

The Quivira Falls Management Team

February 16, 2018

The **Board of Directors** is the elected and direct representative of the Members of the Association. It is responsible to provide direction for and oversight of the Quivira Falls Community Association.

The **Management Company** is responsible for the overall management and administration of Quivira Falls. The Management Company is responsible to see that all the aspects of the physical property, the correctness of the financial requirements, and the integrity of the Association and its Members are maintained. The selection and scrutiny of a Management Company is the prerogative of the Board of Directors.

The **Property Manager** is assigned to Quivira Falls by the Management Company. The Property Manager oversees and holds responsibility for all aspects of the property, keeps Quivira Falls within the approved budget; obtains and presents to the Board of Directors for approval bids from the major vendors (snow, trash, asphalt, trees, lawn care, insurance, and retaining walls - to name a few); monitors, approves and pays expenses. The property manager also works with the various departments of the City of Overland Park to make sure that Quivira Falls is fulfilling its city required obligations, attends the monthly Board meetings and delivers hard copy and verbal reports on the current budget, financial, and maintenance issues, is in regular contact with the President of the Board of Directors, and is available to all Board members to answer any questions they may have pertaining to the management of Quivira Falls. The services provided by the management company to Quivira Falls include the bookkeeping functions and record keeping; maintenance of multiple bank accounts, knowing and applying the requirements of our Covenants, By-laws, Kansas Law and City Ordinances; hiring and firing the staff employees who work in Quivira Falls; and supervising the On-Site Manager.

The **On-Site Manager** manages the internal, day-to-day workings of the community and supervises the maintenance and grounds staff; checks and approves staff time sheets; accepts, records, and deposits fee payments; accepts, records, assigns, manages and tracks work orders; is responsible for the origination and dissemination of late payment and violation letters, delinquency tracking and the reporting, and tracking the payment of fees from due date through lien filing if necessary; assembling Board reports and packets and member history filing; is available for the needs, questions, and complaints of homeowners; and handles any daily crisis that pop up from time to time. The On-Site Manager is the Association Member's "go-to" person for questions and complaints and is the public face and voice of Quivira Falls to outside inquiries.

The **Maintenance Staff** performs the non-contractual maintenance duties of the common grounds property that the Association is responsible for.

The **Grounds Maintenance Staff** is responsible for the non-contracted common grounds maintenance and care within Quivira Falls.