



November 17, 2021

Mr. Christopher Rossetti, President  
Pond Place Association, Inc.  
2 Arrowhead Court  
Avon, CT 06001

Re: Proposal for Management Services  
Pond Place Association, Inc.

Dear Mr. Rossetti,

Thank you for your interest in White & Katzman (W&K) and allowing us the opportunity of participating in the management selection process.

We are pleased to submit a proposal for management services for Pond Place.

### **Management Understanding**

We understand that you are requesting W&K to oversee the day to day operations of the Pond Place community and assisting the Board to protect, preserve, maintain and enhance the association. Our management philosophy is simple; we will utilize our experience, knowledge and resources to provide enough information so the Board can make informed decisions.

W&K is committed to forming a positive and long-lasting partnership with the Pond Place community by providing effective communication, accurate financial reporting and full accountability.

### **Scope of Services**

#### **Financial**

- Receive, deposit and account for monthly Association fees and miscellaneous income in a trusted account in a financial institution acceptable to the Association.
- Disburse funds on behalf of the Association for service contracts and any repairs reasonably required and approved by the Board for the common property.
- Provide up to two (2) board members access to our fully automated AP platform 'StrongRoom' to review and approve invoices.
- Prepare and distribute a monthly statement of receipts and disbursements and a list of owners who are in arrears in Association fees or other amounts owed to the Association.



- Maintain the General Ledger and other supporting financial and audit documentation.
- Prepare for the Board's approval an operating budget and fee schedule.
- Notify individual owners of any revisions to Association/Tax District fees or any special assessments.
- Provide notice of arrears to individual unit owners.
- Prepare CT Tax forms, an annual statement of receipts and disbursements of the preceding fiscal year as compared with the budget for that year.
- Manage the Association's funds as directed by the Board.
- Provide information and assist in any audits.

### **Administrative/Clerical**

- Attend meetings of the Board of Directors (12 Board Meetings, 1 Annual Meeting)
- Arrange and attend all annual general meetings, including oversee compliance with all legal notice requirements.
- Correspond with unit owners or tenants deemed to be violating the Bylaws, and if enforcement is requested, initiate legal action at the direction of and on behalf of the Board of Directors.
- Advise the Board of Directors with respect to the use of professional consultants and fees, including legal counsel, insurance brokers, appraisers, survey companies, accounting firms, auditors, and contractors.
- Arrange for insurance appraisals as required, obtain bids from various insurance carriers, and keep the Board informed of all insurance requirements, including but not limited to worker's compensation insurance, general liability insurance, fire and extended coverage insurance, fidelity insurance, burglary, and theft insurance. On direction from the Board, place insurance with a broker, assist the Board with the handling of any insurance claims.
- The Property Manager shall promptly investigate and provide a full report within 72 hours as to all accidents or claims for damages relating to the management, operation, and maintenance of the community.
- Maintain all required governing documents, plans and blueprints.
- Provide emergency service on a 24-hour per day, 7 days per week basis.
- Maintain work orders for all requested and authorized repairs and maintenance.
- Provide general advice and expertise to assist the Board in decision making.
- Keep the Board informed of new or proposed local, state, or federal legislation affecting Pond Place in general.

### **Property Management Services**

- Advise the Board with respect to maintenance of the common property, emergency repairs as required, general status of equipment, landscaping and snow removal, garbage removal, pond maintenance, and any related matters.
- Supervise all repairs or maintenance performed on common property by onsite and outside vendors.
- Perform regular property inspections
  - Weekly inspection of common elements
  - 2 X per year exterior inspection of all unit dwellings. Follow up with all owners via electronic notice and/or hardcopy mailing to ensure compliance.
- Act as "Dam Operator" and point person for Stub Pond dam maintenance and emergency response plan.
  - Provide W&K Property Services with Emergency Action Plan and tool to open the sluice.



- Obtain competitive bids for routine maintenance including roadway maintenance, pond & algae weed treatment, landscaping & snow removal, insurance premiums, etc.

## Fees

We will provide the professional management services required to effectively manage Pond Place for the following fees:

1. **Monthly Management Fee** - \$4,000.00/month
  - a. Fee to be held flat Year 1 & 2. Year 3 Increase to \$4,150.00/month.
2. **Semi-Annual Inspection Fee & Owner Compliance**
  - a. \$900 per inspection
    - i. Includes the estimated six (6) hour onsite inspection, organizing results and following up with owners as needed to ensure compliance.
3. **Document Storage Fee** – \$3.50/box/month
4. **Postage** – billed at cost
5. **Copies** - \$0.20/copy (includes stationery and envelopes)
6. **PILERA Community Portal**

State of the art community web portal and mass messaging platform. Users have the ability to access community documents, records, financial reports, make payments online, submit maintenance requests, mass community messaging, etc.

  - a. Mass Messaging (email blasts) – **Included**
  - b. Architecture Change Requests (EMA)- **Included**
  - c. Board+ - Task Management feature for Board and Manager. Assign tasks, set up follow up dates, view audit trail of each, status update and comment, etc. – **Included**
  - d. SMS Text Messages & Automated Calls - **\$0.79/unit/month (optional)**

We appreciate the opportunity to submit this proposal and look forward to working with the Pond Place community for many years to come! Please feel free to contact me if you have any questions regarding our proposal. In the meantime, we would encourage you to visit our website for more information about our firm - [www.wkmanage.com](http://www.wkmanage.com)

Very truly yours,

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