



QUORUM

REAL ESTATE & PROPERTY
MANAGEMENT INC



CONDOMINIUM MANAGEMENT

SEATTLE, WA

Thank you very much for considering
**Quorum Real Estate Property
Management, Inc.**

In this packet you will find an outline of our services available to Condominium and Homeowner's Associations (HOA) as well as a sample monthly statement, testimonials, and more.

We look forward to hearing from you!

Empowering Your Association

With a commitment to exceptional customer service and attention to detail, Quorum is dedicated to ensuring the smooth operation of your community. Whether it's overseeing maintenance and repairs, collecting monthly dues, or managing vendor relationships, Quorum has you covered.

Trust in our proven track record of success and let us help you manage a well-run and thriving community.



Boardwalk HOA - 86 Units

Quorum offers comprehensive, tailored services for your Association including:

- Budget preparation, collection of dues and assessments, and monthly financial reporting
- Maintenance and repair coordination
- Vendor management, including bidding and contracting
- Enforcement of community rules and regulations
- Preparation and attendance at board meetings
- Assessment of property insurance needs and coverage.



Pheasant Hill Condominium - 92 Units



49

*49 condominium associations
proudly managed by
Quorum Real Estate*

1,791

*1,791 condominium units in
our portfolio*



Specialists in Condominium Management

At Quorum, our management philosophy emphasizes **active management** and **clear communication**.

We believe in taking a proactive approach to managing your HOA, by anticipating and addressing potential issues before they become bigger problems. This not only ensures a well-run community, but also enhances the overall living experience for all homeowners.

Our management team stays in close contact with the board and regularly updates homeowners on important matters affecting the community.

Our experienced managers are empowered to blend creativity with time-tested management methods.
Customized service for each client is our priority.



At Quorum we take an individualized approach to management. We will curate a management plan that works specifically for your association.

From **full time management, or strictly accounting support**, let our team of experts help you maintain a well-run and thriving community.

We will set up a call to discuss your personalized management quote!





Arcadia Terrace Townhomes - 91 Units



Noble Firs HOA - 78 Units

Manage Association Finances

1. Administer individual payment accounts for each unit, ensuring accuracy and compliance.
2. Take necessary actions on delinquent accounts following Board directives and Association policies, adhering to Condominium law.
3. Ensure timely payment of the Association's routine expenses, following established procedures.
4. Maintain meticulous financial records, including original paid bills and bank statements, and provide monthly summaries to the Board for review.
5. Collaborate with outside auditors or corporate tax preparers, furnishing them with requested financial data as required.
6. Oversee all aspects of payroll management for the Association, including salaries, taxes, and the preparation and filing of necessary returns and reports.
7. Aid in the formulation of the Association's annual budget by providing informed estimates of future operating costs and financial insights.

Supervise Maintenance of the Property

1. Aid the Board in obtaining proposals from contractors for common area repairs, maintenance /replacement, or large scale jobs and support the Board in evaluating these proposals.
2. Assist the Board in contracting scheduled services such as trash removal, equipment maintenance, pest control, utilities, and landscaping.
3. Support the Board in tracking the progress of contractors to guarantee that the terms of agreements and all expectations are met before payment is sent.
4. Conduct periodic physical inspections of the property.
5. Insure homeowners are complying with HOA rules and regulations in regards to common areas and community guidelines for personal property.

Provide Administrative Services

1. Maintain Association records including current unit owner and emergency contact information, copies of contracts and other legal documents, financial statements, audit reports and Board minutes.
2. Participate in annual membership meetings and attend Board meetings as mutually agreed.
3. Prepare and serve notices of infractions of the Association's Declaration and Rules upon request of the Board.
4. Maintain appropriate insurance coverage and provide support for its renewal and handling of claims.
5. Provide owners with access to the Association's financial and insurance records, as requested.
6. Staff in office to answer questions or concerns during business hours. As well as an after-hours telephone for emergency matters.

CUSTOMER TESTIMONIALS

"Quorum has managed our Condo HOA for several years, and has always gone above and beyond with their **attention to detail, insight, and responsiveness**. Jeremy Downey is a true gem and Felix is an owner who truly cares. We had a complicated issue with a horrible contractor that caused several issues in the building, and Quorum did a remarkable job working diligently between all parties for resolution. I say this all from experience having worked with a few different condo and property managers." - Mark

"Quorum Real Estate Property Management, **easy to work with. reliable** and the process was easy." - Frank M

"Can't say enough positive things about this management company. They stepped in after our prior management company dropped the ball badly on a few key items in our condo building. The difference has been night and day. **Great customer service. Great work product. Great teamwork** on their part to get the job done!" - Jennifer M

FELIX RODRIGUEZ

PRESIDENT & CEO / REAL
ESTATE BROKER

FELIX IS A HIGHLY SKILLED
RESULTS-ORIENTED
PROFESSIONAL WITH AN INTENSE
WORK ETHIC AND PROVEN
ABILITY TO DEVELOP STRATEGIES
WHICH ATTAIN COMPANY
FINANCIAL GOALS.

HE HAS AN EXTENSIVE
SUPERVISORY HISTORY AND
UNIQUE ABILITY TO WORK
COMPLEX SITUATIONS.

LET'S WORK TOGETHER!

Office: 206.283.6000 ext. 116

Cell: 206.227.4773

Email:

frodriguez@quorumrealestate.com

FELIX IS THE OWNER OF
QUORUM REAL ESTATE AND
HAS BEEN EMPLOYED EITHER
AS A WASHINGTON STATE
LICENSED LOAN ORIGINATOR
OR LICENSED REAL ESTATE
AGENT SINCE 2002.

IN ADDITION TO PROPERTY
MANAGEMENT, HE HAS A
SUCCESSFUL SALES PORTFOLIO
AND IS HAPPY TO HELP SELL
YOUR CONDO WHEN THE TIME
COMES!



JEREMY DOWNEY

SPECIAL PROJECTS MANAGER /
CONDO MANAGER

JEREMY HAS AN EXTENSIVE BACKGROUND IN REAL ESTATE, MARKETING, TEAM AND PROJECT MANAGEMENT, BUSINESS MANAGEMENT AND IS A CUSTOMER SERVICE EXPERT. HE SPENT MANY YEARS AS MANAGER AND TRAINER FOR AT&T WIRELESS AND AS A REALTOR IN MILL CREEK AND SURROUNDING AREAS.

LET'S WORK TOGETHER!

Office: 206.283.6000 ext. 121

Email:

jdowney@quorumrealestate.com

AS OUR SPECIAL PROJECTS COORDINATOR HE ACTS AS THE DIRECT CONTACT FOR OUR VENDORS INSURING YOUR PROPERTIES HAVE THE EYES AND EARS NEEDED ON EACH PROJECT FROM START TO FINISH AND ON BUDGET.

JEREMY WAS BORN AND RAISED IN THE SEATTLE AREA AND HAS LIVED IN THE NORTHWEST HIS WHOLE LIFE. HE ABSOLUTELY LOVES EVERYTHING OUTDOORS FROM SPORTS TO CAMPING, HIKING TO RIVER RAFTING.





Make online payments, submit maintenance requests, and share HOA documents easily with **Appfolio!**

The following pages explains all the benefits of the online platform, Appfolio, that we utilize here at Quorum.





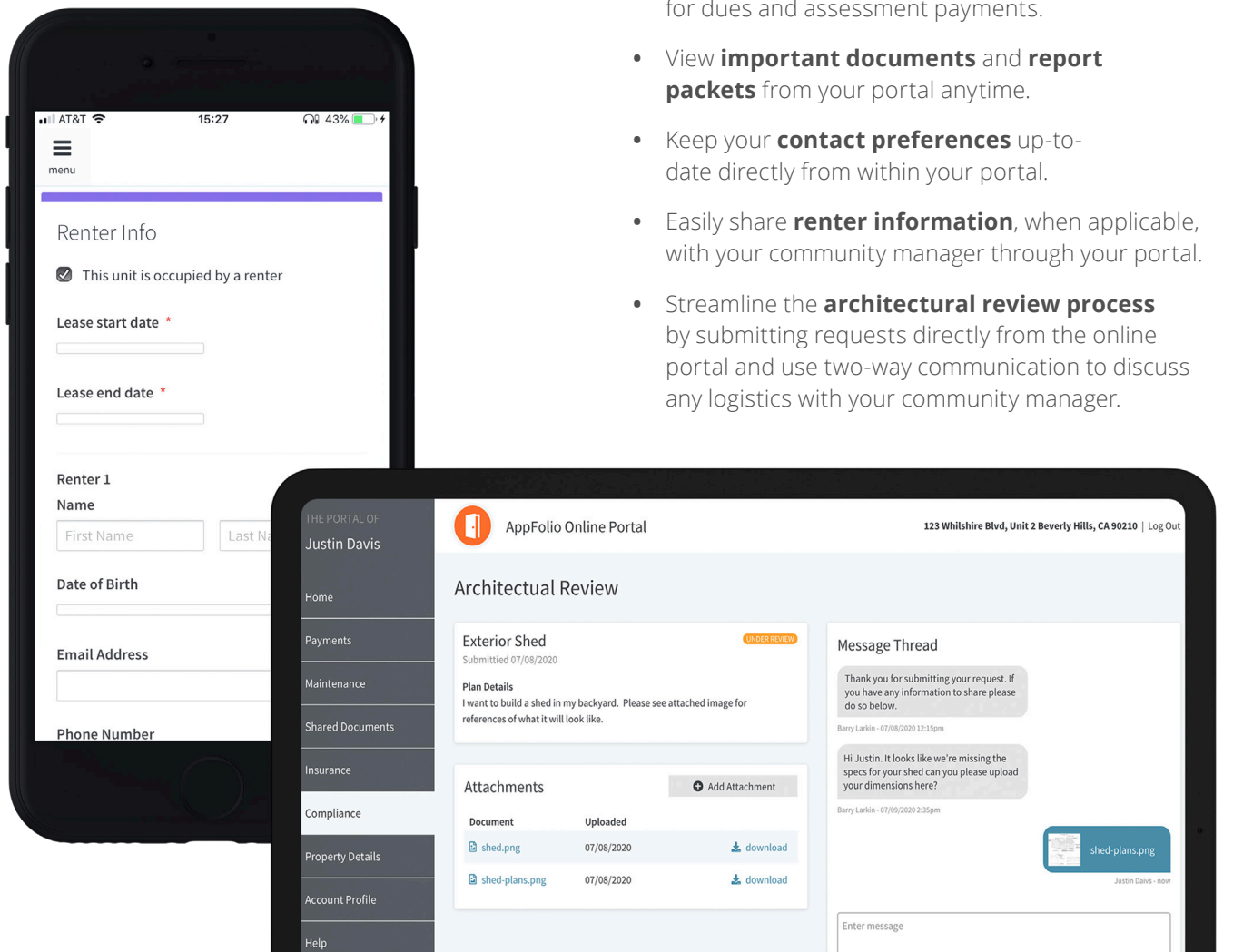
Enhanced Communication With Your Management Company

Communication Is Critical

It's important for you to always be connected to your community. AppFolio's built-in messaging tools and Online Portal make collaboration and receiving information from your community more convenient than ever.

Key Features:

- Access **invoices** and other items that require **board approval** directly from your portal, where you'll be able to **vote on invoices and share comments** with other board members.
- Connect with your management company easily via **email and SMS text messaging**. All communication history will be tracked and archived.
- Reduce delinquency with **automatic reminders** for dues and assessment payments.
- View **important documents** and **report packets** from your portal anytime.
- Keep your **contact preferences** up-to-date directly from within your portal.
- Easily share **renter information**, when applicable, with your community manager through your portal.
- Streamline the **architectural review process** by submitting requests directly from the online portal and use two-way communication to discuss any logistics with your community manager.





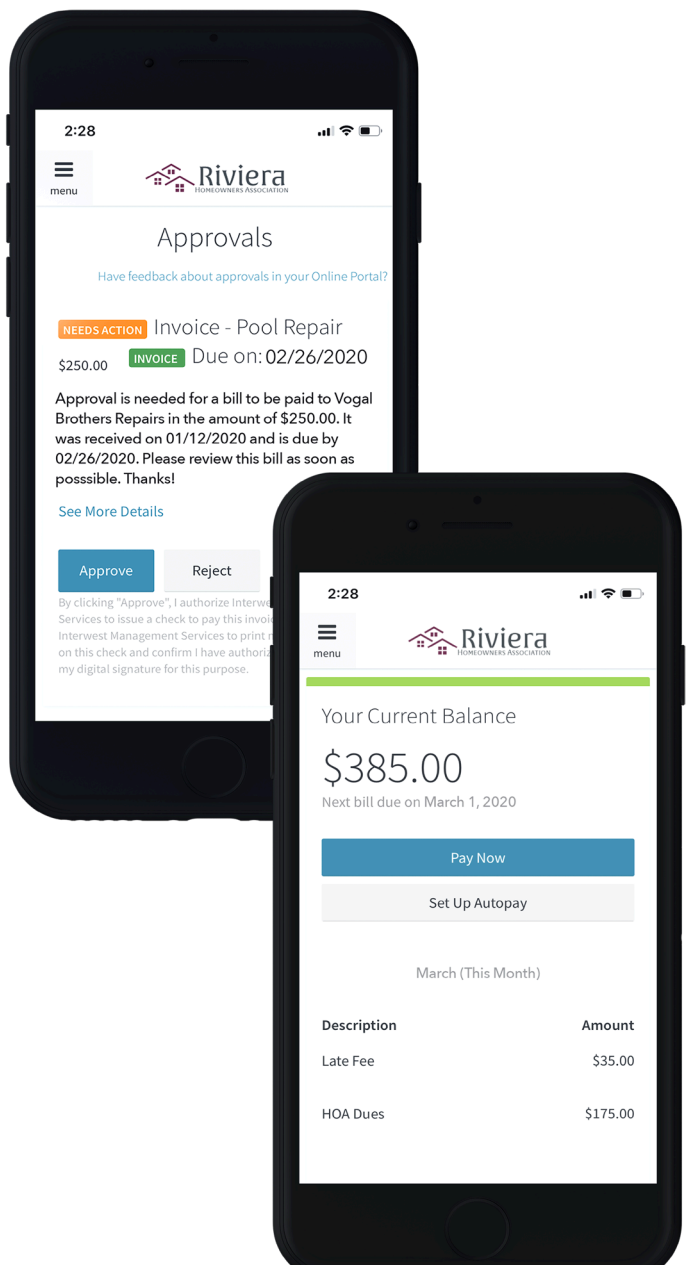
Stay Connected with Real-Time Access

Go Mobile!

Mobile functionality is a must – and increasingly a top priority for community managers and homeowners. AppFolio's robust Online Portal gives you on-demand access to important documents, pending approvals, and payment history.

Key Features:

- Download the free **Online Portal app** on any device for easy access.
- Board members can easily **approve and sign checks** from the mobile app.
- Make secure **dues and assessment payments** via eCheck or credit card, preventing mail delays or lost checks.
- Schedule **recurring payments** to avoid delinquency.
- Submit **maintenance requests** directly to your community manager and track the progress of your request.
- Submit **architectural reviews** directly to your community manager and stay updated on the status of the request.





Transitioning your Community and Board Governance with Ease

What You Can Expect

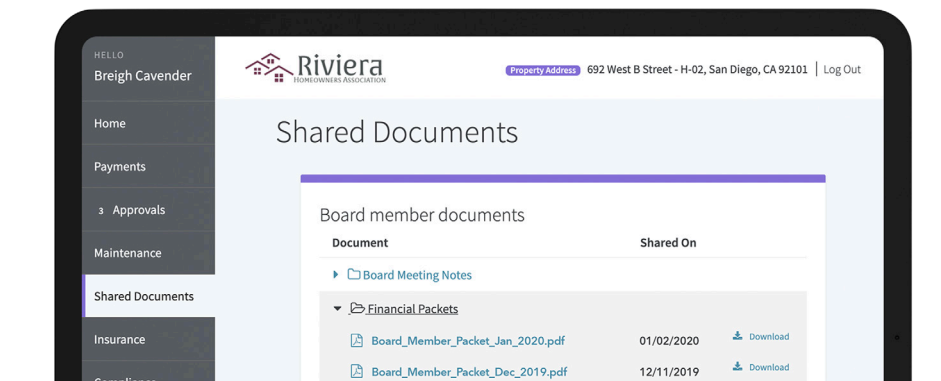
The AppFolio Property Manager Onboarding team will assist your community manager so that there is no disruption to you or your residents. In the meantime, here are some simple ways you can get started with AppFolio's exciting tools built for board members:

1. Optimized Payments

- AppFolio works with major association banks and will **support your existing lockbox process** if your association uses Lockbox receivable payments through your bank.
- Utilize AppFolio's simple **mobile payments platform** to set up recurring payments so you can help eliminate delinquency (and get rid of checks and lockbox all together).

2. Enhanced Reporting

- AppFolio's reports are **robust, easy-to-read**, and always **available at your fingertips**.
- Reach out to your manager and ask for **sample reports and statements**.
- Request your favorite reports to be included in your **monthly Board of Directors packet**.



3. A Connected Community

- Invite the community to your next **Board of Directors meeting** and **host an open forum** to discuss the software transition.
- Highlight key benefits including convenient **online payments, managing your contact information** with ease, uploading **leases for rented homes**, and submitting **architectural requests** from their mobile device or computer.
- Have your owners sign in with their email address when they arrive so they can **activate their online portals**.



appfolio
PROPERTY MANAGER



The following pages represent what you can expect to see in a typical monthly financial statement including, balance sheet, dues roll, bank activity and annual budget.



Balance Sheet

Properties

As of: 09/30/2018

Accounting Basis: Cash

Account Number	Account Name	Balance
	ASSETS	
	Cash	
101.1	Operating Cash	7,697.60
	Total Cash	<u>7,697.60</u>
	TOTAL ASSETS	<u>7,697.60</u>
	LIABILITIES & CAPITAL	
	Liabilities	
240	Prepaid Rent	1,530.00
	Total Liabilities	<u>1,530.00</u>
	Capital	
302	Opening Bal Equity	7,500.00
	Calculated Retained Earnings	-1,332.40
	Total Capital	<u>6,167.60</u>
	TOTAL LIABILITIES & CAPITAL	<u>7,697.60</u>

Dues Roll

Properties:

As of: 09/30/2018

Unit	Homeowner	Dues	Past Due	Late Count
West Coast Homeowners Association, Inc. - 692 West B Street San Diego, CA 92101				
A-01	Marcus Pinkett	110.00	-110.00	0
A-02	Dylan Tandler	110.00	-110.00	0
A-03	Bradley Shaw	110.00	0.00	0
A-04	Richard Ellison	110.00	220.00	0
B-01	Ronald White	110.00	-980.00	0
B-02	Cassandra Surchi	110.00	-110.00	0
B-03	Albert Shasta	110.00	0.00	0
B-04	Lisa Purdue	110.00	0.00	0
C-01	Sherman Moon	110.00	0.00	0
C-02	Francis Waddell	110.00	0.00	0
C-03	Justin Case	110.00	0.00	0
C-04	Sean Fleur	110.00	-110.00	0
D-01	Darryl Werther	110.00	0.00	0
D-02	Lionel Hunt	110.00	-110.00	0
D-03	Jennifer McGall	110.00	0.00	0
D-04	Sheila Compo	110.00	0.00	0
E-01	Morris Paddington	110.00	0.00	0
E-02	Mavis Teller	110.00	0.00	0
E-03	Allen Trust	110.00	0.00	0
E-04	Monica Disco	110.00	0.00	0
20 Units		2,200.00	-1,310.00	0
Total 20 Units		2,200.00	-1,310.00	0

Bank Account Activity

Bank Account: OP CK (9794)

Date Range: 09/01/2018 to 09/30/2018

Based On: General Ledger Beginning Balance

Date	Payee	Transaction Type	Check/Deposit #	Cleared	Cash In	Cash Out	Running Balance	Description
Starting Balance							9,706.21	
09/04/2018		Deposit	Automatic Deposit	Yes	220.00		9,926.21	
09/04/2018		Deposit	Automatic ACH Deposit	Yes	220.00		10,146.21	
09/04/2018	Quorum Real Estate Property Management Inc.	Check	10006	Yes		500.00	9,646.21	Management Fee
09/05/2018		Deposit	Automatic Deposit	Yes	110.00		9,756.21	
09/05/2018		Deposit	Automatic ACH Deposit	Yes	110.00		9,866.21	
09/06/2018		Deposit	Automatic Deposit	Yes	110.00		9,976.21	
09/07/2018		Deposit	6	Yes	110.00		10,086.21	
09/10/2018		Deposit	7	Yes	220.00		10,306.21	
09/11/2018		Deposit	Automatic ACH Deposit	Yes	110.00		10,416.21	
09/12/2018	Quorum Real Estate Property Management, Inc.	eCheck	D31F-5838	Yes		20.00	10,396.21	Bank Service Charge
09/12/2018	AFCO	Check	10007	Yes		2,187.47	8,208.74	03-06454178-06
09/12/2018	ThyssenKrupp Elevator Corporation	Check	10008	Yes		1,406.74	6,802.00	3004122135
09/12/2018	ThyssenKrupp Elevator Corporation	Check	10009	Yes		579.06	6,222.94	5000928116
09/14/2018	City of Seattle, Dept of Finance	Check	10010	Yes		3,892.76	2,330.18	1961840000
09/17/2018		Deposit	Automatic ACH Deposit	Yes	110.00		2,440.18	
09/20/2018	M & C Consulting	Check	10011	Yes		850.00	1,590.18	10480
09/20/2018		Deposit	8	Yes	8,066.03		9,656.21	
09/24/2018		Deposit	9	Yes	110.00		9,766.21	
09/27/2018	BDR LLC	Bill Pay Check	3000000003	No		2,280.00	7,486.21	3048.HOA
09/27/2018	Quorum Real Estate Property Management, Inc.	eCheck	D9DA-5C1E	Yes		0.61	7,485.60	Postage

Annual Budget Comparison

Properties:

As of: Sep 2018

Additional Account Types: Asset, Cash, Liability, Capital

Accounting Basis: Cash

Account Number	Account Name	MTD Actual	MTD Budget	MTD \$ Var.	YTD Actual	YTD Budget	YTD \$ Var.	Annual Budget
Income								
402	Dues	1,540.00	1,650.00	-110.00	3,080.00	14,850.00	-11,770.00	19,800.00
Total Operating Income		1,540.00	1,650.00	-110.00	3,080.00	14,850.00	-11,770.00	19,800.00
Expense								
600 ADMINISTRATIVE								
601	Insurance	2,280.00	100.00	-2,180.00	2,280.00	900.00	-1,380.00	1,200.00
602	Legal	0.00	75.00	75.00	26.50	675.00	648.50	900.00
605	Licenses/Permits	0.00	0.83	0.83	0.00	7.51	7.51	10.00
607	Bank< Service Charges	28.00	20.00	-8.00	189.00	180.00	-9.00	240.00
610	Management Fee	500.00	500.00	0.00	1,000.00	4,500.00	3,500.00	6,000.00
615	Office Supplies/Postage	0.61	12.50	11.89	-174.22	112.50	286.72	150.00
635	Reserve Study	850.00	116.66	-733.34	850.00	1,050.02	200.02	1,400.00
Total ADMINISTRATIVE		3,658.61	824.99	-2,833.62	4,171.28	7,425.03	3,253.75	9,900.00
700 MAINTENANCE & REPAIRS								
701	Repairs & Maintenance	0.00	416.66	416.66	241.12	3,750.02	3,508.90	5,000.00
Total MAINTENANCE & REPAIRS		0.00	416.66	416.66	241.12	3,750.02	3,508.90	5,000.00
Total Operating Expense		3,658.61	1,241.65	-2,416.96	4,412.40	11,175.05	6,762.65	14,900.00
Total Operating Income		1,540.00	1,650.00	-110.00	3,080.00	14,850.00	-11,770.00	19,800.00
Total Operating Expense		3,658.61	1,241.65	-2,416.96	4,412.40	11,175.05	6,762.65	14,900.00
NOI - Net Operating Income		-2,118.61	408.35	-2,526.96	-1,332.40	3,674.95	-5,007.35	4,900.00
Total Income		1,540.00	1,650.00	-110.00	3,080.00	14,850.00	-11,770.00	19,800.00
Total Expense		3,658.61	1,241.65	-2,416.96	4,412.40	11,175.05	6,762.65	14,900.00
Net Income		-2,118.61	408.35	-2,526.96	-1,332.40	3,674.95	-5,007.35	4,900.00

Annual Budget Comparison

Account Number	Account Name	MTD Actual	MTD Budget	MTD \$ Var.	YTD Actual	YTD Budget	YTD \$ Var.	Annual Budget
Cash								
101.1	Operating Cash	-2,008.61	0.00	2,008.61	7,697.60	0.00	-7,697.60	0.00
	Total Cash	-2,008.61	0.00	2,008.61	7,697.60	0.00	-7,697.60	0.00
Liability								
240	Prepaid Rent	110.00	0.00	110.00	1,530.00	0.00	1,530.00	0.00
	Total Liability	110.00	0.00	110.00	1,530.00	0.00	1,530.00	0.00
Capital								
302	Opening Bal Equity	0.00	0.00	0.00	7,500.00	0.00	7,500.00	0.00
	Total Capital	0.00	0.00	0.00	7,500.00	0.00	7,500.00	0.00

REFERENCES

Nancy Boesen - Board President of the Boardwalk Condominiums, 86 units

Steve Calkins - Board President of the Noble Firs Condominiums, 79 units

Margie Meyer - Board President of the Walnut Hills Condominium, 43 units

Laurel Jones - Board President of the Golden Leaves Condominiums, 21 units

Ethan Richards - Board President of the Greentree Village Condominiums, 54 units

Elizabeth Wales - Board President of the Fairfax Condominiums, 14 units

Cameron Martin - Former Board President of the Pheasant Hill Condominiums, 92 units

Stephen Smith - Managing Partner at Sound Legal Partners, Condo Attorney

Theresa Torgesen - Managing Partner at Sage Community Law, Condo Attorney

-Reference Phone Numbers Available Upon Request-

MANAGING A BETTER SEATTLE



Spanish Language
Interpretation Available

