



**Property
Management** INC.

ASSOCIATION • COMMERCIAL • RESIDENTIAL

PARTNERING WITH PMI GIVES YOU THE **TOOLS** AND
SUPPORT TO **IMPROVE YOUR COMMUNITY**



Making
Property Management
Manageable SM

PROFESSIONAL SERVICES

ONLINE SERVICES

MANAGERIAL SERVICES

TESTIMONIALS

THEY
GENUINELY
CARE ABOUT
THE WELL-
BEING OF OUR
COMMUNITY

Condominiums at Camelot Owners Association:

“Our board has been very pleased with the management of our community by PMI. They are responsive to our needs, and our finances have improved substantially since we hired them. For example, after reviewing our trash removal contract, they were able to negotiate our monthly bill down to almost half of the previous total. They provide training to board members on our duties and responsibilities and explain the new laws and how they affect us. Managing our property is more than just a job for PMI. They definitely go above and beyond the regular expectation of a property management company. They genuinely care about the well-being of our community, just as they would treat their own property, and we truly get an advanced service. We highly recommend their services.”

Ginny and Darwin, board members—Condominiums at Camelot Owners Association

Countryside Square Condominiums:

“We were previously self-managed, and hiring PMI has done wonders for our community. They have helped us through redoing our rules and making sure we are up-to-date on new rules and laws that affect HOAs. They have also helped us with negotiating vendor contracts to ensure we are getting the best deals. In fact, they noticed a discrepancy in our Comcast® billing right away and not only did they get our monthly bulk bill reduced by \$300 per month, but they also got the HOA a refund of over \$13,000.00 by reviewing our initial contract. The refund alone will pay for their management fees for the next 2 years! These are just a couple highlights of many benefits we receive from PMI. I strongly recommend their services for any community.”

Robert Rask, Board President—Countryside Square Condominiums

Jeremy Ranch Owners Association:

“PMI was there for us when our in-house manager of 13 years quit without notice. Our board was new and overwhelmed. PMI helped us to put our HOA back on track. It's been 10 months since we hired PMI and our HOA has accomplished so much with Jeremy Johnson's help and guidance.”

Laura Arnold, Board President—Jeremy Ranch Owners Association

Silverlake Master HOA:

“After changing management companies to PMI, our HOA has seen a dramatic increase in service while saving the HOA tens of thousands of dollars. We went from barely having funds to pay the HOA bills to having a healthy reserve all without changing our dues. Their website provides a great communication tool for our homeowners to report issues and provides an easy way to keep track of all of the tasks they are accomplishing for us. The website keeps all of the HOA information in one spot which makes it easy for board members to keep track of everything that is going on in the community at a quick glance. With their patented communication tools, we are confident that PMI will take care of every homeowner as they interact with the HOA regarding their largest investment.”

Gary Webb, Board President—Silverlake Master HOA

Hidden Village HOA:

“Not only was someone always willing to communicate with me and get my concerns to the right people, but also I found their systems to hold the most accountability for everyone involved by keeping track of everything in writing. They were very clear in communicating their role between me and the HOA, and I always knew who was responsible for what. Once their systems were explained to me, it was nice to not feel left in the dark.”

Ashley, Homeowner—Hidden Village HOA



EXCEPTIONAL
PROFESSIONAL
SERVICES WITH
A PROACTIVE
APPROACH FOR
THE FUTURE
OF YOUR
COMMUNITY

With all the demands placed on HOA boards and homeowners, the hassles and obstacles that arise can be overwhelming—or at the very least, frustrating. PMI professionals implement proven, yet flexible, systems that resolve all HOA concerns.

Financial Transparency

PMI utilizes a transparent monthly reporting cycle that is prepared and presented to board members at each board meeting. These reports are easily customizable and readily available to all board members. Board members are truly in charge of HOA finances.

Communication Tools

Each community receives a customized website to keep track of events, important community documents, and provide a means to establish effective communication. This is a patented product designed by PMI. Community Action Items allow homeowners to communicate with the board members and PMI in a private forum, creating a structure that promotes objective reporting of response times and work implementation.

Legal Relationships and Training

Some of the most expensive and troubling challenges HOAs can face are collections matters, covenant violations, and other legal issues. PMI has an in-house attorney that trains and advises our staff. In addition, we have strong relationships with all prominent HOA law firms and attorneys. We also offer quarterly training for board members to promote education and awareness of HOA law and practices.

The bottom line is that PMI will help your HOA navigate through any obstacle and maintain its financial stability by reducing expenses and planning for the future.

A FEW OF OUR PROFESSIONAL SERVICES

- Architectural Compliance Forms are processed
- Corporate reports and IRS filings are prepared
- Education and legal training is provided to board members and homeowners
- Insurance claims are managed
- Separate bank accounts for each community are set up
- An analysis of Rules and Regulations and CC&Rs for recommended amendments is conducted
- Services for resale and refinancing are provided
- Documents are provided to lenders and title companies
- Legal services are provided at a discounted rate



ONLINE SERVICES

SUPPORTING OUR MANAGERS AND BOARDS THROUGH ONLINE FUNCTIONALITY

Both board members and homeowners have ongoing questions and needs. PMI provides each of our clients with a full-service, patented website that serves as an efficient communication tool. After all, communication is the key to satisfying homeowners.

Licensed, Patented Software Offers Two Levels of Access*:

The first level of access is for board members. It gives transparent access to confidential financial information, access to current task progress through Action Items, board meeting agendas and HOA membership records.

The second level is for all other community members. It provides a ONE-STOP location to pay dues, view important community documents (CC&Rs, General Rules, Meeting Minutes, Insurance Certificates, Financials, etc.), and post private messages through Action Items to the board and PMI to report sensitive information or report maintenance/community needs.

Action Items

Community Action Items is a private forum homeowners use to report issues, complaints, make suggestions, personal requests and any other important communication that the board and PMI should handle. Action Items create a ONE-STOP location for board members to oversee PMI's communication with homeowners, community managers' progress on tasks and projects, and a place to take care of items between meetings. This service is one of many key assets PMI has developed to set us apart from our competitors.

A FEW OF OUR ONLINE SERVICES

- An interactive website is developed for each association
- A list of board members and board meeting minutes is maintained and accessible
- Association's important information and documents are distributed and stored
- Financial records and follow-up meeting reports are accessible by board members
- Monthly community newsletters are quickly available
- Document storage is provided for each board member with individual access
- Archived reports with all homeowner Action Items are available

* Patent # 8,918,424



MANAGERIAL SERVICES

INCREASING THE VALUE OF YOUR COMMUNITY

PMI's main priority is to help increase the value of your community. Our managerial staff provides a variety of ways to help your HOA achieve this goal.

Community manager

The community manager assigned to your HOA is one of the key assets we provide. He or she helps board members (and all members, for that matter) handle the day-to-day needs of your HOA. From paying bills and working with vendors, to the beautification of your property and maintaining compliance with governing documents, the community manager will help bring continuity and stability to your HOA.

24/7 Operation

An HOA is a 24/7/365 operation, and you need a managerial staff that will take care of your needs at a moment's notice. PMI and your community manager are available at any time of the day to help with emergencies. The contact information for PMI is published on all newsletters, mailings, and website for a ONE-STOP location in those moments when quick reference is vital.

Multiple Offices

We are a nationwide brand with local offices that offer a personal touch. A local franchisee provides the national tools, as well as a local understanding of your needs. Having somebody on site that understands your property and community is key to successfully managing your property.

Technology

PMI uses a customized, patented* software program specific to HOAs and phone systems that connect each office. These systems are backed up each night to ensure your digital documents and information are secure. All systems are accessible from any of our offices and allow all members of the PMI staff to help any member of your community.

In addition, our community managers increase the harmony of your HOA. We strive to build a social structure that involves everyone by dealing with misinterpretations and other matters that are bound to cause strife within an otherwise smooth-running community. An enjoyable, sociable community does wonders for the value of your property.

A FEW OF OUR MANAGERIAL SERVICES

- Agendas prepared for board and HOA meetings
- PMI representative serves as a consultant during board and HOA meetings
- Violations of Association rules and regulations are reviewed and addressed
- Biweekly inspections of Association are conducted, or as determined by the board
- Monthly Association reports are provided
- Access to personnel is provided 24/7 for emergencies
- Maintenance crews and community-hired vendors are supervised
- Custom quotes are provided for lawn care, snow removal, and all other residual property maintenance projects
- Homeowner information and requests are collected and managed
- Association monthly dues are collected
- The development of rules and regulations as well as policies and procedures are overseen
- PMI personnel assist in providing a positive community atmosphere in relation to the community board
- Ease of payment is provided through multiple options including payment processing, paper bills, credit card processing, and residual bill pay





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PMI Green Country

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