



Cedar Management Group

Association Management Proposal provided for

Laurel Thicket

Thank you for inviting us to participate in your search for an association management company.

We understand that as a volunteer Board member, this decision is not to be taken lightly. We appreciate the opportunity to present this proposal for your consideration.

Cedar Management Group, an Accredited Association Management Company (AAMC[®]), was founded based on the idea that the association management industry needed to be reworked and improved. Our “*Three P’s*” of Success (*People, Process, and Purpose*) have allowed us to reinvent the structure and organization of our industry.

Our exceptional team-based approach to management is supported by a staff of over 400 professionals with hundreds of combined years of experience. We hire, train and invest in an exceptionally well educated and knowledgeable team. We provide our *people* with ongoing education and training in the continuously growing and changing HOA industry. Our *processes* are derived from almost twenty years of advanced techniques. We own our software and can tailor it to each community that we manage. Combined with our custom technology and twenty-four hour response time, these methods help achieve the highest possible customer satisfaction at a reasonable and value driven cost for our clients. Our *purpose* is the third and most important aspect of our success: to provide HOA management solutions that meet the highest standards and drive results to improve property values for all communities that we manage.

Cedar recognizes that increasing property values, containing costs, and reducing time for community volunteers are some examples of the challenges that Board members face. We strive to establish a trusting relationship with all homeowners and board members, as well as utilize clear and effective communication with all clients. This in turn will assist with establishing a healthy board and homeowner relationship to accomplish the goals of the community.

We hope the following pages provide you with the tools that you need in your decision-making process. Thank you for your time and consideration in Cedar Management Group. We look forward to learning more about your community.



A handwritten signature in black ink that reads "Vernon Kline". The signature is written in a cursive, flowing style.

Vernon Kline
President

Association Management Proposal

Laurel Thicket

Jerry Leeman | 1734 Irish Blvd | Sanford, NC 27332 | 919.606.8516

Proposed Start Date: December 1, 2024

Transition Begins: October 15, 2024

Association Type and Size

251 Lots

Billing Cycle

Annual

Current Management

Self - Managed

Amenities

Pool, Private Roads, and
Tennis/Pickleball Court

Services Provided

- Website Hosting and Support
- Late Notices
- Twelve Board Meetings per year
- Twelve Community Inspections per year
- Timely communication
- Monthly financial report
- Annual Meeting Attendance
- Annual budget preparation
- Covenant Restriction Notices
- Online Portal for Board and Homeowners
- Emergency Maintenance 24/7
- Vendor Management
- Resident Support
- Common Area Management

Proposed Monthly Fee

\$1500

Contents

1

Company Overview

5

Scope of Services

15

Accounting Department

16

Online Communication

19

Joining the Cedar Family



Company Overview

Cedar Management Group was started in Charlotte, NC in 2005 and has expanded to cover four states with 24 offices. We do not engage in real estate sales or rental management, leaving us fully dedicated to association management. We manage all types of communities, including homeowner associations, condominiums, townhomes, office associations, and 55+ communities. Our three key differences are our staff, technology, and the organization of our company.

Providing privately held, unique services since 2005

Community Associations Institute (CAI) Member with AAMC certification.

Management Offices throughout North Carolina, South Carolina, Virginia, and Tennessee

Client Portfolio:
70% of our client base is single family homes

30% of our client base is a mix of condominium townhomes, etc.

Office Operation Hours:
Monday - Thursday
8:30AM to 6:30PM
Friday: 8:30AM - 2:00PM

Phone Center Operation Hours: Monday - Saturday
8:00AM to 8:00PM

Established professional relationships with CPA firms, attorneys, financial institutions and vendors for assistance to your association as needed

Payment Options Include:
ACH Draft, Credit/Debit Card, Personal Check, Money Order, Bill Pay, and e-Check

Management staff members hold multiple designations from CAI

BBB accredited with an "A+" rating

References are available upon request

Executive Staff



Vernon Kline
CMCA | AMS
President



Kris Milstead
CMCA | AMS | PCAM
Vice President
Community Management



Julie Shadrick
CMCA | AMS
Vice President
Sales

Directors



Nicole DeRiso
CMCA | AMS | PCAM
Director
Community Management



Megan McGrath
CMCA
Director | Administration



Rachel Rose
Director | Operations



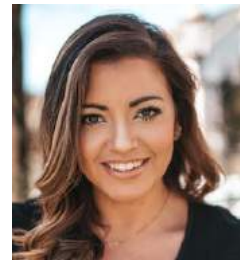
Lisa Allen
CMCA | AMS
Director | Accounting



Aubrey Larkin
CMCA AMS
Director | Training



Charity Johnson
Director | HR



Alexandra Torres
CMCA
Director | Transitions

“ We create our services and educate and certify our professionals not only to serve our residents with high value service, but also to protect the value of the homes within the community associations we oversee. ”

Area Managers



Scott Hines
CMCA | AMS



Christopher Kellar
CMCA | AMS



Amanda Smith
CMCA



Christi Jones
CMCA



Shon Duren



Casey Joye
CMCA



Sarah Wachtel



Donna Beland-Frost



Jessica Barham
CMCA

Operations Staff



Lauren May
Manager | Support



Robert Tomkins
Manager | Accounting



Jaime Fox ^{CMCA}
Manager | Training



Abby Ventry
Manager | Administration



Tracey Hines
Manager | Administration



Tommy Vestal
Manager | HR



Eric Green
Manager | Accounting



Professional Credentials

What Is AAMC®?

The Accredited Association Management Company® (AAMC®) demonstrates our company's commitment to providing the unique and diverse services that community associations need. Having our AAMC® designation ensures that our staff has the skills, experience, and integrity to help communities succeed. Our managers have advanced training and demonstrated commitment to the industry. The AAMC® accreditation is held by less than 250 association management companies globally.



Cedar Management Group is an Accredited Association Management Company® (AAMC®)

What Is CAI?

The Community Associations Institute provides many educational opportunities for community association managers and community volunteers. Education options range from beginner to advanced topics including community association operations, how to lead and manage people, and how to avoid costly mistakes. Some of the education programs lead to professional designations, while others such as national conferences and seminars to provide continuing education credit for renewal of professional designations.



CAI offers three levels of courses designed to give new managers a knowledge base and experienced managers a deeper understanding of all aspects of association management. Courses focus on such topics as insurance, finance, leadership, governance, and communications.

Cedar Management is committed to continuing education and certification of our staff. Our staff and management currently hold certification and professional designations including:

CMCA® - Certified Manager of Community Associations

AMS® - Association Management Specialist

PCAM® - Professional Community Association Manager

A Team Based Approach



“ The single most important aspect of a company are those people that drive the day-to-day results provided to clients. We are extremely proud of our people because they provide the highest levels of service and professionalism for our trusted communities. No amount of technology or procedure can replace the quality and integrity people bring to an organization. ”

Circle of Service

An important highlight of Cedar Management Group is the departments that make up our company. Our community managers perform the heavier lifting for the board while all other departments handle the day-to-day activities for homeowners. Our company focuses our management style around the overall satisfaction of our homeowners and Board of Director members. We have found that a team-based approach to association management is far more successful than the traditional single manager model. Our community managers are supported by multiple departments with experienced staff members. By using our team-based approach to community management, all association matters and homeowner inquiries are addressed quickly and effectively.



Resident Support

Cedar Management Group understands that providing thorough and professional service is essential to building a respectful working relationship between a management company and a community. Our community support department is staffed by a team of individuals who are dedicated and trained to provide outstanding assistance to every homeowner.

We work hard to obtain one call resolutions to treat all concerns in a timely manner. Providing quality service for your homeowners results in higher satisfaction for your community, your Board members, and your homeowners. It is our job to support you and assure that you receive the best possible service at every level of our company.

Prompt, professional support for your community.



Extended chat, phone, and email hours (Monday - Saturday 8am-8pm)



Multi-lingual staff available for communication with residents



Emergency maintenance answered live 24/7



Communication tracking from residents and board members in monthly reports and on-line



Prompt responses to all calls, emails, and communications

Financial



General

- GAAP (Generally Accepted Accounting Principles) standards maintained
- Accrual based financial reporting
- Monthly reconciled financial reports provided by the 25th of each month for the prior month
- Synchronized on-line reporting for Board Members
- Daily invoice payments and assessment deposits
- Multiple late fee application methods
- Manage interest rates of reserve funds

Monthly Financial Reports Include

Balance Sheet
Income Statement
Budget Comparison (P&L)

Delinquent Accounts with status
Prepaid Accounts
Check Register

Copies of All Invoices
Bank Statement
Bank Reconciliation

Accounts Receivable

- Email and mail homeowner assessment billing
- Promptly deposit payments into appropriate association account
- Maintain individual unit owner payment records
- Payment options include: ACH Draft, On-line Bill Pay, Credit Card, Debit Card, Check, and E-Check

Collection Steps



Other Financial Services

Cedar Management Group emphasizes the crucial importance of maintaining strong financial health in associations tax preparation and financial auditing are essential for safeguarding assets, ensuring compliance, and promoting accountability.

- 1. Compliance and Legal Assurance:** Cedar Management Group ensures compliance with tax regulation through regular tax preparation. Audits, reviews, and compilations are conducted when necessary to meet financial and legal requirements.
- 2. Transparency, Accountability, and Early Detection:** We demonstrate financial transparency and accountability to foster trust with association members. We proactively identify and address financial discrepancies and mitigation.
- 3. Strategic Financial Management:** Our managers use accurate financial records for precise budgeting and informed decision making. Managers utilize reserve studies, audits, and budget reports, to safeguard assets and uphold property values. We optimize financial efficiency by identifying cost saving opportunities.



Tax
Preparation



Financial
Audits



Legal
Compliance

Vendor Management



Cedar Management Group relies on a diverse array of vendors to support our managed communities. We always strive to uphold our fiduciary duty by meticulously screening all vendors before initiating contract bids and approving service requests.

Cedar has partnered with Vendor Information Verification Experts (VIVE) to facilitate vendor assessments and certification, particularly in the field of community management.

Benefits of Cedar's Vendor Screening Services

One of our objectives is to connect our managed communities with expert and reliable vendors that match their needs and budgets.

Through our vendor services, our associations reap the following benefits:

- Save money on expenses
- Access an ever-growing network of discounts from trusted vendors
- Easily fulfill RFPs and work orders
- Evaluate vendors based on established risk management criteria
- Eliminate unqualified vendors from your candidate pool
- Minimize financial and legal risks associated with hiring vendors



Vendor Savings Program



Equal Treatment



Simple, Fast and Secure

Violation Enforcement

Consistent covenant enforcement is vital to maintaining community quality and home values. Cedar Management Group offers assistance with violation and architectural review processing to ensure each community's governing documents are upheld. Our violations and ARC teams work with the community manager and Board of Directors to manage compliance.



Compliance Process

The Cedar violations team takes pride in the communities our company is trusted to manage. Using our software, we perform scheduled property inspections, take photographs of all violations of the governing documents, and upload them into the portal for Board review. At the board's direction, the team sends letters to homeowners and tracks each violation to ensure they are brought to compliance.



Lawn Maintenance - Overgrown Shrub(s) at Property -	First Notice	
Improper Storage - Improper Disposal of Trash/Debris -	Second Notice	
Improper Storage - Improperly Stored Items at Property -	First Notice	
Lawn Maintenance - Weeds in Landscaping Beds -	Hearing Notice	

Architectural Review

Our ARC department utilizes two way communication through our software to manage the architectural review process. This department works with homeowners to answer questions regarding documentation, submission, and adherence to ARC guidelines. They ensure all requests are complete prior to forwarding to the board or ARC committee. Homeowners are promptly notified via email with all decisions. All ARC documents are stored electronically and kept on file permanently.

ARC Review ARC Request

Messages

Type a message

Author: Woodrow Wilson	Sent To: ARC Committee, ARC Chair	10/13	1:19 PM
please send updated info			
Author: Shamitra McMurren	Sent To: ARC Committee, ARC Chair	10/13	1:18 PM
This item has been automatically advanced			
Author: Shamitra McMurren	Sent To: Homeowner	10/13	1:18 PM
This item has been automatically advanced			
Author: Shamitra McMurren	Sent To: ARC Committee		
A new ARC Request item has been created.			

ARC > XN 483346 ARC Request

***Approved**

Messages

Type a message

Author: Rachel Rose	Sent To:	11/28	11:57 AM
This item has been moved to *Approved.			
Author: Rachel Rose	Sent To: Community Support	11/28	11:56 AM
This item has been automatically advanced			
Author: Rachel Rose	Sent To: Homeowner	11/28	11:56 AM
A new ARC Request Item has been created.			

Messages

Send To: High Importance:

25 MB Upload Limit

Author: Rachel Rose	Sent To:	11/28	11:57 AM
This item has been moved to *Approved.			
Author: Rachel Rose	Sent To: Community Support	11/28	11:56 AM
This item has been automatically advanced			
Author: Rachel Rose	Sent To: Homeowner	11/28	11:56 AM
A new ARC Request item has been created.			

Maintenance



Cedar Management Group's Maintenance Department is dedicated to handling maintenance issues in a timely manner. Our maintenance staff members manage calls, emails, and service requests from homeowners and vendors regarding maintenance concerns in the association. Our staff is available to our clients 24 hours a day, seven days a week for emergency situations. Upon receipt of a work order request, our personnel track all communication with clients and vendors to guarantee accuracy and completion of each request. This record of communication and completion is included in work order reports provided to the board on a monthly basis.

Maintenance Management

- Prepare bid specifications, obtain estimates, and contract services as advised by the board
- Contract with dependable (licensed and insured) vendors to perform quality work
- Schedule preventive maintenance and monitor vendor performance
- Provide **timely responses** to board and homeowner inquiries and maintenance requests
- Track and record amenity/facility repairs for warranty purposes
- Coordinate remediation of insurance claims with adjuster and homeowner
- Review "pre-sale" inspection reports for HOA related items
- Properly monitor and manage termination notices in accordance with contract provisions
- Provide **24-hour emergency** maintenance services as needed



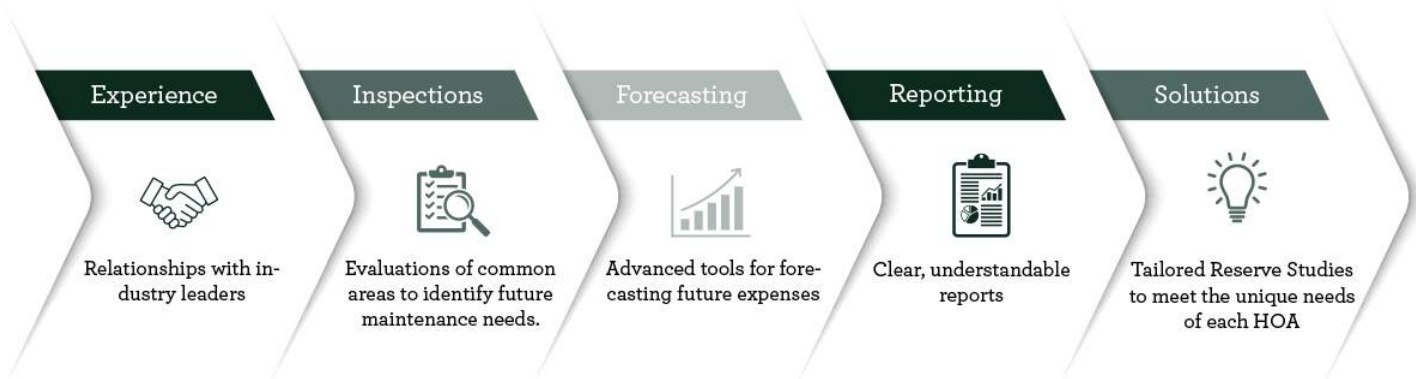
Efficient tracking and completion
for all service requests

Reserve Studies

Financial planning is critical for all associations. Cedar Management Group plays a key role in assisting associations with implementing Reserve Studies and helping communities secure their financial well-being.

Association reserve studies provide a financial road map for future repairs and replacements, ensure sufficient funds for maintaining community assets, and protect property values by proactively managing the community’s physical and financial health.

The Cedar Approach to Reserve Studies



As your association’s dedicated partner, Cedar Management Group simplifies Reserve Studies and helps associations confidently navigate financial planning for a prosperous community future.

Benefits of Reserve Studies

A reserve study offers a financial roadmap for future repairs and replacements, ensuring sufficient funds for maintaining community assets.



Insurance



Ensuring Comprehensive Protection for Your Community

The importance of proper association insurance for associations is crucial for safeguarding assets and financial stability. The right insurance policies protect against property damage, liability claims, and other unforeseen events. Cedar works with local, regional, and national insurance providers to help get your community the best coverage for the best price.

Cedar Management Group assists with:

- **Policy Review and Recommendations:** Analyzing existing insurance policies to identify gaps and recommend improvements.
- **Vendor Coordination:** Collaborating with reputable insurance providers to find the best coverage options at competitive rates.
- **Claim Assistance:** Offering support in the event of a claim, helping to navigate the process efficiently and effectively.
- **Educational Outreach:** Empowering board members and homeowners with knowledge about the importance of adequate insurance coverage.

Types of Insurance Your Association Might Need

- **Property Insurance:** Covers damage to common areas and shared structures.
- **Liability Insurance:** Protects against lawsuits for accidents or injuries occurring on association property.
- **Directors and Officers (D&O) Liability Insurance:** Provides protection for association board members against personal liability related to their management decisions.
- **Fidelity Insurance:** Guards against fraud or theft within the association.
- **Workers' Compensation Insurance:** Mandatory if the association employs staff, covering injuries or illnesses that occur on the job.

With Cedar, your association's insurance needs are meticulously managed and bid on an annual basis, ensuring a robust safety net for your community.

Accounting Services

We set extremely high standards for financial security and association fund protection. All invoices, receivables and monthly financial reports are reviewed and verified by multiple staff members, managers, and board members. Payable invoices are received electronically from all vendors and checks are only released upon community manager approval. Utilities, insurance and routine contractual payments are set up on auto pay for timely and accurate payments. Association billing is reviewed on multiple levels and approved by the Board before being sent to homeowners. Collection accounts are reviewed by our accounting and legal teams, a community manager, and the board prior to processing. Reports of all financial activity and homeowner communication are provided to the Board on a monthly basis. Cedar Management Group is fully bonded and insured and will review your association's insurance policy to insure proper coverage for both the association and individual board members.

Step	Service Provider	Invoice Number	Invoice Date	Total	GL Description	Attach	Action
<input type="checkbox"/>	Send Payment	Testy Testerson	5	07/03	\$3,000.00		
<input type="checkbox"/>	Board Approved Invoice	Demolition Dude Dave	6	05/01	\$4,250.00		
<input type="checkbox"/>	Send to Mailroom - Association Out - Forward to New Mgmt			11/18	\$0.00		
<input type="checkbox"/>	Ready for CM to Approve (CMs - READ INSTRUCTIONS)	Duke Energy ***AUTO-DRAFT***	506667	12/01	Electric		
<input type="checkbox"/>	Board Approved Invoice			12/11	\$0.00		

Cost Containment

At Cedar Management Group, we believe cost containment and maximizing funds are a vital parts of any association's success. We assist the Board of Directors in spending their funds wisely to keep peace of mind for all homeowners. Careful planning of maintenance projects ensures the association does not take on more than it can handle. Competitive bidding makes sure the association receives the best prices for services rendered, whether it be for maintenance projects or insurance policies. We also utilize multiple methods and processes to maximize collection rates.

Online Resources



Cedar Management Group’s website features Homeowner Central, a comprehensive page where homeowners can locate and request information without requiring a username or password. This page includes request forms for maintenance, documents, pool fobs, violations, ARC, and general information. A link to our live chat portal connects homeowners directly to a member of our customer support team during business hours.

Our website also features a comprehensive search engine and instruction videos for topics such as frequently asked questions, specific Cedar questions, payment instructions and online portal demonstrations.

A screenshot of the Cedar Management Group website. The top section is titled "Payment Options" and is divided into three columns: "Pay Online", "By Mail", and "By Check". The "Pay Online" section lists options like eCheck, ACH, Credit Card, and Debit Card. The "By Mail" section provides an address for Cedar Management Group in Orlando, FL. Below this is a video player titled "HOA Board Basics". To the right is a navigation menu with icons for various services: Pay Dues, ARC Request, Violations Reporting, Billing/Account Inquiry, Contact Information Update, Closing Statement, Contact Your Board, Document Request, Pool Access Request, Maintenance Requests, and How to Use the Web Portal.

Board Member Education

In our experience, the more knowledge our board members have, the better their decision making ability. Our Board Member training includes association update blogs, newsletters, webinars, seminars, and many other resources to empower and inform our board members. We also partner with attorneys to provide our staff and board members with the most recent updates on state statutes and case law.

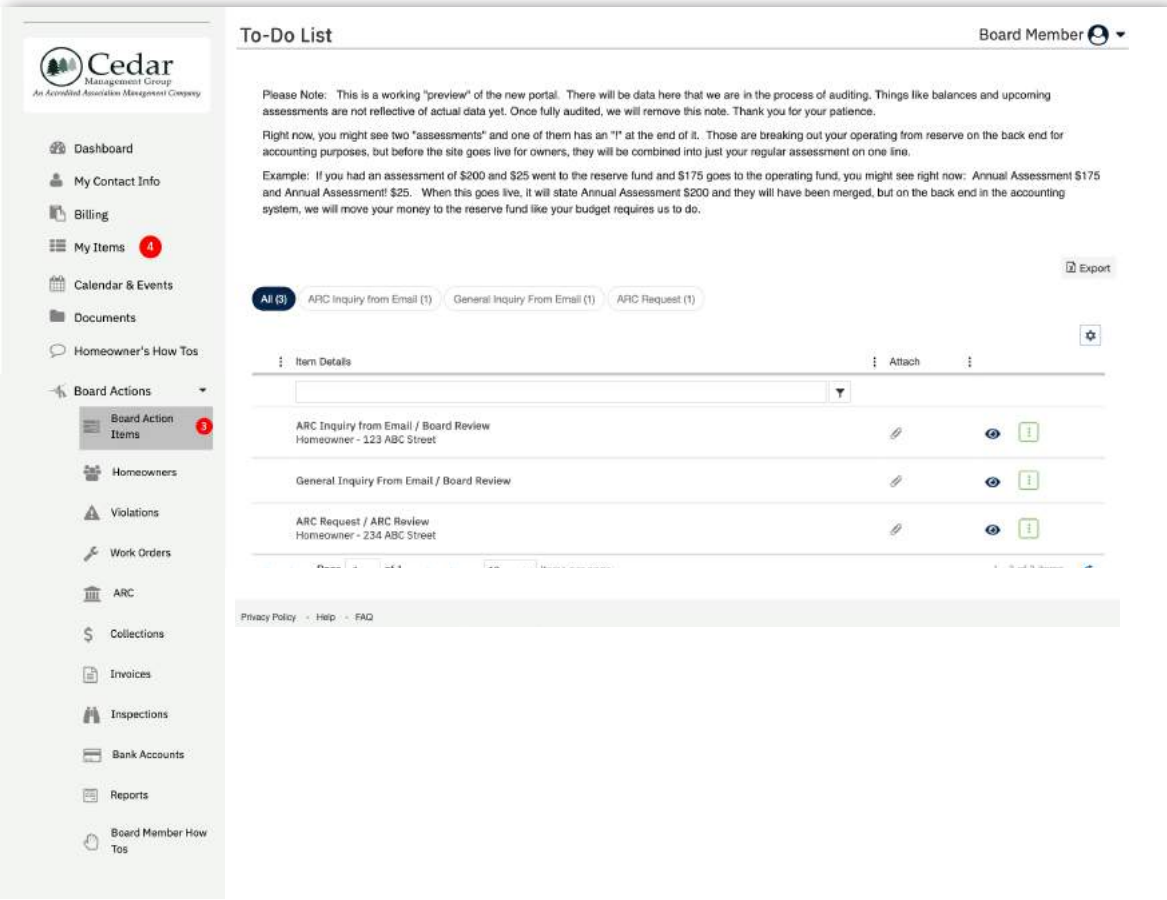
Board Member Portal

Association financial statements are also uploaded to the community web portal for viewing purposes. Most financial information can be secured on a per document basis, giving the Board and community manager the option of availability for homeowner viewing.

Reports Available Online

Balance Sheet	Delinquent Accounts with status	Payable Account List
Income Statement	Prepaid Accounts	Trial Balance
Budget Comparison (P&L)	Check Register	General Ledger

In addition to these financial documents, board members can also access statements of account for Revenues and Expenses, Assets, and Payables.



Homeowner Portal

Cedar Management Group communities receive a homeowner App at no additional cost. This App allows homeowners to log in and view a variety of information about their account and community.

All owners have the following access within the web portal:

- View account balance and make on-line payments
- Update contact information (email, phone number, mailing address)
- Submit and view status of maintenance service requests
- Submit and view status of Architectural Review applications
- Submit and view status of Violation Infractions
- Download Governing Documents, Meeting Minutes, and other Association Documents

The screenshot shows the Cedar Management Group Homeowner Portal interface. The page title is "Residential Valley" and the user is logged in as "Homeowner". The main navigation menu on the left includes: Dashboard, My Contact Info, Billing, My Items (with a red notification badge showing '2'), Calendar & Events, Documents, and Homeowner's How Tos. The main content area is titled "Submit a Request" and includes a sub-header "My Items Submit a Request". Below this, there are three radio button options for request types: "General Request" (selected), "ARC Request", and "Reservation Request". A "Submit A Request" button is visible. The page contains several informational paragraphs: "Thank you for using your Owner's Portal! Here you will be able to easily select from the options below to help communicate with your management company about association related matters.", "Billing Question: For questions related to your account balance, select 'Billing Question' from the drop down menu as your request type.", "Service/Maintenance Requests: Service/Maintenance Requests are a great way to report property damage or maintenance concerns specific to your unit or common areas within the community. Please be sure to describe the problem with plenty of detail including specific location or area of concern. Submit separate requests for each individual issue reported.", "General Question: For all other inquiries, or if you are unsure where to start, please submit a 'General Question' and we will be happy to help guide you!", and "Violation Reporting: If you are reporting a violation, all reports are considered to be anonymous. In order to proceed with the creation of a violation, picture submission is required." Below the text, there is a "Property" dropdown menu set to "123 ABC Street", a "Choose a Type of Request" dropdown menu with a list of options: "(Choose a Request Type)", "Access Request", "Billing Question", "General Question", "Service Request", and "Violation Reporting". At the bottom, there is a section "Attach documents to help describe your request" with a "Select files..." button and a "Submit Form" button.

Joining the Cedar Family

“ Cedar Management Group understands that personal attention and a committed focus create long-term relationships and increased value to every community ”

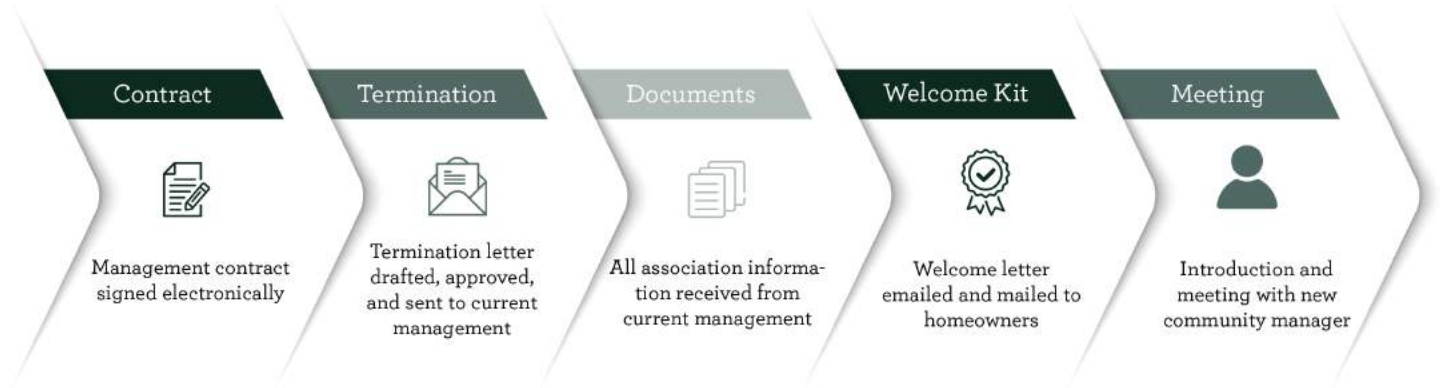


Transition Process



We understand that changing management companies or hiring your first management company may be somewhat concerning. We have a dedicated transition team that manages every aspect of this process with precision and care. We ensure the transition is seamless and effortless for the Board of Directors and community members. Our transitions team will keep the Board of Directors apprised with regular email correspondence, ensuring that the Board is informed as we complete the multiple aspects of the transition.

Transition Timeline



Detailed Transition Plan

1. Full membership roster imported with addresses, phone numbers, and emails
2. Operating bank account transferred to Alliance Association Bank (AAB)
3. Association vendors are notified of billing address change (including all utility companies)
4. Billing timeline is confirmed and statements or coupons (if required) are prepared
5. Accounts with payment plans or collection issues are noted and coordinated with association's attorney
6. Documents are received from previous management and electronically stored
 - Invoices from prior 12 months
 - Records, meeting minutes, plat maps
 - Vendor listing and contracts
 - Reserve fund allocations and details
7. Previous financial records are reviewed for possible audit needs
8. Previous tax returns are assessed to ensure proper filing
9. Principal Office and Registered Agent status are updated with Secretary of State



Our *People* make the Difference

The single most important aspect of a company are those people that drive the day to day results provided to clients. We are extremely proud of our people because they provide the highest levels of service and professionalism for our trusted communities. No amount of technology or procedure can replace the quality and integrity that people bring to an organization.

At Cedar Management Group we treat our staff and clients as if they were family. We invest in our people by providing health, life and dental insurance. We provide a flexible work environment along with the most professional workplace. We encourage and provide cost reimbursement for continuing education and professional development. Technology is a critical element of our success and all staff members are provided the most cutting edge solutions to help drive our service to clients.