



SPECIALIZING IN
COMMUNITY MANAGEMENT



9590 E Ironwood Square Drive, #215-A
Scottsdale, AZ 85258

(480) 513-6846 Phone
(480) 563-9539 Fax

www.petersoncompany.com

SCOPE OF SERVICES

ADMINISTRATIVE SERVICES

Customer Service – When contacting our office during regular business hours, Customers are greeted on the telephone by a live, professional staff member who is knowledgeable to address homeowner problems, questions or concerns regarding their personal account or other Association related matters. Should a Customer encounter voice mail during business hours, the call will be returned within 24 hours. For management emergency assistance, an experienced property manager can be contacted 24 hours a day, seven days a week via our emergency paging system.

Correspondence – Our management team shall accept, review and respond to any correspondence received on behalf of the Association. Peterson Company shall draft letters, special memos and responses to homeowners, vendors, and other business associates for Association related matters. Peterson Company shall also prepare meeting minutes and newsletters pursuant to Exhibit “A” of contract. Copies of such correspondence and responses shall be sent to the Board, and kept in appropriate file at Peterson Company.

Work Orders / Complaints – All work orders and complaints shall be reported by homeowners pertaining to the maintenance of the property or problems with other residents, all of which will be documented and followed through to completion and/or correction.

Filing – Peterson Company shall maintain files for all documentation pertaining to financial reporting, individual lot files, work orders, current insurance policy and claims, legal correspondence, maintenance proposals, meeting minutes and current vendor contracts and warranties with updated copies of liability insurance and workers compensation.

Monthly Report Packet – On the 15th of each month, the monthly financial packet will be on our website for viewing. The report shall include all management activity including inspection reports, deed restriction violation reports and other additional information acquired throughout the previous month. This can be reviewed by the Board of Directors at any time with a Board log in code.

Disclosures and Welcome Letters – Our Company works directly with the title companies upon the sale of each unit. The escrow paperwork is processed and the required disclosure package is mailed to the buyer in a timely manner. Upon notification of close of escrow, Our Company will send a welcome letter to the new owner, including all pertinent information regarding the management company and payment processing.

MANAGEMENT APPLICATIONS

Routine Property Inspections – Your property manager shall drive the community on a routine basis to inspect the maintenance of all common areas and individual units of the entire Association and report to the Board of Directors their findings.

Common Area Maintenance – Property manager shall supervise the maintenance of all common areas, and see that all vendors uphold their contractual obligations to the Association. Property manager will immediately notify appropriate vendor regarding any inspection concerns, and will follow through to ensure that the concerns are properly addressed and corrected. The Board can request copies of special work orders or activities during the month.

Compliance/Enforcement – Property manager shall be fully educated regarding the specifications of the Association’s CC&Rs, Rules & Regulations and other Association Polices. Each unit will be inspected for compliance of these specifications. Any unit that is not in compliance will be cited according to the Association’s Rules and Regulations and in accordance to the Fine or Enforcement Policy. The Board shall be provided with an updated deed restriction violation report and any related correspondence in each online monthly report. Samples of Peterson Company’s violation reports are in the *Management Applications* section of this package.

HOA Legislation – The Board of Directors will be updated regarding Homeowners Association new legislation. Your manager shall assist in adjusting the Rules and Regulations to remain in compliance with the law, while ensuring that the rules continue to reflect the vision of the community.

Contracts - Our team of experts shall collect, analyze, and negotiate contracts on behalf of the Board for the services of contractors for any requisite or special services required by the Association. Service contracts should be written to include a thirty (30) or a sixty (60) day notice of cancellation. Our manager shall oversee projects through completion. The Board will approve the special services before final payment is made to the contractor. Our community manager shall also assist in preventative maintenance programs by viewing the property and by reviewing your Reserve Study.

Bid Process – Peterson Company shall competitively bid new services and shall assist the Board of Directors in determining the vendor with the greatest value for the community, and shall also bid all current services when necessary. Service contracts should be

written to include a thirty (30) or a sixty (60) day notice of cancellation. Contracts will be presented to the Board for signature. All contractual services shall be at the expenses of the Association, and a copy of the contractor's business license, liability insurance and worker's compensation insurance will be on file in Peterson Company's office before a contractor will be allowed to perform tasks on the property.

Employee Management – Our team of experts shall interview and hire any personnel necessary to carry out the duties in the community in accordance with the Board of Directors wishes and directives. In addition, our team of experts shall train, supervise, evaluate, pay and dismiss all on-site employees. Peterson Company is an equal opportunity employer.

Meetings – Our manager shall attend regular and annual meetings, and shall prepare and distribute meeting notices accordingly. Our manager shall prepare agendas and report on current Association issues, problems, and other topics of concern, and shall assist in conducting the annual meetings, including preparing and distributing ballots and other materials.

Insurance – Our Company shall maintain insurance coverage for the Association at the Association's expense, and shall review insurance coverage to assist in implementing any necessary policy changes prior to renewal. Our Company shall assist in administering claims for damage.

Budget – The budget shall serve as the basis upon which all accounting transactions are made. Our team of experts shall assist in the annual preparation of the Budget. A proposed budget will be presented to the Board of Directors approximately 60 days prior to the new year and earlier upon the Boards request. After finalization of budget, our team of experts shall assist in distribution of the budget.

FINANCIAL REPORTING

Operating Account – Our Company shall collect payments for all charges or dues owed to the Association and make deposits on a weekly basis. Operating funds are kept in an account with **Biltmore Bank (Grandpoint Bank)**. Homeowner checks are sent to the bank lockbox and are processed daily.

Cash / Accrual Reporting – Association shall have the option of receiving either Cash Basis or Accrual Basis Reporting in the online *monthly report*, which shall include a Balance Sheet, Income Statement including Month-to-Date and Year-To-Date Actual versus Budget Variance, Statement of Reserves and General Ledger. Samples of Peterson Company's financial reports are included in the *Financial Reporting* section of this package.

Accounts Receivable – Copies of all accounts receivable payments are kept on file at Peterson Company. A/R Summary Report, Delinquency Report with updates through date of report, and any Applicable Legal Update shall be provided in the online *monthly*

report. Agent shall prepare special assessment reporting when applicable. Automatic withdrawal is available to homeowners at no charge. Samples of Peterson Company's Receivable Reports are included in the *Collections* section of this package

Accounts Payable – Our team of experts shall prepare weekly payments for all charges or dues incurred through maintenance and operation of the Association. A/P register with copies of paid invoices shall be provided in the online *monthly report*.

Taxes – Peterson Company can (see Exhibit B for additional fees) provide any necessary copies of Association's reports prepared by Peterson Company required for the preparation and filing of income tax returns and Arizona Corporation Commission Reports.

COLLECTIONS

Assessments – Our team of experts shall annually notify all the homeowners of the Association assessments, and we shall mail monthly statements to all owners in arrears and exert reasonable efforts to collect delinquent accounts. In the event of failure to collect delinquent accounts, Peterson Company shall proceed with a collection policy under the direction of the Board of Directors.

Collection Policy – Our Company shall follow the collection policy established by Association in accordance with the CC&R's and or Rules and Regulations. If one is not established, our Company shall assist in creating a collection policy that would fit the needs of your community.

Payment Arrangements – Our Company shall set up written payment arrangements with homeowners having delinquent accounts. Our team of experts shall make it our priority to work with any homeowner willing to adhere to a payment plan. Any homeowner who requests an arrangement that involves more than three months time to pay off the balance will be required to send a written request, which will be sent to the Board of Directors for approval or amendment. Our company shall send written notice of response to homeowner.

Legal Procedures – If Association does not currently have an established collections attorney, our Company maintains strong working relationships with numerous attorneys who specialize in Homeowners Association Collections. Once an account is sent to the attorney for collection, Peterson Company shall correspond with the attorney on a regular basis regarding the status and progression of delinquent accounts, and will include all correspondence and updates on a monthly basis.



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MANAGEMENT APPLICATIONS

At Peterson Company, we understand the importance of effective association management. We consider it our responsibility to provide a full-service approach to handling your community's affairs. We not only work directly with board members regarding the application and enforcement of CC&R's, we also ensure that property maintenance and repairs are contracted and completed to the ultimate benefit of the community.

Whenever it is necessary, a Peterson Company representative would attend your association's customary and annual meetings. We can assist in establishing guidelines, rules and regulations, fine and collection policies, as well as a sound budget with adequate reserves. Our office is also equipped to assist with community mailings. And our 24-hour, 7 day-a-week emergency line ensures our ability to step into any urgent situation.

Our property management services include on-site inspections of common grounds and lots, and the associated record keeping. When capital projects are to be undertaken, Peterson Company establishes an RFP (Request for Proposal), interviews and hires only vendors that are insured, covered by worker's compensation, and when necessary, licensed and bonded. We then oversee the project, start to finish, and maintain all related records. The board members are kept informed with copies of all work orders.

The following section illustrates a sample violation letter used, as well as a violation history report that is provided to the Board of Directors each month.

Our purpose is to relieve the board members of much of the daily tasks of managing your association. We at Peterson Company pride ourselves on allowing them the peace of mind that the association is being taken care of in an efficient and professional manner.

Sample Condominium
Managed by Peterson Company
P.O. Box 15427
Scottsdale, AZ 85267
(480) 513-6846
www.petersoncompany.com

July 5, 2015

Mickey Mouse
555 Street
Phoenix, AZ 85255

Re: Lot 24/555 Street

Dear Mickey Mouse,

In order to preserve the aesthetic appeal of Sample HOA, CC&R'S and rules and regulations have been established. Peterson Company has been appointed by the Board of Directors to enforce these rules, which must be observed by all residents of Sample HOA. Please assist us in correcting the following situation observed on March 10, 2010:

Per CC&R's section 7.24/Window Covers...Interior curtains, drapes, shutters or blinds may be installed as window covers. No aluminum foil, reflective material, newspaper or other materials not customarily made for use as window covers may be installed on the inside or outside of the Dwelling Unit...

Please remove the blue blanket hanging at your front window by 07/19/15. Thank you.

Please note this letter serves only as a friendly reminder. To avoid notices and possible fines, please have this matter remedied by the date referenced above. If this matter has been resolved prior to receiving this notice, please disregard the request.

You may contest this notice by sending a certified letter setting forth your position to be received by the Association within ten (10) business days of the date of this letter.

Thank you for your cooperation!

Sincerely,

Dan Peterson, Community Manager
FOR AND ON BEHALF OF THE BOARD OF DIRECTORS

SAMPLE COMMUNITY CCR History Report Detailed Report by Street Address

N. Main Street

1234 N. Main Street	Homeowner	Lot/Unit #:	1	Account #:	1
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# 1	<u>CCR Code</u> LAN - Landscaping	<u>Active</u> YES	<u>Type</u> Violation	<u>Create</u> 02/05/2013	<u>Request</u> N/A	<u>Closed</u>	<u>Next Action</u> 02/05/2013
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Summary: Landscaping

Detailed Description

Per Article IV, Section 2(d)... Each Owner of a Lot shall keep all shrubs, trees, hedges, grass and plantings of every kind located on his Lot neatly trimmed, and shall keep all such areas properly cultivated and free of trash, weeds and other unsightly materials.....

Action to Resolve

5555 N. Main Street	Phyllis Jensen	Lot/Unit #:	1001	Account #:	1001
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# 2	<u>CCR Code</u> LAN - Landscaping	<u>Active</u> YES	<u>Type</u> Violation	<u>Create</u> 01/10/2012	<u>Request</u> N/A	<u>Closed</u>	<u>Next Action</u> 02/05/2013
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Summary: Landscaping

Detailed Description

Action to Resolve

W Dunlap

2506 W Dunlap	Michelle Barbisan	Lot/Unit #:	004	Account #:	004
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# 1	<u>CCR Code</u> ANC - Architectural Non Compliance	<u>Active</u> YES	<u>Type</u> Violation	<u>Create</u> 11/18/2011	<u>Request</u> N/A	<u>Closed</u>	<u>Next Action</u> NONE
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Summary: Architectural Non Compliance

Detailed Description

Action to Resolve

# 2	<u>CCR Code</u> ANM - Animals	<u>Active</u> YES	<u>Type</u> Violation	<u>Create</u> 12/20/2011	<u>Request</u> N/A	<u>Closed</u>	<u>Next Action</u> 12/20/2011
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Summary: Animals

Detailed Description

Action to Resolve



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FINANCIAL REPORTING

At Peterson Company we strive to provide accurate and timely accounting services. Our services will include but are not limited to the processing of your accounts receivable and accounts payable, the preparation of monthly financial statements, yearly operating and reserve budgets, and preparation of your annual tax reports.

We will also maximize your cash fund potential (free of charge) by putting idle funds in income producing bank accounts and by offering Surepay to your homeowners, whereby they can elect to have monthly assessments withdrawn automatically from their bank accounts. We also offer a link to PayLease on our website where owners can pay by credit card.

In the following section you will find an example of a financial report that we typically submit to an association each month. In it you will find a balance sheet, an actual to budget comparative income statement, a month by month income statement, a statement of reserve accounts. We also provide a receivable listing, a cash disbursement listing with copies of invoices and a detail general ledger. Please note that Peterson Company will provide reporting based on either the Cash or Accrual system.

Balance Sheet
As of 06/30/15

Account	Description	Operating	Reserves	Other	Totals
ASSETS					
1000-000	Cash Operating - Biltmore Bank	31,407.94			31,407.94
1010-001	MMKT Reserves-Biltmore Bank		30,319.05		30,319.05
	TOTAL ASSETS	<u>31,407.94</u>	<u>30,319.05</u>	<u>.00</u>	<u>61,726.99</u>
		=====	=====	=====	=====
LIABILITIES & EQUITY					
EQUITY:					
3500-000	PY - Surplus (Deficit)	25,801.43			25,801.43
3500-001	PY - Surplus (Deficit)		26,926.42		26,926.42
	Current Year Net Income/(Loss)	5,606.51	3,392.63	.00	8,999.14
	Subtotal Equity	<u>31,407.94</u>	<u>30,319.05</u>	<u>.00</u>	<u>61,726.99</u>
	TOTAL LIABILITIES & EQUITY	<u>31,407.94</u>	<u>30,319.05</u>	<u>.00</u>	<u>61,726.99</u>
		=====	=====	=====	=====

Income/Expense Statement
Sub-account: 000 OPERATING STATEMENT

Period: 06/01/15 to 06/30/15

Account	Description	Actual	Current Period		Actual	Year-To-Date		Yearly Budget
			Budget	Variance		Budget	Variance	
INCOME:								
04100-000	Assessments - Regular	5,940.00	5,544.00	396.00	32,173.97	33,264.00	(1,090.03)	66,528.00
04699-000	Allocation to Reserves	.00	(675.00)	675.00	(3,375.00)	(4,050.00)	675.00	(8,100.00)
	Subtotal Income	5,940.00	4,869.00	1,071.00	28,798.97	29,214.00	(415.03)	58,428.00
EXPENSES								
ADMINISTRATIVE EXPENSES								
05100-000	Management Fees	650.00	650.00	.00	3,900.00	3,900.00	.00	7,800.00
05110-000	Insurance	429.00	.00	(429.00)	858.00	860.00	2.00	1,720.00
05500-000	Postage	1.94	3.00	1.06	21.29	23.00	1.71	49.00
05600-000	Collection Reimbursable	.00	.00	.00	10.00	.00	(10.00)	.00
05614-000	Tax Preparation & ACC RPT	.00	.00	.00	555.00	575.00	20.00	575.00
05615-000	Financial Statement Review	.00	.00	.00	500.00	500.00	.00	500.00
05625-000	Miscellaneous Administrative	15.00	25.00	10.00	95.50	100.00	4.50	270.00
05630-000	Bad Debt Expense	.00	50.00	50.00	.00	300.00	300.00	600.00
	ADMINISTRATIVE EXPENSES	1,095.94	728.00	(367.94)	5,939.79	6,258.00	318.21	11,514.00
PROPERTY EXPENSES								
05750-000	Pest Control	45.00	50.00	5.00	413.64	300.00	(113.64)	600.00
05800-000	Repairs and Maintenance	225.00	200.00	(25.00)	1,175.00	1,400.00	225.00	2,600.00
	PROPERTY EXPENSES	270.00	250.00	(20.00)	1,588.64	1,700.00	111.36	3,200.00
LANDSCAPING EXPENSES								
06010-000	Landscape Contract	.00	1,350.00	1,350.00	7,052.67	8,100.00	1,047.33	16,200.00
06020-000	Landscape Extras	435.71	.00	(435.71)	951.96	575.00	(376.96)	1,250.00
06050-000	Trees	360.00	400.00	40.00	360.00	3,900.00	3,540.00	3,900.00
06055-000	Sprinkler Repair	.00	200.00	200.00	239.32	1,200.00	960.68	2,400.00
	LANDSCAPING EXPENSES	795.71	1,950.00	1,154.29	8,603.95	13,775.00	5,171.05	23,750.00
UTILITIES								
07020-000	Water	1,540.76	710.00	(830.76)	4,231.13	2,650.00	(1,581.13)	7,010.00
07040-000	Sewer	.00	715.00	715.00	751.43	2,680.00	1,928.57	7,150.00
07060-000	Electric	141.73	145.00	3.27	844.82	930.00	85.18	1,920.00
07080-000	Trash Removal	.00	240.00	240.00	698.76	1,440.00	741.24	2,880.00
07081-000	Medical Waste	74.88	75.00	.12	533.94	450.00	(83.94)	900.00

OPERATING FUND
2015 BUDGET

ACCT#	DESCRIPTION	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
REVENUE:														
4100	ASSESSMENTS-REGULAR	5,544	5,544	5,544	5,544	5,544	5,544	5,544	5,544	5,544	5,544	5,544	5,544	66,528
4699	ALLOCATION TO RESERVES	(675)	(675)	(675)	(675)	(675)	(675)	(675)	(675)	(675)	(675)	(675)	(675)	(8,100)
	TOTAL REVENUE	4,869	4,869	4,869	4,869	4,869	4,869	4,869	4,869	4,869	4,869	4,869	4,869	58,428
EXPENSES:														
ADMINISTRATIVE EXPENSES:														
5100	MANAGEMENT-REGULAR	650	650	650	650	650	650	650	650	650	650	650	650	7,800
5110	INSURANCE	0	430	0	0	430	0	0	430	0	0	430	0	1,720
5500	POSTAGE	4	7	3	3	3	3	3	2	6	2	2	11	49
5614	INCOME TAX & PREP	350	100	125	0	0	0	0	0	0	0	0	0	575
5615	REVIEW STATEMENT	500	0	0	0	0	0	0	0	0	0	0	0	500
5625	MISCELLANEOUS	15	15	15	15	15	25	15	25	15	15	15	85	270
5630	BAD DEBT	50	50	50	50	50	50	50	50	50	50	50	50	600
	TOTAL	1,569	1,252	843	718	1,148	728	718	1,157	721	717	1,147	796	11,514
PROPERTY EXPENSES:														
5750	PEST CONTROL	50	50	50	50	50	50	50	50	50	50	50	50	600
5800	REPAIRS & MAINTENANCE	300	300	200	200	200	200	200	200	200	200	200	200	2,600
	TOTAL	350	350	250	250	250	250	250	250	250	250	250	250	3,200
LANDSCAPING EXPENSES:														
6010	LANDSCAPE CONTRACT	1,350	1,350	1,350	1,350	1,350	1,350	1,350	1,350	1,350	1,350	1,350	1,350	16,200
6020	EXTRA LANDSCAPE	300	0	0	275	0	0	400	0	0	0	275	0	1,250
6050	TREES	500	0	1,000	0	2,000	400	0	0	0	0	0	0	3,900
6055	REPAIRS-SPRINKLER	200	200	200	200	200	200	200	200	200	200	200	200	2,400
	TOTAL	2,350	1,550	2,550	1,825	3,550	1,950	1,950	1,550	1,550	1,550	1,825	1,550	23,750
UTILITIES:														
7020	WATER	460	500	320	310	350	710	770	735	805	565	590	895	7,010
7040	SEWER	485	500	320	310	350	715	775	740	810	590	615	940	7,150
7060	ELECTRICITY	195	160	135	140	155	145	165	175	155	165	175	155	1,920
7080	TRASH REMOVAL	240	240	240	240	240	240	240	240	240	240	240	240	2,880
7081	MEDICAL WASTE REMOVAL	75	75	75	75	75	75	75	75	75	75	75	75	900
	TOTAL	1,455	1,475	1,090	1,075	1,170	1,885	2,025	1,965	2,035	1,635	1,695	2,305	19,860
	TOTAL EXPENSES	5,724	4,627	4,733	3,868	6,118	4,813	4,943	4,922	4,606	4,152	4,917	4,901	58,324
	NET SURPLUS/(DEFICIT)	(855)	242	136	1,001	(1,249)	56	(74)	(53)	263	717	(48)	(32)	104



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COLLECTIONS

Peterson Company considers your association's financial matters of the utmost importance. It is through fiscal responsibility that your community would be able to enjoy such necessities as safe streets and such pleasantries as attractive common grounds and community events. It is imperative, therefore, that all resident's accounts are kept up-to-date. To ensure that standard, we take collections very seriously.

Our fair but firm collections procedure includes sending monthly re-billing invoices and, when necessary, follow-up letters and phone calls. We also work with residents in the case that alternative payment arrangements would facilitate a more effective collection of funds. And if a collection policy has not yet been established for your association, we would assist in creating an appropriate plan.

The following section illustrates a sample collection policy and the reports that would be provided each month. As you will see, the status of each delinquent homeowner's account is reported on a monthly basis.

Sample Condominium

Collection Report From 06/01/15- 06/30/15

Minimum Delinquent Amount: 0.00

Collection Status: 10-Late Notice 20-First Warning 30-Second Warning 40-Final Warning 50-Attorney Action

Sorted by Street Address	Name	Beginning Balance	Charges/ Adjustments	Amount Paid	Last Paid	Ending Balance	Pmts After 05/31/08 Last Paid	Pmt Total	Stat
10001 Bank Street Dib & Betty Jones 10001 Bank Street TEL: 301-555-8901	JONES	115.00	0.00	0.00		115.00		0.00	
10005 Bank Street Rick & May Day 10005 Bank Street TEL: 301-665-2256	DAY	105.00	0.00	0.00		105.00		0.00	
10009 Bank Street John & Mary Clark 10009 Bank Street TEL: 301-445-1212	CLARK	70.00	0.00	0.00		70.00		0.00	
10013 Bank Street Bill & Sarah Barnes 10013 Bank Street TEL: 301-899-1234	BARNES	190.00	0.00	0.00		190.00		0.00	
10015 Bank Street Sam Spade 10015 Bank Street TEL: 301-555-4790	SPADE	375.00	0.00	0.00		375.00		0.00	
21 Diamond Avenue polky0otk 21 Diamond Avenue	HUGUG	0.00	0.00	0.00		0.00		0.00	
810 Diamond Avenue Mary Jones 810 Diamond Avenue TEL: 301-555-2314	JONES	115.00	0.00	0.00		115.00		0.00	
820 Diamond Avenue Gil & Gail Down 820 Diamond Avenue TEL: 301-555-8901	DOWN	110.00	0.00	0.00		110.00		0.00	
850 Diamond Avenue Micky Mouse 850 Diamond Avenue TEL: 407-555-3744	MOUSE	5,115.00	0.00	0.00		5,115.00		0.00	
860 Diamond Avenue Herb Score 860 Diamond Avenue	SCORE	115.00	0.00	0.00		115.00		0.00	

SAMPLE HOA

ASSESSMENT COLLECTION POLICY

EFFECTIVE JULY 7, 2015

15 days – Late fee of \$25.00 applied to account if not paid by the 15th of the month.

30 days – Demand letter mailed to homeowner. Demand letter will allow homeowner to pay within 15 days of the letter or Lien Warning will be sent. There is a \$40 charge to the owner's account for the Demand Letter.

60 days – Lien Warning mailed to homeowner. Lien Warning letter will allow homeowner to pay within 15 days of the letter or a Lien will be filed on the property with Maricopa County. There is a \$40 charge to the owner's account for the Lien Warning.

90 days – Lien filed on the property with Maricopa County and account sent to Association's attorney for credit check and further collection efforts. There is a \$150 charge to the owner's account for the Lien. Owner will also be responsible for any attorney fees in connection with collection efforts on their account.

LEGAL UPDATE

Attorney information regarding the current collection status of the accounts will be provided on a legal update from the attorney on a monthly basis.



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WEB SERVICES

Peterson Company provides your community with its own web page located on our website at www.petersoncompany.com. The web page offers a user friendly homeowner section that will include all of your governing documents, current budget, ARC and other forms, community maps and any other useful information the board would like to share with the community. It also includes a newsletter template that can be used to update your community on any current information and is administered in accordance with your own community policy.

There is also a section specifically designed for Board of Directors. This section includes updated monthly financials, collections, and violation reports as well as copies of invoices, upon request, paid during the current financial month.

Both community and Board member sections are log-in and password protected. These services are included in your basic monthly management fee, and are very valuable tools for owners and board members alike.