

**BIRCHWOOD PROPERTY MANAGEMENT
HOLIDAY VACATION RENTAL, LLC**
6789 S. Lake Shore Drive
Harbor Springs, Michigan 49740
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Dear Condominium Association Members and Directors;

Birchwood Property Management specializes in providing management and maintenance services to Condominium Homeowners Associations. We work closely with the board of directors to help oversee and maintain the common elements of the HOA and to plan maintenance programs that work within the Association's budget.

About Birchwood Property Management

Birchwood Property Management (BPM), a division of Holiday Vacation Rentals, oversees more than two-hundred homes and condominiums in the area. We have the experience, knowledge and resources needed to work with boards and homeowners to ensure that the Association's business is conducted in a fiscally prudent manner. We respect the financial commitment that each owner has made in buying property in the Association and work to maintain co-owners property values and an enjoyable environment supported by the condominium bylaws.

In order to provide greater value in our HOA management services, Birchwood Property Management is a member of the *Community Association Institute*. Our membership in CAI provides resources to association boards to help preserve, protect and maintain the condominium and property value.

Our Services

BPM can oversee all on-going maintenance requirements for buildings and grounds. We can also assist in the planning process for capital improvement projects. Regular site visits ensure that grounds and building maintenance are performed to established standards and to identify areas of concern.

Throughout the year, we converse with the board of directors regarding the finances of the association, and discuss maintenance and repair issues. We will assist the board in setting and implementing goals, establishing operating & reserve budgets, and in the implementation of those goals. We can provide for the continuity of your Home Owners Association needs as directors and officer's positions change.

Accounting functions, bank reconciliations, AR, AP and monthly P&L Statements can be performed by BPM or in conjunction with Association accountant.

We would look forward to helping serve your Community Association needs.

Very truly yours,

Alan R. Hammond



Member of the Community Associations Institute

Considerations for selecting a Property Management Company

Administrative Oversight

- Governance – manage the community according to the governing documents and in accordance with local ordinances, state and federal laws
- Prepare and distribute meeting agendas, notices, ballots, proxies, etc.
- Maintain records and work orders
- Maintain data base of co-owners and vendors
- Institutional memory - Provide continuity between changes in the board of directors
- Compliance enforcement – mail covenant violation notices and follow-up
- Provide conflict of interest policy and disclosures to protect directors and the HOA
- Insurance Administration
- Bookkeeping and accounting according to GAAP
- Budget preparation and long term planning
- Website, newsletters and communications
- Staff, train and employee supervision for condominium resorts

Property Care Services

- Maintain the Common Elements to the highest standards
- Understanding of building maintenance and preventative maintenance measures to reduce long term costs
- Implement maintenance programs
- Reserve studies
- Oversee bid process
- Manage vendors and oversee work performance
- Review and approve all invoices for treasurer

Financial Services

- Prepare and handle all payables disbursements
- Reconcile bank statements
- Prepare financial statements
- Detail budget vs. actual income and expenses
- AR and homeowner balance and collection reports
- Ensure Corporation Filing and annual Statement of Information
- Certifications for new owner purchases