

## FULL SERVICE MANAGEMENT

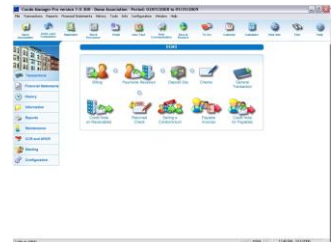
### ❖ Governance (Administration)

As a member of Community Association Institute (CAI) you can rest assured that your community will be managed with the most current knowledge in the industry.



### ❖ Manage the association's database

You can be confident that your owner information is kept up to date on a daily basis, eliminating concerns over timeliness of welcome letters and payment coupons reaching new owners of the Association.



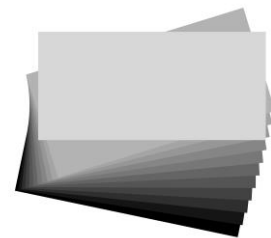
### ❖ Manage business affairs related to the association

The business of managing your community *is* our business. You can be certain that all aspects of managing the affairs of your Association are completed by using experienced tracking techniques that include everything from installing spring annuals to maintenance on your buildings cooling system.



### ❖ Mailing and distribution services

Your correspondence are sent timely and files are kept for future reference. There is never a problem with putting hands, and eyes, on past notices to community members, vendors and the like. All correspondences are linked to the Community Management Software and are reported in our monthly reports.



❖ Maintain files and keep records

Your files are kept in .pdf format (portable document format) and made searchable for easy future reference. Files are backed up at three different locations through-out the country to ensure they are never lost. Files are also kept on DVD for year-end processing by your accounting firm.



❖ Work with the association's Independent Auditor (taxes and audit)

Your monthly financial statements are copied in accordance with standard accounting practices in order to facilitate your year-end taxes and audit with your accounting firm.

A screenshot of a financial software interface. At the top, there are search filters for 'From Transaction', 'To Transaction', and 'From Account'. Below these is a table with columns for 'Date', 'Account', 'Name', 'Debit', 'Credit', and 'Balance'. The table contains several rows of transaction data, including entries for 'Bank of America', 'First National Bank', and 'New Orleans'. The interface also includes a 'Display All Transactions' button and a 'Print' button.

❖ Leadership support

Your Board of Directors will have the support necessary to help manage the Association. Management of your community is always done by a certified manager well versed in the current trends and laws that govern community associations.



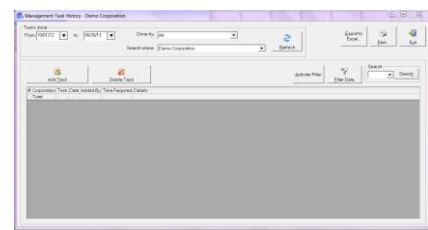
❖ Staff support at meetings

Your community meetings always have management attendance. You can be certain your manager is prepared for the business to be discussed.



❖ Implement "Action Items"

The Community Association software program enables management to track all tasks for the Association and is reported in each monthly management report. This allows all items to be tracked for "Action" through to completion.



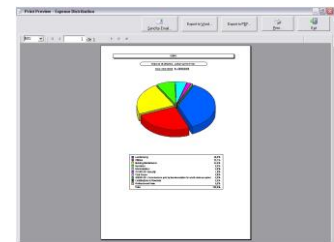
❖ Develop and maintain relationships with residents

It is the policy of BWM to provide “management with community in mind”. We strive to develop and maintain relationships with your residents and always aim for open lines of communication at all times.



❖ Assist in long range strategic planning

Our management team works hard for your community to ensure that the Board of Directors has the materials necessary to make long range strategic planning. The Community Association software used at BWM has many tools that make this possible and help ensure the proper data is easily compiled for planning efforts.



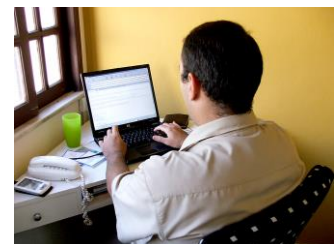
❖ Work with Reserve Specialists regarding reserve studies and contributions

We work with your Reserve Specialist to help aid in all the information gathering in the reserve study process and contributions to the reserve accounts. During the budget process the information provided from a reserve study is reviewed by management to help aid the Board of Directors in preparing for upcoming reserve expenditures.

A screenshot of a software interface showing a table of data. The table has multiple columns and rows, with some cells containing numerical values and others containing text. The interface is complex, with various menus and options visible at the top and sides. The data appears to be related to financial or reserve study information.

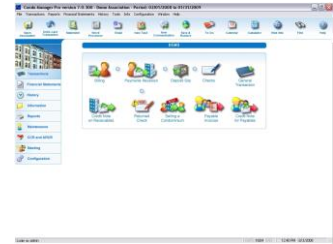
❖ Monitor trends that may have an impact on the association's direction

Your manager is always up-to-date with the latest trends and activities associated with community association management. Those trends and activities are reported to the Board of Directors as necessary.



### ❖ Accounts Payable

Invoices from vendors are received and coded with the appropriate budget code for payment. Payments are processed in a timely manner and copies of all invoices and checks are kept for year-end accounting. They are easily accessible in .pdf format (portable document format) whenever they are needed.



### ❖ Accounts Receivable

Payment coupons are sent in accordance with your Association's governing documents. Association fees are collected and owner accounts are monitored to help aid in the collection process. Late notices and collection of delinquent accounts are processed timely and forwarded to your Association Attorney for collection as provided by your governing documents, State law and your collection policy.



### ❖ Financial management

Your Association will receive detailed reporting and recommendations regarding budgeting surplus and deficits that may affect your bottom line through-out the fiscal year.



### ❖ Bank accounts reconciliation

Bank reconciliations are completed as soon as the bank statements arrive, enabling your monthly reports to be received by the Board of Directors in a timely manner.



❖ Monthly reports to the Board of Directors

Your Board of Directors will receive monthly management reports. Those reports include monthly financial statements and management reporting to ensure proper tracking of the financial picture of your community, as well as tasked items and projects. The reports are updated automatically with our Community Association software and provided to the Board each month. If the Board does not meet monthly reports are still generated and sent to the Board of Directors via email in .pdf (portable document format) monthly.



❖ Budget preparation

The Community Association software along with the experience and expertise of management allow for proper budget preparation for Board review. Approximately 5 months prior to the new fiscal year, management will provide the Board with a draft budget for review. The draft budget accompanied by the reserve study and other known expenditures and revenue are provided to the Board of Directors to aid in the adoption of the annual budget.



❖ 24-hour emergency telephone services

Your community members will always have 24-hour emergency service when needed. While Home Owners' Association's don't necessarily need this service, Condominium's and other Association's do. This service provides members with an emergency number to call in the event of an emergency in their home, building, or at their recreation facility during off business hours.



❖ Annual inspections

With direction from the Board of Directors, management provides an annual inspection process to help aid in the compliance of home maintenance and architectural elements of individual homes. The process includes an initial inspection, notices to owners', giving specific detail regarding any violations and the time given for compliance. Follow-up inspections are completed and a final list of non-compliant homes are given to the Board for additional enforcement.



❖ Weekly common area inspections

The common areas in your Association are inspected on a weekly basis to help ensure proper maintenance is monitored and any issues are reported to the Board and addressed in a timely fashion.



❖ Contract management

You can rest assured that your contracts are being monitored. Management tracks all contract provisions to ensure that upcoming contract renewals are not overlooked. Contract expirations are tracked on the monthly report to aid in a timely bidding process.



❖ Vendor oversight

Your management team will inspect and aid in the oversight of vendors for your Association. We will provide and report to the Board of Directors, any issues that arise during general performance of standard maintenance and special projects. This helps ensure the community is getting what it has paid for.



❖ **Closely work with the Association Attorney on matters of the Association**

We work closely with your Attorney on all matters regarding your Association. Management will aid in the collection process, compliance issues and any matter that is of a legal nature where management is needed.



❖ **Assist in Rules and Regulations creation and implementation**

Management will assist the Board of Directors in the creation of reasonable Rules and Regulations for your Association. Our team will help ensure that all proper legal processes are followed through the adoption process. This process provides the Board confidence that State law is followed properly.

