

# **WATERLEFE MASTER PROPERTY OWNERS' ASSOCIATION**

## **Policy # 19**

### **Property Management Advisory Group Agreement**

WHEREAS, the Board of Directors of the Waterlefe Master Property Owners' Association (the "Board") has recognized the need to establish a review and evaluation Group for the Master Property Owners' Association (the "MPOA") for the year 2010 and beyond; and

WHEREAS, the Neighborhood Organizations identified as the Waterlefe Community Development District (CDD), the MPOA, Villas, the Landings, the Shores, the Sound, and the Large Marina wish to join with the Board in this approach to property management review, evaluation and accounting services; and

WHEREAS, Section 5.10 of the By-Laws of the Waterlefe MPOA authorizes the Board to "contract for the management, maintenance, repair and replacement of the Common property and Master Association property", and to authorize a Property Management agent to "assist the Group and Master Association in carrying out its powers and duties"; and

WHEREAS, Section 8.8 of the Declaration of Covenants, Restrictions and Easements of Waterlefe Golf and River Club Community authorizes the Board to "assess Lots or Units for the actual and estimated expenses incurred by the Master Association for the benefit of Owners of Lots or Units within a particular Neighborhood or Neighborhoods";

NOW, THEREFORE, the Board hereby establishes a Property Management Policy Statement by which the Board will develop and maintain a Property Management Department and a Maintenance Department. These departments will provide property management services and maintenance services to the MPOA and to the above noted Neighborhood Organizations that elect to accept these services. The acceptance of property management services and maintenance services by the Neighborhood Organizations is noted and agreed to by the signature of each organizations designated representative at the end of this policy statement.

## **Property Management Advisory Group**

The Board and Neighborhood Organizations will form the Property Management Advisory Group. The Group will be chaired by a member of the MPOA Board, and will include selected membership from each participating Neighborhood Organizations and a member of the CDD Board of Directors. The purpose of the Group is to review the activities of the MPOA's Property Management and Maintenance Department in association with the Design Review Committee and provide appropriate evaluation of the Property Management Department and associated contractors to the MPOA Board representative. The review and evaluation will include the Property Manager and staff, Landscape contract overseer and the Landscape contractor selected for each Organization. The Group will provide suggestion and recommendations to the Board representative regarding these property management services which will be reported by the Board representative to the MPOA Board. Meetings will be held as determined by the Chair but at least once every three months.

## **Budget Analysis**

Prior to the beginning of each calendar year but no later than the end of the third quarter, the Group will also determine the total cost of the property management services within Waterlefe for the subsequent calendar year based upon the number of participating Neighborhood Organizations utilizing this service. The Group will also determine the appropriate funding level for the MPOA and each of the Neighborhood Organizations including the CDD. From this information the Group will assist in the development of the Property Management budget and provide comments and recommendations to the MPOA Board. The Board will review and approve this budget or request the Group to make appropriate changes. The ultimate approval of the budget lies with the MPOA Board.

During the budget development process the Group also will review the current activities of Property Management and associated contractors. Any significant differences between the actual and budgeted expenditures incurred during the current year that was utilized to charge these expenses to participating Neighborhood Organizations will be considered in the budget process.

## **Billing Process**

The MPOA will bill each participating Neighborhood Organization and the CDD monthly for property management expenses based on the approved funding

allocation reflected in the Property Management budget and reflected in this policy statement. Once this policy statement is agreed to, the allocation and the associated monthly charges will not be changed during a given calendar year.

The MPOA will include the cost of the MPOA Maintenance Department in the development of the Property Management budget. Maintenance services will be provided by the MPOA to all participating Neighborhood Organizations. Maintenance services will be maintained in the budget and will include the salaries of the maintenance supervisors and the related costs to support these individuals. These costs will be calculated as an hourly rate each year. The budget and the hourly rate will be approved by the Group. The costs for maintenance services performed for each participating Neighborhood Organizations will be billed based upon actual hours of service performed for any organization by the MPOA. Maintenance services include and repair, maintenance or installation services performed by the maintenance supervisors or any temporary help that may be hired for this purpose. The hours worked information will be developed and maintained by the Property Manager as the services are performed using the TOPS work order system and billed monthly to the related Neighborhood Organization. Quickbook will also be used to track budget line item expenditures in addition to TOPS.

### **Membership Termination**

Any Neighborhood Organization member representative has the option to withdraw from the Group by giving a 30 day notice to the recognized Chair and/or the President of the Board. This notice must be no later than December 1. However, once the calendar year begins, no neighborhood organization can withdraw from this group nor their obligations under this policy statement.

### **Performance Evaluation**

The Group will develop performance evaluation criteria for the Property Manager. The Landscape contractor's performance will be determined by the execution of contracted requirements and includes periodic evaluation by the Landscape contract overseer. These evaluations will be provided to the Group. The Group will evaluate the Property Manager's performance at the end of each calendar quarter based on this criterion and report to the Group Chair/MPOA representative. The MPOA representative will present the results of each evaluation to the Property Manager and if necessary with his employer.

**Signatures & Approvals**

By signature below, each Organization representative agrees to the above terms and conditions of this property management policy. Individuals of signature may change and additional organizational membership added as required.

\_\_\_\_\_ MPOA-President  
\_\_\_\_\_ CDD-Representative  
\_\_\_\_\_ The Landings-Representative  
\_\_\_\_\_ The Shores-Representative  
\_\_\_\_\_ The Sound-Representative