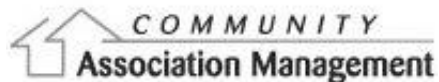


Welcome To Community Association Management

“Managing Southern Utah’s Finest Homeowners Associations”

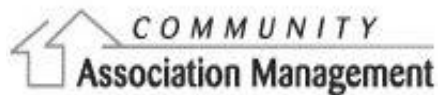


Experience The Difference
Raising The Standard of Homeowner Association Management

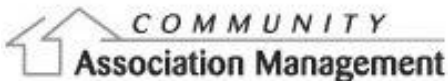


Our Mission

To be the leader of the Community Association Management Industry, providing the highest level of service to our customers.



When it comes to providing excellent management, our services include:



- **Manage Telephone Inquires From Homeowners and Vendors**
- **Prepare Monthly Board Packets**
- **Prepare Violation Letters**
- **Prepare Hearing Notices**
- **Attend Monthly Board of Director Meetings**
- **Prepare Checks for Association Invoices**
- **Review Expenditures to Assist Board in Operating Within the Annual Budget**
- **Prepare Homeowner Correspondence**
- **Maintain Corporate Minute Book**
- **Maintain Corporate Files**
- **Assist in Annual Budget Preparation**
- **Assist in Preparation for Annual Election**
- **Provide Information Regarding Legal Issues**
- **Provide Information on New Legislation**
- **Log - Track and Follow-up on Architectural Requests**
- **Preparation of Financial Reports & Financial Packages**
- **Coordination of Board and Membership Meetings**
- **Assist Board With Supervision of On-Site Contractors**
- **Address Violations of Association *Rules & Regulations***
- **Regular On-site Inspections**
- **Assist Board In Over-site of Maintenance & Restoration Projects**
- **Coordination and Preparation of State and Federal Reports**
- **Administer Association Insurance Claims**

You Can Rely On Our Management Expertise

Our management personnel are certified Community Association Managers. Their expertise is a tremendous asset when it comes to assisting the Board of Directors and designated Committees in maintaining your community to the highest standards.



•Our skilled managers utilize their experience by dealing directly with owners, tenants and professionals such as:

Developers

Contractors

Attorneys

Accountants

Insurance Agents

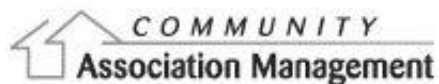
Government Agencies

A Well Trained Staff Is Critical



Our management team is the best in the business. Our staff is comprised of professionals that hold one or more of the following designations: Association Management Specialist (AMS) and Certified Manager of Community Association (CMCA). Our professional affiliations with the Community Associations Institute (CAI) and Institute of Real Estate Management (IREM) ensure our managers are amongst the most highly trained in the industry and our company receives the most current and up to date information. Our services are based upon the best practices within the community associations industry. We have also developed a continuous in-house training program which ensures our employee's skills are at the highest levels.

All team members receive additional training annually from the *Community Association Institute*.



Customer Satisfaction is Our Priority!

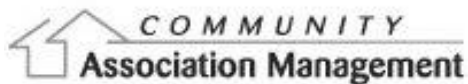


- Provide 24 hour, 365 Days a Year Emergency Service
- Process Common Area Service Requests
- Maintain Customer Service Request Log
- Provide Verbal and/or Written Response to Each Client
- Communicate Information From Homeowners to Board Members
- Refer Homeowners to Vendors for Individual Service Requirements
- Twenty Years of Professional Service To Homeowners Association Communities In Southern Utah and Southern Nevada
- We Encourage Your Comments By Way of Evaluation Forms

Customer Satisfaction Is Our Priority

Our “Customer First” philosophy separates us from the **competition**.

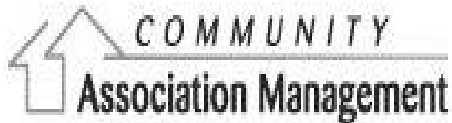
Our Customer Service Staff Provides Timely Solutions To:



- Telephone Inquires From Homeowners and Vendors
- Maintenance Requests and Work Orders
- Concern Reports
- Title Company & Mortgage Lender Inquires
- Creating New Ownership Records
- Supplying All Necessary Office Services To Support your Association and Association Manager.

Our goal is to maintain a close working relationship with each association and provide maximum service, keeping in mind that each association has their own unique concerns.

Financial Services



- **Prepare Monthly & Annual Financial Statements**
- **Prepare Monthly Bank Reconciliation's**
- **Prepare Association Records for Preparation of Annual Income Tax**
- **Recommend and Set Up Approved Annual Budgets**
- **Maintain Individual Account Historical / Ledgers**
- **Coordinate Board Members in Signing Bank Signature Cards**
- **Process Special Assessment Fees to Individual Homeowner Account for CC & R Violations**
- **Process all Miscellaneous Income**
- **Receive & Process Vendor Invoices**
- **Prepare all Authorized Checks for Association Invoices**
- **Maintain Records on Association Operating Bank and Reserve Accounts**
- **Set up New Homeowner Individual Accounts**
- **Record & Maintain Changes of Title to Property of Association Records**
- **Process Escrow Company Demand Letters for Account Status**
- **Maintain Homeowner Address and Phone Number Listings**
- **Prepare Mailing Labels**
- **Mail Out Payments to Vendors**
- **Coordinate Payment Coupon Printing and Distribution**
- **Initiate Collection Letters**
- **Initiate the Lien Process**

Our Management Philosophy

Clear delineation of responsibilities allows the Association to optimize the use of Board Members, Committees and Volunteer Resources. Our Management Philosophy views the Board of Directors as the policy making body of the Association. Our Managers act as advisor to the Board when our expertise and experience can add value. We view our role as the Managing Agent for your Community as responsible for carrying out the directives of the Board. In this way the Board may delegate the day-to-day operations of the Association to the Manager such as:

- **Completing regular inspections of the property**
- **Report violations of Covenants, Rules & Regulations, and Design Standards**
- **Providing notice to homeowners whose property is out of compliance**
- **Working with the homeowner to resolve the issue**

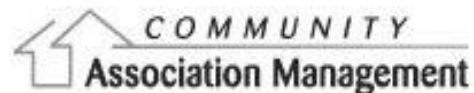
Maintenance Services



- Conduct Routine Inspections of Common Areas
- Handle Emergency Calls and Duties
- Obtain Written Proposals and Contracts from Vendors
- Initiate Corrective Work with Vendors
- Analyze Proposals and Make Recommendations to the Board of Directors for Selection of Contractors / Vendors
- Assist in Supervision of Association Vendors
- Enforce C C & R's as directed by of the Board

A Few of Our Clients...

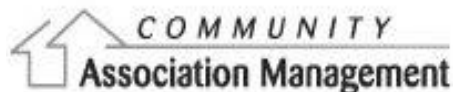
- Olive Grove Home Owner Association
 - Bedrock Home Owner Association
 - Ironwood Home Owner Association
 - Coventry Lane Home Owner Association
 - Green Springs Home Owner Association
 - Laguna Home Owner Association
 - Ventana Home Owner Association
 - Las Entradas Home Owner Association
 - The Knolls Home Owner Association
 - Fox Borough Home Owner Association
 - Winter Ridge Home Owner Association
 - Sagewood Home Owner Association
 - The Legacy Home Owner Association
 - Padre Lakes Home Owner Association
 - Vermilion Cliffs Home Owner Association
 - Royal Gardens Home Owners Association
 - Stonegate@ 7 Hills Home Owner Association
 - Red Rock Canyon Home Owner Association
- Plus others and many, many individuals**



Communication Is The Key To Success

At “CAM”, we know communications between our customers and our staff is crucial to successful Association Management. One of the most effective ways to help increase support of Board decisions is through communication. If the Homeowners are informed of the issues facing their community and understand why the Board makes the decisions that it does, they are more likely to support and comply with those community decisions. In addition, effective communication also allows Homeowners to voice their comments, requests, concerns and ideas so that the Board can make decisions based on the best interests of the membership of the entire Association.

- Call - [\(435\) 674-2002](tel:(435)674-2002)
- E-Mail - cam@infowest.com
- Mail - [410 East Tabernacle Street, Suite B, St George, UT 84770](#)
- We Encourage Your Comments By Way of Evaluation Reports



Consider “CAM” For All of Your Management Needs

We’ll tailor a contract to fit your budgetary considerations.

- Administrative Services
- Accounting & Financial Services



Summary of What We Can Do For You

“Let Us Be Your Outsourcing Resource”

- Fiscal and Administrative Management Services
- Budget Creation
- Receive and Document Assessment Income
- Prepare Monthly Financial Reports
- Process Accounts Payable
- Contract Administration
- On-Site Inspection of Property for CC&R Violations and Common Area Concerns
- Receive, Log and Process Common Area Work Orders
- Review Tasks Related to Special Work Projects Upon Approval by the Board
- Review the Performance of Association’s Contractors
- Coordinate With the Association’s Legal Counsel for Enforcement of Covenants
- Arrange, Schedule and Attend Annual, Committee and Board of Director Meetings
- Prepare for Board Meeting Agendas, Management Reports and Meeting Minutes.
- Maintain Files, Records and Book of Minutes for the Association
- Prepare and Present (a) Operational/Administrative Reports and (b) Correspondence

Before Signing a Management Contract, Ask Yourself Some Important Questions

- Will our investment be safe with this company?
- Does this company have experience with comparable properties?
- What are the credentials of the management team?
- What do their references say about them?
- What is the company's philosophy?
- What do the fees include?
- How will they handle emergencies?
- What is the company's perception as to the Board's responsibilities?
- What do they see as their role in working with the Board?
- Will the company be fiscally responsible?
- Can they help us save money?
- Are they doing everything they can to improve the value of your property?
- Do they respond on a timely basis?
- Do they vigorously pursue the collection of delinquent assessments?
- Does their method of operation avoid conflicts of interest?

We can answer YES to all of the questions. We would appreciate the opportunity to work with you..

- Does your manager return your telephone calls promptly?
- Does your management company vigorously pursue the collection of delinquent assessments in order to minimize losses to the Association?
- Is employee turnover excessive?
- Are you receiving the benefit of volume purchasing power?
- Is your manager knowledgeable about the industry?
- Is there a conflict of interest with your management company because they provide maintenance services?
- Does your manager make periodic inspections and prepare written reports for the Board?
- Does your manager anticipate problems before they become major areas of concern?
- Do you receive accurate financial reports on a timely basis?
- Does your management company have adequate checks and balances in their accounting department?
- Are subcontractors properly supervised by your management company?
- Are major contract jobs inspected before contractors are paid?
- Does your manager obtain contract bids and make sound recommendations?
- Is your manager well prepared at all meetings?

Call us today if you are not completely satisfied with your management company. Perhaps it is time for a competitive proposal. Remember, when your association saves money, so do you.

manager@camutah.com (435) 674-2002 www.camutah.com

Thank You For Considering
Community Association Management

Community Association Management

107 South 1470 East Suite 204

St. George, Utah 84790

Phone: (435) 674-2002

Fax: (435) 674-1676

Email: manager@camutah.com

www.camutah.com

Proudly Serving Our Clients For Twenty Years

