

CONDO/HOMEOWNERS' ASSOCIATION PROPERTY MANAGEMENT:

ATCO recognizes that your residential condominium is not only your home, but also an investment. We know well that a wrong management company can produce enough stress on a unit owner and an HOA board that people can question the wisdom of their investment. Our objective is to manage properties and enhance value through expert day-to-day management, strategic budgeting, and effective project management. We provide each client with unparalleled service, including attention to detail, frequent on-site visits, and a regular exchange of ideas.

To facilitate your understanding, we divide our Condo/ Homeowners' Association Property Management Services into three categories:



ADMINISTRATIVE MANAGEMENT

ATCO provides continuously open communication with the HOA board members. Whether in person, by telephone, email or postal mail, our skilled personnel are readily available and easy to reach. Hard files and case sensitive information are secure, and software files are heavily guarded by a sophisticated fire wall, state of the art routers and anti-virus software. The following is a partial list of administrative services:

- **Board Communication.** An ongoing line of communication is maintained throughout the contract period with all board members.
- **Property manager.** An assigned manager will be readily accessible via cell phone and/or email to answer and address any questions, problems or concerns.
- **Meetings.** An assigned property manager will attend monthly meetings to discuss property progress, upcoming goals, as well as short and long-term plans for the property.
- **Annual Meeting.** One annual meeting will be scheduled and coordinated to discuss with unit owners short and long-term financial plans, communication, financials and a Q & A session.
- **Filing System.** Organize, file and store unit owner information, master deed and bylaws, records and communications.
- **Enforcement of rules, regulations and bylaws.** A property manager will help board members enforce all condo rules and regulations.
- **Election and resignation of board.** Assist and coordinate all elections and resignations of board members, to ensure smooth transitions and compliance of condominium documents.
- **Coordinate mailings and letters to unit owners.** Letters and mailings will be sent from our offices to update and inform unit owners of all actions and undertakings throughout the property.

FINANCIAL MANAGEMENT

ATCO prides itself on its accuracy and fastidious attention to detail when it comes to your HOA's finances. Our company's accounting department is acutely aware of the urgency and importance of clear and concise financial data. Your association can be assured that your finances are secure, reconciled and properly accounted for. Below is a partial list of some of the financial service areas offered to your association, through ATCO Accounting Services:

- **Accounts receivable.** A strong emphasis is placed on the prompt collection of monthly fees, monitoring unpaid accounts and administering late fees when necessary.
- **Accounts payable.** All selected vendors are entered into our software and invoices and bills are paid monthly.
- **Accounting software.** Elaborate real-estate-specific software is used to keep accurate and concise financial records.
- **Financial reports.** Our real-estate-specific software can design a wide variety of reports that are emailed out monthly to association board members and are designed and tailored to fit the individual preferences of each association.
- **Banking.** Client accounts are maintained at Valley National Bank or Signature Bank, where we enjoy the perks of private business banking and the many advantages that are provided to our clients. All client funds are kept in individual bank accounts and are in segregated funds. We can also work with other Banks if requested by our client.
- **Read-only banking.** Association officers can be given read-only, on-line access to our accounting system for their convenience.
- **Budgeting.** Detailed budgets are prepared each year for the upcoming year and are presented to the board. When appropriate, a reserve study is undertaken to ensure that the appropriate funds are being set aside annually to meet you're the association's short- and long- term goals. Our budgeting software, in combination with many years of experience, results in highly accurate budgets and the many benefits that result therefrom.
- **Reconciliation.** All bank accounts and funds are reconciled each month with our accounting software before a financial reporting package is sent out to association board members.
- **Yearly accounting & auditing.** The prestigious accounting firm of Raiche Ende Malter undertakes yearly audits if desired by our clients, to ensure clear and concise records. We also work with other auditors if requested by our clients.

MAINTENANCE MANAGEMENT

Buildings need to be maintained in order to be safe, clean, appealing and to protect the investment of unit owners. A list of partial maintenance services offered appear below:

- **Preventative maintenance.** Our qualified staff will inspect the property to determine its general condition, structural integrity and potential problems that may require maintenance and repair.
- **Routine maintenance.** Regular routine maintenance will be performed, to minimize unnecessary costly repairs.
- **Vendors.** We have a diverse and well-respected group of vendors that consistently deliver superior services at substantial cost savings to our associations. Our goal is to not only provide you with care-free condominium living but to lower your association's overall costs through careful negotiations and a comprehensive database of vendors.
- **Local Law 11.** Our expertise includes ensuring your building's compliance with New York City's numerous and frequently changing regulations.

