

Hello fellow NorthCreek homeowners,

Over the past year the Board of Directors has had many discussions about hiring a property manager to take on various HOA duties. As many of you know, historically it has been extremely difficult to find a sufficient number of homeowners to volunteer their time to serve on the Board of Directors. In addition, there are a large number of activities that the Board must manage in any given year. Hiring a property manager will alleviate many of the time constraints that currently impact the NC HOA Board of Directors. As a result, the Board has done an evaluation of local property managers and feels that Mock Property Management will meet the needs of the NC HOA. Mock will be expected to perform activities such as the following:

- Quarterly inspections of the association's common areas to monitor their condition and maintenance needs.
- Assist the association in locating and contracting with the best maintenance providers.
- Coordinate and monitor the activity and performance of maintenance providers along with confirming their insurance and references. Assistance in invoicing and payment of vendors with the HOA Bookkeeper
- Perform biannual inspections of the physical appearance and condition of the members' properties to assess compliance with the covenants, restrictions and By-Laws of the association.
- Follow up on the complaints of violations or maintenance issue received from association members or the board.
- Issue violation notices and take other appropriate actions necessary to resolve a violation in accordance with association documents and instruction of the board.
- Process Architectural Review applications and assist in the review and approval of new ACC guidelines.
- Receive and manage all inquiries, complaints and contact by members reporting them to the board for action when needed.
- Prepare and mail proper notices for annual meeting, fees and special meetings.
- Update and manage HOA contact list, renter list, and email user group
- Assistance in preparation of all mailings
- And more.

The cost to outsource these services will be approximately \$550/month for the community. This translates to roughly \$8 per month per property. In order to maintain a balanced budget, the dues for 2011 will be adjusted upward to \$340/year per homeowner. Please be aware of this when budgeting for your 2011 dues.

We will be discussing this topic in detail at the 2010 HOA Annual Meeting. Please plan to attend if you are interested.

Thank you,
NorthCreek HOA Board of Directors