



Nurturing communities we are
all proud to call home.

Tater Knob Property Owners Association, Inc

Proposal for Management





July 7, 2024

Dear Board,

It is our pleasure to present the Board with Sentry Management's proposal for management service. We realize there are many community association management companies for you to choose from and we appreciate the opportunity to present our services and qualifications to you and your Board.

Sentry Management provides exceptional community management solutions with the transparency and visibility your community deserves, while maintaining our focus on providing world-class customer service and standards of excellence to the client communities we are privileged to serve. We have a dedicated group of employees who are experts in the industry and who will serve you as well. We know that association directors are selfless volunteers, whose duties are often time consuming and thankless. Our responsibility at Sentry is to provide you comprehensive support and guidance to make your jobs easier and more successful.

Sentry provides experienced operational leadership for your community through a dedicated team headed by a Community Manager. Additionally, we will provide detailed financial and manager's reports and offer several online payment options and real-time financial information available to you 24/7.

The knowledge, skills, and commitment of your management team is one of the most important considerations when evaluating any management company. Sentry provides our managers with unsurpassed support services, empowering them to focus on your needs and provide impeccable service to you and your community members.

We hope the following pages answer your questions and demonstrate the value Sentry can provide as a partner and advisor for the association. We thank you for the opportunity to provide our proposal and ask to meet with you to go over the proposal in more detail and answer any questions. Thank you again for your time and consideration. Thank you for your time and consideration.

Sincerely,

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ABOUT SENTRY MANAGEMENT

Since 1975, Sentry Management has been devoted to managing homeowner associations. Sentry Management is a family-owned, privately held company devoted solely to community association management. Over the years, we've fostered a service-oriented culture focused on creating a positive client experience.

Now operating in 44 markets across 23 states, Sentry employs nearly 1,000 individuals to support and manage our communities in the areas of accounting, administration, operations, maintenance, training, and more. Our emphasis on large support staff and sizable resources enables our management teams to focus on our client's ever-evolving needs.

Sentry holds the distinction of being named an AMO® (Accredited Management Organization) by the Institute of Real Estate Management, providing clients an independent evaluation that Sentry has one of the highest operating standards, financial performances, and ethics in the industry.

In the United States, 235 firms that work with condominiums, co-ops, and homeowner associations have passed the rigorous tests necessary to gain and keep this highly sought-after AMO® certification. Of these 235 firms, less than a dozen are devoted exclusively to Community Association Management.

We embrace the honor to serve our communities as our core value, and our board members and homeowners have come to expect a service standard that states, "In every interaction, kindness, professionalism and timely resolution."

We care about you, the members of the association, and the vendors who service the community. We provide stable leadership backed by our national expertise yet maintain a local presence in the communities we serve.



WHY SENTRY?

ON-TIME & ACCURATE FINANCIALS

Sentry makes sure associations' financials are delivered on time, accurate, and easy to read. Sentry Management's standard financial reporting package includes a balance sheet, revenue & expense report, transaction register, check register, accounts receivable and delinquency report, accounts payable report, purchase journal, and general ledger. Plus, board members can access a live view of the financial reports in CommunityPro® at any time.



RELIABLE COMMUNICATION

Sentry's community managers respond quickly and accurately to association queries. Prompt, courteous interaction is a top priority, whether communications are in-person, on the phone, or via email. We understand that you need an acknowledgment that we heard you and that a solution is in progress. Sentry also has a dedicated customer service line for quick solutions to questions about account access, payment issues, and more.



COMMUNITY PRESENCE

At Sentry we promise to be present and available to ensure all elements of the community are maintained according to the association standards.



RELIABLE VENDOR COORDINATION

Sentry Management has well-established processes to assist with vendor selection, assigned tasks, and payments. Sentry utilizes a bid management software tool that provides our team members with a platform to create and compare professional Requests for Proposal (RFPs) for vendors, which in turn provides board members better information to award contracts. Sentry also tracks vendor insurance and approves vendor invoices and payments in CommunityPro® for a streamlined process from start to finish.



GREAT MEETINGS

Sentry's community managers are trained to ensure our community's boards are equipped for well-run meetings. From scheduling and planning to board packet prep and distribution to meeting support and coordinating post-meeting action items, a Sentry community manager can facilitate productive and positive meetings.



SIMPLIFIED TECHNOLOGY

CommunityPro® is Sentry Management's proprietary software that puts all of your community's information and operations in one place. The secure web portal provides homeowners with access to their account balances, association documents, calendars, and more. Board members have on-demand access to all of their community's financial information as it happens.





VALUE-ADD SERVICES

DEDICATED SERVICE TEAM



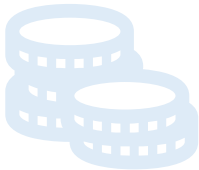
In addition to your Community Association Manager, our team also has additional support supplied by a Dedicated Service Team, consisting of personnel specializing in resales, accounts receivable, accounts payable, general ledger, assessments/collections, a 24/7 on-call emergency response, and more. These assigned team members serve as an extension to your manager and handle time-consuming tasks to provide added support to the association and manager.

TECHNOLOGY



Sentry's propriety technology CommunityPro® will be a huge asset for the board and your owners. The free platform provides board and homeowner portals with an unparalleled level of transparency and simplified services. Through the Board portal, board members can keep an eye on operations through the work order/manager action item tabs in addition to having access to downloadable and sortable financial records in real-time, owner profiles, contracts, and all community information. Additionally, the platform also features an email center that allows our team, the board, or supporting committees the ability to quickly communicate with homeowners on community updates.

FINANCIAL EXPERTISE & TRANSPARENCY



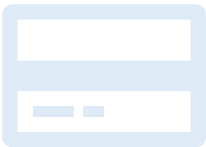
Within the Dedicated Service Team, our general ledger team has a tremendous amount of experience in association accounting. Internal auditing procedures provide a routine overview of all accounting personnel. In addition, our CommunityPro® technology provides the board with 24/7 access to live financials and reports.

MAINTENANCE TEAM



Sentry's maintenance team offers on-site or general maintenance services for our clients. Your association can build a maintenance program or preventative maintenance package by choosing from our maintenance service offerings or you can utilize our maintenance technicians on an as-needed basis.

HOMEOWNER PAYMENT OPTIONS



Sentry provides homeowners with six easy ways to pay. Homeowners can pay online by setting up auto-pay, making a one-time online payment, or using their own bank's bill pay services. Additionally, homeowners can pay by phone, mail a check, or make a payment in person in their local office.

CUSTOMER EXPERIENCE



Sentry is proud to be the pioneer of a proactive approach for the associations we manage with a nationwide progressive focus on customer experience. Sentry offers both a Customer Service and Customer Experience Team as an added benefit to all of the associations we work with. Sentry's multilingual Customer Service Team is available via phone, email, or web to help homeowners access their online account, understand their current balance, make a payment or resolve payment issues, and answer basic association questions.

ARCHITECTURAL APPLICATION PROCESS



Your community will be able to submit and approve Architectural Review Committee (ARC) requests directly from a computer or smart device in 3 easy steps through our CommunityPro® system and the related decisions will be captured and logged on the homeowner's record in the architectural notebook on CommunityPro®.

LEGISLATIVE ACTION



Sentry is proud to have its division leaders serving on Legislative Action Committees through the Community Associations Institute. The LAC works to monitor state legislation, educate lawmakers, and protect the interests of those living and working in community associations. Each committee is comprised of leaders, community managers, and representatives from community association business partners who graciously volunteer their time. This committee represents CAI members in federal advocacy that focuses on the United States Congress, administrative agencies, and other regulatory bodies.

NATIONAL DATA



Sentry services associations in a multitude of states allowing visibility to comparison and operational data for our associations. This data can help assist the board in implementing association best practices, fee structures, and feedback on new technology, systems, and more.



MANAGEMENT PRICING

Management Fee Options
\$500 Set up fee.

Financial only \$500 per month

- Financial Reporting
- Financial Administration
- Draft Annual Budget
- Past Due Account Initiatives
- Accounts Payable/Accounts Receivables
- Vendor set up team for easy payment of vendors
- CommunityPro® Board and Homeowner Portal

Financial Plus \$750 per month

- Financial Reporting
- Financial Administration
- Draft Annual Budget
- Past Due Account Initiatives
- Covenant and Architectural Applications
- Facilitate Bidding/Contracting of Work
- Dispatch vendors for maintenance and water repairs to Board approved Vendors
- Accounts Payable/Accounts Receivables Vendor set up team for easy payment of vendors
- CommunityPro® Board and Homeowner Portal
- Community Manager and Administrative Team
- Community Eblasts

Accounting Services

Sentry Management understands that our fiduciary obligation to care for client funds is our highest responsibility. Throughout our 48-year history, Sentry has provided accounting services to many types of residential communities that have complex financial components. While our accounting capabilities expanded and advanced over that time, we have found that communities past and present all share the need for precise accounting of transactions, impeccable record keeping, and clear financial reporting. We have built our processes and systems to deliver those results for our clients. All 3,000+ associations that we currently serve benefit from our meticulous accounting practices and custom-developed software.

Sentry Management's Client Accounting team includes our extensive in-house accounting functions, which provide monthly reporting, manages partner bank accounts, payroll, insurance, and taxes. We keep accounts receivable, delinquency services, and accounts payable tasks separate; these built-in divisions provide checks and balances and prevent fraud. The accounting team assigned to your community will handle time-consuming financial tasks: receiving and paying vendor invoices, sending assessment notices, maintaining bank accounts, and notifying homeowners of outstanding balances.

Industry-leading Standards

In addition to the internal processes implemented by our team, we look to outside experts to certify that we have industry-leading best practices in place to protect clients. Sentry Management is accredited as an AMO® (Accredited Management Organization) by the Institute of Real Estate Management. Sentry Management is one of a handful of companies devoted exclusively to Community Association Management to receive this accreditation.

Sentry maintains the books of the associations we serve following GAAP accrual accounting procedures. About one-third of our clients get some type of CPA independent review or audit every year, which are returned without issue from CPAs across the country.

As a privately held company, Sentry Management has a voluntary annual audit conducted to provide clients comfort that the company has appropriate corporate standards in place to operate in good financial condition.

Financial Management Reports

Sentry Management's standard financial reporting package includes a financial summary sheet, balance sheet, revenue & expense report, transaction register, check register, accounts receivable and delinquency report, accounts payable report, purchase journal, and general ledger. These reports are prepared on an accrual basis utilizing fund accounting and can be customized to meet the needs of your association. At any time, all Board members can access a live view of the financial reports in CommunityPro®.

Preparation of Annual Budget

Sentry Management will work with the treasurer to develop an annual proposed budget, submit the proposed budget to the Board for comment and approval, and implement and adhere to the approved budget. Sentry Management utilizes a user-friendly, three-year budget worksheet which will create proactive budget forecasts based on proposed increases.

Contract Administration

Sentry has established and maintains a bevy of qualified and insured vendors that are keenly aware of the business model for common interest community associations. As an example, a landscaper that does a fine job mowing grass at a residential property may not be the best choice for performing the same task at a community association. The vendors that Sentry recommends and maintains relationships with are all well-practiced in both the science and art of servicing community's and we have well-established processes to assist with vendor evaluation and selection, task assignment, project review, and vendor payment. Sentry will ensure that all contracted vendors possess the required licenses and insurance unless otherwise directed by the Board.

Insurance

Sentry Management will procure and maintain all required and desired types of insurance policies for Community including, but not limited to property and liability, errors and omissions, crime, directors and officers and umbrella coverage. Sentry will track insurance policy terms and will notify the Board of Directors of policy term expirations sufficiently in advance of such expirations to allow the Board to decide to continue coverage through the incumbent provider or to seek alternative coverage. Please note that Sentry maintains affiliated relationships with several national insurance brokerages through which clients can obtain competitive rates for all manner of insurance.

Software

CommunityPro® is Sentry Management's proprietary enterprise software which brings community needs and information to one place for easy access and management. The system was custom-built based on our underlying philosophies of service, efficiency, and transparency.

CommunityPro® functions as a secure, password-protected information portal, with access to cooperative documents, policies, event calendars, and more. The portal also includes management modules for members and Board members, taking operations like violations, architectural reviews, and work orders virtual. Internal modules for Sentry team members serving your association include key information like a property profile, vendor information, mailing information, member details, and insurance records.

CommunityPro® offers the ultimate in transparency – on-demand access to all of the community's financial information as it happens with multiple reporting options and report output choices. Board members should have comfort knowing that Sentry Management provides greater access to instantaneous financial activity than any other company in the industry

Having so much information in one system brings efficiency for on-site employees, support staff employees, Board members, and members. Each role has the ability to access information in a quick manner, allowing for faster decisions and timely resolution. Beyond the information, the system has inherent processes built to deliver efficient solutions that help track and complete the work needed by the association.

Board Members Can:

- View and export up-to-the-minute financial reports
- Send email updates to all registered Members
- Review Manager's reports and meeting minutes
- Track open work orders
- Review violations
- Access exclusive board training & education

Members Can:

- View account balances and payment history
- View payment options
- Submit an architectural request
- Create a work order request
- View violation information
- Review association documents and policies
- Check event calendars and notices





MANAGEMENT TRANSITION

WORRY-FREE TRANSITION PROCESS

Associations are pleasantly surprised by how seamless the transition process is to Sentry Management. Once an agreement is signed, we do all the work of transitioning accounting and association records, communicating with the owners, and confirming compliance with all applicable legal association requirements. Sentry also has a communications process in place to ensure a seamless transition between management services for unit owners.

Our Transition Plan starts with the introduction of our management team! From there we:

- Obtain all records from the current management company. They will be inventoried and distributed to our transition department.
- Review and audit all documents, owners, owner files etc. for necessary information and upload them into Community Pro®.
- Send welcome postcards announcing the change in management.
- Send welcome letters to all owners as well as providing new payment coupons and options to make payments.
- Transition of your bank accounts and assessment processing center. Setting up a new bank account could take 5-7 business days.
- Notify all vendors of a change of billing address, and we complete an audit of their insurance and W9 information.
- Notify your insurance agent of the management change.

Sentry works hard to ensure a smooth and worry-free transition for your community. Like any process, there are timelines that can't be changed. It is important to us to share with you the timeline of 30-45 days prior to the start of the contract which allows us the time we need to onboard your association.

ONBOARDING GUIDE

The division leader will share with the board a guide to onboarding once your contract has been signed. The goal of the guide is to provide information about the Sentry onboarding process and provide a clear plan so board members understand our role in your community transition. This plan is customized for each association and offers a 30 to 90-day timeline based on the onboarding needs of your association.

BOARD ORIENTATION & EDUCATION

Along with the orientation provided for new Board members, all Board members receive our periodic Board Community Builder newsletter that focuses on timely topics relating to association management and the role Boards have in the governance of their community. The information helps them be more productive and effective as a Board, by focusing on budgeting, legal and financial management topics as well as specific issues like insurance, disaster preparedness, and developing policies and reserves.



Sentry Management-
Where kindness, professionalism and
timely resolution are our service standard.

CLOSING REMARKS

We embrace the honor to serve our communities. Sentry Management is dedicated to satisfying our clients through honesty, trust, respect, and understanding expectations. We strongly believe that our services, knowledge in the industry, and team approach make Sentry Management the best choice to manage your association. Thank you for your time and consideration while reviewing this proposal. Should you have any other questions or comments, please feel free to contact us. We look forward to hearing from you soon.