

SALISBURY'S SYSTEMS AND SOLUTIONS

* Salisbury's Systems & Solutions * PO BOX 65 * Mt. Clemens, MI 48046 *

* Phone – 586- 948-1447 * ssas_2004@yahoo.com *

SSAS is celebrating 10 years in this industry!!

Summer greetings,

I would like to introduce myself, my name is Dedra Salisbury and I am the proud owner of Salisbury's Systems & Solutions (SSAS). I offer a full service association management company that provides all the daily services a community needs to allow *everyone* a quality environment to live in. SSAS has been providing association management services for Condominium, HOA, and Townhouse communities throughout Macomb, Oakland, and Wayne counties since January 2004.

A professional property management company such as SSAS can save your association money, improve relationships between neighbors, manage vendors and maintenance, and a lot more. Here are some advantages your community can gain by working with SSAS (see backside of letter for a complete list of services offered)

- Communication is our number one priority and we receive great reviews from our clients!!
- We have a demonstrated history of long term relationships with the Boards we work with.
- Affordable cost and transparent management fees with no hidden extras!
- Proactive and consistent efforts to collect Association fees which results in a low delinquency rate.
- Maintain detailed records of all interactions and transaction throughout the community.
- Ensure, at the Boards discretion, that rules and regulations are consistently enforced and clearly defined.
- Assist with planning, organizing, and scheduling of community events to enhance homeowner involvement.
- Dedicated focus for building reserves in a strategic manner to prevent special assessments.

Association Managers such as myself must be able to work with any Association to formulate effective financial reporting, professional communications and strategically plan Capital Improvements both short-term and long-term. Experience shows that Board and Management interaction through communication paves way for a successful community. A management company works solely at the discretion of the Board. Once the Board has issued direction the management company executes their plan in an efficient and timely manner ensuring that the actions comply with the governing documents as well as state and federal law.

As you know, the ultimate goal of a Board is to maintain and/or improve property values by ensuring a well run and maintained community. This is achieved by ensuring everything outlined above and each item listed on the back of this letter is needed for a board member to achieve that primary goal. This is how a management company such as mine can benefit a Board of Directors. We perform these tasks for you giving you more **free time** and **peace of mind!!**

Thank you very much,

Dedra Salisbury

Dedra Salisbury
586-948-1447

Visit us online:

www.salisburysas.com

www.facebook.com/ssas2004

President/CFO
Salisbury's Systems & Solutions (SSAS)

***All of the services listed are included in our monthly management fee.
Ala carte service available upon request.**

Administration

- Attend Board of Directors Meetings and Membership Meetings (Annual, Special).
- Prepare and distribute meeting agenda, meeting minutes, financials, and collection report a week prior to schedule Board meetings.
- Prepare and distribute meeting notices, agendas, ballots, and materials needed for Annual meetings.
- Prepare and distribute Welcome packets to new property owners.
- Negotiate and recommend maintenance and service contracts of behalf of the Association.
- Research and acquire insurance policies as required by the Association's governing documents.
- Coordinate and act as liaison with the Association's accountant, attorney, insurance agent and other professional advisors.
- Assist the Board in the preparation and distribution of letters, bulletins, and newsletters.
- Maintain and provide access to all Association records. All records are kept digitally.
- Provide responsive customer service and assist Association members with questions and issues.
- Facilitate all closing requirements and compile disclosure packages in a timely manner.
- Issue violation notices in accordance with the Association's governing documents.

Financial Services

- Mail coupons/statements/invoices for the collection of members' assessments.
- Collect and deposit assessments to Association's bank account.
- Carry out designated action on delinquent accounts.
- Administer and pay all expenses incurred by the Association as approved by the Board.
- Prepare annual budget and evaluate with the Board.
- Prepare and distribute the annual fiscal budget for the Association.
- Prepare, review, analyze, and distribute monthly financial reports.
- Maintain the Association's operating and reserve funds in separate accounts.
- Reconcile Association bank accounts on a monthly basis.
- Assist the Association's CPA with annual taxes, audits, compilation and reviews.
- Assist Board in recommendations on investing surplus and reserve funds.
- Assist Association's attorney with recording Liens.

Maintenance Services

- Co-ordinate maintenance and repair as required by the Association's governing documents.
- Develop bid specifications, solicit and negotiate bids for service and repair work for the Board's review.
- Make recommendations to the Board for maintenance and repairs based upon bids.
- Issue repair and service orders.
- Supervise and follow-up on repair and service orders to meet specifications.
- Develop and administer a preventative maintenance schedule for the Association.
- Perform regular inspections to ascertain compliance with governing documents and preventive maintenance of common areas.

Communication

- Maintain availability to Board members.
- Respond in a timely manner to Association member's questions and concerns.
- Provide the Board weekly logs of Association activity.
- Develop/Administer Community Website (*additional cost to develop a **new** website; no fee to maintain*)
- Administer Community Social Media (Facebook)

Rules and Regulations

- Assist the Board with adopting and developing resolutions, rules, regulations and procedures.
- Enforce, at the Boards discretion, the Association governing documents. Includes scheduled on site visits to ensure compliance.
- Prepare and send violation notices. Maintain documentation and records of violations.
- Assist the Board with proposed amendments to the Rules, Regulations and Bylaws. (*extra fees may apply *)
- Work with legal counsel to record Association Approval of amendments to Rules, Regulations, and Bylaws.

References are readily available upon request.