CCHOA Board Meeting Agenda
29 June 2022, 6:30pm
Circle C Community Center via zoom

I. Roll Call

II. Acceptance of Agenda

III. Acceptance of May 25, 2022 board meeting minutes *Trinh Bartlett*

IV. Homeowner Forum *(3 min each)*
(Homeowners may sign up to speak for the Homeowners Forum by calling the HOA manager at 512-288-8663 or sending an email to info@circlecranch.info at least a week before the meeting, in writing. Members will be given 3 minutes to address the board. The Board will send a reply through the HOA Office after the meeting.
   a. Jen Lee

V. Management Reports
   a. General Report, *Karen Hibpshman*
      1. May YTD Financials
   b. Landscape Report, *Clayton Hoover*
   c. Aquatics Report, *Brody McKinley*
   d. Maintenance Report, *Robert Bardeleben*

VI. Discussion Items
   a. Escarpment Loop Project
   b. CCN Project – Update
   c. Fireworks – effects on some residents

VII. Action Items
   a. Financial Management Agreement
   b. Pool Committee Charter

VIII. Adjourn Public Meeting

IX. Executive Session

   a. Legal

Attachments
1. May 2022 Board Meeting Minutes
2. General Report (including YTD Financials)
3. Landscape Report
4. Aquatics Report
5. Maintenance Report

Circle C Homeowners Association
Board Meeting Minutes
May 25, 2022

1. The CCHOA Board of Directors convened on May 25, 2022, via video conferencing (Zoom). Theresa Bastian called the meeting to order at 6:32 p.m. In attendance were board members Theresa Bastian, Kimberly De La Garza, Russ Hodes, David Lachance and Jason Bram. Stephen Bega joined at 6:33pm. Trinh Bartlett was not present. CCHOA Manager Karen Hibpshman (HOA Manager), Brody McKinley (Aquatics Director) and Robert Bardeleben (Facilities Coordinator) were present.

2. Theresa presented the May 25, 2022 agenda. Karen asked to add Steven Gonzalez to the Homeowner Forum and Food Trailer Night and Pack 12 to Executive Session. Jason motioned to accept the agenda with the additions. Kimberly seconded the motion. All were in favor and the motion passed.

3. Theresa presented the April 27, 2022 Board of Directors Meeting Minutes. Kimberly motioned to approve the minutes as written. David seconded the motion. All were in favor and the motion passed.

4. Theresa introduced the Homeowner Forum.

   Ashish Jain spoke to the board concerning the pools in Circle C. There is a petition that is going around. With the smaller pools in Circle C, why those pools cannot be operated without lifeguards.

   Leslie Quinnell spoke to the board concerning accessing the pools. She asks that we look at different options for making the smaller pools open swim at your own risk.

   Jen Lee spoke to the board started the petition and has received 700+ signatures. They would like the smaller pools open for swim at your own risk. They are formally requesting increased hours and open longer or year-round. We would love to work together with staff and the Board.

   Steven Gonzalez spoke to the board reiterate everything else that others have stated. They have researched the laws and the smaller pools are Class C pools which are similar to an apartment pool that they could use year-round. He's not opposed to having lifeguards but is opposed to not being able to swim without lifeguards.

5. Karen provided the management report and the YTD Financials.

6. Karen presented the landscaping report.

7. Brody presented the aquatics report.

8. Robert presented the maintenance report.

9. The first discussion item was Escarpment Loop Project. The plans have been emailed to the Board and we will set up a workshop for review of the plans prior to sending it out to bid. The plans are the RFP for the project.

10. The second discussion item is the CCN Project Update. We have received the 2nd approval on a permit and others are working through the approval process. Once the permits are obtained, we will be able to move forward with the boring and then hold a Town Hall on the design.

11. The third discussion item was the pool update. Karen has been working on bids for the insurance for possibly having an un-lifeguarded pool (s) and also bids for a key card system for the gates. The board will discuss and possibly form a committee to discuss and process the information

12. The first action item was Acceptance of the last common area lot is the Avana section. Jason motioned to accept the last lot, ABS 2301 Sir 43 Hudson C W ACR 1.0403. Russ seconded the motion. All were in favor and the motion passed.

13. The second action item was the PPP Loan Repayment. Kimberly motioned to repay the PPP loan in the amount of $152,786.50. David seconded the motion. All were in favor and the motion passed.

14. The third action item is to ratify the AC coil replacement at the Community Center. Russ motioned to ratify the email vote to accept the bid from Dash Service to replace the two condenser coils, per the estimate for $11,519.97. Jason seconded the motion. All were in favor and the motion passed.

15. The fourth action item was the Action Against the MoPac/Escarpment extension of Escarpment. The CAMPO 2045 long range plan shows Escarpment connecting to FM967. Russ motion to direct the President to sign a letter to CAMPO Travis and Hays County that the map is incorrect. David seconded the motion. All were in favor and the motion passed.

16. Kimberly motioned to adjourn the Public Meeting at 7:14 pm. Russ seconded the motion. All were in favor and the motion passed.

17. The Board went into executive sessions at 7:20 pm to discuss legal, Food Trailer Night and Pack 12. No votes or actions were taken. The Board adjourned the executive session at 7:44 pm.

Circle C Homeowners Association
Manager's Report
May 23, 2022 – June 24, 2022

	May 23 – June 24, 2022			May 24-June 25, 2021	
	171 Violations			117 Violations	
Rubbish/Debris	76	44.44%		58	49.57%
Front Yard Maintenance	57	33.33%		19	16.24%
Architectural	13	7.60%		5	4.27%
Vehicle Storage	2	1.17%		5	4.27%
Repair of Exterior Damages	8	4.68%		9	7.69%
Exterior Lighting	2	1.17%		13	11.11%
Driveway	0	0%		0	11.11%
Fencing	1	.58%		1	0%
Use Limitations	3	1.75%		5	4.27%
Recreational Equipment	0	0%		2	1.71%
Offensive Activities	1	.58%		0	0%
Maintenance	7	4.09%		0	0%
Common Properties	1	.58%			

	171 Violations by Stage			117 Violations by Stage	
Stage 1/Cooperative Letters	155	90.64%		105	89.74%
Stage 2 Letters	14	8.18%		11	9.40%
Stage 3 Letters	2	1.16%		1	.85%

	171 Violation Updates/Creates			117 Violation Updates/Creates	
Closed	112	65.50%		101	86.32%
New	49	28.65%		13	11.11%
Escalated	9	5.26%		3	2.56%
Re-Opened	1	.58%		0	0%
Attorney	1	.58%		2	1%

Administration

29 New Homeowner Packets mailed May 23rd – June 17th

Financial

AP checks were signed June 20th with Terri Giles

Upcoming Special Events

July 1st – 2nd ½ HOA Assessment Mailed
July 2nd – 4th of July Parade
July 4th – HOA Office Closed, Pools are Open
July 8th – Food Trailer Night – 5:30-8:30pm
July 11th – Large Brush Pick-up for all of Circle C
July 18th – Dive-In Movie
Aug 1st – Bulk Pick-up for those South of Slaughter Lane
Aug 29th – Bulk Pick-up for those North of Slaughter Lane

Project/Updates

- USPS installed the master locks and removed the master locks off the two boxes we removed during the installation. All landscaping repairs have been completed and no issues have been reported
- Verizon is installing fiber along Escarpment from SH45- Davis Lane. You will notice a lot of construction happening on Escarpment on the East side. They have hit the mainline twice (which we repaired) and hit the wiring in at least one location. This is being wired tracked by landscaping. We are watching this closely due to the fact that this large area waters Tuesday-Friday so if we miss a day, the landscaping in that zone will not be water for two weeks. With the extreme heat, the landscaping cannot go that long without being watered.
- The phones at the Swim Center have been changed. The new number is 512-363-5578.
- The Circle C Ranch HOA Facebook page is live and has been very easy to update.

- **Capital Projects**

2022 Capital Budget Projects include:

SC – Picnic Tables/Benches	Completed
GR – Shade Structure	Completed
CC – Pool Splash Pad UV System	Completed
CC – Pool Replaster	Completed
CC – Pool Slide Repairs/Polishing	Completed

CC – Splash Pad Refinishing Features	Will complete in the fall due to manufacturer lead times
Avana – Parking Lot Seal/Stripe	Completion
GR – Parking Lot Seal/Stripe	Completed
SC – Lounge Chairs	Completed
SC – Wade Pool Bucket Repaint	Completed
Node Clock Replacement	Completed
Rock Work	Started
Escarpment Loop Project	Plans will be sent out to bid
Circle C North Improvements	Information has been submitted to the City for the permits. Two permits have been received.
Park Place Mailboxes	Mailbox replacements and disposal of the old mailboxes
Construction Repairs	Repairs due to construction have been done at Bernia, Trissino, Slaughter, La Crosse, Escarpment and Archeleta.
SC Roof	Completed

Current or Future Projects

- ❑ Irrigation Infrastructure
- ❑ Signage
- ❑ Monuments
- ❑ Landscape Prep
- ❑ Expansion of CCCC pool
- ❑ Phase II
- ❑ Last shade structure has been installed

2022 CCHOA INCOME BUDGET

Category	Subcategory	2022 Budget	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Totals	%
Homeowner Income	Homeowner Dues	$4,070,000	$38,642.70	$932,973.43	$774,090.60	$109,215.03	$216,101.53	$1,854,921.76	46%
Homeowner Income	Resale Certificates	$78,750	$2,925.00	$4,725.00	$4,950.00	$4,725.00	$5,625.00	$17,325.00	22%
Homeowner Income	Transfer Fees I0come	$67,200	$3,325.00	$2,275.00	$5,075.00	$4,220.00	$4,900.00	$14,895.00	22%
Homeowner Income	Late Fees Collected	$25,000	$1,671.17	$1,374.29	$1,511.26	$663.43	$7,413.52	$5,220.15	21%
Homeowner Income	Lien Admin Fees Income	$420	$14.00	$0.00	$14.00	$42.00	$196.00	$70.00	17%
Homeowner Income	Filing Fee Income	$1,680	$56.00	$0.00	$84.82	$168.00	$825.18	$308.82	18%
Homeowner Income	NSF Charges	$100	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	0%
Homeowner Income Total		**$4,243,150**	**$46,633.87**	**$941,347.72**	**$785,725.68**	**$119,033.46**	**$235,061.23**	**$1,892,740.73**	45%
Architectural Review Income	Architectural Review I0come	$10,000	$1,630.00	$1,340.00	$1,465.00	$1,480.00	$1,040.00	$5,915.00	59%
Architectural Review I0come Total		**$10,000**	**$1,630.00**	**$1,340.00**	**$1,465.00**	**$1,480.00**	**$1,040.00**	**$5,915.00**	59%
Rental Income	Office Rent	$9,000	$661.50	$1,834.11	$0.00	$661.50	$1,834.11	$3,157.11	35%
Rental Income	Grill Rent	$6,600	$1,075.80	$0.00	$600.25	-$49.75	$1,651.50	$1,626.30	25%
Rental Income Total		**$15,600**	**$1,737.30**	**$1,834.11**	**$600.25**	**$611.75**	**$3,485.61**	**$4,783.41**	31%
Aquatics Income	Pool Programs	$60,000	$1,399.00	$2,492.00	$6,893.00	$10,147.00	$15,309.75	$20,931.00	35%
Aquatics Income	Pool Programs - Swim Team	$145,500	$14,787.50	$14,055.00	$14,840.00	$18,286.00	$15,756.50	$61,968.50	43%
Aquatics Income	Facility Income	$35,000	$3,101.38	$95.00	$6,366.80	$6,739.31	$5,219.99	$16,302.49	47%
Aquatics Income Total		**$240,500**	**$19,287.88**	**$16,642.00**	**$28,099.80**	**$35,172.31**	**$36,286.24**	**$99,201.99**	41%
CCCC Income	CCCC Facility Rentals	$50,000	$5,546.25	$3,723.00	$6,040.00	$4,250.00	$8,548.00	$19,559.25	39%
CCCC Income Total		**$50,000**	**$5,546.25**	**$3,723.00**	**$6,040.00**	**$4,250.00**	**$8,548.00**	**$19,559.25**	39%
Landscape Reimbursements	Stratus Reimb	$97,000	$0.00	$0.00	$0.00	$48,500.00	$0.00	$48,500.00	50%
Landscape Reimbursements	COA Reimb	$17,600	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	0%
Landscape Reimbursements Total		**$114,600**	**$0.00**	**$0.00**	**$0.00**	**$48,500.00**	**$0.00**	**$48,500.00**	42%
Miscellaneous	Interest Income	$15,000	$272.11	$221.30	$326.99	$341.39	$455.26	$1,161.79	8%
Miscellaneous	Sales Tax Discount	$0	$1.13	$0.00	$0.00	$0.00	$0.00	$1.13	
Miscellaneous Total		**$15,000**	**$273.24**	**$221.30**	**$326.99**	**$341.39**	**$455.26**	**$1,162.92**	8%
Cove @ CC Reimbursement	Cove @ Circle C HOA	$5,000	$0.00	$0.00	$0.00	$0.00	$6,808.47		
Rowell Reimbursement	The Rowell HOA	$95,000	$0.00	$0.00	$0.00	$53,215.78	$0.00	$53,215.78	56%
Rimbersement Total		**$100,000**	**$0.00**	**$0.00**	**$0.00**	**$53,215.78**	**$6,808.47**	**$53,215.78**	53%
Grand Total		**$4,788,850.00**	**$75,108.54**	**$965,108.13**	**$822,257.72**	**$262,604.69**	**$291,684.81**	**$2,125,079.08**	44%

2022 CCHOA EXPENSE BUDGET

Category	Subcategory	2022 Budget	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Totals	%
Commons Area Services	Landscape Maint Contract	$1,350,112	$114,443.86	$114,443.86	$114,443.86	$114,443.86	$114,443.86	$457,775.44	34%
Commons Area Services	Contract Landscape SC	$35,097	$2,924.81	$2,924.81	$2,924.81	$2,924.81	$2,924.81	$11,699.24	33%
Commons Area Services	Contract Landscape CCCC	$35,097	$2,924.81	$2,924.81	$2,924.81	$2,924.81	$2,924.81	$11,699.24	33%
Commons Area Services	Contract Landscape AV	$24,888	$2,074.06	$2,074.06	$2,074.06	$2,074.06	$2,074.06	$8,296.24	33%
Common Area Services	Contract Landscape GR	$24,888	$2,074.06	$2,074.06	$2,074.06	$2,074.06	$2,074.06	$8,296.24	33%
Common Area Services	Common Area Holiday Lighting	$48,288	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	0%
Commons Area Services	Landscape Repairs	$115,000	$12,978.63	$37,332.40	$14,967.29	$8,640.00	$9,200.94	$73,918.32	64%
Commons Area Services	Landscape Water Utilities	$255,000	$11,951.10	$7,385.12	$7,063.59	$5,827.37	$6,556.34	$32,227.18	13%
Commons Area Services	COA Water Utility Compliance	$8,000	$2,275.00	$0.00	$0.00	$0.00	$0.00	$2,275.00	28%
Common Area Services	Landscape Electric Utilities	$36,000	$2,965.89	$2,670.12	$2,913.14	$2,511.27	$2,581.98	$11,060.42	31%
Common Area Services	Tree Care	$75,000	$1,025.14	$7,088.50	$3,300.00	$10,258.50	$2,684.60	$21,672.14	29%
Commons Area Services	Fence Repairs & Maint	$7,000	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	0%
Commons Area Services	Electrical Repairs & Maint	$12,000	$0.00	$998.54	$0.00	$0.00	$221.05	$998.54	8%
Common Area Services	Neighborhood Maint & Repair	$20,000	$0.00	$69.83	$10.81	$293.27	$0.00	$373.91	2%

Common Area Services	Non Contract Landscape - SC	$20,000	$0.00	$0.00	$0.00	$0.00	$1,268.00	$0.00	0%
Commons Area Services Total		**$2,066,370**	**$155,637.36**	**$179,986.11**	**$152,696.43**	**$151,972.01**	**$146,954.51**	**$640,291.91**	31%
Aquatics Facilities	Administrative	$65,000	$712.73	$543.34	$3,812.45	$3,101.75	$3,646.46	$8,170.27	13%
Aquatics Facilities	Supplies - Pool	$27,500	$1,541.52	$102.80	$3,336.84	$917.94	$5,005.01	$5,899.10	21%
Aquatics Facilities	Supplies - Chemicals	$74,000	$1,743.30	$2,971.70	$4,238.08	$6,551.33	$5,646.72	$15,504.41	21%
Aquatics Facilities	Supplies & Fees - Swim Team	$22,000	$283.72	$1,353.70	$1,879.33	$2,176.96	$897.53	$5,693.71	26%
Aquatics Facilities	Maintenance - Pool	$94,600	$1,411.98	$6,359.59	$3,778.07	$1,472.62	$5,370.17	$13,022.26	14%
Aquatics Facilities	Maintenance - Building	$67,900	$609.96	$3,027.87	$3,658.41	$3,143.19	$1,743.15	$10,439.43	15%
Aquatics Facilities	Payroll - Staff	$751,650	$19,669.99	$27,096.25	$57,409.26	$45,437.56	$54,457.78	$149,613.06	20%
Aquatics Facilities	Payroll - Programming Staff	$37,000	$290.24	$349.24	$1,969.08	$1,964.67	$3,018.90	$4,573.23	12%
Aquatics Facilities	Payroll - Swim Team	$138,550	$6,605.31	$7,461.01	$11,181.42	$7,864.63	$8,251.59	$33,112.37	24%
Aquatics Facilities	SC-Utilities - Water	$30,000	$2,035.04	$1,844.92	$1,636.46	$2,261.26	$2,077.13	$7,777.68	26%
Aquatics Facilities	Avana _Utilities-Water	$6,000	$166.60	$166.60	$166.60	$166.60	$100.85	$666.40	11%
Aquatics Facilities	GR- Utilities - Water	$4,000	$205.41	$188.14	$181.57	$224.92	$261.56	$800.04	20%
Aquatics Facilities	SC-Utilities - Electric	$28,000	$1,344.67	$2,603.90	$2,118.00	$1,958.34	$974.43	$8,024.91	29%
Aquatics Facilities	Avana - Utilities- Electric	$12,000	$922.72	$1,023.15	$925.60	$881.00	$935.57	$3,752.47	31%
Aquatics Facilities	GR -Utilities-Electric	$6,000	$441.79	$443.06	$564.82	$400.17	$409.22	$1,849.84	31%
Aquatics Facilities	Utilities - Natural Gas	$32,000	$3,845.36	$5,531.33	$7,233.03	$4,582.08	$2,608.89	$21,191.80	66%
Aquatics Facilities	SC-Utilities - Telephone/Intern	$15,000	$540.51	$2,697.10	$783.66	$995.57	$545.53	$5,016.84	33%
Aquatics Facilities	Avana - Telephone/Internet	$5,000	$182.16	$210.62	$171.72	$171.48	$171.23	$735.98	15%
Aquatics Facilities	GR- Telephone/Internet	$5,000	$219.67	$136.57	$108.19	$256.92	$164.29	$721.35	14%
Aquatic Facilities Total		**$1,421,200**	**$42,772.68**	**$64,110.89**	**$105,152.59**	**$84,528.99**	**$96,286.01**	**$296,565.15**	21%
Circle C Community Center	Utilities - Water	$27,000	$351.30	$375.93	$561.35	$1,065.55	$707.82	$2,354.13	9%
Circle C Community Center	Utilities - Electric	$24,000	$751.13	$1,530.49	$1,739.12	$1,081.71	$1,310.14	$5,102.45	21%
Circle C Community Center	Utilities - Telephone/Internet	$9,000	$664.07	$664.07	$676.72	$676.63	$676.63	$2,681.49	30%
Circle C Community Ctr	Events Payroll	$6,000	$114.53	$111.03	$521.06	$763.87	$782.62	$1,510.49	25%
Circle C Community Center	Maintenance - Building	$50,000	$1,297.23	$4,138.76	$2,455.83	$3,059.00	$3,020.95	$10,950.82	22%
Circle C Community Ctr Total		**$116,000**	**$3,178.26**	**$6,820.28**	**$5,954.08**	**$6,646.76**	**$6,498.16**	**$22,599.38**	19%
Maintenance Operations	Office Supplies	$1,200	$64.89	$0.00	$111.81	$0.00	$0.00	$176.70	15%
Maintenance Operations	Employee Education	$1,200	$225.00	$0.00	$0.00	$0.00	$188.68	$225.00	19%
Maintenance Operations	Uniforms	$1,800	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	0%
Maintenance Operations	Staff Recruitment	$300	$0.00	$35.00	$0.00	$70.00	$0.00	$105.00	35%
Maintenance Operations	Safety Equip/Supplies	$1,400	$337.42	$0.00	$0.00	$0.00	$0.00	$337.42	24%
Maintenance Operations	Maintenance Payroll	$180,000	$14,013.80	$14,013.80	$21,020.70	$14,013.80	$14,013.80	$63,062.10	35%
Maintenance Operations	Pool Tech	$69,000	$3,076.94	$3,076.94	$4,615.41	$2,150.01	$0.00	$12,919.30	19%
Maintenance Operations	Payroll Taxes	$15,000	$1,409.78	$1,332.36	$1,839.97	$1,220.12	$1,251.06	$5,802.23	39%
Maintenance Operations	Computer/Software	$1,400	$0.00	$1,037.76	$0.00	$0.00	$0.00	$1,037.76	74%
Maintenance Operations	Tools/Supplies	$5,000	$1,217.44	$372.14	$386.76	$0.00	$1,347.71	$1,976.34	40%
Maintenance Operations	Office Furniture	$600	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	0%
Maintenance Operations Total		**$276,900**	**$20,345.27**	**$19,868.00**	**$27,974.65**	**$17,453.93**	**$16,801.25**	**$85,641.85**	31%
HOA Operations	Office Supplies	$9,000	$1,648.12	$188.60	$532.83	$42.57	$119.74	$2,412.12	27%
HOA Operations	Equip & Maintenance	$15,000	$401.41	$151.46	$1,208.92	$617.91	$151.46	$2,379.70	16%
HOA Operations	HOA Owned Vehicle Expense	$8,000	$177.22	$1,350.86	$219.01	$304.52	$86.41	$2,051.61	26%
HOA Operations	Postage	$18,000	$3,619.56	$2,454.12	$592.30	$806.90	$342.38	$7,472.88	42%
HOA Operations	Web Operations	$3,000	$20.47	$955.54	$0.00	$146.11	$23.03	$1,122.12	37%
HOA Operations	Printing	$3,000	$405.94	$0.00	$0.00	$0.00	$1,250.29	$405.94	14%
HOA Operations	HOA Meetings	$5,000	$3,575.70	$0.00	$757.25	$127.92	$144.26	$4,460.87	89%
HOA Operations	Deed Restrictions	$5,000	$708.56	$90.00	$0.00	$708.56	$0.00	$1,507.12	30%
HOA Operations	HOA Special Events	$30,000	$0.00	$139.00	$0.00	$0.00	$0.00	$139.00	0%
HOA Operations	Professional Fees	$2,000	$0.00	$1,520.96	$886.72	$683.43	$0.00	$3,091.11	155%
HOA Operations Total		**$98,000**	**$10,556.98**	**$6,850.54**	**$4,197.03**	**$3,437.92**	**$2,117.57**	**$25,042.47**	26%
Financial Management	Management Services	$115,000	$9,276.30	$9,276.30	$9,276.30	$9,276.30	$9,276.30	$37,105.20	32%
Financial Management	Resale Certificate	$17,500	$650.00	$850.00	$1,100.00	$1,250.00	$1,300.00	$3,850.00	22%
Financial Management	Lien Filing Administrative Fees	$2,500	$104.00	$0.00	$1,110.00	$104.00	$26.00	$1,318.00	53%
Financial Management	Bank Fees	$38,000	$3,178.95	-$1,876.69	$10,458.78	$8,885.74	$2,849.48	$20,646.78	54%
Financial Management	CPA/Audit	$8,000	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	0%

Finacial Management	Interest - Texas Partners Bank	$0	$0.00	$0.00	$0.00	$1,534.70	$146.92	$1,534.70	#DIV/0!
Financial Management Total		**$181,000**	**$13,209.25**	**$8,249.61**	**$21,945.08**	**$21,050.74**	**$13,598.70**	**$64,454.68**	36%
HOA Management	Management Payroll	$190,000	$14,377.88	$14,655.28	$20,823.62	$14,152.08	$10,993.61	$64,008.86	34%
HOA Management	Management Payroll Taxes	$15,000	$1,457.93	$1,403.91	$1,868.33	$1,298.66	$1,051.31	$6,028.83	40%
HOA Management	Mileage Reimbursement	$6,000	$364.46	$294.26	$428.22	$248.04	$272.03	$1,334.98	22%
HOA Management	Insurance Stipend	$54,000	$5,117.72	$3,624.92	$2,878.52	$3,703.95	$2,566.94	$15,325.11	28%
HOA Management	Cont Ed & Skills Enhancement	$2,000	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	0%
HOA Management Total		**$267,000**	**$21,317.99**	**$19,978.37**	**$25,998.69**	**$19,402.73**	**$14,883.89**	**$86,697.78**	32%
Architectural Review Expens	Architectural Review Expenses	$7,500	$1,385.50	$1,139.00	$1,620.25	$1,292.00	$884.00	$5,436.75	72%
Architectural Review Expenses Total		**$7,500**	**$1,385.50**	**$1,139.00**	**$1,620.25**	**$1,292.00**	**$884.00**	**$5,436.75**	72%
Legal Services	Legal Services	$20,000	$0.00	$2,325.00	$540.00	$315.00	-$675.00	$3,180.00	16%
Legal Services Total		**$20,000**	**$0.00**	**$2,325.00**	**$540.00**	**$315.00**	**-$675.00**	**$3,180.00**	16%
Taxes	Property	$5,500	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	0%
Taxes	Income/Franchise Taxes	$0	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	#DIV/0!
Taxes Total		**$5,500**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	0%
Insurance	General, Property, Boiler & Au	$78,000	$6,755.36	$6,761.36	$6,600.00	$13,516.74	$33.74	$33,633.46	43%
Insurance	Auto	$5,000	$431.09	$431.09	$618.82	$862.18	$23.50	$2,343.18	47%
Insurance	D & O Insurance	$12,000	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	0%
Insurance	Worker's Comp	$16,000	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	0%
Insurance Total		**$111,000**	**$7,186.45**	**$7,192.45**	**$7,218.82**	**$14,378.92**	**$57.24**	**$35,976.64**	32%
Community Enhancement	Donations	$1,000	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	0%
Community Enhancement	Association Memberships	$2,000	$50.00	$0.00	$0.00	$0.00	$0.00	$50.00	3%
Community Enhancement Total		**$3,000**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	0%
Reserve Transfer		**$215,380**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	0%
Grand Total		**$4,788,850**	**$275,590**	**$316,520**	**$353,298**	**$320,479**	**$297,406**	**$1,265,887**	**26%**

Expected Reserve Expenditures and Capital Improvement for 2022		**YTD**
SC Pincnic Tables/Bench	$5,400	$4,743.39
GR Shade Structure	$39,000	$37,773.83
CC Pool Splash Pad	$9,000	$8,995.58
CC Pool Replaster	$84,000	$80,440.67
CC Pool Slide Repairs	$6,500	$5,408.75
CC Splash Pad Refinish	$4,500	$0.00
AV Parking Lot Seal/Stripe	$7,200	$6,743.70
GR Parking Lot Seal/Stripe	$5,800	$5,372.22
SC Lounge Chairs	$8,200	$8,221.00
SC Wade Pool Bucket	$5,500	$6,370.00
Node Clock Replacement	$75,000	$75,000.00
Rock Work	$50,000	$15,643.05
Escarpment Project	$340,000	$2,470.00
CCN Improvement	$200,000	$399.88
Construction Repairs	$50,000	$18,339.30
SC Roof	$0	$26,412.44
Mailbox Replacement	$0	$17,770.58
Drip Irrigation/Escarpment	$0	$31,500.00
CCCC AC Repair	$0	$13,374.63
Total	**$890,100**	**$364,979.02**

Total Capital Budget Projects	**$890,100.00**	**$364,979.02**
Grand Total Expenses	**$5,678,950.00**	

Circle C Landscape
Board Report
Jun-22

Weather

General:	HOT HOT HOT
Rainfall Total:	Big Zero
Temperature:	78-104 degrees
Major Events:	Extraoridnary heat wave for June

Maintenance Services

General:	Mowing rotation on all areas
Weeding:	Bed weeding rotation ongoing
Perennial and Shrub Trimming	Ongoing across all areas

Outlying Areas

Filter Pond, CCCC	weedeated, trash removed
Outlying mail centers	checked and cleaned
Barstow Park	weedeated and cleaned
Avana Outlying Areas	weedeated and cleaned
Greyrock Park	weedeated and cleaned
Wildflower Park Outliers	weedeated and cleaned
Circle C Park	Bush Hog Mowing underway
Rough Cut Areas Slaughter Lane	Bush Hog Mowing underway
Rough Cut Areas, Escarpment	Bush Hog Mowing underway
Additional Outliers	Scheduled

Irrigation

All irrigation areas have been inspected

All Controllers On
All node Clocks On
Repairs to include:
- Main line repairs
- Valve repairs
- Irrigation Controller repairs
- Head and Nozzle repairs
- Lateral line repairs
- Drip repairs
- Manual watering where needed
- Water truck watering where needed
- Install node clocks for Escarpment drip irrigation
- Decoder and wiring repairs

Rock Work

Spruce Canyon flat rock repair complete
LaCrosse flat rock repair complete
Circle C North flat rock repair underway
Vintage Place flat rock and granite repair underway
Wildfloer Park flat rock and river rock repairs scheduled

Trees

Select removal of small dead trees
Hand water burr oaks due to excess heat
Trimming over bike lanes and in medians ongoing

Construction

Escarpment from SH 45 to North end of Property
- Verizon Bore underway
- Main line and lateral lines hit
- Emergency water shut off and reconfigure controller settings in order

to save vegetation

Emergency hand water to save vegetation**

**under City of Austin water regulations, you can only water one time per week. If a week is missed, then all vegetation becomes at risk during temperatures over 100 degrees

Escarpment east side in front of pool fence

Repair to lights by COA required extensive digging, no repair has been done, irrigation check scheduled

Slaughter at Vinemont:

COA installed sod at north side of Slaughter as part of repair

CCL applied for water variance, repaired irrigation and set water schedule for new landscape water in hand water for supplement

Slaugher Lane (General) ongoing mobility corridor improvements

Slaughter at Beckett: Main line was cut off,no water at median east of Beckeet

Bear Creek Elementary:

Irrigation repairs continue to coneect some valves to the system

Landscape repairs to the following areas has not been design or scheduled

LaCrosse at MoPac West Side

LaCrosse at Mopac East Side

Vinemont at Slaughter

Median tips

Corners at Vinemont

Circle C Aquatics — May-22 — Spring Operations

Facility Usage	Swim Center		Community Center		Avaña		Greyrock		Total	
	May-22	YTD	May-22	YTD	May-22	YTD	May-22	YTD	**May-22**	**YTD**
Resident Entries	5,767	12,116	950	950	1,267	1,267	311	311	**8,295**	**14,644**
Unique Residents	2,393	3,122	833	833	895	895	213	213	**3,375**	**3,938**
Unique Households	960	1,183	308	308	294	294	72	72	**1,250**	**1,419**
Guest Entries	255	484	54	54	56	56	8	8	**400**	**629**
Other Entries	3,122	6,262							**3,122**	**6,262**
Average Hourly Count	50		101		52		21			
Average % of Capacity	20%		56%		35%		14%			
Max Hourly Count	265		156		94		58			
Total Entries	**9,144**	**18,862**	**1,004**	**1,004**	**1,323**	**1,323**	**319**	**319**	**11,817**	**21,535**

Incidents	Swim Center		Community Center		Avaña		Greyrock		Total	
	May-22	YTD	May-22	YTD	May-22	YTD	May-22	YTD	**May-22**	**YTD**
Water Rescues		3	1	1		0		0	**1**	**4**
First Aid Responses	9	13	7	8		0		0	**16**	**21**
Sudden Illness Treatments		0		0		0		0	**0**	**0**
Patron Behavior Incidents		1	1	1		0	1	1	**2**	**3**
Biohazard Cleanups		0		0		0		0	**0**	**0**
Suspensions/Expulsions		0		0		0		0	**0**	**0**
EMS/911 Callouts		0		0		0		0	**0**	**0**
Total Incidents	**9**	**17**	**9**	**10**	**0**	**0**	**1**	**1**	**19**	**28**
Incident per Entry Ratio	**0.10%**	**0.09%**	**0.90%**	**1.00%**	**0.00%**	**0.00%**	**0.31%**	**0.31%**	**0.16%**	**0.13%**

Revenue	May-22	YTD
Aquatics Programs	$ 15,309.75	$ 36,240.75
Swim Team	$ 15,756.50	$ 77,725.00
Guest Fees	$ 1,143.00	$ 1,740.00
Area Reservations	$ -	$ -
Facility Rentals	$ 725.00	$ 725.00
Lane Rentals	$ 2,577.00	$ 17,017.16
Other Facility Income	$ 774.99	$ 2,040.32
Total Aquatics Revenue	$ 36,286.24	$ 135,488.23

Programs	May-22
Select Swim Team	82
Masters Swimming	18
Group Swim Lessons	0
Private Swim Lessons	141
Water Aerobics	14
Certification Courses	32
WSI Course	0
Total Participants	**287**

Reservations & Rentals	May-22	YTD
Area Reservations	0	0
Facility Rentals	0	0
Lap Lane Reservations	680	680
Total Reservations	**0**	**0**

Aquatics Staffing	May-22
Lifeguards/Head Guards	102
Front Desk Staff	19
Instructors/Coaches	11
Total Staff	**132**

Resident Stats	Individuals	Households	Members / Household
Homeowners	17,420	5,527	3.15
Renters	1,397	403	3.47
New Memberships	209	639	
Totals	**18,817**	**5,930**	**3.17**

Attendance Analysis		SC	CC	AV	GR
Weekdays 6/6-6/10	Average Hourly Count	29	48	28	7
	Maximum Hourly Count	120	93	48	29
	Minimum Hourly Count	1	22	9	0
	Total Entries	2,168	583	771	232
	Total Households	467	213	237	62
Weekend 6/11-6/12	Average Hourly Count	44	83	32	15
	Maximum Hourly Count	79	165	74	27
	Minimum Hourly Count	3	55	8	5
	Total Entries	1,219	356	460	164
	Total Households	428	119	142	52
First Full Summer Week	Average Hourly Count	33	62	30	10
	Maximum Hourly Count	120	165	74	29
	Minimum Hourly Count	1	22	8	0
	Total Entries	3,387	939	1,231	396
	Total Households	739	313	330	92

Circle C HOA
Maintenance Report for Board June 2022
Prepared by Robert Bardeleben -Facilities Director

We continue to work with a staff shortage of one full time and one part time position. We are having a hard time finding candidates to fill those open job positions.
Our main focus this time of year is on the pools and keeping them going. It is extremely difficult to get chemical deliveries in a time manner right now. Our bulk chemical supplier (the only one in the area) is short staffed on drivers so getting chemicals to their customers is seeing delays as long as 4 weeks. We need chemical deliveries every two weeks this time of year to keep our pools operating. We are working hard on our end to do everything possible to keep our chemical usage to a minimum in order to keep the pools open. A couple of things we are doing is only running the aerators on the Swim Center Competition Pool twice per week instead of daily as well as increasing our Cyanuric Acid(Stabilizer) levels at all pools to a slightly higher than normal level. This helps to hold chlorine dissipation to a minimum.

SWIM CENTER COMPOUND/Maintenance Offices

- Routine Cleaning and Maintenance have been completed
- Minor Equipment and Facility Repairs Made

COMMUNITY CENTER

- Routine inspections and maintenance have been completed
- Coils for HVAC Systems in rooms 1 and 3 have been replaced on budget. All is working well.

COMMUNITY CENTER POOL

- Routine cleaning and maintenance have been performed.
- Minor Repairs have been completed on equipment and facility.

NEIGHBORHOOD

- Minor repairs have been completed as needed

AVANA AMENITIES CENTER

- Routine Cleaning and Maintenance have been completed
- Minor repairs have been made

GREY ROCK AMENITIES CENTER

- Routine Cleaning and Maintenance have been completed
- Minor repairs have been made

.

GILES & SHEA, INC.

7817 La Crosse Ave
Austin, TX 78739
Phone 512-451-9901
Fax 512-288-6488

June 16, 2022

Circle C Homeowners Association
7817 LaCrosse Avenue
Austin, Texas 78739

RE: Accounting Services

Dear CCHOA,

The purpose of this letter is to confirm the management services agreement between Giles & Shea, Inc. and Circle C Homeowners Association, Inc. (the **Association**). Giles & Shea, Inc. will provide the following:

1. Analysis, recording and annual update of owners and property values for each Circle C property owner according to the Travis County Appraisal District.

2. Preparation and distribution of semi-annual statements of account to all Circle C property owners.

3. Collect assessments and other Association fees and deposit them in the Association's accounts.

4. Follow-up on delinquencies to effectuate prompt collection on a timely basis or on such other schedule as approved by the Board.

5. Prepare and record liens for properties with delinquent assessments. Notify owner by regular mail when lien filed or released on property.

6. In a timely manner, disburse funds for goods received and services rendered in accordance with approved budgets, and as documented by appropriate invoices.

7. Reconcile all Association checking accounts on a monthly basis.

8. Prepare and distribute a monthly financial report to the Board to include a balance sheet, profit & loss statement with year-to-date figures and a detailed general ledger.

May 1, 2022

9. Maximize, to the extent possible, the investment of Association funds in established investment accounts throughout the year by carefully maintaining only necessary bank balances.

10. Coordinate with the Board to develop a recommended annual operating budget, including consideration of normal expenses and replacement reserves.

11. Coordinate with Certified Public Accountant regarding filing forms for and payment of Association taxes.

12. Respond to individual inquiries from property owners regarding owner accounts.

13. Respond to inquiries from title companies regarding owner accounts and prepare certification of assessments paid as needed.

14. Assemble Resale Certificates when requested at the additional charge of $50, said charge to be retained by Giles & Shea, Inc.

15. Maintain and store Association documents and records as directed by the Board and deliver same to the Association promptly upon request.

16. Attend the Annual Association meeting. Any services requested beyond attendance at the annual meeting itself will be billed at the hourly rate set forth below.

Giles & Shea, Inc. will provide the above services to the Association for a fee of $1.65 per lot per month for the period of May 1, 2022 through Apr 30, 2025, and the Association agrees to pay Giles & Shea, Inc., such amount for performing the tasks itemized in 1-16 above. Item 14 is an additional charge over and above the minimum fee of $1.65 per lot per month.

Any additional services not itemized in 1-16 above shall be provided at the rate of $50.00 per hour for principals and $40.00 per hour for non-principals. All costs, such as copies, long distance charges, faxes, postage used on behalf of the Association and mileage reimbursement (herein the "Costs") will be itemized and charged to the Association on a monthly basis and the Association agrees to pay for all reasonable Costs.

TERM OF THIS AGREEMENT:

This Agreement is effective as of May 1, 2022 and will terminate on April 30, 2025, with the Association having the option to extend for one additional period of up to 12 months. The Association may exercise its option by providing written notice at least 30 days prior to the expiration of this Agreement specifying the length of the option period and the new Automatic Termination date of the Agreement (as described below). The rates quoted above are valid from

May 1, 2022 through April 30, 2025, plus any additional option period, renewed for another 12 months at the same rate.

TERMINATION OF THIS AGREEMENT:

1. Automatic Termination: This Agreement shall automatically terminate on April 30, 2025 and neither party shall have any further rights or obligations under this Agreement, except that Giles & Shea, Inc., shall be obligated to deliver all Association documents and records to the Association upon termination and non-renewal of this Agreement.

2. Termination for Cause: If either party hereto commits a material breach of any of the terms, conditions or obligations of this Agreement and the breaching party fails to correct such breach within ten (10) days after written notice thereof from the other party, such other party may, at its own option, terminate this Agreement for cause immediately, or at any designated future time provided the breach still exists, by delivering to the breaching party a written notice of termination and the effective date and time thereof. A "material breach" includes but is not limited to failing to make any payments due hereunder.

3. Termination by Mutual Agreement: This Agreement may be terminated by mutual written agreement of the parties at any time and neither party shall have any further rights or obligations under this Agreement, except for delivery of documents and records as provided in Section 1. If this Agreement is terminated by mutual agreement, Giles & Shea, Inc. shall be compensated for the work it performed up until the date and time of such termination.

If you are in agreement with the terms discussed above, please indicate your approval by executing in the space provided below.

GILES & SHEA, INC.

_____

Terri Giles, President Date

AGREED AND APPROVED:

CIRCLE C HOMEOWNERS
ASSOCIATION, INC.

_____

Date

TO Circle C Homeowners Association

FROM Community Financials

DATE June 23, 2022

RE Circle C HOA Propsoal for Financial Management Services

Dear Operations Manager Hibpshman and Board,

Thank you for inviting us to participate in your search we would love to be your community's financial management partner. Please see our proposal below.

Summary of Bidder's Background

1. Bidders Name Community Financials, Inc.
2. Bidder's Address 4770 Baseline Rd, Suite 200 PNB #125, Boulder, CO 80303
3. Bidder's Contact Information Russell Munz, Founder & CEO, russell@communityfinancials.com 833-266-3646 x 700 (video call is preferred schedule here)
4. Legal Formation of Bidder Corporation
5. Date Bidder's Company was Formed 6/20/2018
6. Description of Bidder's company in terms of size, range and types of services offered and clientele: 17 professionals providing monthly accounting & bookkeeping as well as resale & refinance paperwork administration to Homeowner Associations, PUDs & Condo communities
7. Bidder's principal officers CEO Russell Munz, 21 yrs; Sr. Client Manager Cecilia Crespo 24+ yrs experience; Sr. Client Manager Jennifer Morgan 8+ yrs; Office Manager Cathy Imes, 10+ yrs
8. Bidder's Federal Employee Identification Number 83-0960467
9. Evidence of legal authority to conduct business in TX - Sec of State Filing 804612786 **see attachment #1**
10. Evidence of established track record for providing services and/or deliverables that are the subject of this proposal. You can read our Google reviews from clients
11. Organization chart showing key personnel that would provide services to Circle C HOA **See attachment #2** Team Sheet. Shannon, Cecilia, Betty, Nikka, Ashley, Gaile, Kezia & Taunia would be providing services.

Financial Information

· State whether the Bidder or its parent company (if any) has ever filed for bankruptcy or any form of reorganization under the bankruptcy code. NO

· State whether the Bidder or its parent company (if any) has ever received any sanctions or is currently under investigation by any regulatory or governmental body. NO

Proposed Outcome

Delighted Staff, Board and Homeowners in regards to accounting.

· Summary of timeline and work to be completed.

Accounts Receivable: Checks sent to lockbox are deposited and updated nightly. Online payments are deposited and update the software several times a day.

Accounts Payable: Vendor bills are either emailed or mailed to a Houston, TX lockbox. Once received the bills are scanned in and coded by our AP team. Then they go to the manager and a board member to review and approve. Once approved our AP team confirm funds availability and approves payments daily. Checks are mailed out the next business day.

Monthly Financial Reports: Financial reports for the prior month are prepared by the 20th and emailed to the Manager and Treasurer for their review.

See attachment #3 onboarding timeline
See additional detail on our services at the bottom of this proposal

Equipment or Service
· List any and all equipment or services required for this proposed project and the number of each.
No additional equipment is required.
Payroll Service see ADP quote below.

· Detailed estimated cost for each piece of equipment or service. No additional equipment cost.
Payroll Service by ADP for 10 full time employees and 135 seasonal employees (May – Sept) performed twice monthly by industry leader ADP) $222.22/ month for 10 Full Time (FT) employees; $1,072.70/ month extra for seasonal staff. **(see attachment #7** proposal)

Cost Propsoal Summary & Breakdown
· Summary and explanation of any other contributing expenses to the total cost.

· Brief summary of the total cost of the proposal.
Community Financials Monthly Fee $9,899 plus
ADP Payroll Monthly Fee $222.22/mo (10 FT employees) and $1,072.70/ month May – Sept including the additional 135 seasonal W2 staff.

The total monthly cost is arrived at by factoring the # of homes (5,620), semi-annual collections, the approximate # of bills paid per month (25), the number of bank and investment accounts (8 total) credit cards (4) to reconcile and 10 full time employees and 135 seasonal (May – Sept) employees on payroll to enter. This was gathered from the online RFQ filled out on our site (**see attachment #4)**. As well as the additional detail provided by Mrs. Hibpshman on calculating assessments annually based on your formula and the tax assessor's office and assisting with the annual election.

· A detailed list of any and all expected costs or expenses related to the proposed project:

Welcome notice/ letter: communicating with owner on ways to pay and our contact information. $1.99 each (if your community uses our homeowner portal, we include login instructions $2.99).

Vendor change of address letter: We email vendors free of charge if no email address or a mailed notice is required, we mail a notice to the vendor to update their system to our billing email or AP lockbox mailing address: $1.59

Statements: Emailed statements are free. If some owners require (don't have an email) a mailed statement with a return envelope mailed to them (with postage) for check payments: $1.99 each

1099s to vendors that require this tax document. Produced and delivered to the vendor, state and federal government each January: $19.99 per vendor.

The following are not anticipated but may come up during the course of our work:
Expedited payment/ wire/ ACH/ Overnight emergency check (if not in our regular AP process): $95

Stop payments: $50

Additional bank/ investment accounts, CDs or debit/credit cards to reconcile not disclosed at time of proposal: $35 ea/mo

Debit/ credit card set up fee: $35 each

Special assessment & or loan accounting fee: TBD based on scope of work

Possible Fees reimbursed by or paid for by a homeowner
Online payment by debit card or credit card processor's charge (online ACH payments are free).

Return check charges: $25

Late Notices: (either applied to the delinquent owner's account or paid for by assessed late fees) $10 each for email or mailed late notice to the delinquent owner. This includes the additional time to communicate with delinquent owners that call or email when they receive the notice.

Pre-Lien/Final notice to delinquent owner sent certified mail: $85

Lien fee: $299.00 plus cost of county clerk of office and attorney or electronic filing service (costs vary depending on county) but the hard costs never have exceeded: $125.00. (performed by our collections partner Axela).

Resale & Refinance fees (no charge to association, but a closing cost to the owner):
Resale disclosure (TREC Form) $175 plus $150 transfer fee additional fees may apply based on additional documents or if expedited service is requested. We can add an additional $20 fee paid to the association on each resale.

See attachment #5 Easy Collect Program explained sheet outlining potential owner collection costs and **Attachment #6** information on the Easy Collect program with collection partner Axela

Licensing & Bonding
View our certifications and licenses here. **See attachment #8** crime policy

Insurance
See attachment #9 insurance certificates for professional errors & omissions & other coverage

References
Community Dynamics (UT) - Logan Watson, Owner – logan@communitydynamics.com – 801-651-4336 approximately 4490 homes in 2 communities under management – started 8/1/20

Powdr-Copper Properties, LLC (CO) – John Merriman, VP of Finance - jmerriman@coppercolorado.com - 970-968-3009 – worked on 17 community association properties they manage - started 9/1/20

Old Colony Property Services (MA) – Ryan Munden, Owner - Ryan@oldcolonyproperties.com –Varies between 12-24 communities under management – started 11/1/20

Google Reviews (see what over 20 clients have to say about their experience)

Project Scope & Specifications
Provide financial management services for Circle C Homeowners Association.
Items in red provide clarification to work items below;

1. Analysis, recording and annual update of owners and property values for each Circle C property owner according to the Travis County Appraisal District and Hays County Appraisal District. [Operations Manager to confirm homeowner list and we pull values from the Travis County & Hays County Appraisal District. Create spreadsheet and enter formula: Each owner shall pay the to the Association an annual assessment $0.25 for each $100.00 value of that portion of The Properties owned, as assessed for ad valorem tax purposes for the preceding year].
2.Preparation and distribution of semi-annual statements of account for all Circle C property owners.
3. Collect assessments and other Association fees and deposit them in the Association's accounts. [Our banking partner, Pacific Premier Bank (HOA Banking Division HQ in Dallas) provides a check payment lockbox for owners to mail checks (located in Denver) and pays the ACH fees associated with owner's online payments. We open 1 new operating account in the association's name along with the primary reserve account for ease of recurring transfers; the Board are signers on the accounts].
4. Follow-up on delinquencies to effectuate prompt collection on a timely basis or on such other schedule as approved by the Board.
5. Prepare and record liens for properties with delinquent assessments. Notify owner by regular mail when lien filed or released on property. [Performed by collection partner Axela - see **attachments 5&6**]
6. In a timely manner, disburse funds for goods received and services rendered in accordance with approved budgets, and documented by appropriate invoices.
7. Reconcile all Association checking accounts on a monthly basis.
8. Prepare and distribute monthly financial report to the Board to include a balance sheet, profit & loss statement with year-to-date figures and a detailed general ledger. [By the 20th of the following month].

9. Maximize, to the extent possible, the investment of Association funds in established investment accounts throughout the year by carefully maintaining only necessary bank balances.
10. Coordinate with the Board to develop a recommended annual operating budget, including consideration of normal expenses and replacement reserves.
11. Coordinate with Certified Public Accountant regarding filing forms for the payment of Assoc. taxes.
12. Respond to individual inquiries from property owners regarding owner accounts.
13. Respond to inquiries from title companies regarding owner accounts and prepare certification of assessments paid as needed.
14. Assemble Resale Certificates when requested.
15. Maintain and store Association documents and records as directed by the Board and deliver same to the Association promptly upon request. [We keep only the required documents in digital format and any hard files are kept by the property].
16. Attend the Annual Association meeting. [Yes, remotely by zoom to help the Treasurer and Operations Manager answer any accounting questions].
17. Annual Meeting Vote.
a. Managing Agent will provide updated list to compile complete list for online voting company.
b. will merge online voting list into system once the unique codes are received from voting company.
c. once the voting website goes life, the financial office and the voting company will be the only ones with access.
d. answer any emails from residents with specific questions.
e. will enter any paper ballots received with the 1st semi-annual billing.
f. at the end of the vote after the Annual Meeting, will compile the result report with those who were elected by the membership.

Additional Detail on Our Services

We have a tiered organizational structure with staff accountants below a Sr. Production Manager (SPM) who oversees the AR, AP and Bookkeeping work. Then the Sr. Client Manager (SCM) who runs the team reviews the work again for accuracy and compliance and handles client facing communication. The SPM and SCM track the dates financial reports are sent to clients.
We use a workflow software for accounting firms, Karbon, that has checklists for our staff to complete for items such as month end closes. The SPM and SCM review the system, and use it for our team huddles, to see how work is being processed by staff using criteria such as due dates, overdue, response times to emails, etc. Here is a short overview video.

Here are some standard operations, standard processes to support HOA Accounting from all aspects of what we do to ensure accuracy and success for your HOA.

Our staff is broken down by specialty. This allows for greater familiarity with the applications we use as well as training.

We have Homeowner / Customer Support Reps who handle basic questions by phone and email as well as assist owners with questions about setting up payments and accessing their online portal. Our Team can imitate a user in our portal all the way through to the online payment to help provide great service.

Homeowner Portal

Provide access to Owners to review their account balance, payment history, and make an online payment. Owners can pay by ACH (adding their bank account info) for free or by using a credit card and paying the convenience fee. (The portal has other functionality that we would turn off since you use smartwebs). See a video demo of the homeowner portal here.

Accounts Receivable (AR) specialize in more complicated owner balance questions as well as review lockbox import files that happen nightly for check and online payment deposit transactions; daily they work on lockbox exceptions (rejected checks) through our bank's online portal; They set up emailed and / or mailed statements to owners (mailed processed by the 19-20th before the due date and then shipped); they work with Board and Manager to get a copy of the current community collection policy so we can post late fees and generate courtesy late letters; We have partnered with a national collection agency that specializes in our industry, Axela (here is a 2 minute overview video) to help Board with collections work (or we can work with the community's current provider).

Accounts Payable (AP) We notify vendors to update the billing address of the association. All bills are mailed or emailed directly into our online bill review and approval system: Strongroom owned by AvidXchange (see short demo video here). Our team GL codes the bill (work at this daily) and then the bill is routed to the Property Manager to review and approve and then one or two Board Members to approve as well for transparency and cost control (and can change GL codes if required). Everyone has a unique login ID and the system date/time stamps when actions occurred. After the invoice has been approved our team processes payments (daily) and a check is mailed (fee included in our service cost). If the vendor requires faster payment, they can arrange that with AvidXchange for a fee paid by the vendor.

Banking – all our operating accounts are with Pacific Premier Bank, one of a few national banks that specialize in our industry. They provide a lockbox for homeowners to mail checks to (in Denver) and for online payments through Zego/Paylease (there is no fee for ACH payments). Credit card payments are available with the processing fee paid by the homeowner. All of the payment information is uploaded by API nightly into our software. There are no monthly maintenance fees charged by the bank to the HOA accounts. We request to keep a primary reserve bank account along with the operating account at this same bank so we can set up recurring transfers for reserve funding. Additional outside bank accounts are allowed of course for CDs and FDIC purposes (or we can help with banking ICS and CDARS programs) and we would need view only access to those accounts so we can reconcile and produce the reports on time. We set up your team with online banking access to view the bank accounts.

Tops One or Caliber Software

Tops One & Caliber are the top 2 community management software systems used by HOA & Condo management companies nationwide. We'll select one of them for your community. We will provide a login for your Operations Manager into the software. They will be able to see information directly from our software. You are using smartwebs but there may be times when this access to data may be useful. We have former Caliber & Tops employees on our team to provide navigational training to your team. Here is a link to Caliber's website and here for Tops.

Resale & Refinance Administration

Handling the resale and refinance paperwork is something we have dedicated staff to handle. Each state has different legal language and requirements per their statutes. We use a service that updates this paperwork from a legal perspective so CF, Circle C HOA and the Boards are protected from additional liability. We have the accounting information and update all the information required in the forms efficiently. Additionally, we are able to capture the new owner information from the sale, update the change of ownership correctly in our system and get the new owner paying faster. We strongly encourage clients to utilize us for these closing documents for these reasons. The cost is a charge to the owner at closing and not a fee to the association.

Payroll

We use ADP and have their Accountant Connect portal to allow our team to efficiently retrieve payroll reports to make our entries. If not on ADP we request the HOA look into switching, if pricing is equivalent or less, for ADP to provide the payroll so we can produce the financial reports on time. The cost of payroll services is a direct cost to the association.

All of the activity deadlines (date statements are sent, date late letters are sent, lockbox exception handling, dates financial reports are sent, etc.) above are tracked by the Sr. Production Manager and discussed with the Sr. Client Manager to ensure we are hitting our targets. Every other month we send out a 2-question customer survey (how likely are you to recommend our service to someone on a scale of 1-10 and any clarifying comments) to get our NPS. This way we are ensuring we meet the expectations of the HOA board, find any issues and promptly resolve them.

OPTIONAL:

Board Portal (probably not relevant since you use smartwebs but wanted to share).

Board only login and features; upload documents directly and share with Board or owners; view Board only documents to help facilitate business; can email owners from the portal, create announcements for boards and owners that show in the portal, Board can see a directory of all owners and their contact info; bank balances, delinquent owner status, calendars for Board and community functions and more. The portals can also allow owners to request service which flows into either Tops or Caliber software for the manager to action. See a video demo of the ComWeb portal here.

Also **see attachment #10** for additional information on our Monthly Accounting Activities.

Corporations Section
P.O.Box 13697
Austin, Texas 78711-3697

John B. Scott
Secretary of State

Office of the Secretary of State

CERTIFICATE OF FILING
OF

Community Financials, Inc.
File Number: 804612786

The undersigned, as Secretary of State of Texas, hereby certifies that an Application for Registration for the above named Foreign For-Profit Corporation to transact business in this State has been received in this office and has been found to conform to the applicable provisions of law.

ACCORDINGLY, the undersigned, as Secretary of State, and by virtue of the authority vested in the secretary by law, hereby issues this certificate evidencing the authority of the entity to transact business in this State from and after the effective date shown below for the purpose or purposes set forth in the application under the name of

Community Financials, Inc.

The issuance of this certificate does not authorize the use of a name in this state in violation of the rights of another under the federal Trademark Act of 1946, the Texas trademark law, the Assumed Business or Professional Name Act, or the common law.

Dated: 06/16/2022

Effective: 06/16/2022

John B. Scott
Secretary of State

Community Financials
Professional Team

Community Financials™
Condo & HOA Financial Tasks Nationwide

Russell – CEO & Founder

- 20+ yrs of industry experience
- Management Company Owner Experience
- Business Degree from Cornell University
- Former Army Captain
- CAM Licenses & CMCA
- Colorado & Florida

Cecilia – Technical Officer Tops

- 24+ yrs experience
- Former CFO and Management Co. Owner
- Software Specialty: Tops
- Licensed Community Assoc. Manager
- Bi-Lingual: Spanish
- Florida

Jennifer – Sr. Client Manager Caliber

- 8+ years of industry accounting
- Software Specialty: Caliber
- Business & Accounting Degree
- MBA
- Florida

Cathy - Onboarding Specialist & Office Manager

- Former Caliber Employee
- Software Speciality: Caliber
- Open Pacific Bank accounts
- Accounting Degree
- Arizona

Shannon - Sr. Client Manager

- 12+ yrs Sr. Community Manager & Portfolio Mgr.
- Software: Tops & Caliber
- CAAM - Certified Manager
- Arizona

Lyn - Sr. Production Manager Caliber

- 8+ yrs Industry Experience
- Fmr. Accounting Manager at Mgt Co.
- Software Specialty: Caliber
- Accounting Degree

Nanette - Office Admin & Customer Service

- 18+ yrs experience
- Co-owner of a Community Management Co.
- Software: Caliber & Tops
- A.S. in Accounting
- Utah

Betty – Sr. Production Manager Tops

- 14+ yrs experience
- Staff Accountant
- Software: Tops & Caliber
- A.S. in Accounting
- Bi-lingual: Spanish
- Florida

Tom - Sr. Property Accountant

- 29+ years experience
- Former Management Company CFO / Controller
- Software Specialty: Caliber
- Accounting Degree - Sienna College
- Connecticut

Community Financials
Professional Team

Community Financials™
Condo & HOA Financial Tasks Nationwide

Lakwanda - AP - Caliber

- 21+ yrs of HOA & Condo AP experience
- Software Specialty: Caliber
- Associates Degree
- Connecticut

Jenny - AR Caliber

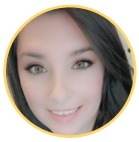
- 3+ years of industry accounting experience
- Software: Caliber & Tops
- Arizona

Taunia - Resale Manager & Board Advisor

- 12+ yrs Industry Experience
- Fmr. Trainer & Manager of 13 Community Managers
- Resale & Lender Questionnaires
- Board Education & Coaching
- Software Speciality: Caliber
- Arizona

Nikka - AP Tops

- 6+ yrs of Experience
- Staff Accountant
- Accounts Payable Specialist
- Accounting Degree



Ashley - AR Tops

- 5+ years industry experience
- Accounts Receivable & Payables
- Assistant Manager
- Software Specialty: Tops
- Florida

Kezia - New Vendors, Resale Asst. & Service

- 2 Years of experience as a Community Manager
- Software: Caliber
- CAI M-100 Certificate
- IT Degree

Vivien - Sr. Bookkeeper

- 5+ yrs industry experience
- Mgt Co. Reporting & AP
- Software Specialty: Caliber
- Accounting Degree

Gaile - Customer Service

- 8 + yrs Financial Accounts Experience
- Former Collections Account Manager
- Homeowner Payment Support
- Online Portal Support
- Bachelor's degree

Call us to learn how our team can provide stress free financial management to your association: 833-CONDO-HOA

Onboarding Timeline

Community Financials™
Condo & HOA Financial Services Nationwide

0 DAY

- Receive signed agreement & introduced to the Onboarding Specialist

0 -5 days

AFTER SIGNING AGREEMENT:

- Board Meets with Onboarding Specialist for navigation of main systems and Q&A
- ComWeb Portal (Signals if applicable)
- Online banking (if applicable – Essential Service)
- Refer / email videos for Strongroom to 2 approvers

1-3 weeks

- Work with Board and outgoing accounting provider to receive data
- (Receive most items in excel spreadsheet format to speed up of uploading)
- Enter owner names in system from owner roster
- Turn on ComWeb portal
- Send board a copy of the welcome letter to approve/log into ComWeb so they can see it
- Get signed signature card
- Give online banking access for Essential boards with no board access on ComWeb
- Accounts Payable works with vendors to start switching billing to Community Financials and setting up utilities to be automatically withdrawn from the new bank accounts

1 week prior to Start Date

- Email/ Mail welcome letters to homeowners – includes ways to pay and portal login instructions

START DATE

- Start of Service for your Community

+2 weeks

- Transition Meeting – introduction to Sr Client Manager

+4 weeks

- Add past due & credit balances after receiving prior month's financials from outgoing provider

info@communityfinancials.com Wed, Jun 15, 3:45 PM (6 days ago)

to hello

First name	
	Karen
Last name	
	Hibpshman
Email	
	info@circlecranch.info
Mobile phone number	
	(512) 288-8663
Board Position	
	Operations Manager
Community Name	
	Circle C HOA
Community Type	
	Homeowner Association
City	
	Austin
State/Region	
	Texas
# of Units	
	5,620
Avg Amount of Dues / Home / Payment	
	$740/Semi-Annually
Avg # of Bills Paid / Month	
	25
# of Bank Accounts	
	4
# of Investment Accounts	
	4
# of Credit Cards to Reconcile	
	4
# of Cost Centers Tracked	
	N/A
# of Employees on Payroll	
	145
How Currently Managed	
	I am a Manager
Current Software Used	
	Other
Dues Collection Frequency	
	Semi-Annually
Current Quality of Reports	
	5
Have a current or planned special assessment / loan	
	No
What are 3 issues you hope our service will solve?	
	Please email me directly via email and I will provide the RFP

Community Financials Easy Collect Program

How The Future Collects

Regular and reliable revenue from owner assessments is at the core of a healthy community. The Board of Directors adopts a budget that allows the community to be maintained to its standards, while balancing the impact of assessments on the members. Because associations are not for profit, there can be significant consequences when some owners fail to make their contributions. Sometimes, even a few delinquencies can cause a hardship to the other owners and interrupt vital services and projects. The need to collect revenue from all owners is often the reason Community Financials Easy Collect powered by Axela Technologies program is engaged. We do a meticulous job of fairly and consistently enforcing your collection policy and insulate the Board from uncomfortable conversations with neighbors. We will initiate FDCPA compliant collection efforts for the association with the burden of the costs being passed through to the delinquent owners.

FDCPA compliant collection activities involve risk, so they require objectivity and must be meticulous. We review your collection policy and then cause it to be enforced. Our team is available to assist with updating your policy for compliance with your bylaws and state law.

Since delinquencies can vary by property and economic conditions, collection work can be complex and time consuming. In communities across America, the standard practice is to apply a standard fee for enforcing each stage in the collection policy. We do not have a contract with owners, and therefore, we perform the work on behalf of the association, who is billed for these services. The delinquent owner's account is then assessed the fees charged to the association. We will add these fees to their ledgers. With our Easy Collect program fees are charged through to the delinquent owner and if we cannot collect them we do not expect the association to pay.*

In a perfect world none of these fees would be incurred. As objective professionals, we are uniquely qualified to enforce the policy and to help you collect your budgeted income. Our business is not designed to profit at the expense of the Association from these services, but we pass the charges through to the delinquent owner for the extra time, administrative expense, and expertise these activities require. Once again, if we cannot collect our fees and costs, the association is not obligated to pay for them.

Collection activities and costs (charged through to the delinquent owner's account):
Our first step is to send a courtesy (late letter) to the delinquent owner. The owner will be charged for this, but the late letter charge will appear on a bill to the association.

First Late Notice $10
We monitor payments, create and send the late letter by first class mail, respond to calls from unit owners and explain the policy and the owner's payment history. We will wait for 30 days for the owner to respond.

After 30 days, If your collection policy requires a second late notice we will send the letter again and this will result in a charge to the delinquent owner, but is payable by the association in the amount of $ 10.00.

If the owner is not responsive to the second letter the matter is sent to our collections partner Schwartz Vays, who operates under a licensing agreement with Axela Technologies, Inc. Cost the equivalent of the late fees and late interest which have accrued from the time the delinquency arises, as per the association's governing documents and applicable law.

The collection process is as follows:
Schwartz Vays file intake review, underwriting, and skip tracing. As per Federal Law an initial demand letter is sent to the delinquent owner. They can contact the collections department to arrange a payment or dispute the debt. The delinquent owner has 30 days to act. $399.00

After 30 days and the delinquent owner has not contacted the collections department a notice of intent to lien* is sent to the owner, outbound calls are made, a notice to the identified holder of the first mortgage is sent, and a letter string of demand notices begin.

***Pre-Lien "Final Notice" Certified Letter** $85.00
We create and mail the pre-lien letter by certified and first-class mail. This step is a statutory requirement in many states and notifies the owner that if no action is taken on their account, a lien may be filed against the property. This step communicates to the owner that inaction may result on their property being encumbered by a lien and is helpful in bringing them to the table. This is also charged through to the delinquent owner but will be a charge that the association pays.

If the delinquent owner remains unresponsive, we will cause a claim of lien to be recorded on behalf of the Association. With the board of directors' permission, credit bureau reporting will be set up. $299.00 plus costs (*Schwartz Vays will come out of pocket for the lien recording costs*).

We will continue to make outbound calls, send demand notices, and, upon approval by the board of directors, begin to report the delinquent owner to the credit bureaus.

Please keep in mind that while these fees and costs are charged to the association, and passed through to the delinquent owner, they remain at our risk. If we do not recover the collection fees and costs by virtue of a successful collection event, the association will not be obligated to pay for them. If a file referred to Schwartz Vays is requested to by removed from collections by the Association, at no fault of the collection agency, the Association will be obligated to pay the collection fees and costs due to the collection agency.

Example: the day after their grace period from the due date the delinquent owner will get their first late notice and second notice if your collection policy calls for it after the second month's grace period expires. If there is no response the file will be sent to the collections department Schwartz Vays.

Schwartz Vays will do an extensive underwriting process which includes a review of the property appraisers' site, a skip trace, reviewing the court docket to see if any other cases against this delinquent owner are pending, bankruptcy review, probate review, and first mortgage identification. Then the collections department will send the initial demand letter that is required by Federal and State Statutes, as applicable. The delinquent owner then has thirty days to respond, dispute the debt, pay the debt, or engage in a payment plan.

If 30 days passes and they are not responsive the matter is escalated and a notice of intent to lien is sent, outbound calls are made, mortgagees are notified, and the file is prepared for credit bureau reporting, as applicable.

After 30 days the collection division will cause acclaim of lien to be recorded on the unit and collections activity continues (outbound calls and demand letters) with credit bureau reporting (with the permission of the board of directors).

Payments received are disbursed to the association on a monthly basis.

Collection Action File Monitoring $39/ month per delinquent file

The only charge that will be collectible from the association for all files is the Collection Action File Monitoring Charge. This is also charged through to the delinquent owner but will be a charge that the association pays for our licensed collections service, which is reimbursed by the delinquent owner upon successful collection. This fee covers the time our office spends communicating with the collection agency / attorney and the resulting owner ledger updates.

* Depending if your board of directors decides to engage our licensed FDCPA collections program for the association.
* These are our standard actions and fees but will meet compliance with governing documents and state law

Option:

Reporting Late Payers to Credit Rating Agencies – with your existing Collection Attorney or Agency – $25/delinquent owner/month

If you do not want to switch to our Easy Collect Service – you can continue to use your attorney and enhance that with the ability to impact the delinquent owners credit score. If the association opts in, all owners' payments can be reported to the known credit rating agencies. Owners that pay on time will benefit from a positive payment history and those that pay late will risk an impact to their credit score. Only delinquent owners will pay for the $25/mo. fee. This collection cost is assessed against an owner's account and has proven to be another deterrent.

Community Financials™

EASY COLLECT™

Condo & HOA Assessment Collections

Community associations are often burdened by owners not paying their maintenance fees on time or at all, and we believe this is just plain unfair. The consequences are higher maintenance fees, reduction of services, and a waste of management resources and time.

Easy Collect™ helps communities discover the delinquency quickly and resolve it at a minimum cost to the delinquent owner with no cost or risk to the association and the good paying owners.

With Community Financials on the job its collections problem solved.

IF WE DON'T COLLECT, WE DON'T GET PAID

Customized Action Plan

Our proprietary technology allows us to understand the position of each delinquent unit and formulate a customized action plan to recover your Association's money.

No Risk to the Association

All fees are paid by the delinquent owner and NOT the community association. Our fees are deferred and at OUR risk.

Ethical Treatment of Delinquent Owners

We don't bury the delinquent owners in outrageous fees. Our goal is to bring them current in a reasonable timeframe, meaning we craft customized payment plans when necessary.

Fully Transparent Reporting

Managers and Boards of Directors can access real-time collections data and download a multitude of reports on the Axela Web Portal.

No Holds. Get Paid Right Away

Monthly funding on successful collections gets collected funds back into your operating account right away.

FDCPA COMPLIANT

SERVICES INCLUDED:
Skip Tracing
Credit Bureau Reporting
Certified Mail Notices
Respectful Outbound Calls
Customer Service Representatives
Ledger Maintenance
Payment Processing
Online Portal Access
Lien Filing

Stress-Free Accounting: Accurate And On Time With Great Communication

Community Financials™

EASY COLLECT™

Condo & HOA Assessment Collections

THE COLLECTION PROCESS

With Easy Collect™ we take a proactive and timely approach to your collections. We begin by identifying a delinquency right away and jumping to action, starting with a demand letter, and escalating to outbound calls and legal action, if necessary. Most accounts are successfully resoved within the first 75 days.

	ONBOARDING	DAYS 1-30	DAYS 31-75
ACTIONS TAKEN	- Confirm Ownership - Equity Analysis - Skip Trace Ownership - Set Ledger Parameters - Ledger Review - Bankruptcy Search - Governing Document Review	- FDCPA Demand Notice *(Also known as the "quiet period", the FDCPA requires that we do not engage in active outreach during this 30-day period unless the owner contacts us first.)* - Call Center Prepared	- Notice of Intent to Lien - Outbound Calls - Email campaigns - Promote Payment Plans - Bank Demand Notice - Rental Demand Notice - Credit Reporting
RESULTS	**Establish the fact pattern before taking any action**	**18% of submitted units are resolved in this period**	**51% of submitted units are resolved in this period**

*(*With Board Approval)*

	DAYS 76-100	DAYS 100+
ACTIONS TAKEN	- Lien Filed & Recorded* - Notice of Intent to Foreclose* - Outbound Calls (cont) - Email campaigns (cont) - Promote Payment Plans (cont) - Bank Demand Notice (cont) - Credit Reporting (cont)*	- Initiate Foreclosure * *(Collection and recovery efforts will continue during this time, but the most likely monetization event will be sale at third-party auction, or taking title to the unit.)*
RESULTS	**26% of submitted units are resolved in this period**	**Fewer than 5% of submitted units end up in foreclosure**

Stress-Free Accounting: Accurate And On Time With Great Communication

RUN POWERED BY ADP®

Proposal

For Circle C HOA

Solution Summary for Circle C HOA:

Employees	145
Payroll Frequency	Semi-Monthly

WHEN YOU CHOOSE ***RUN POWERED BY ADP®***, HERE'S WHAT YOU CAN EXPECT:

- Print your own checks or have them delivered
- Pay employees using ADPCheck™ or direct deposit
- Payroll in real time anytime, anywhere with secure online or mobile access
- Highly-skilled implementation specialists and both online and phone support
- Extensive online reports and general ledger exports to accounting software

Recommended Solution: **ADP Enhanced Payroll**

Per Payroll Cost:	$536.35**
One-Time Setup Fee:	$0.00
Cost Comparison:	
1 Employee	$82.76
Per Each Employee(>1)	$3.15

**In the event of additional jurisdictions, there will be a $7 charge per month/jurisdiction.

Contact

Torie Trompak
torie.trompak@adp.com
(603) 714-2888

*This is a Proposal only. Fees are estimates and are subject to change based on variation in payroll details, frequency, features, number of employees, etc. Additional fees may be incurred if other services are purchased or for additional tax filings including, but not limited to, additional states or 'applied for' statuses. Please consult with your sales representative for further details. The information contained in this proposal is confidential and proprietary and should not be shared with anyone outside your company.

RUN Powered by ADP® Enhanced Payroll

Enhanced Payroll delivers a comprehensive set of easy-to-use payroll tools, all backed by ADP's small business expertise.

With Enhanced Payroll, you can:

Run Payroll
the way you want – online, via our mobile app or by phone

Calculate, Deduct and Pay Taxes
automatically

Get Answers 24/7
from experienced payroll professionals by online chat or over the phone

Pay Your People
the way they want – paper checks or direct deposit

Plus, benefit from these enhanced features:

- View, export or print detailed reports online, instantly
- Integrate our solutions with your POS systems and/or accounting programs such as Intuit®, Wave, Xero™ and more
- Automatically receive updated labor law posters to maintain compliance with posting regulations
- Benefit from state unemployment insurance (SUI) management
- Provide employees with easy access to pay history and up to three years of W-2s/1099s
- Access HR tools and best practices to help you put HR strategies in place
- Launch a Google Ads campaign in minutes. Reach more customers across Google to help grow your business.
- You and your employees get discounts on brand-name products and daily essentials
- Receive up to 5 single-county criminal background checks per year
- Post jobs to over 100 of the web's leading job boards with ZipRecruiter®. 80% of jobs posted receive a qualified candidate within the first day*
- With direct deposit, pay is deposited in each employee's account, or employees can choose to have funds deposited to a Wisely® Direct debit card**

Always Designing for People™

*ZipRecruiter® 2021

**Wisely Direct is a prepaid account offered directly to consumers by ADP. It can be used to receive direct deposits as well as income from other sources.

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 10/12/2021

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER USAA Insurance Agency, Inc. 9800 Fredericksburg Rd. San Antonio TX 78288	**CONTACT NAME:** Karina Linares **PHONE (A/C, No, Ext):** 800-292-8135 **FAX (A/C, No):** **E-MAIL ADDRESS:**
INSURED Community Financials Inc 4770 BASELINE ROAD SUITE 200 BOULDER CO 80303	**INSURER(S) AFFORDING COVERAGE** / **NAIC #** **INSURER A :** Travelers Cas & Surety Co of America / 31194 **INSURER B :** **INSURER C :** **INSURER D :** **INSURER E :** **INSURER F :**

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
	COMMERCIAL GENERAL LIABILITY						EACH OCCURRENCE	$
	☐ CLAIMS-MADE ☐ OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$
							MED EXP (Any one person)	$
							PERSONAL & ADV INJURY	$
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$
	☐ POLICY ☐ PRO-JECT ☐ LOC						PRODUCTS - COMP/OP AGG	$
	☐ OTHER:							$
	AUTOMOBILE LIABILITY						COMBINED SINGLE LIMIT (Ea accident)	$
	☐ ANY AUTO						BODILY INJURY (Per person)	$
	☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	☐ HIRED AUTOS ONLY ☐ NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	$
								$
	☐ **UMBRELLA LIAB** ☐ OCCUR						EACH OCCURRENCE	$
	☐ **EXCESS LIAB** ☐ CLAIMS-MADE						AGGREGATE	$
	☐ DED ☐ RETENTION $							$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y / N						☐ PER STATUTE ☐ OTH-ER	
	ANYPROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? ☐ **(Mandatory in NH)**	N / A					E.L. EACH ACCIDENT	$
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - EA EMPLOYEE	$
							E.L. DISEASE - POLICY LIMIT	$
A	Crime			106995200	10/16/2021	10/16/2022	Crime Emp Theft	$ 2,000,000
							Crime-3rd Party	$ 2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Crime Emply Theft and 3rd Party: Policy #106995200; Effective 10/16/2018-10/16/2021; $2,000,000 Single Loss

Crime Policy Includes: Forgery/Alteration $2,000,000 Single Loss; On Premises $250,000; Computer Fraud $2,000,000; Computer Program/Restoration Expense $1,000,000; Funds Transfer Fraud $2,000,000; Social Engineering Fraud $100,000

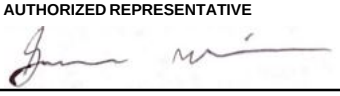
CERTIFICATE HOLDER

*** PROOF OF INSURANCE ***

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 10/12/2021

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER USAA Insurance Agency, Inc. 9800 Fredericksburg Rd. San Antonio TX 78288	**CONTACT NAME:** Karina Linares **PHONE (A/C, No, Ext):** 800-292-8135 **FAX (A/C, No):** **E-MAIL ADDRESS:**
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INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
	COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☐ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☐ POLICY ☐ PRO-JECT ☐ LOC ☐ OTHER:						EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG 	$ $ $ $ $ $ $
	AUTOMOBILE LIABILITY ☐ ANY AUTO ☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS ☐ HIRED AUTOS ONLY ☐ NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident) 	$ $ $ $ $
	☐ **UMBRELLA LIAB** ☐ OCCUR ☐ **EXCESS LIAB** ☐ CLAIMS-MADE ☐ DED ☐ RETENTION $						EACH OCCURRENCE AGGREGATE 	$ $ $
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANYPROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? **Y / N** ☐ **(Mandatory in NH)** If yes, describe under DESCRIPTION OF OPERATIONS below	**N / A**					☐ PER STATUTE ☐ OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT 	 $ $ $
A	Professional Liability			107054341	03/01/2021	03/01/2023	Each Claim For All Claims Retention	$ 1,000,000 $ 1,000,000 $ 5,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER

PROOF OF INSURANCE

CANCELLATION

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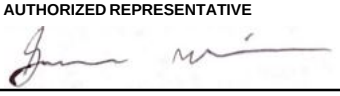
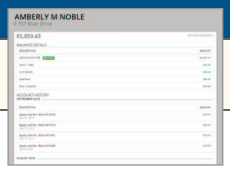
AUTHORIZED REPRESENTATIVE



For Board Members who appreciate more detail, here are some more specifics

MONTHLY FINANCIAL MANAGEMENT ACTIVITIES (Included in all 3 Service Levels)

COLLECT

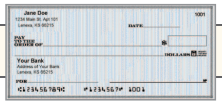


Collect assessments as required – owners can pay by mailing a check or online by e-check /direct debit (free) or by credit card (user fee applies)	✓
Apply late fees and send late letters* per your collection policy to proactively reduce delinquencies	✓
Resolve all owner payment inquiries	✓
Work with your attorney or collection agency on delinquent payers*	✓

PROTECT

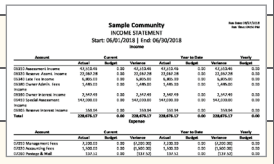
All payments are mailed to a lockbox or paid online and deposited directly into your bank account	✓
Provide a new segregated checking account (with no monthly bank fee) from a 5 star rated banking partner. Board members are signers on the account	✓
Include bank statements as part of the monthly financial report package.	✓
Provide online bank account viewing access to your board or staff (for added transparency)	✓
Reconcile all bank accounts monthly to "prove" the bank assets and financial reports are accurate and reduce the risk of loss.	✓
Review and approval of bills by 2 board members online (for added oversight)	✓
Positive Pay to detect fraudulent or forged checks before they are paid. (validates check number, amount, and account number).	✓

PAY BILLS



Pay all approved bills - *includes the cost of checks, envelopes and postage with our daily check runs - the fastest in the industry*	✓
Produce year end 1099 tax forms for vendors, state and federal agencies (fee per vendor)	✓
Resolve all vendor payment questions	✓

REPORT



Produce the financial reports for the community including: balance sheet, comparative income & expense report (shows any variance between budgeted and actual expenses to help stay on budget), check register, general ledger & aged delinquencies (to help you enforce your collection policy), bank reconciliation report and more	✓
Cash, modified cash or accrual accounting available	✓
Provide year-end financial reports to your CPA to file annual tax returns as required	✓
Maintain an owner's roster (to comply with some state's statutes)	✓

COMMUNICATE

Provide email and phone support by accounting staff	✓
Provide a dedicated property accountant for all board inquiries	✓
Provide online access to board and owners to see account history, pay bills, view documents and more 24/7	✓

No Start-up Fee
60 Day Cancellation

Trusted. Licensed

Risk Free. Insured

Easy On-boarding. EZ 30 day transition

MEMBERS OF CAI

community ASSOCIATIONS INSTITUTE

BBB ACCREDITED BUSINESS

Note: Frequencies stated above are based on a calendar year and do not carry over if not used

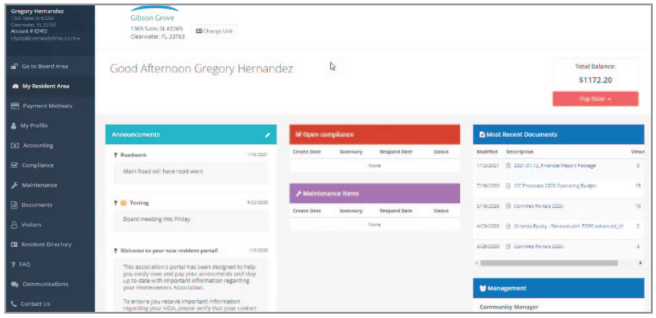
* **Potential Owner Reimbursements:** Returned check fee, late letters, certified mail delinquency notices, foreclosure liaison fee, resale certificates (for unit sales) and lender questionnaires (for refinancing)

Online Tools

Community Financials™
Condo & HOA Financial Services Nationwide

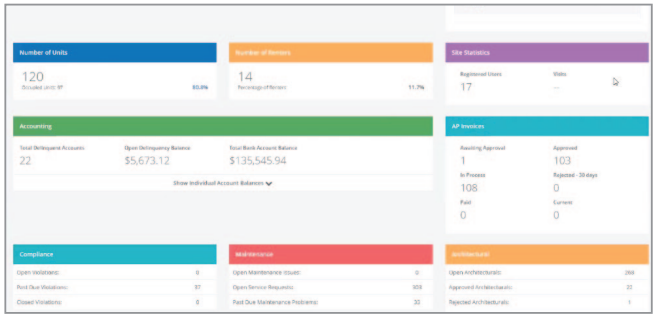
Here are some screenshot examples of our tools for Owners and Boards:

Owner Portal (All Service Levels)



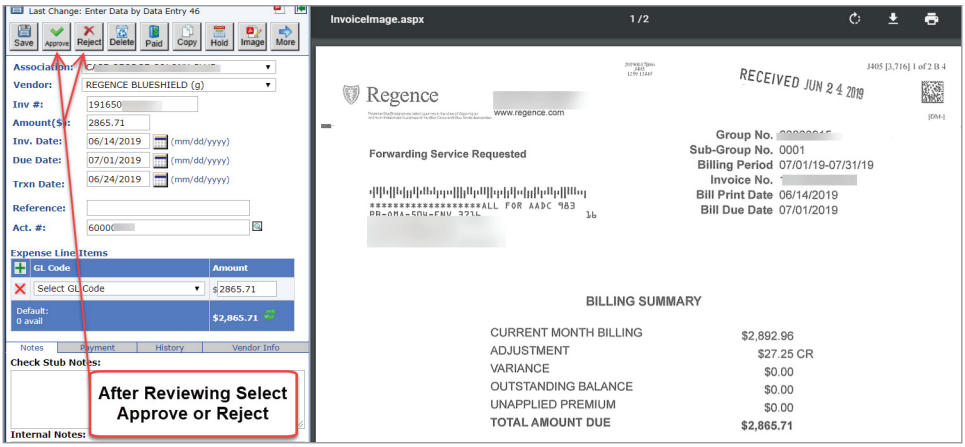
- Easy registration using email, phone, or account #
- Update contact information
- Directory: owners select contact info to share
- View account balance, download ledger
- Online payment with a single sign-on to the portal
- Owners with multiple properties can link accounts
- Frequently asked questions section
- Contact us for accounting contact, board info, and email address (if want)
- Mobile optimized

Board / Advanced Portal (Standard & Premium Service Levels)

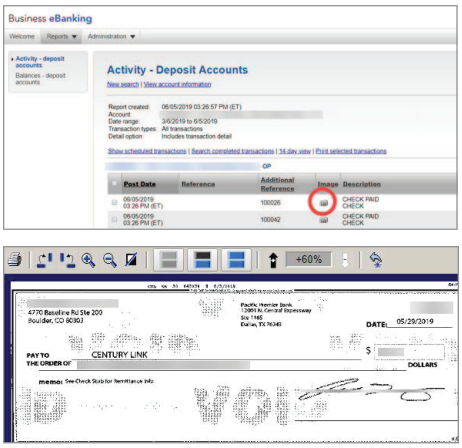


- Board only login and features
- Email owners from the portal
- Create announcements for Board or Owners that show in the portal
- Upload documents for Board or Owner viewing
- Directory of all owner contact information
- Statistics, # of owners using the portal, # of renters
- Bank balances
- Delinquent Owner status
- Calendar - Board only or Owner events
- Email, text, and voicemail broadcasts to homeowners

Online Bill Approval (Board)



Online Banking (Board)



Circle C Homeowners Association, Inc

Statement of Purpose

The Board of Circle C Homeowners Association, Inc. (CCHOA) has formed a Pool Committee to provide information and recommendations to the Board regarding potential implementation of a "Swim At Your Own Risk" time where the pools are not monitored by lifeguards or other safety-related personnel.

I. Responsibility

The primary responsibility of the Committee is to recommend general and specific actions relating to the CCHOA's operating pool (s) for some periods at a "Swim At Your Own Risk" status. Recommendations will be made to the Board of Directors, which will have final authority for acceptance and implementation of the recommendations, in whole or in part.

The CCHOA Board of Directors will appoint one Board Member to be a liaison with the Committee. This director may sit in on meetings and offer informal advice but will not chair the committee or serve as a voting member of the Committee.

The CCHOA Board of Directors is not obligated to accept the advice of the Committee or act upon all requests made by the Committee.

1. The Committee's scope includes assuring that the proposed "Swim At Your Own Risk" options are explored to the fullest.
2. The Committee shall not financially or legally obligate the Association in any manner (i.e. contract for services, hire contractors, borrow money, purchase equipment and supplies, or approve requests on behalf of the Board) unless the Board specifically approves such action in advance.
3. The Committee may be provided with confidential information regarding legal affairs of the CCHOA, such as prior contracts. The Chair has the responsibility for informing Committee members of their duty to maintain confidentiality. The Chair, with input from the CCHOA President and Operations Manager, will define confidential information as it presented and relates to the Committee's work

II. Manner of Organization

A. General

1. The Committee Chair will determine the number of members that will serve on the Committee. A quorum shall consist of a majority of Committee members or, if the Committee has an even number of members, 50%.
2. If at any time a quorum is not present, the Committee may continue to meet as long as no formal votes are taken.
3. Non-voting members may be appointed to the Committee by the Chair to inform and support its work relative to a specific aspect of a matter under consideration.
4. Committee members shall be members of CCHOA and there will be only one member of the Committee per household.

5. Members of the households of sitting CCHOA Directors will not be eligible for appointment to the Committee.
6. A Committee member absent from two consecutive, regularly scheduled meetings shall no longer qualify for the Committee, unless excused by the Chair.

B. Terms

Committee members shall serve a term of two (2) years, unless earlier removed by the Board.

C. Chairperson

The Board shall appoint the Committee Chair. In the event the Chair is not in attendance at a meeting of the Committee at which a quorum is present, a majority of the Committee members shall elect a presiding Chair who shall be a voting member of the Committee and shall function as the Chair for that meeting.

D. Vacancies

The Board can remove a member of the Pool Committee with cause, determined by the Board in its sole discretion. The Committee may vote to recommend to the Board the removal of its Chair or any Committee member. Vacancies created for any reason shall be filled by Board appointment, for the remaining term of the Committee member who is removed, resigns, or ceases to qualify for Committee service (such as moving out of CCHOA.

III. Manner of Operation

The Committee shall conduct its business in the best interest of the Circle C Homeowners Association, Inc. and in accordance with its Articles of Incorporation, Declaration of Covenants, Conditions, and Restrictions, Bylaws and Rules and Regulations.

A. Function of the Chair (or presiding officer of the meeting) shall include the following:

1. Identify homeowners for membership on the Committee and present their names for approval to the CCHOA Board, along with the rationale for their selection.
2. Coordinate and supervise Committee activities and meetings to assure responsibilities are met.
3. Present written Committee reports (see C. below) to the Board via the Operations Manager in time for Board meeting document distribution and review.

4. Assure that records and minutes are submitted to and retained in the Business Office.
5. Represent the Committee to the Board or assign a member of the Committee to this role if the Chair is unable to be present at a Board meeting
6. Prepare recommendations of the Committee for Board action or approval in writing and for presentation at the meeting of the Board of Directors.
7. Appoint a Committee member to act as recorder at all meetings.
8. Participate in Board discussions on matters within the scope of the Declarations of Covenants, Conditions and Restrictions.

B. Meetings

1. The Committee shall meet as required to transact the business of the Committee. Meetings shall be publicly posted and open in accordance with State Law and governing documents of CCHOA. The Chair will make a reasonable attempt to schedule meetings of the Committee with at least four (4) days' notice, but that is not a mandatory minimum.
2. The Committee shall, at its own discretion, determine the agenda and conduct of all meetings of the Committee with input from the CCHOA Board as required.
3. If a meeting is open, it is deemed open only to the Association's membership, Board of Directors, Operations Manager or assigned staff members as required, and any invited guests deemed necessary to assist in the business of the meeting. No person who is not a CCHOA homeowner has a right to attend meetings of the Committee.

C. Reporting and Channels of Communication

1. The Committee shall submit to the Board a written report on Committee activities, in a format acceptable to the Board. This report shall include at least the following;
   a. Date of meeting
   b. Persons in Attendance
   c. Agenda
   d. Recommendations requiring Board action or approval
2. The recorder shall prepare and submit minutes of Committee meetings first to the Chair and then to Committee members for review. Minutes of previous meetings will be an agenda item on the next scheduled Committee meeting.

Committee Charter Approved by the Board: _____

Secretary: _____