



Making Your Property Our Priority



*Deerfoot  
Estates*



# Mission Statement

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Elite Housing Management offers customized solutions for your community with a commitment to excellence. We go above and beyond for our clients and provide individualized departments to better serve you.

We are here to ensure your community is a safe and beautiful place to live. Sit back, relax, and leave the management to us!

**We make YOUR property OUR priority!**





# Request for Proposal

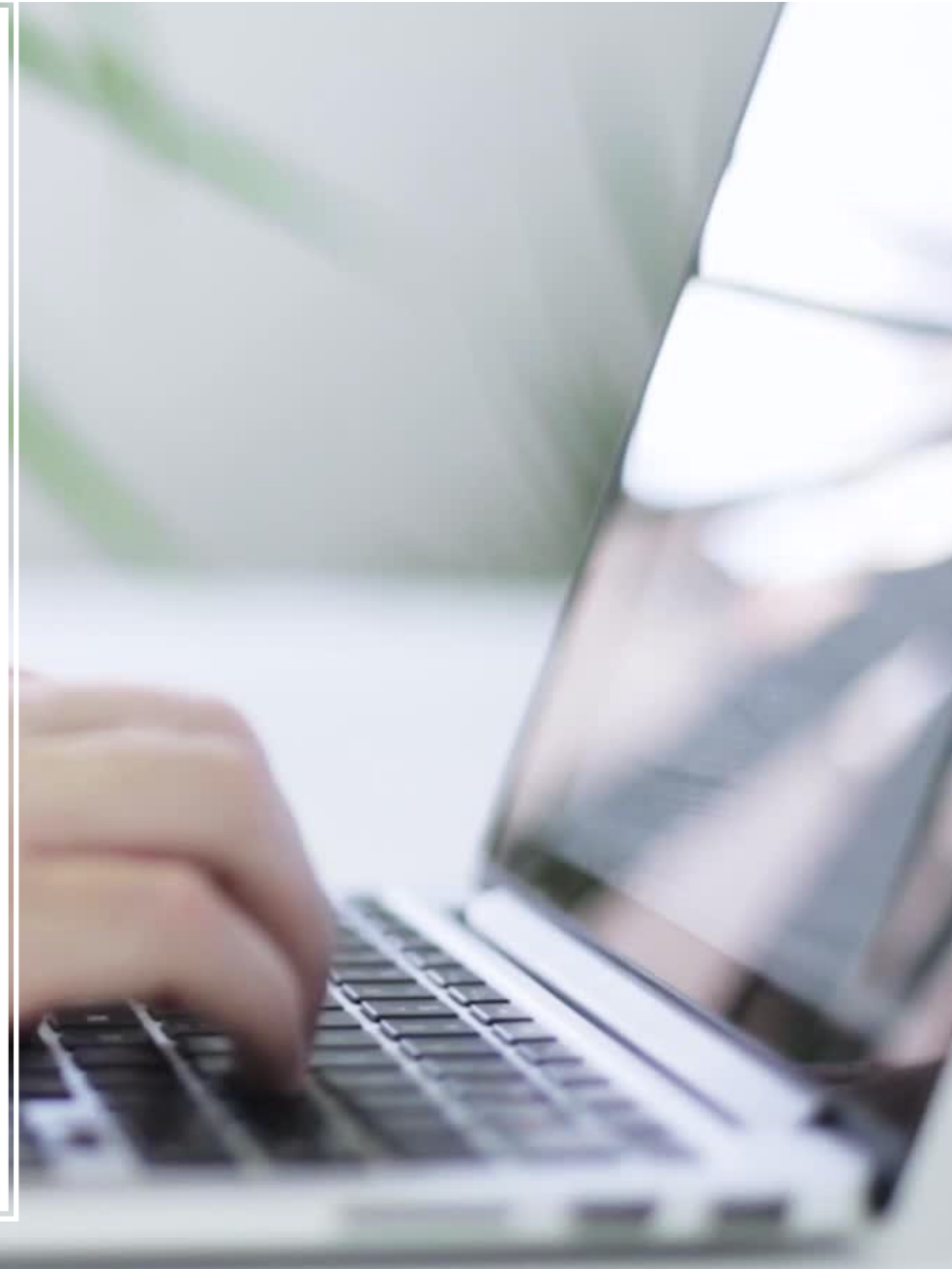
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We are confident we can provide you with exceptional customer service like no other.

Our skilled team pays great attention to detail, is quick to respond and provides comprehensive support for the board and community.

# Scope of Services

- ☐ Accounting and financials
- ☐ Member inquiries and complaints
- ☐ Coordinate vendors and maintenance of common areas
- ☐ Enforce Community Covenants and Restrictions
- ☐ Bi-monthly property inspections
- ☐ Assist professionals hired by the Association such as accountants and attorneys
- ☐ Provide board members and homeowners access to our interactive online tools
- ☐ Charge and collect Assessments
- ☐ Monthly and yearly financial budget, statements, and delinquent notices
- ☐ Maintain records of the Association
- ☐ Annual and quarterly attendance at Board Meetings
- ☐ Collect and process ARC requests



# Our Business Structure

Each of our locations has specialized departments to address all facets of the community.



Vendor



Finance



Compliance



Administration



# Proposal as agreed

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- \$500.00 per month flat fee including postage  
*(statements, election correspondence, annual meeting notices, and compliance letters included in price. Additional mailers will be billed to the HOA at \$2 per mailer.)*
- 12 month agreement, month to month thereafter.
- \$250 one time onboarding fee

## Financial Services

- Invoice Processing
- Accounts Receivable/Payable
- Budget Preparation
- Account Management
- Monthly Reconciliations
- Collections

## Premium

Includes  
Financial Services Package +

- Vendor Management
- Covenant Enforcement
- Twice Monthly Compliance Drive Throughs
- Attendance At Quarterly Meetings

## Executive

Includes  
Financial Package + Premium Package +

- Additional Vendor Management to include:
- Pool Vendor Selection
- Pool and Clubhouse Maintenance
- Pool Access Card Distribution
- Clubhouse Reservations
- Amenities/Facilities Upkeep

**Condo Association Management \$15+**  
**Includes Premium and Executive packages**



## AppFolio Proprietary Association Software

### Customized Access to YOUR Community

- ☐ Interactive portal for homeowners and BOD
- ☐ View community and homeowner/BOD specific documents
- ☐ Download forms
- ☐ Pay dues and fines
- ☐ Submit architectural approval requests
- ☐ Electronic board approvals for contracts, invoices and more

# AppFolio's All-In-One Board Management Features



**Secure Online Portal:** 24/7 access to the board member online portal across all devices with the mobile app.



**Board Communication:** Send emails, reducing hard costs associated with paper, ink and postage. Share meeting minutes' documents, CC&Rs, etc.



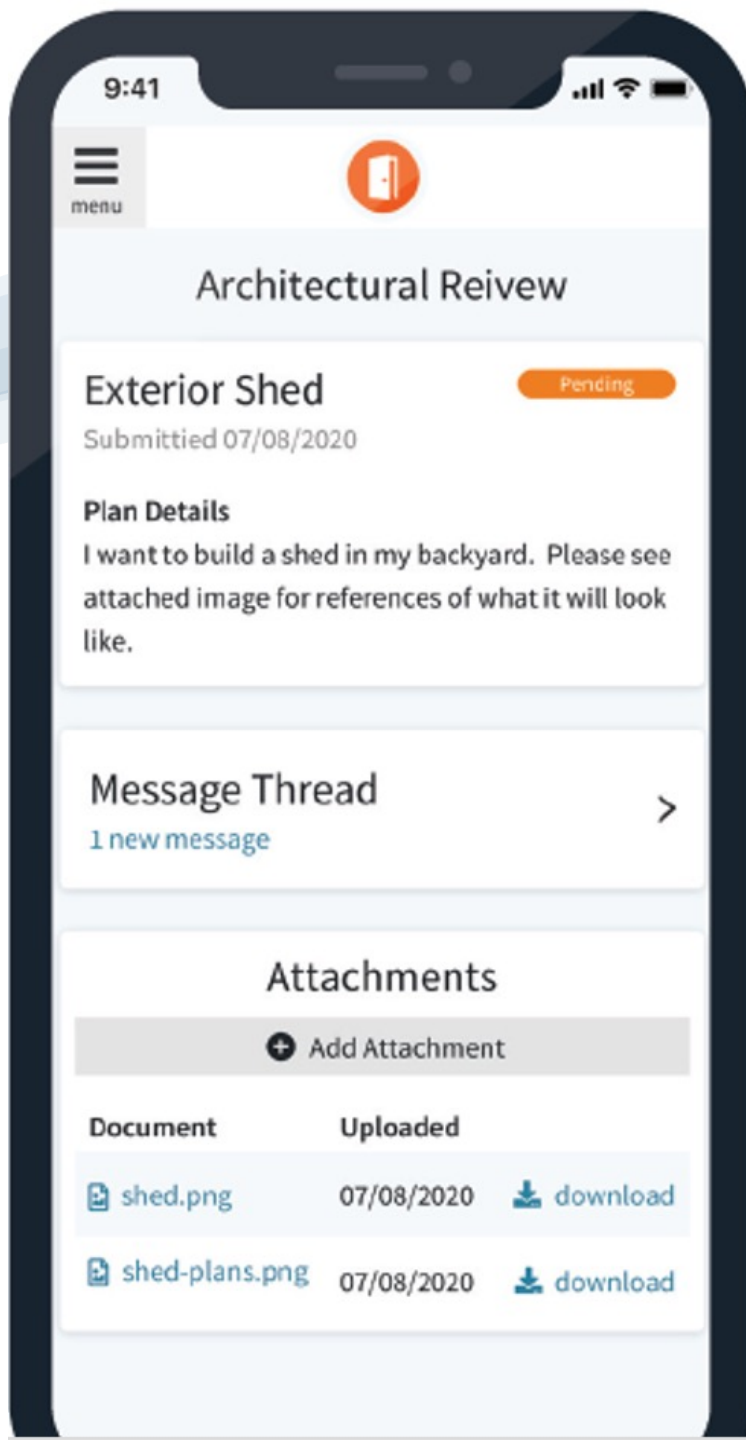
**Board Approvals:** Approve and sign checks from the online portal



**Board Member Packet:** Conveniently receive the board member packet to keep informed on important association business.



**Online Dues Payments:** Funds deposit within 24 hours, no transaction fees, and automated late fees means no missed revenue.



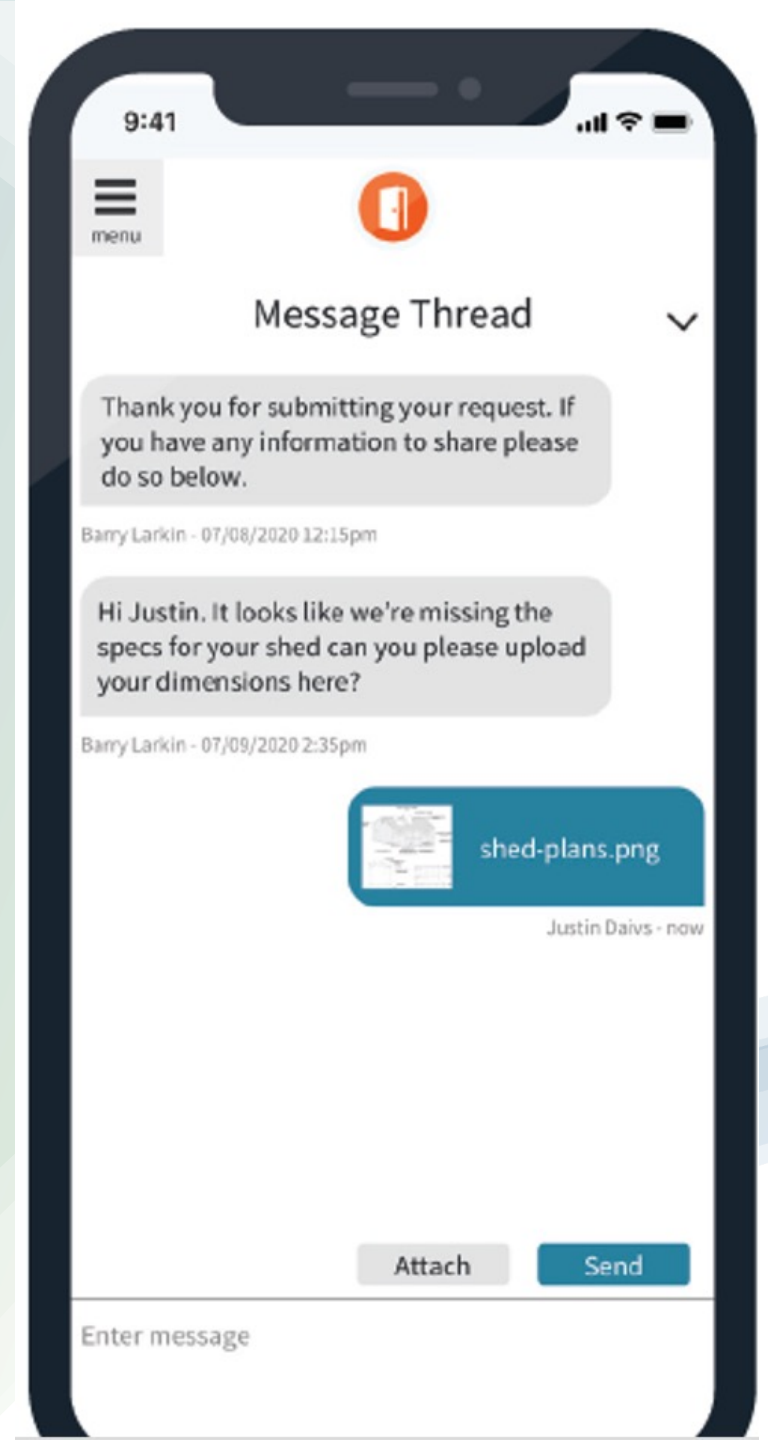
## Key Features



Access all maintenance requests, architectural reviews and vendor information directly from your mobile device.



With in-app messaging for architectural reviews, you can communicate with Elite directly through the message thread to ensure the homeowner provides all necessary information so the board can make an informed decision all in one place.



# VIOLATIONS FIELD ENTRY

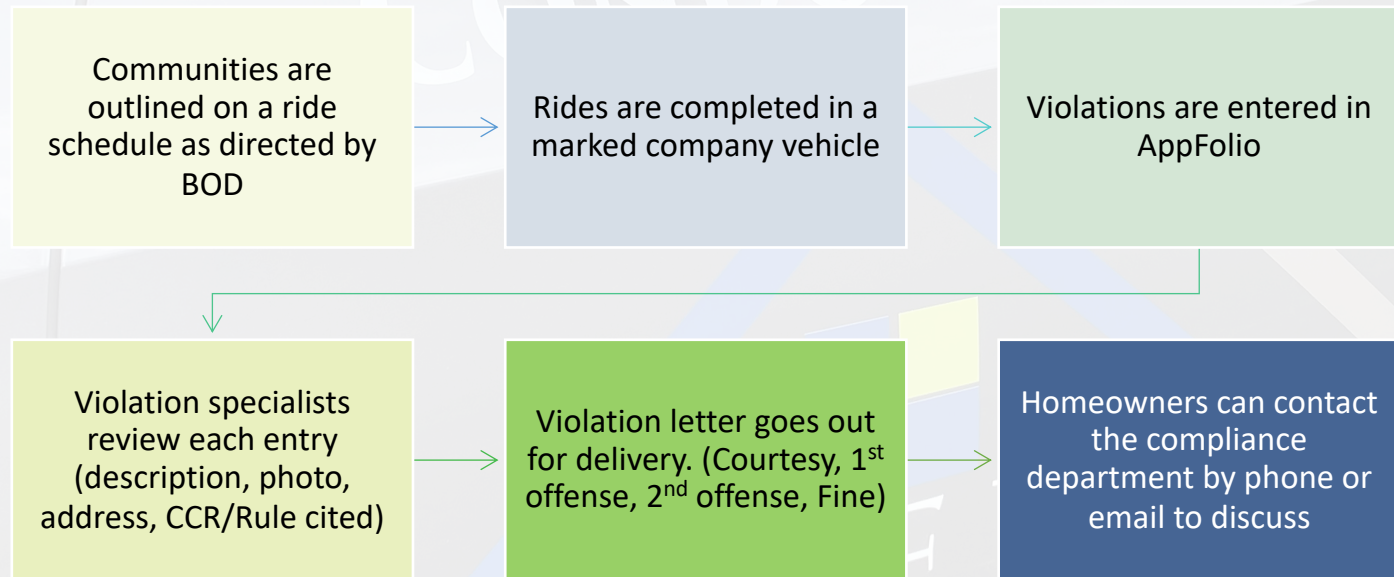
Allows for real  
time view of  
violations within  
the community  
during drive  
throughs

Mobile  
friendly

Color  
coordinated  
status of  
property



# VIOLATIONS PROCESS



# Rules & Regulations

- ❑ AppFolio is a single source of truth
- ❑ Saves time as CCRS and texts are cited directly though the use of templates
- ❑ Can utilize a follow-up fine schedule
- ❑ Aids in the streamlining of drive throughs

## Rules & Regulations

### Edit Rule for Paradise Condos Association

Rule \* Animals

Short Description Animals

Article Number Restrictive Covenants 10. Animals

Article Text There shall be no animals, livestock or poultry of any kind kept or maintained on the premises other than household pets (household pets to include dogs, cats and birds) except wit the written permission of the Architectural Control Committee. No animals, poultry, livestock, dogs, cats, or other such household pets may be kept, bred or maintained for any commercial purposes. dogs outside are required to be on a leash and a responsible person with them. If not on a leash, all dogs must be contained in a fence as approved by the Architectural Control Committee. Owners of such pets are

Action to Resolve Please don't breed animals commercially and/or make sure household pets are kept in fence and/or stop incessant barking.

### Set Up a Violation Schedule for this Rule

- ☐ Use default violation schedule for this association
- ☒ Customize the violation schedule for this rule

### Violation Schedule

Days *	Fee	Action Step *	Letter Template	GL Account
0	\$	Courtesy Notice	Courtesy Notice ✖	Start typing to search
3	\$	Follow Up Site Inspector	Start typing to search	Start typing to search
3	\$	Follow Up Site Inspector	Violation Letter ✖	Start typing to search
14	\$ 25.00	Violation Fine	Violation Fine ✖	4900: Violation Fine ✖
21	\$	Legal Action	Violation Hearing ✖	Start typing to search

+ Add Another Action

# Letter Templates

- ❑ Letter templates help streamline sending letters to homeowners
- ❑ Allows the citing of CC&R text as well as other various input fields in letter templates
- ❑ Can upload a pre-prepared template specialized for your community

Name *	Violation Letter		
Description	This is a formal violation notice that may also be administered with an accompanying fine.		
Attached Report	Start typing to search		
<input checked="" type="checkbox"/> Include company logo at the top of the letter			
If Emailing, Send Letter As	<input checked="" type="radio"/> An email attachment <input type="radio"/> Part of email body		
Margins (inches)	Top 1.0	Right 1.0	Bottom 1.0
			Left 1.0

Dear «Homeowner First Name»,

This notice is to inform you that you are in violation of Article «Violation Article Number». «Violation Rule Name» clause of your community's Covenants, Conditions and Restrictions.

«Violation Article Number». «Violation Rule Name» - «Violation Short Description»  
 «Violation Article Text»

«Violation Actions to Resolve»

Should you feel that this violation has been recorded in error or if you would like to inform us when the issue has been resolved, please send a written request to:

«Company Name»  
 «Company Full Address»

Be sure to state your name, the date of the violation and any other pertinent information.

Regards,  
 «Company Name»



## Present for the Community

With Elite, you get that big company feel with our specialized staff and efficient technology but the experience of small company connection by having a local representative. We have quality experience in the industry currently serving 105 communities. There is a reason why Boards, Builders & Developers choose Elite Housing for their HOA management needs.