

SERVICES PROVIDED TO QUIVIRA FALLS BY CENTENNIAL MANAGEMENT COMPANY

Centennial Management - quivirfalls@cmckc.com

Quivira Falls Community Association - www.qfca7.com

ADMINISTRATIVE

- Assist the Board in establishing the Association's goals, objectives, priorities and expectations.
- Assist the Board in its efforts to comply with its covenants, by-laws, rules and regulations of the Association.
- Maintain Association unit owner records including name, address, etc.
- Assist Association in monitoring architectural requests and covenant compliance and issue of enforcement letters.
- Receive and review all Association mail and perform appropriate actions.
- Mail authorized payments, violation notices, collection letters, etc.
- Assist Association with the proper and timely completion of governmental reports and licenses as required.
- Assist the Association in securing and reviewing insurance as required by the Association's governing documents.
- Assist Association in filing and processing insurance claims.
- Provide Board Packets to the Association's Board of Directors. Board packets will include financial reports, contractor information and other information.
- Attend and participate in monthly association and the annual meeting to provide information, answer questions, etc.
- Respond to homeowner complaints, questions, and requests in a timely and businesslike manner.
- Provide information to and from the Association's attorney as may be required.
- Provide, supervise, and maintain on site staff personnel as required.

MAINTENANCE

- Obtain competitive bids for contracted services and assist the Association in monitoring contractor performance, contract administration etc.
- Periodic inspection of contracted work, the Association grounds and external structures etc.
- Issue and assign work orders to contractors for routine maintenance and repairs.
- Meet with contractors, where appropriate, to explain the expectations of the Association in the performance of a contract.
- Available for **maintenance** emergencies 24 hours/7 days a week.
- Provide, supervise, and maintain on-site maintenance and grounds personnel as required.

FINANCIAL MANAGEMENT

- Provide for the collection and deposits of Association dues, charges and assessments.
- Monitor and pursue delinquent accounts and mail monthly notifications for overdue accounts according to the direction or collection policy of the Association.
- Maintain records showing receipts and expenditures of the Association.
- Prepare and process payments of Association's accounts payable.
- Prepare monthly financial reports, which shall include balance sheets, income statements, delinquency reports, etc.
- Prepare for the Association a proposed annual budget prior to the end of each fiscal year.
- On the basis of a professional reserve study, assist the Association in determining estimated short term and long-term reserves.
- Provide financial and other information to the Association's accountant or CPA for the timely preparation of tax documents and audits.