



Community Living

MANAGEMENT

Management Solutions, NW was hired by your communities Board of Directors to provide them with support, assistance and to advise on Association standard practices, operations and governance.

What does the Management Company do?

The Management Company works for the Association and takes their direction from the Board.

Various duties may include, but are not limited to:

- Assessment billing and payment processing; collections
- Offer professional guidance, education and support
- Help ensure compliance with local, state and federal regulations and statutes
- Base recommendations upon community specific restrictions, applicable laws and best practices
- Provide monthly reports, many available on the portal
- Conduct regular site visits
- Offer budgeting guidance
- Carry out tasks and directives from the Board
- Process ACC Requests for exterior modifications
- Initiate correspondence on behalf of Association
- Handle all escrow related requested & documents

What does the Manager do?

The Community Manager works directly with the Board, meeting with them regularly. As a liaison between homeowners and the Board, they compile all requests, reports and concerns and share them with the Board for review and consideration. Managers are the primary point of contact for Homeowners and residents in community associations.

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For Community Tools & Resources:
**Login to the Website Portal link
under the 'Members Only' tab to:**

View Account Balances
Submit requests
Update contact information
Check status of requests or issues
Download governing documents
Review minutes & financial reports
Check out the Reserve Study, Audit, etc.

An overview for
Residents living in
a Community
Association

Provided by:

Management Solutions *NW*



OWNER RIGHTS & RESPONSIBILITIES: Principles for Homeowners and Better Communities

Homeowners have the Right to:

- Honest, fair and respectful treatment
- Participate by attending meetings, serving on committees or volunteering for the Board
- Have access to appropriate association records
- An opportunity to be heard, whether for financial or compliance related obligations to the HOA
- Obtain all governing documents
- A responsive and competent community association

Homeowners have the Responsibility to:

- Read and comply with governing documents
- Maintain their property according to standards
- Treat association leaders honestly and with respect
- Vote on community elections and on other issues
- Pay assessments on time
- Contact management promptly to discuss financial obligations and alternative payment arrangements
- Provide current contact information to management
- Ensure all residents in home adhere to rules
- Try to resolve neighbor to neighbor issues directly

TENANT RIGHTS & RESPONSIBILITIES:

Your relationship and agreements are between you and the Homeowner. But you are also part of this Community! You have the right to use the common facilities and to help plan or participate in community events.

Residents are expected to keep the home and property well maintained. Please be sure to:

1. **Obtain & review the community rules, policies and guidelines. Ask questions.**
1. **Understand what your responsibilities are and what the Owner takes care of.**

Tenants and Property managers will receive copies of compliance letters (if management has been given updated information). Not all issues will be tenant responsibilities. The Owner is ultimately responsible for ensuring that the home is in compliance, but may have the right to pass on fines to tenants or evict due to unresolved non-compliance.

Community Concerns? Please contact management about safety issues, facilities, parks, nuisances, etc.

If you receive a compliance letter, please first contact the Owner or your Property Manager about resolution.



DEFINITION OF A COMMUNITY ASSOCIATION

A community association provides a communal basis for preserving, maintaining, and enhancing homes and property. All community associations have three basic, defining characteristics:

- ◆ **Membership in the community association is mandatory and automatic for all owners.** This is unlike other groups or associations whose membership is voluntary.
- ◆ **Certain documents bind all owners to be governed by the community association.** These documents require mutual obligations to be performed by the individual owner and the community leadership.
- ◆ **Assessments are levied on each owner in order to operate and maintain the association.** They are mandatory and lien based.

PURPOSE:

Community Associations are designed to:

- Maintain property value
- Protect the interests of homeowners
- Provide and coordinate services & common area maintenance
- Develop a sense of community through social activities and/or amenities

ASSESSMENTS

How is the assessment amount determined?

Your assessments are based on the anticipated expenses of your Association. The Board reviews the financials and makes predictions based on historical data, evaluates the needs of the community and considers recommendations from professionals. They also must refer to and abide by procedures and limits that may be set by the governing documents and notify Owners of any change in assessment.

Where do the assessments go?

All payments are deposited into the Association's operating bank account. Funds are used to pay for common expenses like landscaping, management, insurance, utilities and common area repairs. The Association also allocates funds to the 'Reserve Savings' account - a separate fund for the major repair and replacement of common area components. Budgets will reflect the planned allocations and the monthly financials will show you the actual income and expenses that are incurred.

BOARD OF DIRECTORS

Who are they?

- They are members of your community. They might even be your neighbor!
- Board members are elected at Annual Meetings
- Most have full time jobs, families and many other commitments - but they do their best to fulfil their duties & responsibilities to you & the community.

What do they do?

- The Board is responsible for making decisions, setting policy and providing direction in the best interest of the community as a whole, as per the established governing documents.
- Help to protect property values by enforcing rules and guidelines and upkeep of the common areas.
- They donate their free time and energy to attend meetings, review reports & emails, budgeting, etc.
- You should consider volunteering! There are new opportunities each year. If you find yourself critical of the Board, management or decisions they make, it may be time you got involved and help implement the changes you'd like to see. Please contact management if you're interested in attending a Board meeting, willing to volunteer for a Board position or would consider joining a committee.