

January 28, 2025

Dear Board of Directors,

Thank you for including Aspen Property Management, Inc., in your property management selection process. We are excited about the opportunity to work with Fox Fire Homeowners Association and are confident that our approach can meet your community's unique needs.

At Aspen Property Management, we believe in a customized approach to community management. Unlike many competitors who charge a flat per-unit, per-month fee, our pricing structure reflects the time and effort our property managers dedicate to your community. This tailored approach ensures that every aspect of your community receives consistent, proactive attention, helping to prevent urgent issues from overshadowing the overall quality of management. By addressing potential problems early, we aim to resolve concerns before they escalate into more significant challenges.

We understand the importance of sound decision-making, task prioritization, thorough supervision, effective vendor management, exceptional board and community communication, strong organizational skills, and strict adherence to all applicable laws. These are the cornerstones of effective community management, and we are fully committed to addressing all these areas. Aspen has successfully transitioned several communities facing similar challenges, and the feedback we've received highlights our results-oriented management approach and ability to foster productive, focused discussions. We encourage you to contact those communities to hear firsthand how our methods have made a difference.

Enclosed is our proposal. We would welcome the opportunity to engage further with the Board to discuss how our billing model and management strategy can exceed the expectations of [Community Name].

If you have any questions or need additional information, please feel free to contact me at (410) 620-2598 ext. 4001 or via email at bcarrillo@aspenpropertymgmt.com. You can also learn more about us by visiting our website at www.aspenpropertymgmt.com.

Thank you again for considering Aspen Property Management. We look forward to the possibility of partnering with you to create a thriving, well-managed community.

Respectfully,

A handwritten signature in black ink, appearing to read "Brad Carrillo", is written over a horizontal line.

Brad Carrillo
President
Aspen Property Management, Inc.



Maximizing Property Value and Enhancing Community Life

At Aspen Property Management, we are dedicated to ensuring the long-term success of the communities we serve. Founded in 2006 by Brad Carrillo, Aspen is one of the fastest-growing, full-service property management companies in Maryland and Delaware, providing expert services to homeowner, condo, and maintenance associations. Our success has been built on the core belief that a fiscally strong association is the cornerstone of a thriving community, and we deliver on this belief with every client.

Brad Carrillo brings a unique blend of experience in architectural design and land development, having worked on a variety of large-scale community projects before founding Aspen Property Management. His time at Elkton Wolf, LLC, where he managed nine different communities and later served as General Manager, gave him the hands-on experience needed to understand the challenges faced by HOAs and other associations. This foundation ensures that Aspen offers comprehensive management services that meet the diverse needs of every community we work with. Brad's vision was to create a company that goes beyond typical management duties by offering proactive guidance, fostering community spirit, and ensuring financial stability for every client.

Aspen Property Management provides a full range of services, including governance, financial management, administrative support, maintenance, and community-building services. Our services are designed to enhance community life, protect property values, and ensure operational excellence. Each service is customized to fit the unique requirements of your community, ensuring you receive the highest level of care and attention.

Our Services: Tailored to Your Community's Needs

Governance and Board Support: We actively assist in the governance of your community, ensuring compliance with governing documents, local laws, and industry best practices. Aspen's team is always available to provide professional guidance and participate in board meetings, lending our expertise where needed.

Financial Management: At Aspen, we understand that financial health is the backbone of any successful community. Our expert team works closely with board members to ensure proper budgeting, reserve planning, and financial reporting. With decades of experience managing community finances, we ensure that your association remains financially sound, capable of meeting both current and future needs.

Administrative and Operational Excellence: Our administrative services cover everything from managing homeowner communications to ensuring timely documentation and reporting. We handle the day-to-day tasks that keep your community running smoothly, allowing board members to focus on higher-level decision-making.

Maintenance Services: Keeping your community in top shape is one of our primary goals. From routine upkeep to emergency repairs, we work with carefully vetted contractors who provide premium services at competitive rates. Whether it's maintaining common areas or addressing individual homeowner concerns, Aspen delivers efficient, reliable maintenance solutions.

Community Building and Engagement: More than just managing your property, Aspen is dedicated to fostering a positive and engaged community atmosphere. We help plan and execute community events, and we're committed to enhancing resident engagement and satisfaction through open communication and a friendly, supportive approach.



Why Choose Aspen Property Management?

Experienced Leadership: Brad Carrillo's experience in architectural design, land development, and property management forms the backbone of Aspen's approach. His vision is to not only manage but also to enhance every community Aspen serves, ensuring that it reaches its fullest potential.

Personalized Service: We believe that no two communities are the same. We take the time to understand the specific needs of your association and tailor our services to provide a truly personalized management experience.

Financial Expertise: With a dedicated focus on maintaining fiscal responsibility, Aspen Property Management ensures that your association's finances are in expert hands. Our financial team brings decades of experience and is committed to making your community financially strong and secure.

Premium Contractor Selection: We carefully select contractors and service providers based on the quality of their work, reliability, and competitive pricing. This ensures that your community receives the best services possible without exceeding your budget.

Commitment to Service: At Aspen, we pride ourselves on being accessible, responsive, and proactive. Whether it's solving a problem, attending board meetings, or providing strategic advice, we are there when you need us.

Building Community: Our mission goes beyond property management—we strive to help communities grow and thrive. By focusing on engagement, communication, and support, we help foster a sense of belonging and pride among homeowners.

The Aspen Promise: Service and Success

Aspen Property Management is more than a service provider; we are your partners in building successful, vibrant communities. Our reputation for delivering exceptional customer care has been built on years of experience, a dedication to personal service, and an unwavering commitment to the success of the communities we manage.

Service and success are our ultimate goals!



BRAD CARRILLO, CMCA, AMS

SUMMARY OF QUALIFICATIONS

Responsible for all aspects of a full-service association management firm with a portfolio of 48 properties, including 10,000+ residents.

Professional Accreditation: Certified Manager of Community Associations (CMCA), Association Management Specialist (AMS), Member of the Cecil County Board of Appeals, Member of the Town of Elkton Planning and Zoning Commission, Member of the Community Association Institute, Maryland Department of the Environment SWM Certified, Certified Plan Review State of Delaware,

Skills: Management Decision Making, Contract Negotiation, Plan Review, Team Building Experience, Private and Governmental Bonding, Procedural Development, Planning and Zoning Ordinance Review/Revision Process, Community Building, Human Resources, Accounts Receivables/Accounts Payables, Cash Flow Analysis

Community Service: Rotary Club, Volunteer Mentor Holly Hall Elementary, Volunteer Football Coach YMCA, Member of Union Lodge 48, Treasurer of Washington Woods Homeowners Association

Education:

DIPLOMA: BACHELOR'S DEGREE - Graduation Date: May 2002

1998-2001 University of Colorado Boulder CO

College of Architecture and Planning Major: Environmental Design

DIPLOMA: COLLEGE PREP - Graduation Date: May 1998

1994-1998 Fort Lupton High School Fort Lupton, CO

PROFESSIONAL EXPERIENCE

12/06 – Present - Aspen Property Management, Elkton, MD

President

- Oversee all aspects of community and residential/commercial property management
- Asset portfolio that contains 48 properties, 10311 units, \$150+ million in assets, and deposits of \$9 Million
- Work with a wide variety of clients, from individual homeowners to board of directors, to manage all aspects of Association Management.
- Liaison between the board of directors and their members as well as community leaders
- Responsible for managing complex legal matters on behalf of the association 06/02-8/08 Elkton Wolf, LLC Elkton, MD

Manager

- Owner Representative
- Coordinated and supervised all aspects of land development, from raw land to finished lots.
- Manage Homeowner's Associations for the owner until able to turn them over to the homeowners.

PERSONAL REFERENCES: AVAILABLE UPON REQUEST



Fox Fire Homeowners Association

Aspen Property Management proposes to manage Fox Fire Homeowners Association for a fee of Six Hundred and Forty Dollars (\$640.00) per month for full-service property management. This proposal includes Four (4) hours of dedicated property manager time each month. The fee encompasses comprehensive management of the association. Below is a list of the services provided by Aspen Property Management; however, this list is not exhaustive. Additional services tailored to the association's needs are available upon request. Office expenses, such as postage, letterhead, and copies, will be billed to the homeowners association as outlined in the attached Schedule A.

Financial Services

- Prepare an annual budget
- Have the annual audit and tax returns prepared (at association expense) by a certified public accountant
- Maintain and furnish a monthly and annual accounting of all funds collected and disbursed
- Administer checking and savings accounts
- Pay all approved expenses
- Bill and collect all homeowners dues, inclusive of payment statement, booklets, or invoices
- Prepare and coordinate collections of dues with association collection attorney
- Inform board of directors of financial transactions that need timely response prior to scheduled meeting
- Provide the board of directors recommendations to minimize risks and confirm the best banking options

Administrative Services

- Maintain files of all correspondence, notices, bills and receipts necessary to effectively manage the association
- Notify homeowners of annual meeting
- Prepare and mail HOA board member election ballots to all members of the community
- Send association rules and regulations as approved by the board of directors
- Arrange and attend quarterly board meeting meetings and one annual meeting (up to 12 meetings)
- Maintain book of minutes
- Provide a 24 hr. answering service
- Maintain a database of all association members
- Prepare and send violation letters
- Prepare and mail notices as the board requests

Maintenance of common area, roads, and SWM facilities

- Manage all landscaping, maintenance, and repair obligations of the association at the direction of the board
- Maintain and enforce all maintenance contracts that the association has executed
- Prepare, solicit, award, and administer all contracts necessary for the maintenance of the common area
- Advise the board of any repairs or maintenance that must be performed to keep amenities in good order

Negotiations and Contracts

- Use of established local vendor in the surrounding area for service required by the board of directors. We can use existing contractors or new vendors
- Negotiate contracts with vendors to optimize association resources
- Ensure the adherence to the terms of contract to which the community is obligated

Enforcement of HOA rules and regulations

- Receive, investigate, and respond to members' complaints and correspondence
- Issue and follow-up on violation letters
- Collaborate and cooperate with the architectural committees to approve requested architectural changes and enforce design guidelines
- Coordinate association inspections with members of the review committee

Community Building Services

- We would like to instill a strong sense of community and educate members on association activities.
- Aspen Property Management knows the importance of increasing your property value. A well maintained neighborhood will bring homeowners the biggest return on their properties.
- Aspen utilizes Vantaca Software to provide accurate reporting as needed for the community.



Schedule A

Fees and Charges Payable by the Association to Aspen Property Management

Our monthly Association Management Fee

\$640.00 Per Month

Within the scope of this contract, the Property Manager will allocate Four (4) hours of dedicated property manager time each month. This fee covers the comprehensive management of the Association, though office expenses such as postage, letterhead, copies, etc., will be billed to the Homeowners Association as outlined in the attached Schedule A.

Our monthly Website Portal Fee

Included

Length of Board meeting included in Fee

2 Hours

Number of Board Meetings per year included

4 Meetings

Administrative Rates:

Letterhead	\$.30 per piece	Large clasp envelope 12"x15"	\$.75 per envelope
Laser Checks	\$.25 per piece	Medium clasp envelope 10"x13"	\$.50 per envelope
Full-Color Copies	\$.55 per side	Small Clasp Envelope 9"x13"	\$.50 per envelope
Copies (letter size)	\$.25 per copy	Extra small Clasp Envelope 6"x9"	\$.50 per envelope
Copies (colored paper)	\$.35 per copy	Postage	charged at cost
Copies (legal duplex)	\$.45 per copy	Notary Fee	\$15.00 per piece
E-mail	\$.25 per printed copy	Certified Letters	Reg postage + cert fee + return rcpt fee
White labels (5160)	\$.20 per label	Certified Letter Preparation	\$15 per account, charged to homeowner
Aspen Labels (5164)	\$.60 per label	Collection Package Preparation	\$25 per account, charged to homeowner
Pool Passes (if applicable)	\$5.00 per piece	NSF Admin Fee	\$15 per account, charged to homeowner
Letter Size File Folders w Label	\$.35 per folder	Payment Plan Preparation	\$25 per account, charged to homeowner
Legal Size File Folders w Label	\$.55 per folder	Special Assessment—Set Up	\$250.00
Aspen Bond Envelopes	\$.25 per envelope	Preparation and distribution of 1099s	\$25.00 per vendor
Aspen Envelopes and Window Envelopes	\$.30 per envelope		

Hourly Billing Rates:

Principal Property Manager	\$200.00 per hour
Senior Property Manager	\$175.00 per hour
Associate Property Manager	\$150.00 per hour
Assistant Property Manager	\$100.00 per hour
Office Administrative	\$55.00 per hour
Maintenance Technician	\$85.00 per hour*
Emergency Response	\$125.00 per hour*

*Maintenance Contract pricing is subject to lower hourly rates. Pricing is subject to change periodically.



References

<u>Berkshire at Limestone Hills Condominium Association</u>	Wilmington DE
July 2023 to Present	140 Condominium Units
Larry Jordan	lmjordan671@gmail.com or (484)888-9323
<u>Constant Friendship Homeowners Association</u>	Abingdon, MD
October 2014 to Present	1902 Mixed Unit Development (Singles and Towns)
Jessica Ramage	jpramage@me.com or (443) 910-4429
<u>Congressional Village Condominium Association</u>	Middletown, DE
January 2008 to Present	96 Condominium Units
Dennis Bator	d.bator@aol.com or (609)731-3418
<u>Otter Creek Homeowners Association</u>	Edgewood, MD
November 2009 to Present	239 Single Family Units
Michael Wilhelm	(443) 844-5539
<u>Patriots Glen Homeowners Association</u>	Elkton, MD
January 2007 to Present	378 Single Family Units
Omar Nunez	nunezo@comcast.net
<u>Port Herman Beach Condominiums</u>	Chesapeake City, MD
January 2011 to Present	38 Condominium Units
Gordon McGregor	glmcgrego@gmail.com
<u>Shannon Cove Maintenance Corporation</u>	Middletown, DE
July 2010 to Present	409 Single Family Units
Dave Healey	bossgobbler2@aol.com
<u>Woodland Village Maintenance Corporation</u>	Newark DE
July 2010 to Present	144 Single Family Units
Mike Pertain	(443)553-0936
<u>Wynthorpe Maintenance Corporation</u>	New Castle, DE
November 2012 to Present	200 Single Family Units
Scott Bosley	srbosley@aol.com

Additional References Available Upon Request