



Developed with Integrated Trusted
Communications (ITC)

CLARITY CONCIERGE

Managed Administrative Support
for HOA & Condominium Associations

Your Board Runs the Community.
We Handle the Updates.

THE PROBLEMS CLARITY CONCIERGE SOLVES



INFORMATION FALLS BEHIND

Documents aren't uploaded, calendars become outdated, and notices are forgotten.



BOARD TIME IS LIMITED

Volunteer board members are busy and don't have the time to manage updates.



TECHNOLOGY CHALLENGES

Many board members prefer not to learn new software or make website changes.



COMMUNICATION DELAYS

Announcements and updates are delayed, causing confusion and resident frustration.



TURNOVER CREATES DISRUPTION

Knowledge is lost when board members rotate off, leading to inconsistency and gaps.



GOVERNANCE AT RISK

Incomplete or disorganized records increase risk during audits, disputes, or legal requests.



CLARITY CONCIERGE STANDARD Routine Administrative Support

\$250
/ MONTH

For communities that occasionally need assistance maintaining their Clarity environment.

INCLUDES:

- ✓ Meeting notices
- ✓ Agenda postings
- ✓ Approved minutes
- ✓ Community announcements
- ✓ Newsletter uploads
- ✓ Calendar updates
- ✓ Vendor information updates
- ✓ Document maintenance
- ✓ Board communication postings



STANDARD PRIORITY QUEUE
3 Business Day Target Turnaround



CLARITY CONCIERGE PREMIUM Priority Administrative Support

\$500
/ MONTH

For communities that prefer Clarity to actively assist with ongoing administrative maintenance.

INCLUDES:

- ✓ Everything in Standard
- ✓ Board packet management
- ✓ Project update postings
- ✓ Vendor directory maintenance
- ✓ Community communication assistance
- ✓ Calendar management
- ✓ Multiple monthly postings
- ✓ Dashboard maintenance
- ✓ Priority processing



PRIORITY QUEUE
Next Business Day Target Turnaround

HOW IT WORKS



1 SUBMIT REQUEST

Email your request to:
clarityadmin@clarity-itc.com



2 SEND DETAILS

Examples:
• "Please upload the attached agenda."
• "Please add the budget workshop to the calendar."
• "Please post the attached newsletter."



3 WE HANDLE IT

Clarity completes the requested administrative update.



4 CONFIRMATION

Confirmation is provided to the requesting board member.



WHAT IS INCLUDED

Administrative Services Only

- ✓ Calendar updates
- ✓ Document uploads
- ✓ Community announcements
- ✓ Vendor directory updates
- ✓ Dashboard content updates
- ✓ Board communication postings
- ✓ Information maintenance



WHAT IS NOT INCLUDED

The following services are specifically excluded:

- ✗ Legal advice
- ✗ Accounting services
- ✗ Property management services
- ✗ Community Association Management (CAM) services
- ✗ Board decision-making authority
- ✗ Enforcement actions
- ✗ Resident dispute resolution
- ✗ Vendor negotiations
- ✗ Contract administration
- ✗ Architectural review decisions
- ✗ New SharePoint development
- ✗ Custom automation development
- ✗ Website redesign projects

Additional services may be available under separate agreements.



WHO USES CLARITY CONCIERGE?

Many boards manage their Clarity environment independently. Others prefer a simple:

- "Send it and we'll handle it." experience.

Clarity Concierge is available to all Clarity clients, regardless of package level, who want ongoing administrative assistance, content maintenance, and support.



CONCIERGE SERVICES POLICY

Clarity Concierge is intended for routine administrative updates and community content maintenance.

Requests that are excessive in volume, require significant project work, custom development, document creation, automation design, or extensive data entry may require a separate proposal.



**CLARITY PROVIDES
THE INFRASTRUCTURE.**



**CONCIERGE PROVIDES
THE ASSISTANCE.**



**NO MORE CHAOS.
JUST CLARITY.**



Every Call.
Captured.



Every Message.
Documented.



Every Document.
Organized.



Every Community.
Protected.