

**PROPOSAL**

**FOR**

**Your Association**

**Argus Property Management, Inc.**

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## **INTRODUCTION**

We are pleased to submit our proposal for the management of your Association. As managing agent, Argus Property Management, Inc. would bring the knowledge and experience gained during fifteen years of service to community associations in Manatee and Sarasota counties.

The outline below highlights some of the unique aspects of the management services we can provide, followed by an expansion detailing each item. Pages 4, 5, & 6 expands on specific management activities available in greater detail.

### **FINANCIAL RECORD KEEPING AND REPORTING**

Argus Property Management, Inc. utilizes the latest in computerized accounting hardware and software. All accounting functions - Accounts Receivable, Accounts Payable, and the Work Order System are fully integrated with the General Ledger.

The Accounts Receivable System produces late notices, delinquency listing and past due letters to unit owners.

All accounting functions are handled from our main office. Copies of all pertinent records will be kept at our office.

### **PAYROLL SERVICE AND ON-SITE STAFFING (if applicable)**

Argus Property Management, Inc. will manage any on-site staff and provide payroll services through a Leasing Company. Should it become necessary Argus will locate, interview, hire and train additional or replacement on-site staff at the direction of the Board.

### **SECRETARIAL AND OFFICE ASSISTANCE**

Prototypes of Annual Meeting materials, affidavits required by law and check-off forms for assuring proper mailing have been developed. Several methods of securing the designated voter for each unit as required by the Association's Documents are available. Regular contact with title companies provides swift, economical access to information for securing titles of record. Standard letters for the collection of delinquent maintenance payments are used successfully. Clerical assistance is available. All correspondence is confidential.

### **COMMUNITY ASSOCIATION MANAGER**

Argus provides the services of a Licensed Community Association Manager. Our Association Managers, on average, have between six and eight properties in their portfolios.

### **BOARD AND MEMBER MEETING ATTENDANCE AND ASSISTANCE**

Your Community Association Manager will attend Board of Directors Meetings and Annual Meetings.

### **MANAGEMENT REPORT**

A comprehensive management report can be made available for distribution to the Board of Directors prior to the Board Meeting. This report would contain a detailed Agenda, meeting the requirements of the new Florida Statutes. Also included would be the minutes of the last meeting, financial statements, manager's report on work done and solutions to pending problems, committee reports, insurance information and correspondence. This report would provide Board members with the necessary information ahead of time to enable them to make informed decisions, thus reducing potential liability, improving the quality of the decisions and increasing individual personal satisfaction. The use of these reports has resulted in more productive Board Meetings.

### **RULE INFRACTION AND EMERGENCY ASSISTANCE**

Infraction of Rules can be referred to the Community Association Manager. Any unresolved infraction will be referred to the Board of Directors to determine further action.

Phone calls from the members regarding problems or concerns may be relayed to the office of Argus Property Management, Inc., at 941.927.6464 twenty-four hours a day.

### **COMMUNITY LIVING GUIDANCE**

Your Community Association Manager is available to any member of the Association to discuss matters pertaining to community living. We are able to deal with each situation in a non-judgmental and unbiased manner because we are not members of the Association.

## **SERVICES**

### **PHYSICAL MANAGEMENT**

The Community Association Manager will see to it that the property is maintained consistent with the standards established by the Board and the Budget. Maintenance schedules will be reviewed or developed and then implemented.

### **MANAGEMENT INFORMATION SERVICES**

All Associations receive a free Web Page on Argus' web site. [www.argusmgmt.com](http://www.argusmgmt.com).

### **MANAGEMENT FEE**

Our monthly fee to perform management services will include all office expense except mass mailings to your community.

### **SUMMARY**

Our function is administrative in nature. The Board is the principal policy-making body for the establishment of policies, standards, procedures, programs and the budget. The Board may delegate its authority to implement its decisions, but it cannot delegate its responsibility to see that they are implemented properly. Our function is to carry out the Board's decisions and administer the programs, services and activities of the Association within the established policies and guidelines.

Our services will save thousands of dollars, improve property values and create greater harmony within the community and within the Board of Directors. This is a promise that we make to all our customers.

We look forward to discussing this material with you in greater length after you have reviewed its content. Please do not hesitate to contact our office should you have any questions.

## **ACTIVITY**

### **FISCAL**

1. **Assessment Collection**  
includes preparing and mailing of coupon books and the subsequent updating of the owner's accounts.
2. **Delinquency Follow-up**  
includes sending of past due statements. If an account becomes 60 days past due the account is turned over to the Association's attorney for a lien to be filed. Thereafter Argus works with the Association's attorney towards the successful collection of past due balances.
3. **Bill Approval**  
includes checking invoices against the Board approved contract amount for utilities, also reviewing the amounts charged against the budget, for all invoices it involves verifying that the work or service was performed in a satisfactory manner and coding invoices by account number.
4. **Bill Payment**  
includes preparing laser cut checks, obtaining signatures, mailing checks and then filing a copy of the check along with the invoices.
5. **Payroll Accounting for On-Site Personnel (if applicable)**  
includes preparing the payroll, preparing and filing all payroll tax reports, making all payroll tax deposits for all on-site personnel, and tracking of vacation time and sick leave. This service may be handled through a staff leasing concern under contract with Argus and includes health insurance.
6. **Financial Report Preparation**  
includes monthly statements prepared on a modified accrual basis. Also included are the required schedules of A/R, reserves, special assessments and comparison to budget monthly and year-to-date and a list of checks written for the month. Additional reports may be requested by the Board of Directors
7. **Tax Return Preparation**  
We provide the information and work with an independent outside source for preparation of your Federal and State Tax returns their fee is not included in our service.
9. **Year-End Financial Report**  
Year-end statements are prepared on a full accrual basis to assure the statements meet the requirement of the State of Florida for Associations
10. **Budget Preparation**  
Includes the preparation of a draft of the Association's proposed budget for review by the Budget Committee and/or the Board. The estimates used are based on an evaluation of the needs of the Community and research into any anticipated rate adjustments.

## **ADMINISTRATIVE/CLERICAL**

1. **Board of Directors Meeting Attendance**  
Argus' Community Association Manager will attend Board Meetings to discuss with the Board any of the work that Argus has undertaken since the last meeting and to assist the Board in compliance with its Documents and the Florida Statutes.
2. **Special Meeting and/or Committee Mtg. Attendance**  
Argus' Community Association Manager will, when time permits, attend Special Board Meetings or Committee Meetings to discuss any of the work that Argus has undertaken since the last meeting and to assist the Association in compliance with its Documents and the Florida Statutes.
3. **Annual Meeting Attendance**  
Argus' Community Association Manager will attend the Annual Meeting to answer questions of those in attendance regarding any of the work that Argus has undertaken since the last Annual Meeting and to assist in conducting or conduct the meeting in compliance with its Documents and the Florida Statutes.
4. **Minute Transcription**  
Most experts recommend that a Board Member or an independent third party take the Association's minutes. Argus will, if requested take the minutes of Board Meeting.
5. **Minute processing**  
includes transcribing the Secretary's handwritten minutes and putting them in the proper format.
6. **Annual Election and Meeting Notice Preparation**  
Election and Meeting Notice mailings to comply with Florida Statutes.
7. **Annual Meeting Coordination**  
Argus' Community Association Manager is available to coordinate the registration process and the counting of any Ballots.
8. **Member Roster Maintenance**  
includes maintaining the owners of record names, addresses, phone numbers when provided, and the designated voter if required.
9. **Records & Files Maintenance**  
The State of Florida requires the Association maintain an extensive list of records that must be available for inspection by any unit owner. Our services include keeping your records in compliance with the Law and handling requests to inspect your records.
10. **Resales: Preparation & Processing of Transfer Information**  
The Association is required by Law to provide to a unit owner or unit mortgagee, a certificate giving the status of the unit owner's account within 15 days.
11. **Resident Information Pamphlet (Preparation & Distribution)**  
New members are sent a letter welcoming them to the community and can include any other information the Association would like to have sent to the new owner.

- 12. Special Mailings**  
includes typing, mailing or preparing for distribution, any special communications from the Board or its officers to the members or other third parties.
- 13. Special Photocopying**  
Photocopying of Association's records is available when requested by the Board, owners or when required by Florida Law.
- 14. Specification/Bid Preparation and Coordination**  
Florida Law requires that there be a written contract between the Association and the vendor anytime a product or service is provided to the Association. When the aggregate amount of the contract is more than 5% of the Association's total annual budget including the reserves, the Association must obtain competitive bids.
- 15. Contract Awarding**  
includes comparing bids and making a recommendation to the Board of Directors.
- 16. Yearly Management Plan**  
includes a schedule of the events affecting the Association over the period of a year.
- 17. Legal (Attorney) Liaison**  
Although Argus will not give legal opinions, however as a result of our experience with Condominium and Homeowner Law, we may be able to save the Association significant dollars in legal expenses by using Argus as a Liaison to the Association's Attorney.
- 18. After-Hour Answering & Emergency Assistance Service**  
Office hours are 8:30 a.m. to 4:30 p.m. Monday through Friday. If an emergency happens after hours our phones are answered by our answering service and the message is forwarded to you association manager.
- 19. Rules and Regulations Enforcement**  
Argus has developed letters that have proven to be very effective in enforcement of the Association's rules and regulations. This reduces or eliminates the need for neighbors to confront neighbors about the rules.
- 20. General Correspondence**  
includes the drafting, word processing and filing of letters regarding Association business.
- 21. Hiring/Firing/Managing of On-Site Personnel**  
includes locating, interviewing, recommending to the Board, hiring, managing and, when necessary, firing of any on-site personnel.

## **FREQUENTLY ASKED QUESTIONS**

**Q. Qualifications and experience in managing associations.**

**A. Our firm has approximately fifteen years experience in association management while some of our managers have over twenty years of property management experience.**

**Q. Number of associations currently managing**

**A. We presently manage approximately ninety associations. These include homeowners associations as well as condominiums and cooperative association.**

**Q. Names of some of properties currently managing**

**A. In Bradenton and Long Boat Key:**

<b>Sara Palms</b>	<b>Heron Harbour</b>	<b>River Run</b>
<b>Avista at Palm Aire</b>	<b>Marina Bay</b>	

**B. In Sarasota:**

<b>Deer Hollow</b>	<b>Hillview Medical</b>	<b>Strathmore Villas</b>
<b>Jefferson Pines</b>	<b>Forest Lakes #12</b>	<b>Woodside Villas</b>
<b>Village Walk</b>	<b>Village Green</b>	<b>Bird Key</b>
<b>The Office Park</b>	<b>Crestwood I</b>	<b>Mira Lago</b>
<b>Landings-Eagles Pnt.</b>	<b>Turtle Rock</b>	<b>Baywood Colony</b>
<b>Casa del Sol</b>	<b>Portofino on the Bay</b>	<b>Strathmore at Riverside</b>

<b>Stoney Brook-Forrest Hills</b>	<b>Somerset at Palmer</b>	<b>Palmer Square</b>
<b>The Landings</b>	<b>Gulf Gate Village</b>	<b>Wellington Chase</b>
<b>Deer Hollow VI</b>	<b>The Medical Complex</b>	
<b>Palmer Square</b>	<b>Landings Management</b>	

**B. On Siesta Key:**

<b>Somerset Cove</b>	<b>Sandy Cove Assoc.</b>	<b>Tiffany Sands</b>
<b>Sunset Royale</b>	<b>Gulf &amp; Bay Club BS</b>	<b>Siesta Beach House</b>
<b>Sandy Cove IV</b>	<b>Alohi Kai</b>	<b>Siesta Estates</b>
<b>The Pompano</b>	<b>The Inlet</b>	<b>Siesta Bayside</b>
<b>Sea Winds</b>	<b>The Pompano</b>	<b>Beachwalk</b>
<b>Coquille</b>	<b>Crescent Arms</b>	<b>Beachaven</b>

**C. Englewood:**

<b>Foxwood</b>	<b>Edgewood Commercial</b>	
<b>The Crossings</b>	<b>Sable Trace</b>	<b>Center Gate</b>

**D. In Venice:**

<b>Bahia Vista Gulf</b>	<b>Point White Cap</b>	<b>Bella Costa</b>
<b>Gulf Shores</b>	<b>Bird Bay North</b>	<b>Southwood</b>
<b>Waterside I-IV</b>	<b>Waterford</b>	<b>Grassy Oaks</b>
<b>Chestnut Creek</b>	<b>Patio Homes</b>	<b>The Isles</b>
<b>Master Assoc. of Chestnut Creek</b>		<b>Palm Villas</b>
<b>Stonecastle</b>	<b>Holiday Condominiums</b>	

- Q. Number of years in business and number of years as property manager**  
**A. We have been in business approximately fifteen years. Prior to changing our name to Argus Property Management, Inc., we were known as the RE/MAX Property Management Division of Sarasota.**
- Q. Number of CAM managers you employ**  
**A. We presently employ nineteen "full-time" licensed CAM property managers.**
- Q. Number of properties per manager**  
**A. We expect our property managers to be able to handle between four to eight properties.**
- Q. Required qualifications and experience of property managers**  
**A. We hire experienced and licensed property managers. The average Argus property manager has approximately fifteen years experience. All CAM property managers are required to participate in enhancement classes. Several of our property Managers also holds licenses in related fields such as real estate.**
- Q. Attendance requirements of managers at meetings (board, committee, budget, etc.)**  
**A. We expect our property managers to attend all Board of Directors meetings, and Membership meetings.**
- Q. Monthly management fee and expected additional charges**  
**A. Subject to unforeseen mitigating circumstances we expect your management fee to be as outlined in the cover letter.**

**We have no "add-on" or "hidden" charges. Our fee will include all regular office, mailing, copies, and postage excluding mass membership mailings or mass copying. Below is a list of NO Charges to the associations.**

**NO CHARGE FOR: Processing and setting up financial forms, questionnaires, and loan packages.**

**NO CHARGE FOR: Preparing and copying monthly financials.**

**NO CHARGE FOR: Certificates for transfer or estoppel letters.**

**NO CHARGE FOR: Typing, copying, and distributing minutes to the board.**

**NO CHARGE FOR: Individual copy service per page.**

**NO CHARGE FOR: Cellular telephone calls.**

**NO CHARGE FOR: Setting up additional accounts.**

**NO CHARGE FOR: Administering additional accounts.**

**NO CHARGE FOR: Purchasing certificates of deposits.**

**NO CHARGE FOR: Rolling over certificates of deposits.**

**NO CHARGE FOR: Changing association bank accounts.**

**NO CHARGE FOR: Renewing bank signature cards.**

**NO CHARGE FOR: "Backing up" computer on floppy disks or tape.**

**NO CHARGE FOR: Attending Board of Director meetings lasting more than two hours.**

**NO CHARGE FOR: For preparing for and meeting with governmental agencies for associations.**

**NO CHARGE FOR: For attending hearings for unit owner fines.**

**NO CHARGE FOR: For assisting or writing bid specifications.**

**NO CHARGE FOR: For reviewing requests by unit owners for modifications for common elements or their units.**

**NO CHARGE FOR: For assisting in the preparation of income tax returns.**

**NO CHARGE FOR: For assisting in the coordinating amendments to association documents including rules and regulations.**

**NO CHARGE FOR: For the administration of special assessments.**

**NO CHARGE FOR: For tracking or expending reserve funds.**

**NO CHARGE FOR: For investigating, reporting, supervising the repair of insurance claims by association insurance agent.**

**Q. Reasons your company is better than other management companies.**

**A. There are many reasons why we believe that we provide better management services. Some are as follows:**

**1. The low number of units and associations our property managers handle allows our managers more time for individual associations.**

**2. Argus Property Management, Inc., decentralizes its services giving your Board of Directors, Committees, and owners better access to our staff.**

**3. Our property managers are better trained in all aspects of management including maintenance, financial, and ministerial.**

**4. Our senior property managers share in corporate profits and also have decision-making role.**

**5. Our managers understand the differences between condominiums and homeowners associations. They understand the importance of lake maintenance for proper drainage and flood control purposes.**