

January 6, 2011

Dear HOA Management Company,

Thank you for your reply to our first inquiry about managing our HOA. The Executive Board has discussed the criteria we want a management company to perform for us.

The Executive Board has separated the responsibilities listed below by priority order. These are items for which the Executive Board would like a management company to maintain responsibility:

**Top Priority:**

1. Handle all general mailings – including the quarterly newsletter
2. Check and answer emails to the HOA – get input from the Executive Board president as needed
3. Retain all records for the HOA – except for financial – both hard and electronic copies
4. Handle complaints and questions from lot owners
5. Handle non-compliance issues – including any non-compliance case which may need to go to the District Magistrate, make weekly non-compliance checks or more often as may necessary
6. Handle debt collection which may include law suits through the District Magistrate. The HOA's bookkeeper would notify your office of any need for debt collection. The Bookkeeper will provide all pertinent data to your office.
7. Keep Executive Board Handbook updated annually – or more often as is necessary
8. Take minutes at all Executive Board meetings (Four meetings per year) and annual or general meetings (One meeting per year)
9. Realtor and settlement company correspondence – this would include sending a letter to each Realtor as home is listed for sale, and filling out forms requested by Settlement and/or Mortgage companies. It does not include filling out the Re-sale certificate.
10. Maintain accurate information regarding proxies. All proxies must be kept in two files: current and expired.
11. Keep HOA Executive Board Policies up to date
12. Determine the legality of proposed changes to the HOA By-laws and Regulations

**Second Priority:**

1. Maintaining the HOA's website – or develop a web site through your management company's web site.
2. Handle election of Executive Board officers each May
3. Send out bid letters for lawn care and snow removal contractors every three years. Submit recommendations to the Executive Board.
4. Maintain and update the list of all Executive Board members, Town Home Advisory Committee members, names of HOA Executive Board secretary, the HOA treasurer and bookkeeper. Whenever, there is a change in the list the secretary (or management company) shall update the list. The secretary (or management company) shall then notify by email the following: all current Board members, all HOA officers, Dover Township (at [mapp@dovertownship.org](mailto:mapp@dovertownship.org)), and the HOA insurance companies.

You will notice that – at this time – we are not asking that the HOA Management Company be the responsible agent for sending out the bills to residents or for the collection of fees. During our discussion we still wish for the HOA bookkeeper to handle collection of fees and sending the bills for the same.

The Executive Board would like for your management company to submit a bid for your services which would include all of the items listed in the Priority Grouping. Then we would like for your company to list how much it would additionally cost for each item in the Second Priority List. As contracting for management services is new for our association and many members are anxious over the process, we are exploring opportunities to step into a full relationship with a management company.

We would like to receive your bid either through the HOA's email address ([ashcombefarmshoa@yahoo.com](mailto:ashcombefarmshoa@yahoo.com)) or through USPS at Ashcombe Farms Dover HOA, PO Box 121, Dover, PA 17315 no later than Monday, January 31, 2011.

The Executive Board will review each bid at the Board meeting on February 2, 2011. The Board will choose what we determine to be the best four or five bids. The cost to the individual lot owners of our HOA will be a critical factor. We will ask each company to present your management company at a General Meeting of the HOA on March 17, 2010 – at 7:00 PM at the Bob Hoffman YMCA on Palomino Road, Dover, PA. After this meeting, the Board will choose one company.

Some time in April 2011 the HOA community will be asked to vote authorizing the hiring of a management company.

If you have questions regarding this process you may contact the Board president, Rich Farr, or the Secretary, Judy Jackson, using the HOA's email address ([ashcombefarmshoa@yahoo.com](mailto:ashcombefarmshoa@yahoo.com)). Your inquiry will be answered as soon as possible.

We look forward to hearing from your company and receiving your bid.

Sincerely,

Ashcombe Farms Dover HOA Executive Board