

HOAMCO

*Holiday Greetings!*

HOMEOWNERS ASSOCIATION MANAGEMENT COMPANY

From the President:

December 3, 2000

To Our New Clients:

We are pleased to announce that effective December 1, 2000 Homeowners Association Management Company will begin providing homeowner association management services to the towns of Telluride and Mountain Village. Our company has been in business for over a decade providing professional management services unsurpassed in the field of association management.


Successful relationships say a lot about your business and ours. Since 1990 HOAMCO has successfully handled every aspect of community association management. This is because at HOAMCO we take pride in our profession, holding the highest levels of accreditation in our industry, offering the latest technology to get the job done, and providing expert service personalized for each client.

Our success speaks for itself, with hundreds of satisfied clients over the years. Whether yours is a new master-planned community or subdivision in the design stages or an existing condominium or townhome, we will assess your management needs and present a proposal that is complete, comprehensive and competitively priced. With HOAMCO, you get an innovative market leader to ensure the success of your community.

Simply put, we make your community and you look great! Our services include annual budgeting, assessment billing, collections, financial reporting, deed restriction oversight and enforcement, ongoing field inspections and comprehensive maintenance programs.

From builders and developers to established associations, our long-term client relationships are a result of our unique understanding of the complex needs of condominium and town house associations. So, when you select a manager, select a specialist . . . HOAMCO.

Happy Holidays,

  
Justin D. Scott, President  
CMCA, AMS

December 1, 2000

Dear Association Members:

We are pleased to announce the appointment of Loni L. Shaw as Project Manager for our Telluride and Town of Mountain Village Homeowner Associations.

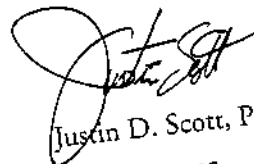
Loni brings to our company a wealth of experience and impeccable credentials. She has 13 years of Home Owners Association experience, 11 years of experience in Real Estate Development and Construction and two years of Civic Planning experience.

Most recently, Loni was the Project Manager for a Denver-based community association management company. Previously she worked for Resort Quest International of Telluride and as Director of Operations for the Town of Mountain Village. Loni's background in finances, personnel and facility management represents a real asset to our new clients in the Town of Mountain Village: Palmyra, LeChamonix, Columbia Place, Westermere, Gondola Plaza Parking Condominium Associations and The Plaza.

Loni is working out of our temporary offices in the Town of Mountain Village at 117 Lost Creek Lane, Blue Mesa Lodge, 970-728-7370. We are leasing commercial space and expect to take occupancy by the end of the year 2001.

Our recruitment and selection process from among many resumes should be an indication of the outstanding qualifications our new Project Manager brings to our new and future associations. We hope each of you will get to know Loni in the coming months and suggest you make a point of meeting her in the near future.

Sincerely,



Justin D. Scott, President  
CMCA, AMS

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# HOAMCO Initiatives

In August I informed our association members in advance of several new initiatives we had planned for this year. We have completed our research and are ready to provide you with additional information as it relates to each of your communities.

## **NEW OPERATING SOFTWARE**

We have spent the better part of 2000 testing new operating software for our management company. The testing is over and we are pleased to announce the purchase of TOPS software for community associations. Although many software companies were researched, we concluded that this cutting edge software would provide our clients the necessary tools for this revolutionary age of technology. TOPS is a leader in this industry for solid systems, quality features, and prompt technical support. Our new operating software will debut in our Telluride, Colorado region. Our Northern Arizona regions and Arizona Corporate Office will be converted to the new operating software upon completion of a written conversion program. We believe our conversion will take place by the beginning of the Third Quarter 2001. The highlights of our new operating software are as follows:

**WORK ORDERS:** Track service requests from residents and clear them by issuing work orders to vendors. A full history of each work order is maintained. Track open or closed work orders and service requests, embed digital pictures into the records.

**CC&R/ACC:** Automatically send violation letters to owners based on user-defined violation criteria. Embed a digital picture of a violation or resolution. Retain full CC&R record history for each home in a community. Print multiple reports with sort options for board members' convenience.

**GATE SECURITY:** Track gated communities access using the gate security module. Issue parking decals to owners, and passes to visitors. Generate various guard gate reports and handle multiple guard gates with individualized access controls.

**SWIMMING POOLS/COMMON AREA AMENITIES:** Issue common area passes for association members. Provide detailed information for amenities including user guides.

**HAND-HELD ORGANIZER INTERFACE:** TOPS software provides an interface for Palm Pilot and Windows Hand-Held Organizers. Project managers can access and update work orders, CC&R violation status, work order status, gate security, or board member info in a hand-held organizer. Provide up-to-date information for board meetings including owner's name, address, phone number, as well as contractor information—CC&R records, violations, approved changes, pending requests, work orders, and vehicles.

**ACCOUNTING:** We are most excited with the new possibilities this software will provide our accounting department. Our new reports will come custom-designed for each community. All

of our accounting information will be exportable to Excel or Lotus for various presentations: Income and expense comparison reports in any style, including prior year comparisons; automatic interfacing with auto debit and lock box features from commercial banks; on-line payment options and account balance viewing by each individual association member; and energy management and utility consumption analysis.

**COMMUNITY WEB SITES:** As important as the Internet has become to our society, HOAMCO is proud to help foster community cohesion with the TOPS Integrated Web Site Service. A TOPS Community Web Site is designed to help all parties involved, from the Property Management Company, to the Community Board of Directors, to the Homeowner, to the President of a Community. The following information is intended to introduce you to the Community Web Site Service that helps make up that solution:

- Owners can view last payment information as logged by HOAMCO
- View the status of open work orders
- Check current account balances as per HOAMCO
- Owners will also be able to make on-line payments in addition to auto debit features
- Review CC&R enforcement history, approved, disapproved and pending architectural requests
- Communicate with other residents through address book, live chat and message board
- List real estate such as homes for lease/sale, or lots for sale
- Express opinions through surveys, voting, and review
- Participate in community events through events calendars, announcements, E-bulletins and volunteer needs.
- Improve accuracy of owner data through on-line address change form.

Each web site will offer advertising opportunities to provide additional income for increased web site expenses. The current monthly web site upkeep fee is \$49.95 charged directly by TOPS Software, Inc. The most attractive feature of these web sites is their integration with the operating software of the community.

We at HOAMCO look forward to providing each of you with these enhanced features. We are committing a great deal of our resources and are proud of our commitment to each of our communities. If you would like additional information on our new operating software or community web sites, please visit the following web sites: [www.topssoft.com](http://www.topssoft.com) and [www.topshome.net](http://www.topshome.net). We look forward to and would appreciate any comments on areas in which we can improve our services to your community. Please contact me personally at [justin@hoamco.com](mailto:justin@hoamco.com).

## BUILT-IN FEATURE GLOSSARY FOR NEW COMMUNITY WEBSITES

**ACCOUNT INFO** Store the owner's address, last payment and balance info, work order status, and CC&R/ACC history in a private, password protected area. This information is updated directly from TOPS 2000™ property management software.

**ADDRESS BOOK** Searchable database of resident and local school information. User Profile feature for logged-in residents.

**ADDRESS CHANGE** The address change form allows owners to update information stored by the management company via e-mail.

**ANNOUNCEMENTS** Make important announcements to your community.

**BOARD/COMMITTEE** List of all board and committee members within the community. Keep track of meeting dates and times.

**CLASSIFIEDS** Directory of services, goods, etc. Sell classified ads like a newspaper and make money for your community!

**DOCUMENTS** All community documents can be displayed here, including covenants and conditions, and architectural guidelines.

**E-FORMS** Create an online, e-mailable form for anything. Reserve the clubhouse, submit a maintenance request, etc. Users fill in the blanks and click a button, then you receive an e-mail!

**E-MAIL BULLETINS** Here residents can sign up to receive regular e-mails about subjects on the site. This will push new information to their email. Great for committee members, or volunteers.

**EVENTS CALENDAR** Displays a monthly view of all events. Events

can include a full description, pictures, and links. Start and end dates automatically add and remove events from the calendar.

**FACILITIES** Location, phone numbers, open/close times, costs, rules, and other important information on all of your facilities.

**GARAGE SALES** Residents may organize group sales, provide directions, dates/times, and items for sale.

**HOMES FOR SALE/LEASE** Information of homes being leased or sold including a picture and contact info for the seller or real estate agent.

**HOT LINKS** This is a list of hyperlinks to interesting sites on-line that can be customized.

**LIVE CHAT** Family-oriented place where residents can interact with each other on subjects of interest.

**MESSAGE BOARD** Like a community bulletin board. Questions can be asked and answered at any time by any resident of the community.

**REQUESTS** Send an e-mail to a specific job function, property manager, board president, newsletter committee, etc.

**REVIEWS** Review anything; movies, CDs, books, local services, etc.

**VOLUNTEER NEEDS** Request help for community events, activities, etc.

**VOTES/SURVEYS** An informal place for gathering opinions and checking interests among residents.

### HOMEOWNERS ASSOCIATION MANAGEMENT COMPANY

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