

(Exhibit A)

Full-Service Management

Listed below is a comprehensive list of services we provide as part of our Standard HOA Management Agreement with our clients. Our goal is to meet or exceed the expectations of our clients without charging 'extra' as many management companies do for services we consider to be included as part of a fixed-rate "Full-Service" Management agreement. We also offer more of a menu driven management agreement where the client can pick and choose which services to take advantage of. We can also work on an hourly-based contract where the client sets a certain amount of hours for our firm to work each month. Both of these options allow our clients to obtain certain management services at a reduced rate compared to our "Full-Service" rate.

Administrative Services

Board Meetings

- Frequency of attendance per contract
- Prepare Board packages in advance of meetings
- Executive session attendance as needed
- Take Minutes at all board meetings and maintain on file historical Minutes (Fee per contract)
- Notice of meetings-prepare and distribute agendas, notices, ballots, proxies, etc.
- Schedule and attend hearings with homeowners prior to Board Meetings when necessary

Annual Meeting

- Prepare and distribute all paperwork associated with the annual meeting (agenda, proxy, ballot, minutes, return envelopes)
- Manage all returned proxies and keep Board informed of whether or not quorum has been achieved
- Attend meeting and provide administrative support (check people in, hand out ballots, count ballots if vote takes place, etc.)
- Run Annual Meeting if desired by Board

- Prepare process, follow up on, and maintain records of all work orders for the Association. In addition, work order reports are provided as part of each Board package to provide the Board with an overview of all work orders issued since the last Board meeting.
- Prepare and maintain copies of all correspondence on behalf of the Association in an organized fashion.
- Purge files annually, label appropriately for future reference if needed, and send to storage.
- Provide storage facility for archived Association records. (Fee per contract)
- Process incoming and outgoing mail.
- Respond to all e-mail correspondence in a timely fashion
- Prepare and/or distribute newsletters per contract.
- Maintain homeowner information database and keep current on daily basis. Provide organized filing system to maintain and reference as needed
- Create and mail violation letters, architectural requests responses, and other correspondence to homeowners as needed.
- Serve as primary contact and liaison for Board with but not limited to:
 - Homeowners
 - Association vendors
 - Legal counsel
 - Insurance brokers/agents
 - All parties involved in home sales (lenders, assessors, title companies, h/o's, realtors)
 - CPA's
- Provide for 24/7 after hours answering and emergency services.
- Maintain corporate documents.
- All electronic Association records are backed up.
- Change of Ownership/Escrow Services (Fees charged to owner and not Association)
- Provide all required documentation by law to new homeowners during sale of home.
- Provide all rules/policy information to new homeowners as well.
- Provide a full time person in our office to interact with all parties involved in a real estate transaction.

- Provide a team of customer Service Professionals to handle all incoming calls from homeowners, vendors, parties to a real estate transaction, board members, etc., including a dedicated person to your community that is familiar with the community, rules and policies, and practices as established by the Board.
- Provide for the creation and maintenance of an Association web site if desired by the Board. (Fee per contract)
- Assist Board with CCR/Governing document interpretation, compliance with laws, and guidance for the Board drawing from our experience on all other issues associated with managing the Association.
- Manage and assure all required Association insurance is in force and renewed annually. We also serve as the primary contact for any claims made.

Property Services

- Conduct routine site inspections of the community for the purpose of identifying CCR/rule violations and checking on the performance of Association vendors. Inspections are generally focused on seasonal demands like pool, landscape, drainage, and always include CCR compliance requirements and routine follow up of vendor activity and performance.
- CCR/Rule enforcement-Provide assistance to Board to enforce all rules and regulations, CCR's, etc. Violation report included in each Board package for Board review. IWM to note violations during on site inspections and send letters promptly to those in non-compliance.
- Bids and Routine Maintenance
- Prepare bid specifications for larger jobs and oversee bid process
- Coordinate entire process of handling small maintenance issues in the community
- Maintenance calls come to our office. Work orders are issued to the proper vendor depending upon the nature of the work.
- Manage and oversee all vendors associated with your community
- Review workmanship/performance of Association vendors/contractors and assure compliance is being achieved per the specifications in their contract (3rd party inspector may be necessary when beyond IWM's expertise)
- Coordinate preparation and execution of final contract documentation, including the verification of proper insurance, updated license status, lien releases, etc.

Financial/Accounting Services

- Prepare and mail all billing statements/coupon books to homeowners.
- Collect and deposit all payments and deposits made to our office on a daily basis.
- Manage collection of delinquent accounts. Includes sending past due letters out.
- Coordinate with Collection Agency/Attorney when accounts go 90 days or more past due as directed by board.
- Ensure Association Collection policy is up to date.
- Distribute Collection Policy to membership as required by law.
- Review and approve all invoices submitted for payment.
- Prepare all checks for review and signature.
- Reconcile bank statements monthly.
- Prepare financials statements on a monthly basis on an accrual or cash basis, including general ledger, income statement, and balance sheet. Also includes detailed budget versus actual for income and expenses, all bank statements and reconciliations, balances by homeowners, and collection reports on each homeowner in collections.
- Obtain letters of engagement from CPA, distribute to the Board for signature, and return to CPA.
- Coordinate as required by law the Annual Financial Review/Audit.
- Coordinate tax return preparation with Association CPA.
- Ensure Corporation Filings and all annual reports are filed with proper State Agencies.
- Close out fiscal year and update system with new budget annually.
- Assist Board with preparing annual budget for coming year and distribute to all homeowners as required by law.
- Contract with professional Reserve Study preparer as required by law to ensure the Association has an updated Reserve Study. Review Reserve Study annually to plan for upcoming projects.
- Execute any CD investments, renewals, or transfers as directed by the Board.
- Prepare reserve checks related to Reserve Expenditures of transfers to Operating Account.
- Update vendor files annually. Reconcile, generate, and mail annual 1099's to required vendors.
- Answer homeowner and vendor inquiries regarding dues and receivables daily. Provide account recaps as needed.
- Provide current account balance to title companies during sale of homes in community.
- Maintain and update bank signature cards.