



Heritage Services at a Glance

<u>Maintaining Homeowner Records</u>	<u>Accounting Only</u>	<u>Accounting Plus</u>	<u>Full Service</u>
Maintaining a List of Owners	✓	✓	✓
Maintaining Owner Files	✓	✓	✓
Change of Ownership Records	✓	✓	✓

<u>Record Changes in Ownership</u>	<u>Accounting Only</u>	<u>Accounting Plus</u>	<u>Full Service</u>
Closing Letters & Mtg Questionnaire	✓	✓	✓
Dedicated Closing Department	✓	✓	✓

<u>Administrative Functions</u>	<u>Accounting Only</u>	<u>Accounting Plus</u>	<u>Full Service</u>
GA Sec. of State Filing	✓	✓	✓
Assist Accountant with Tax Returns	✓	✓	✓

<u>Manager Reports</u>	<u>Accounting Only</u>	<u>Accounting Plus</u>	<u>Full Service</u>
Monthly Progress Report			✓
Financial Reports	✓	✓	✓
Non-compliance Reports		✓	✓

<u>Account Receivable</u>	<u>Accounting Only</u>	<u>Accounting Plus</u>	<u>Full Service</u>
Provide Invoices and Coupon Books	✓	✓	✓
Invoice for Special Assessments	✓	✓	✓
Process all fees paid to the Association	✓	✓	✓
Maintain a per unit Accounting History	✓	✓	✓
Issue Delinquency Notices	✓	✓	✓
Online Account Balances	✓	✓	✓
Real time delinquency reports	✓	✓	✓
Interact with attorneys for collections	✓	✓	✓
Online portal for homeowner Accounts	✓	✓	✓
Apply late charges, fines	✓	✓	✓
Assist in establishing a collection policy	✓	✓	✓
Dedicated Accounting Support Team	✓	✓	✓

<u>Multiple Payment Options</u>	<u>Accounting Only</u>	<u>Accounting Plus</u>	<u>Full Service</u>
Checks	✓	✓	✓
E-check	✓	✓	✓
Money Order	✓	✓	✓
Visa	✓	✓	✓
MasterCard	✓	✓	✓
American Express	✓	✓	✓
Discover	✓	✓	✓
Pay in person at BB&T	✓	✓	✓

<u>Accounts Payable Management</u>	<u>Accounting Only</u>	<u>Accounting Plus</u>	<u>Full Service</u>
Process vendor invoices	✓	✓	✓
Facilitate timely payments	✓	✓	✓
Checks cut daily	✓	✓	✓
Records of all cash disbursement	✓	✓	✓
Online access to paid invoices	✓	✓	✓
Labor and Materials lien release	✓	✓	✓
IRS 1099 and 1096 forms	✓	✓	✓

<u>Financial Reports</u>	<u>Accounting Only</u>	<u>Accounting Plus</u>	<u>Full Service</u>
Customary financial reports	✓	✓	✓
Income statements	✓	✓	✓
Expense statements	✓	✓	✓
Year to date expenditures	✓	✓	✓
Interact with Auditors	✓	✓	✓
Budget preparation	✓	✓	✓
Archive financial by the 15th	✓	✓	✓
Online access to financials	✓	✓	✓

<u>Banking Administration</u>	<u>Accounting Only</u>	<u>Accounting Plus</u>	<u>Full Service</u>
Maintain operating accounts	✓	✓	✓
Reconcile bank statement	✓	✓	✓
Online bank statements	✓	✓	✓
Open interest bearing accounts	✓	✓	✓
Dedicated Financial Management Team	✓	✓	✓

<u>Communication</u>	<u>Accounting Only</u>	<u>Accounting Plus</u>	<u>Full Service</u>
Distribution of Welcome Letter	✓	✓	✓
General Communication	✓	✓	✓
Online Calendar of Events	✓	✓	✓
Dedicated Client Service Department	✓	✓	✓
Online Surveys & Sign-up Forms	✓	✓	✓

<u>Emergency Service</u>	<u>Accounting Only</u>	<u>Accounting Plus</u>	<u>Full Service</u>
24/7 Access for Emergencies	Limited	Limited	✓

<u>Vendor Management</u>	<u>Accounting Only</u>	<u>Accounting Plus</u>	<u>Full Service</u>
Contract for Services			✓
Procure Bids for Common Areas			✓
Ensure Current Vendor Insurance	✓	✓	✓
Assist in Evaluation Bid Quality			✓
Assess Viability of Alternate Solutions			✓
Award Contracts			✓
Assist Project Managers			✓

<u>Reserve Studies</u>	<u>Accounting Only</u>	<u>Accounting Plus</u>	<u>Full Service</u>
Assist with RS Preparation	Limited	Limited	✓
Assist with RS Updates	Limited	Limited	✓

<u>Site Inspections</u>	<u>Accounting Only</u>	<u>Accounting Plus</u>	<u>Full Service</u>
Monthly Inspections			✓
Common Area Inspections			✓
Issue Non-compliance Letters		✓	✓
Report Non-compliance to the Board		Limited	✓
Online Access to Reports		✓	✓
Handle All Customer Inquires		✓	✓
Online access to customer responses		✓	✓
Online access to customer call log		✓	✓

<u>Architectural Control</u>	<u>Accounting Only</u>	<u>Accounting Plus</u>	<u>Full Service</u>
Handle modification requests		✓	✓
Online status of all requests		✓	✓
Online access to HO correspondence		✓	✓
Provide responses to requests		✓	✓

<u>Meeting Attendance</u>	<u>Accounting Only</u>	<u>Accounting Plus</u>	<u>Full Service</u>
Board Meetings			✓
Annual Meeting			✓
Committee Meetings			

<u>Access Cards</u>	<u>Accounting Only</u>	<u>Accounting Plus</u>	<u>Full Service</u>
Assist with Access control devices	✓	✓	✓
Dedicated Client Service Department	✓	✓	✓
Issue Key Fobs & Gate Changes	✓	✓	✓

<u>Amenities Reservation</u>	<u>Accounting Only</u>	<u>Accounting Plus</u>	<u>Full Service</u>
Assist with Reservations		✓	✓
Collect security deposits		✓	✓
Maintain calendar of availability		✓	✓
Return deposits following inspections		✓	✓

<u>Document Storage</u>	<u>Accounting Only</u>	<u>Accounting Plus</u>	<u>Full Service</u>
Physical & Electronic documents	✓	✓	✓
Daily system back-up	✓	✓	✓

<u>Insurance</u>	<u>Accounting Only</u>	<u>Accounting Plus</u>	<u>Full Service</u>
Procure insurance quotes	✓	✓	✓
Dedicated Insurance Claim Department	✓	✓	✓

<u>Education</u>	<u>Accounting Only</u>	<u>Accounting Plus</u>	<u>Full Service</u>
Board Training Classes	✓	✓	✓
Library of Best Practices	✓	✓	✓
Monthly Board Updates	✓	✓	✓
Covenant Review	✓	✓	✓

<u>Ancillary Services</u>	<u>Accounting Only</u>	<u>Accounting Plus</u>	<u>Full Service</u>
Cable Access Negotiations	✓	✓	✓
Bulk Service Contract Negotiations	✓	✓	✓
Water Sub-metering Billing Integration	✓	✓	✓
Lease Monitoring Service (H.E.L.P.)	<i>Optional</i>	<i>Optional</i>	<i>Optional</i>
Construction & Maintenance (HCMC)	<i>Optional</i>	<i>Optional</i>	<i>Optional</i>
Collection Agency	<i>Optional</i>	<i>Optional</i>	<i>Optional</i>
COA Law	<i>Optional</i>	<i>Optional</i>	<i>Optional</i>

Custom Packages Available
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