS to be paid an 8% staffing fee.
Newsletter Preparation	Hourly Rates
ARC Processing	\$35 each application billed to the HOA unless the Association adopts policy to bill to the individual owner as part of submission process. Enforcement is outside of this process and billed hourly. New Construction ARC Review and Processing billed at \$300 per application.
Compliance	Letters billed at \$25 per letter plus hard costs.
Web Portal	Web portal is included through Caliber – provides posting of community documents, minutes, monthly financials, payment processing for owners, as well as maintenance and communication to management. Board Portal included. Any exterior web portal or website the Board engages is not included in this contract. 3 <sup>rd</sup> party software such as BuildingLink will incur a conversion fee if it is added after management has started. A fee could be charged if BuildingLink has not been fully set up prior to management starting and would be discussed with the Board before any fees are billed to the Association.

*Exhibit B costs/expenses and collection charges subject to change, with a 30-day written notice.*