

ADMINISTRATIVE SERVICES PROVIDED BY PCMI

Planned Community Management, Inc., (hereinafter referred to as the "Service Company") shall provide the following services to, for, and on behalf of the Association:

- Serve as a central office to the Association for the benefit of serving Association members. Provide the opportunity for access to records and communication opportunities during normal business hours as typically required in the Association's By-Laws, excluding holidays.*
- Provide office, staff and equipment necessary to provide normal administrative services as defined herein.*
- During normal business hours, excluding holidays, to serve as a central communication center on behalf of the Board of Directors and the Association members to receive complaints, respond to communications, and/or make recommendations for consideration by the Board of Directors.*
- Arrange and coordinate the annual meeting of members as agreed by the Board of Directors. Service Company's attendance at board meetings shall be as defined in Section 3.2 of Service Agreement*
- Store a copy of the Association's minute book to reflect any corporate acts authorized by the Board of Directors, minutes of the annual meeting, etc., in coordination with the Association's attorney. Take and transcribe minutes of Board meetings (and Annual Meeting of Members) at which the Service Company is in attendance. The Service Company recommends that a separate copy of the minute book be kept by the Secretary of the Corporation at all times (to protect from incident of loss or fire).*
- Solicit bids for Association contract services for Board of Directors approval. Serve as a liaison between Board of Directors and contractors to observe the monthly performance of the work of companies supplying the following services, when applicable: pool maintenance, landscape maintenance, trash service, lake maintenance and other services as may be authorized by the Board of Directors.*
- Arrange for any necessary repairs to the recreation center or common properties of the Association as authorized and to the limit permitted by the Board of Directors.*
- Coordinate follow-up for required annual tax report(s), insurance premiums and State Franchise Tax*

report(s), subject to authorization and approval by the Board of Directors. This service may be performed by the Service Company (subject to Miscellaneous Schedule of Charges) or by other contractor as may be selected annually by the Board of Directors.

- *Make records available to any accounting firm hired to prepare an annual audit, subject to authorization and approval by the Board of Directors.*
- *Provide storage of past and present Association papers and records up to a maximum of three (3) years. Prior records must be relocated to a qualified storage facility or stored with the Service Company subject to rates shown in the Miscellaneous Schedule of Charges schedule.*
- *Perform one monthly inspection of all common properties within the Association. Create a listing of deed violations monthly, and initiate correspondence accordingly to request compliance with the recorded covenants.*
- *Prepare routine letters concerning deed restriction violations and, if necessary (with Board of Directors approval), coordinate with attorney toward the enforcement of deed restrictions. Submit a report of the status of all deed restriction violations to the Board of Directors, along with Manager's Report, each month. (Court attendance, if required, is charged to the Association based upon hourly rates as defined in Miscellaneous Schedule of Charges).*
- *Provide historic log of all architectural review applications submitted through the Service Company*
- *Review and track the insurance maintained and status of insurance on behalf of the Association.*
- *Serve as a receiving agent, if desired by the Board of Directors, for architectural review applications. The Service Company shall maintain a tracking log, package information received and submit to designated person(s) on Architectural Review Committee for conclusion and direct response by the committee.*
- *The Service Company can conduct the review and create a letter response on all architectural submissions (based on rate as defined in Miscellaneous Schedule of Charges) as an optional service and subject to appropriate documentation to authorize such designation.*

- *Organize and maintain financial records of the Association. Prepare and submit to the Board of Directors an annual operating budget for the year to be approved and adopted by the Board of Directors. The Service Company shall prepare a monthly statement of the financial status of the Association and shall submit written reports on a monthly basis.*
- *Preparation and maintenance of general ledger and balance sheet of and for the Association, and reconciliation of the Association's bank account(s) on a monthly basis.*
- *Prepare checks for signature(s) by the Association's authorized officer(s) or designee(s) for all payable items, to the extent appropriate invoices or statements have been received by the Service Company (checks for all such items to be paid no less frequently than once a month). Once checks are executed by authorized individuals, they are to be returned to the Service Company for distribution to vendors. Provided executed checks are promptly returned to Service Company available discounts may be taken. Checks are to be mailed for execution to the Association Treasurer.*
- *Prepare and maintain as part of the Association's records, the following information and computer runs, including but not limited to:*
 - a. *Maintain monthly an accurate receivables ledger listing current assessments, all delinquent assessments, a property record listing and ownership as it is provided, mailing address if different (as provided by respective owner), and payment history for each assessable lot.*
 - b. *Maintain a monthly summary of all deposit transactions.*
 - c. *Alternate mailing addresses will be maintained in Association's records, as provided by respective property owner.*
- *Receive, verify and reply to maintenance fee inquiries received from title companies, mortgagees, and residents. A certification fee will be charged to title companies and mortgagees whenever the information is requested. The Service Company may charge up to \$95.00 for proprietary inquiry on this information and this fee is paid by the Owner, not the Association. Additionally, in the event requests for preparation of a Resale Certificate is required by an Owner, the Service Company may assess a fee of up to \$200.00 for the preparation and documentation requirements of the form. This form is not currently required by law and the*

requirement for this Certification can be a negotiated waiver between the Buyer and Seller unless and until it is required by law. This service is provided to ensure accuracy of quotations and to warrant against possible loss of revenues to the Association from errors of certification.

- *Receive and deposit annual maintenance fund assessments and charges in accordance with the Declaration of Covenants, Conditions and Restrictions for the Association based on the total number of lots outlined in Section 3.1 of Service Agreement.*
- *The initial annual maintenance fee statement is included in base fee for the number of lots so designated. Thereafter, all subsequent delinquent statements requested will be billed at the rate of \$10.00 per statement issued. Additionally, all payments received other than initial payment will be assessed up to \$5.00 to the individual property owner. Charges for postage, envelopes, etc. will be reimbursed by the Association.*
- *Provide telephone or written responses to inquiries of property owners concerning maintenance statement, as well as inquiries from title companies and/or mortgagees.*
- *Financial records will be made available for inspection during normal business hours (excepting holidays) by appointment*
- *The Service Company may charge each property owner up to \$25.00 over and above any special assessment charges by Association, for handling and processing a returned check This will be charged back to the individual property owner's account and shall be payable by the Association to the Service Company monthly.*
- *If applicable, an alphabetical index of all current property owners is provided for summer months to assist with pool registration.*