

York Properties, Inc.
2108 Clark Avenue
Raleigh, NC 27605

Association: The Village at Pilot Mill Homeowners Association

SCHEDULE OF SERVICES

INCLUDED SERVICES:

- Site visits four (4) times per year during business hours Monday-Thursday. To include onsite meetings with contractors, vendors, individuals related to association business.
- Forward service requests to appropriate department/person.
- Coding and monitoring invoices and working within budget on approved expenses.
- Attending three (3) virtual board meetings and one (1) annual meeting of the Association, not to exceed 1.5 hours for any single meeting. Meetings to be scheduled Monday-Wednesday, January - November. Attendance at additional meetings or events, and attendance at regular scheduled meetings over 1.5 hours will be charged at \$75.00 per hour.
- Notifying Board Members of scheduled meetings and sending out all association member and Board related correspondence. Materials and postage at Association cost.
- Limited email and phone consultation with Board Members related to Association matters, such as vendor recommendation, interpretation of an issue, and the like.
- Conference room available at 2108 Clark Avenue for Board meetings.
- Storage of the Association's documents, per attorney's Retention File document. If additional storage is needed it will be at the expense of the association.
- Reviewing monthly financial statements.
- Work with the Board in the preparation of the Annual Budget.
- When requested, by the Board, putting existing contracts out for bid as they come up for renewal.
- Submit new projects out for bid as requested by the Board.
- Collection, deposit of primary association assessments and any other income.
- Sending out late notices and collecting late fees, if any.
- Sending 15 day demand letters, if required.
- Turn delinquent accounts over to the Association's attorney, if required, per the Association's policy.
- Monthly reconciliation of bank statements.
- Monthly run and distribution of financial statements.
- Payment of approved invoices.
- Working with outside accounting firm in preparation of year-end audit, review and filing of tax returns.
- Completion of Statement of Unpaid Assessment on behalf of the Association. The requesting homeowner is solely responsible for the closing demand charges, which are \$150.00 for Resale Demands and \$100 for Refinance Demands.

- All Association accounts will have access to their community information through the York Properties Association Management Division website, www.yorkhoa.com. Through this website we are able to provide a basic web presence for each client association to download association rules, by-laws, covenants, forms, and other online documents.
- Optional web access for homeowners to securely view their assessment payment history, architectural review history, and to track the progress of their work requests through our computerized work order system.

MAINTENANCE SERVICES: Billed as an extra expense.

- York Properties has an afterhours and emergency service which handles all regular and emergency requests.
- The Service Department is fully staffed with electricians, carpenters, plumbers, grounds & regular service personnel.
- Service requests are billed out on a time and materials basis.
- Maintenance Service is available to owners for individual maintenance needs as well as common area repairs.