

## Property Management Requirements

The Property Manager shall be responsible for:

1. MPCA Correspondence
2. Monitoring e-mail and phone messages for MPCA
3. Distribute a "Welcome" packet to new owners
4. Distribute changes to the Rules and Regulations
5. Maintaining accurate owner information
6. Maintaining accurate records for assessments or special projects
7. Processing and distributing month-end reports to the Treasurer/Board
8. Building, Grounds, Pool and Clubhouse maintenance
9. Coordination between Vendors and MPCA
10. Attending all Board Meetings
11. Attend the Annual Meeting

Must have a working knowledge of:

- The Declaration of Ownership and By-Laws.
- Rules and Procedures of Mariners Point Condominium Association.
- MPCA's insurance policies as to who is responsible for what.
- Should have a working knowledge of building structures, i.e. where fire walls are located, roof trusses, etc.

Responsibilities are:

- Handle MPCA correspondence at Board's direction
  - Newsletter Distribution
  - Rules Violation letters and maintaining of records
  - Keeping Rules and Regulations updated
  - Handle complaints/maintenance requests from homeowners
    - Distribute to appropriate party and follow-up when necessary
- New Owners
  - The Transfer/Sales of Units: working with seller, mortgage company, title company and buyer
  - Sending Welcome Packet
  - Providing Fobs for access to Clubhouse and Pool
- Annual Meeting
  - Mail Notice of Annual Meeting and proxies to all homeowners
  - Receive and record proxies as they are returned
  - Prepare minutes, financial reports, sign-in sheets, ballots, and any other hand-outs
  - At meeting, tally sign-ins and proxies to determine a quorum
- Financial Responsibilities (Bookkeeping thru QuickBooks)
  - Receive and accurately post payments (maintenance fees & assessments)
  - Pay invoices on a timely basis, matching to work-orders when appropriate
  - Reconcile bank accounts to bank statements monthly
  - Process and send monthly statements to Homeowners
  - Prepares month-end and year-end adjustments
  - Prepares 1099's for individuals and companies, as needed

- Assist the Treasurer in
  - Sending delinquency report to attorney with necessary statements
  - Preparing an Annual Budget and a monthly forecast
  - Filing of year-end taxes and other government required forms
  - Review of and securing necessary insurance policies
  
- Specific Maintenance Tasks
  - Building water rooms: turning on heat for winter, off in spring
  - Oversight of changing of doorway light bulbs on parking lot side of units
  - Maintenance of all signs on property and any new signs
  - Takes calls from Vector Security when alarms go off in Buildings 3,4,5
  
- Annual Inspections (coordinating/documenting):
  - Works with ACDES to replace any leaking water meters
  - Works with Northeast Fire Protection Services
    - Backflow inspection in Buildings 3,4,5
    - Fire hydrant flushing
    - Inspection of fire extinguisher in Clubhouse
  - Security systems in water rooms in Buildings 3,4,5 (Vector Security)
  - Annual inspection of pool by Ashtabula County Health Department
  
- Bids:
  - Commercial contractors to be used who are qualified (references) and insured
  - Obtain warranties whenever possible on work being preformed
  - Lawn Maintenance: Contracts for mowing and lawn fertilization, hillside trimming.
  - Landscaping: bid contracts with input of Landscape Committee.
  - Gutter cleaning
  - Snow Removal: Parking Lot, Sidewalks and Landings; contract to include ice melt containers on each floor at staircase and salting parking lot when needed
  - Parking lot resealing (every 3 years)
  - Power washing of common areas and lakeside decks (every 3 years)
  - Bids/Quotes are required for estimates of more than \$300.00
    - Quotes between \$300-\$1,500 require 2 bids
    - Quotes > \$1,500 require 3 bids
  
- Handyman
  - To be used when a commercial contractor is not required
  - Work performed on step ladders and ground levels is allowed
  - Mostly involves work concerning our steps, walk-ways, and minor plumbing

- Pool
  - Use a Commercial Contractor for pool opening and closing.
  - Responsible for obtaining license to operate swimming pool prior to pool opening
  - Scheduling maintenance of pool equipment (furnace, sand filters, chlorinator, pump, Dolphin)
  - Responsible for hiring (and firing) of pool maintenance person with Board's approval
  
- Clubhouse
  - Monitor clubhouse cleaning
  - Schedule Usage via Clubhouse Calendar Request Form
  - Cover Grills for the winter
  - Reset timers on Pool Pole lights and Clubhouse when applicable
  - Responsible for hiring (and firing) of clubhouse cleaning person with Board's approval

Items that MPCA will be responsible, with possible assistance from Property Manager

- Maintain Forms system (Maintenance, Violations, Clubhouse Calendar Request)
- MPCA Website
- MPCA Management Web Site
  - Update and Maintain Internal Website
    - MPCA.mgmt@gmail.com
  - Accessible by Board members and Property Management
  - Repository of Records (Cloud Backup)
    - Governing Documents
    - Annual Meeting
    - Board Minutes (Secretary)
    - Financial Reports (Treasurer)
- Maintain Property Laptop
- Maintain Property Computer
  - Door and Gate Access Software
  - Future Camera Security System