

HERITAGE
PROPERTY MANAGEMENT

Menu of Services

Levels of Service

Community Management can be a daunting and time-consuming operation. In an effort to reduce the burden on our boards and associations, Heritage offers an unparalleled suite of services, both in scope and quality. Options range from financial management only to on-site management.

Financial Service

Designed for associations who want accounting services only, this package relieves the Board of many day-to-day activities involving accounts payable, accounts receivable, budgets and collections.

Financial Service and Covenant Compliance

Many associations prefer to distance themselves from the difficult task of covenant enforcement. This package, often referred to as Accounting Plus, includes both financial services and Board-initiated covenant enforcement.

Full Service with a Portfolio Manager

Our full service package is the most widely-utilized service offering. It includes financial services, covenant enforcement, site visits, inspections, bid procurement and meeting attendance.

Full Service with an On-Site Manager

Many larger communities opt for a full service package along with a dedicated manager that spends 40 hours a week on the property. On-site managers still benefit from the infrastructure and back-office support provided by Heritage.

Value-Added Services

With over 30 years of experience along with the scale of our business, we are able to offer ancillary services to simplify your operations, save your association money and centralize your efforts. Clients are encouraged to review all options in this category carefully since they can be engaged with any package, and many are offered at NO charge to the association.

Our Menu of Services

This booklet is designed to be an overview of all of Heritage services. The package chosen will dictate the scope of the services provided, as well as pricing.

Please see contracts for complete details. Custom packages are available.

Financial Services

Timely and accurate reports disclose to the Board, and to the community, actions taken to make the Association cost-effective and financially secure. At Heritage, we utilize a CPA-led accounting team and have built our reputation on sound fiscal management. Your association will enjoy 24/7 access to all financial information via Heritage EDGE. Homeowners will benefit from a variety of payment options and real time access to account balances. Our financial services currently include:

Financial Reports and Statements:

- Record all transactions
- Assist with year-end audits
- Tax return preparation
- Correspond with financial institutions
- Receive and apply all deposits
- Handle all bank correspondence
- Prepare monthly financial reports, income statements and balance sheets



Dues and Assessments Collection:

- Assist with the establishment of a collections policy for the community
- Handle and process all dues and assessment invoices
- Create and distribute coupon books
- Process and handle all delinquencies and late notices
- Apply late fees and interest penalties per Board direction
- Coordinate appeals on behalf of homeowners to present to the Board
- Administer Board-approved payment plans
- Process and distribute suspension of access letters per the Board's request
- Prepare packages for accounts being transferred to your choice of legal counsel
- Attend court proceedings as necessary for delinquent accounts

Financial Services

Payment Options:

Heritage offers many convenient payment options for your homeowners, regardless of how they prefer to handle their dues and assessments!

- Checks, Money orders, Auto debit, E-check
- Payment in person at any BB&T Location
- Online payments are also available!



Budgets:

- Assist with the development of annual operating budgets
- Offer recommendations based on reoccurring expenses and reserve requirements
- Assist with the preparation of reserve studies

Accounts Payable & Accounts Receivable:

- Manage all receipts and disbursements
- Review and payment of all invoices
- Record retention of vendor insurance and W9's
- Images of all paid invoices available 24/7 on Heritage EDGE

Closing Services:

In order to facilitate the consistent and timely delivery of closing-related information, Heritage Property Management has established a designated closing department.

- Produce and distribute closing letters
- Administer and collect final account balances
- Complete and distribute mortgage questionnaires



Property Services

Heritage's property management services are designed to relieve Boards of many ongoing responsibilities (such as monitoring the work of vendors, covenant enforcement, and modification requests).

Inspections:

- Perform regular on-site property inspections
- Covenant enforcement and the issuance of non-compliance letters
- Common area and vendor work inspections

Architectural Control:

- Act as a liaison between the Association's Architectural Control Committee and homeowners
- Catalog and maintain records of all correspondence

Vendor Management:

- Provide vendor recommendations
- Collect W-9s and vendor insurance information
- Maintain records of bids, invoices and payments made to vendors
- Assist the association in maintaining property, liability and Directors and Officer's insurance



Property Maintenance:

- Inspect and maintain common area structures and grounds
- Coordinate with city and county authorities on maintenance items

Emergency Services:

- Emergency call center available 24 hours a day/7 days a week
- Coordinate with vendors and authorities as needed in an emergency situation

Bid Solicitation:

- Bid solicitation for non-emergency services
- Collect W-9s and insurance information on vendors

Administrative Services

A dedicated customer service team handles all correspondence, phone calls and e-mails in a timely and efficient manner. Specialized departments ensure that issues are handled quickly and reliably. Our administrative services currently include the following:

Dedicated Manager:

- Lowest ratios of properties to portfolio managers in the industry
- Management teams includes a manager, a division manager and the VP of Property Management
- Management teams are able to leverage specialized departments
- Team members undergo background checks and drug screening

Enhanced Broadcast Messaging:

- Community-wide broadcast messaging for emergency and non-emergency updates
- Selective messaging to specific groups, board members or homeowners
- All messages are instantly archived along with list of recipients

Meeting Administration:

- Assist with scheduling meetings
- Assist in preparation of meeting agendas
- Attend regular board meetings
- Post meeting minutes online
- Annual meeting notifications
- Attend and facilitate annual homeowner meetings
- Prepare ballots, proxies, and absentee voting mechanisms
- Present annual management reports
- Present annual financial reports and budgets
- Prepare and distribute welcome letters and educational materials



Administrative Services

Tax Return and Legal Coordination:

- Coordinate the preparation of your association's annual tax return
- Coordinate with your attorney to place delinquent accounts in legal

General Correspondence:

- Handle all homeowner correspondence via USPS, certified mail, UPS, FedEx, etc.

Record Maintenance:

- Maintain an owner database, including all contact information
- Digitize and archive governing documents
- Prepare, distribute, and archive non-compliance letters
- Prepare, distribute, and archive broadcast messages
- Archive budgets and other financial data
- Archive paid invoices and other vendor information
- Archive architectural requests and decisions

Reservations for Amenities:

- Manage clubhouse, tennis court and other amenities reservations
- Collect and reimburse amenity rental deposits
- Maintain amenities reservation calendar with 24/7 online Board access
- Facilitate reservation agreements



Access Cards:

- Activate and deactivate access devices
- Facilitate changes in devices or providing additional devices

Online Services

Heritage utilizes cutting-edge technology to maximize both efficiency and transparency. Boards and homeowners can view real time account status, pay bills through a variety of mediums, request closing documents online, and enjoy 24/7 access to virtually all important association-related documents via Heritage EDGE.

Security levels on everything from records and account details, to calendar events and correspondence, ensures information remains protected and is only accessible to the proper parties.

Heritage EDGE:

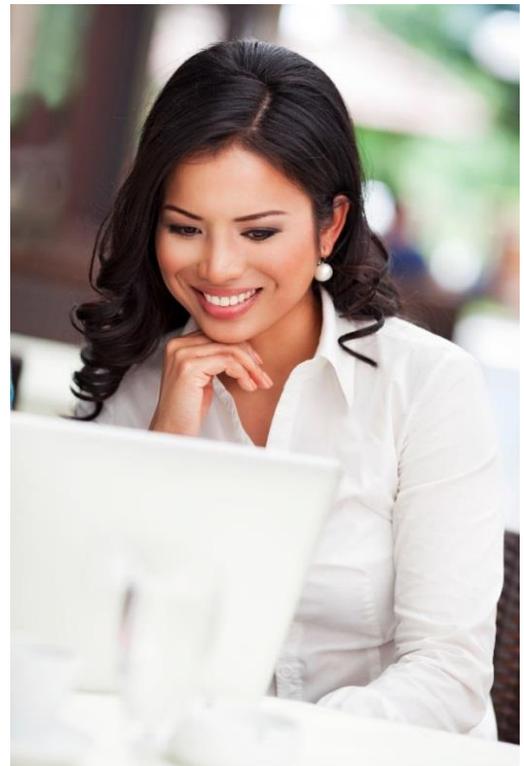
- A community-specific web portal providing 24/7 access to virtually all important information
- Multiple access levels available to ensure that data remains private and secure

Online Record Access:

- Governing documents
- Compliance correspondence
- Financial information and monthly statements
- Images of all paid invoices
- Annual community calendars

Online Account Access:

- Individualized log-in information
- Homeowner account status
- Multiple online payment options



Educational Services

Heritage University™: Homeowner Manuals, Training and Instructional Material

Understanding industry standards and best practices are critical to the success of any Board. Heritage University™ is the broad term used to describe the many educational opportunities offered by Heritage. Our in-house Board training sessions are very popular and we developing more educational opportunities for Board members every day. **All of these materials and classes are offered at NO charge to the Association!**

Heritage Construction & Maintenance Company

Heritage Construction and Maintenance Company (HCMC) is a full service, in-house construction and maintenance organization. Currently, HCMC boasts a staff of more than 24 people and a fleet of 11 vehicles. By utilizing GPS and cutting-edge dispatching technology, HCMC is able to respond to service requests quickly and reliably.

Our technicians have extensive resumes that include experience in electrical, plumbing, and welding. They receive on-going OSHA safety training as well as trade-specific education. HCMC is also an active member of the Georgia Chapter of the Associated Builders and Contractors, Inc.

HCMC is a State of Georgia Licensed Contractor.

General contracting:

- Winterization
- Gutter cleaning and installation
- Site reviews
- Roof repairs
- Plumbing repairs

Project supervision:

- Painting
- Retaining walls
- Clubhouse renovations



Preventative maintenance:

Designing and implementing a preventative maintenance program can save the association thousands over time, handling smaller items while they are still small!

Janitorial services:

Jobs can be small or large, occasional or contracted. All of our service technicians must pass initial background checks and drug screenings.

HCMC also has 24 Hour emergency service available!

Leasing Administration

Maintaining control of the leasing activity within a community is a crucial component of protecting and enhancing property values.

An overabundance of leasing not only damages the value of a given community, but diminishes the effectiveness of an Association as well. It is for this reason that Heritage is proud to offer the Heritage Effective Leasing Program (Heritage HELP).

H.E.L.P offers a completely robust and unique approach to handling this growing problem. Enrollment is separate and optional to your standard contract; however it does not cost our associations anything, as the fees for the services are passed on to the lessor.

H.E.L.P. Highlights:

Administration and monitoring of the leasing activity within the community.

- Maintain an accurate database reflecting owners leasing their unit(s)
- Maintain a database reflecting tenant names and contact information
- Monitor lease expiration dates
- Generate and distribute monthly leasing reports
- Create and maintain leasing waiting lists
- Assistance with establishing a community-wide leasing policy
- Create a distribution list aimed specifically at tenants
- Monitor and calculate the community's average rental rate
- Educate tenants regarding covenants and other matters
- Educate lessors on covenant enforcement while leasing



Insurance Claim Administration

The administration of an insurance claim can be a daunting and time-consuming task. Recognizing this, Heritage has established a dedicated insurance claim administration department. After years of experience working with insurance adjusters, our team knows how to investigate and administer your claim; giving you peace of mind that your association will be taken care of properly. Our insurance claim administration services currently include:



- Insurance claim consulting and coverage review
- Loss reporting and estimates from preferred vendors
- Settlement negotiation and liaising with the insurance carrier

Collection Agency

Our in-house collection agency, Magnum Association Services, provides an affordable solution for delinquent accounts. With a very minimal investment, associations can take a significant step towards recovering funds. The ability to affect credit reports offers much-needed incentive to a number of homeowners who would otherwise remain delinquent. The nominal fee, excellent success rate and swift results have made this service very popular among our associations.



Property Tax Appeals

Historically, tax appeals have resulted in enormous savings for our associations, and have done so with little to no upfront costs! Some associations have saved hundreds of thousands of dollars! As part of our routine on-boarding process, Heritage will determine whether your association would benefit from such an appeal.



Request a Proposal by visiting
www.heritageproperty.com

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