COMPANY	C Dan Joyner	ХХХ	ХХХ	ХХХ	ХХХ	ХХХ	ХХХ	ХХХ
Years in Business	1990 (31 Years)	1981 (40 Years)	1969 (52 Years)	2013 (8 Years)	2018 (3 Years - franchise)	1956 (65 Years)	2000 (9 Years)	1991 (30 Years)
Location	735 N Pleasantburg Dr; Greenville, SC 29607	ххх	ххх	ХХХ	ххх	ххх	ххх	ххх
Other Locations	N/A	14 Locations Total: 9 in NC, 5 in SC	N/A	N/A	300 Franchise Locations: 3 in Simpsonville & 2 in G'ville	Simpsonville, Anderson, & Columbia	Charlotte	Charlotte
Headquarters	N/A	Charlotte, NC	Greenville, SC	Greenville, SC	Greenville, SC	Greenwood, SC	Charlotte, NC	Charlotte, NC
Interviewee	N/A	XXX	XXX	XXX	XXX	XXX	XXX	XXX
Interviewed	N/A	Wednesday, March 24th	Monday, March 29th	Monday, March 29th	Monday, April 5th	Tuesday, April 6th	Wednesday, June 2nd	Monday, June 7th
Interview Platform	N/A	GoToMeeting	Zoom	Ring (No Issues)	Ring (Issues), Google Meet	Zoom	Zoom	Zoom
BBB Rating	A+	A+	A+ (Not Accredited)	A+ (Not Accredited)	NOT FOUND	A+	А	B+
BBB Star Rating	N/A	N/A	1:5	3.67/5	NOT FOUND	1/5	N/A	N/A
GlassDoor Recommendation Rating	NOT FOUND	55%	91%	Profile Found/Not Rated	NOT FOUND	NOT FOUND	NOT FOUND	NOT FOUND
GlassDoor Star Rating	NOT FOUND	2.6/5	4.6/5	Profile Found/Not Rated	NOT FOUND	NOT FOUND	NOT FOUND	NOT FOUND
Google Rating	4.4/5 (140 Reviews)	4.1/5 (190 Reviews)	2.7/5 (51 Reviews)	4.8/5 (336 Reviews)	4.5/5 (19 Reviews)	3.5/5 (26 Reviews)	4.4/5 (16 Reviews)	5/5 (26 Reviews)

Monthly Fee \$500.00 \$475.00 \$775.00 \$497.00 \$325.00 \$600.00	\$400.00	¢650.00
	+	\$650.00
Initial Set-Up FeeN/ANONENONE\$250.00\$300.00	\$400.00	\$325.00
Offsite Storage Fee \$55.00 (Annually) NONE NONE NONE NONE NONE	NONE	\$12.50 (Monthly)
Offsite Record Retrieval Fee\$25.00 (per box, per retrieval)NONENONENONENONENONE	NONE	NONE
Professional Fee \$16.80 (Monthly) NONE NONE NONE NONE NONE	NONE	NONE

Late Fee Charges	Per Board Direction	\$10 plus postage (bill HOA 1st)	\$10 plus postage (bill HOA 1st)			\$15 plus postage (bill HO 1st)		
ARC Fee	NONE	NONE (As long as Board does it or \$100 per application)	NONE	NONE	NONE	NONE	NONE	\$35 per ARC or NONE if HOA handles all ARCs
Postage Fees	UNKNOWN	Postage Fee	Postage Fee	Postage Fee	Postage Fee	Postage Fee	Postage Fee	Postage Fee
Envelope/Copy Fees	UNKNOWN	0.14/0.10		Staples Fee/0.80	\$130/mailer			
Registered Agent Fee	NONE	\$125 (Annually)	NONE	NONE	\$10 (one time)	\$20 (one time)	\$20	\$50 (annually)
Website Fee (Optional)	NONE	NONE	\$50 (Monthly)	NONE	NONE	NONE	N/A	N/A
Total Management Fee* (Monlthy Management Fee + Applicable Annual Fees)	\$6,256.60	\$5,825.00	\$9,300.00	\$5,964.00	\$4,160.00	\$7,520.00	\$5,220.00	\$8,325.00
1st Year + Overlapping	N/A	\$6,341.80	\$9,816.80 - \$10,333.60	\$6,480.80 - \$6,997.60	\$4,676.80	\$8,036.80 - \$8,553.60	\$6,253.00	\$9,358.60
2nd Year	N/A	\$5,825.00	\$9,300.00	\$5,964.00	\$3,900.00	\$7,200.00	\$4,820.00	\$8,000.00

SERVICES	C Dan Joyner	XXX	ХХХ	ХХХ	ХХХ	ХХХ	XXX	ХХХ
Inspections	INCL (Monthly)	INCL (Monthly)	INCL (Monthly)	INCL (Monthly)	INCL (Monthly)	INCL (Monthly)	\$150 (per hour)	INCL (Monthly)
Financial Reports	INCL (Monthly)	INCL (Monthly)	INCL (Monthly)	INCL (Monthly)	INCL (Monthly)	INCL (Monthly)	INCL (Monthly)	INCL (Monthly)
Board Meeting Attendance	4 / Year (M-TH)	4 / Year (M-TH)	4 / Year	NONE	4 / Year	4 / Year	4/ Year	4/ Year
Annual HOA Mtg Attendance	1 / Year (Any Time)	1 / Year (M-TH)	1/Year	1 / Year (M-TH)	1 / Year	1 / Year	1/Year	1/Year
Rescheduled HOA Mtg Attendance	Yes	*Yes	Yes	No	Yes	Yes	Yes	Yes
Charge for Rescheduled HOA Mtg	No Charge	No Charge	No Charge	N/A	No Charge	Yes	\$120 (per additional meetings, even if qurom is not met)	Depends on the circumstance

Special Meetings				*Extra charge in 15 min increments or can swap out for one of the included meeting attendance.		
ARCs		Done online, board reviews & approves, then mgmt generates approval letter to HO				\$35 per ARC or NONE if HOA handles all ARCs
Other	Will attend only 1 rescheduled Community HOA Mtg	Allotted 2 Hours/Week *Not including Meetings & Inspections	Does not find attending Board meetings necessary.		\$1.95 per EFT/ACH Fee for vendor payment	MUST SIGN 3 YEAR (36 MONTH) AGREEMENT; \$0.50 per Check written for vendor payments; \$10 1099/1096 Fee per vendor; Lockbox Fee of \$2.50 per vendor

TRANSFER PROCESS	C Dan Joyner	ххх	ххх	ххх	ххх	ххх	ххх	ххх
# Days to Complete Transfer	N/A	30 Days	60 Days	30-60 Days (Depending on C Dan Joyner)	25-30 Days	60 Days	30-60 Days	30-60 Days
Transition Process Provided	N/A	YES	YES	YES	YES	YES	YES	YES
Overlapping Amount	N/A	\$1,116.80	\$1,291.80 - \$2,583.60	\$1,013.80 - \$2,027.60	\$1,101.80	\$1,436.80 - \$1,953.60	1833.60	\$2,359

RESPONSE TIME	C Dan Joyner	XXX	ХХХ	ХХХ	ХХХ	XXX	ХХХ	ХХХ
HOA Emails	Same Day - 24 Hours	24 Hours	24 Hours	Same Day - 24 Hours	24 Hours	Same Day - 24/48 Hours	Same Day - 24 Hours	Same Day - 24 Hours
HO Calls	24 Hours - 1 Week	24-48 Hours	48-72 Hours	Same Day - 24 Hours	24 Hours	Same Day - 24/48 Hours	24-48 Hours	24-48 Hours
HO Emails	24 Hours - 1 Week	24-48 Hours	48-72 Hours	Same Day - 24 Hours	24 Hours	Same Day - 24/48 Hours	Same Day - 48 Hours	Same Day - 48 Hours
Deadlines	3 Years - 3 months	Varies	Varies due to COVID	*Will take initive to find another vendor to meet deadline		*Will take initive to find another vendor to meet deadline		
Reference Request Sent	Wednesday, 04.07.2021	Wednesday, 04.07.2021	Wednesday, 04.07.2021	Wednesday, 04.07.2021	Wednesday, 04.07.2021	Wednesday, 04.07.2021	N/A	N/A
Reference Request Response	N/A	Thursday - Friday	Same Day - Immediate 1st	Same Day - Immediate 2nd	Same Day - Evening	Same Evening - Friday	N/A	N/A

STAFF	C Dan Joyner	ХХХ	ХХХ	ХХХ	ХХХ	ХХХ	ХХХ	ХХХ
# Property Managers on Staff	4		9	1	2	8	12	2-3
# Properties	UNKNOWN	100+	85	22	89 (Residential), 5 (HOA)	65	12	12-15
Workload per Manager	UNKNOWN	6-15:01	8-9:01 (32 Hours/Week)	22:01	47:01	8-15:01	UNKNOWN	UNKNOWN
Longest Employee	UNKNOWN	2 Years	10 Years	5 Years	3 Years	65 Years	UNKNOWN	UNKNOWN
Shortest Employee	UNKNOWN		3 Months			4 months		
# Licensed Managers	NONE	0	4:09	1	2			
Length of Training	UNKNOWN	3 Months	Weekly	UNKNOWN	UNKNOWN	Continuing Education		Continuing Education
Licensures	Only Broker-In- Charge		CMCA, Working on CMCA		Working on CMCA	СМСА		AAMC
HOA FEE	C Dan Joyner	ХХХ	ХХХ	ХХХ	ХХХ	ХХХ	ХХХ	ХХХ

Software	Buildium	Cinc	ClickPay	Buildium	Cinc	Currently Rent Manager (2022: Cinc or Vantaca)	HOA Vine	Vantaca
CC/Debit Payment Fee	3%	3%	3%	3%		3%		
Bank Draft Fee		NONE	NONE	NONE	NONE	NONE	NONE	NONE
Check Payment Fee		NONE	NONE	NONE	NONE	NONE	NONE	NONE
Check Payment Location	Greenville, SC	Charlotte, NC	Tampa, FL		Greenville, SC	Greenwood, SC (lockbox)	Greenville, SC	Charlotte, NC

TERMINATION	C Dan Joyner	XXX	ХХХ	XXX	ХХХ	XXX	ХХХ	ХХХ
Termination Notice	30 Day Written	90 Day Written Notice (60 Days to Correct Issue + 30 Day Termination Notice)	30 Day Written Notice	30 Day Written Notice	30 Day Written Notice	60 Day Written Notice	90 Day Written Notice	90 Day Written Notice
Termination Fee	NONE	\$125 (If in the middle of contract)	NONE	NONE	+ 1 Month Fee (\$325)	NONE	NONE	One Month Management Fee

REFERENCES	C Dan Joyner	ХХХ						
References Provided	N/A	2	6	3	4	2	N/A	3
References Responded		1	2	2	3	2	N/A	N/A
Newer Client (Age)								
Newer Client Responded		No	Yes	Yes	No	Yes	N/A	N/A
Older Client (Age)								
Older Client Responded		Yes	Yes	Yes	Yes	Yes	N/A	N/A

Other Notes: Reference Complete		No	*Exception: Property closer to us. Other references are of million dollar range. Yes	*Saved 3rd Reference for Tie- Breaker if needed. Yes	*2 Long term and 1 former responded. Newer client never responded. No		
NOTES	C Dan Joyner	ХХХ	ХХХ	ХХХ	ХХХ	ХХХ	
			Property Managers have higher salary, start pay \$50k	Had an answer for our issues - immediately provided references for security camera	New company, about 4 years old - part of a franchise	Been around for 65 years+ - half of the company is in property management/rea l estate the other half is in construction	
			Usually deals with higher end clientale	She is the only HOA Manager dealing with 20+ properties	Lives across the street in Maplestead but is not their property manager	Have someone available after hours and on weekends	
			No more than 2 proposals	Stated that we can amend covenants without an attorney			
			Very frank, honest and forthright	uttorney			
			Discussed during interview: solutions for meeting qurom				
			sidewalks				

security camera street signs *Allotted 2 Hours/Week this is for homeowner issues and Board inititives; does not include meetings, does not include site inspection or board meetings Duke energy lights being out Smallest community managed is 8 **Unit Community** in Downtown Greenville Have taken communities from C Dan Joyner and our community is fairly simple Join Community Association Institute - free resources including directories

In-House Maintenance \$60/Hour