

EXHIBIT A
Effective January 1, 2020



The following charges are for non-routine services performed in the Agent's corporate offices or by the Agent's employees and are good through the calendar year 2020. Charges may be modified beginning January 1, 2021. These charges supersede all previous routine service rates and other contractual provisions.

General Administrative Costs

Postage	Federal Rates
Mailing Labels	\$0.15 /label
Envelopes (standard)	\$0.25/envelope
Envelopes (legal)	\$0.99/envelope
Coupon Books	\$8.99/Book
Billing Statements	\$2.25/Stmt.
Additional Mailing Charge	\$0.25/unit
Non-Emergency Maintenance Calls (after hours answering service) owner/resident)	\$150.00/call (charged to
Check Stock	\$1.00/check
Photocopies	\$0.25 /copy
Color Prints	\$1.00/print
Document Scanning	\$0.25/page
1099 Processing	\$25.00 each
Storage of Association Records (historical documents only)	\$4.00/box/month
Electronic Storage/Technology Fee	\$8.99/month
Secretary of State Annual Filing	\$50.00/yr.
Mileage Fee	\$25.00/month

The Following Labor Rates Are for Non-Routine Services

Non-Routine services are unlikely to occur, however if they do occur, they are always discussed with the Association and agreed upon prior to the non-contract work being performed. All rates are rounded to the quarter hour.

Administrative Rate	\$55.00/hr.
Community Manager/Staff Accountant Rate	\$65.00/hr.
Certified Manager of Community Association (CMCA) Rate	\$75.00/hr.
No Quorum Meeting Attendance (if the manager attends a scheduled board or membership meeting and quorum is not met without notice to the manager)	\$75.00/hr. minimum 2 hours
Community Manager w/PCAM or Director Rate	\$150.00/hr.
Executive Rate	\$175.00/hr.
Minutes Preparation	\$200.00
Insurance Claim Administration	Per ICA Contract Rate
Work Comp Audits	\$65.00 each
Non-AOC Capital Project Coordination	Per CPC Contract Rate

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Although the Following Financial and Collection Services Are Paid by The Association, The Association Has the Authority to Pass Them on To the Members

Friendly Reminders (per collection policy)	\$10.00/notice
Delinquent Payment Notice Processing Fee	\$25.00 /notice
Third Party Collections Notice	\$50.00/notice
Payment Plan Letter and Administration	\$60.00/notice
NSF Charge	\$30.00
Filing of Lien	\$650.00 (charged to owner)
(includes notice, processing fee, title search, lien satisfaction fee)	
Foreclosure Processing Notice	\$250.00/notice
Declaration/Rules Fine Violations Processing Fee	\$35.00/Fine Letter
Special Assessment Administration (setup and meeting)	\$500.00
Special Assessment Administration (installment plan)	\$5.00/unit/month for term of S/A
Bank Loan Set Up and Administration	\$250.00
New Owner Account Set Up	\$75.00 (charged to owner)

Legacy Account Closing, Post Closing, Resale and Disclosure Certificates. Direct cost to the selling party.

Covenants Compliance Inspection	Current Market Rate
Legacy Account Closure Fee	Current Market Rate
Resale Disclosure Package(s), Lender/Mortgage Questionnaires, Dues Current Letters, Realtor Fact Sheets, Appraiser Information	Current Market Rate

Payroll & Benefits Administration

On-Site Personnel, though employees of Agent, shall be the financial responsibility of the Association. The Association shall reimburse Agent for all of Agent’s On-Site Personnel assigned to the Association; such reimbursement shall include salaries, taxes, payroll, benefits, workers’ compensation, and Agent’s administration costs (salary, all payroll costs plus 10% administrative fee).

Communication Technology

Town Square Mobile Application and Portal	Included
Basic Setup Fee – Public Facing Webpage	\$150.00
Monthly Charge	0-100 homes - \$50.00/month 101-450 homes - \$65.00/month 451 + homes - \$80.00/month
Dedicated Domain Setup or Transfer Fee	Current Market Rate
Dedicated Domain Yearly Registration Fee	Current Market Rate
Custom Photo and Logo Options	\$100.00
Volo Village (Mass Communication Tool)	\$2.50/unit/annually
(This would be a separate contract with vendor and paid for by the Association)	

Additional services are provided as may become available at the prevailing rate or as mandated by law. The Agent may amend the fees set forth in Exhibit A in accordance with the current signed management agreement.