

A & N MANAGEMENT

The A & N team works hard to maintain and improve the lifestyle you have earned.



902 CLINT MOORE RD. SUITE 110
BOCA RATON, FL 33487
OFFICE: 561 982-8633
FAX: 561-982-8655
WWW.AANDNMGMT.COM

IT'S NICE TO KNOW YOU HAVE THE FINEST STAFF AVAILABLE.

A & N Management Inc. starts with the best people and continues by adding the best available tools. The right tools include management staff, equipment, knowledge, ongoing training and more. That is what the A & N Management team is all about.

It includes meticulous files for each unit owner and vendor. This is also true for all documents, budgets, plans, rules, minutes and other important current and historical information for each association. Nobody takes care of the paperwork like the trained staff at A & N Management. The job is never finished until the paperwork is done.

Good management keeps an eye on your money as if it were their own. There are no small matters when it comes to money. We make your dollar and pennies work harder so that you always get the best value for what you spend. We work closely with banks and lending institutions and your owners' assessments are immediately deposited into your bank account utilizing the most current lock-box technology available today. Only you can sign checks for your association.

A & N Management is a people-oriented company and we know that good people will do their best job when they have the right tools.

A & N means professionalism.

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Property Managers

Every person who manages a property for A & N Management must be licensed. This is the easy part; they must also perform their duties to the higher standards that are set for them by Allen and Norman. The intense, ongoing training classes make sure that our Managers are always on top of all of the most current developments in the property management industry. We take landscaping, irrigation, pool maintenance, painting, compliance, architectural issues and even other aspects of their jobs. Just being good is not enough at A & N Management.

Administrative Staff

Every member of our highly trained, experienced administrative staff must be service orientated, polite and responsive to the members of your association. Each one must be devoted to understanding each call as an opportunity to serve you better, and they must get the job done promptly and correctly. Behind every good manager is a great administrative assistant.

Accounting Staff:

The A & N Management team has selected the finest accounting staff. We believe that your financial statement is a critical tool to assist both managers and board members in making the right decisions. This is the reason that we have an excellent accounting staff performing those duties. We check every bill against the contract, we verify that the work was completed in a satisfactory manner, and then we verify the due dates before entering any invoice for payment. Close attention is paid to your accounts receivable, and no one keeps a more accurate ledger. All of this allows us to provide the type of custom financial statement that best serves your individual community.

Every person who works in the A & N Management office is service oriented, polite, responsive, and properly trained in his or her particular job.

CUSTOMER SERVICE IS PRIORITY #1

The long-term durability of any successful property management firm has always been measured by their ability to service each and every problem quickly and reliably.

When small problems are overlooked or 'slipped through the cracks,' it is often a sign of lack of caring, knowledge, experience, or just plain incompetence by management.

A & N Management utilizes the latest systems and procedures designed by professional property managers and it addresses these challenges and opportunities directly:

- We carefully keep track of EVERY call or complaint using the easiest entry method available.
- We prepare work orders for each call that requires further action.
- We can always provide you with reports on outstanding items that include who is scheduled to perform each service, when the call came in and when it was completed.

Nothing falls through the cracks!

We prepare periodic reports for all service calls so that we can review them and provide the board with regular summaries of service activities in your community.

We can prepare a complete service history record of all calls from any unit owner.

Enjoy a new level of service that only A & N Management can supply.

ARCHITECTURAL CONTROL

Each community is unique and was originally designed to be harmonious and aesthetically pleasing.

Years ago each community had its own individual character limited by access only to local materials, local craftsman who learned from father to son, with somewhat standard design features.

In today's sophisticated society, with ever-increasing materials from science and industry, increased transportation, communication and knowledge of styles available from around the world, the job of architectural control is becoming more important than ever.

The A & N Management team recognizes the importance of maintaining strict architectural control in your community.

- We can prepare architectural application forms designed to meet your community needs.
- We acknowledge receipt of every request in writing on the day it is received.
- We prepare the information for review by your architectural control committee.
- We promptly notify owners of their approval or denial by the committee.
- We keep each owner history of architectural matters on file and can easily prepare copies for any unit owner when this is needed.
- We prepare periodic reports on all architectural activity in the community for the board or the committee when they are requested.

COMPLIANCE
WITH
ASSOCIATION DOCUMENTS
AND
RULES & REGULATIONS

Most communities have a lifestyle that is assured by the documents and rules and regulations. People move into a community expecting the lifestyle that they purchased to be maintained unless it is changed by a vote of the majority.

A & N Management is a leader in the area of compliance.

We utilize a procedure that tracks every violation and produces the appropriate correspondence and paper trail that helps to assure a successful compliance program.

- We inspect the property on a regular basis to assure compliance.
- We track every instance of non-compliance until it is corrected and the results filed.
- We promptly mail the appropriate notice for each violation. Each notice includes the text from the appropriate section of the documents or associations rules that are being violated.
- We prepare, when requested, periodic reports on all compliance activity for the board.
- We keep a complete compliance history on each unit owner.

SCREENING **RESALES & LEASES**

Unfortunately, in today's world we cannot assume that everyone will make a good neighbor.

In communities where the screening of purchases and /or tenants is permitted by the documents, the A & N Management team leads the way in assuring that you will have neighbors with good character.

We can help

- We have developed application forms that work for your community, and we can handle the entire screening process to assist the association.
- Each tenant's application is permanently kept with the individual unit files.
- At A & N, we never view screening or application fees (paid by applicant) as a revenue source; instead we view this process as a necessary step to maintaining the character and security of your community.

Allow us to meet with you to design the type of application that best meets the needs of your individual community.

COMMUNICATIONS

A & N Management is fully aware of the role that good communication plays in the history of every company and association.

- The A & N Management team has learned that *good communication start with good listening skills*. Our staff is trained to listen carefully to your concerns and to view each concern from your point of view.
- Most problems can be eliminated or minimized with greater emphasis on communication.
- A & N can help you prepare regular community newsletters. We feel this is an important first step in being proactive with the community.
- A & N confirms each architectural request and application for residency in writing.
- A & N addresses each document or rule violation in writing.
- A & N follows up on service calls and requests.
- A & N mails late notices and imposes late fees to delinquent owners on a timely basis.

The A & N staff helps make community life better through quality community communications.

ADDITIONAL SERVICES

A & N Management owners and staff are not content to simply be the best at meeting the needs of associations, *we strive to go beyond and actually care about making things easier and better.*

- We keep a current telephone directory for your association.
- We provide a list of all units by their address for easy identification.
- We provide current meeting sign-in sheets.
- We can keep a list of emergency contacts and their phone numbers for each unit.
- We can help develop an emergency plan designed for your community.
- We can assist in the development and implementation of security plans and programs.
- We can work with your committees or engineers on construction issues.
- We will work with your attorney and committees on amendments and legal issues.
- We take the minutes at your Board meetings.
- We provide timely management reports on the complete status of your property including: all financial information, all collection matters, all service calls and the response to each one, all compliance violations and the actions taken, all architectural requests and their status, and the status of all new resident applications.

We do not consider this going above and beyond the call of duty; we consider this to be what you should expect from a property management company.

The **A & N Property Management team** is always on the search for better ways to serve your community.

*Work with the people who are proactive in this industry, work with
A & N MANAGEMENT.*

ASSOCIATION RECORDS

The A & N record keeping and file system includes:

- A separate file for each unit containing a copy of all documents and correspondence directed to that unit or owner.
- Separate files for the association documents, rules & regulations and minutes.
- Budgets and contracts are readily available in their own folders.
- Insurance policies are kept in their own file.
- Each committee has their own separate file.
- The association vendors each have their own file of paid invoices.
- Correspondence is divided into separate files for Legal Correspondence, General Membership Notices, Architectural Correspondence, Compliance Correspondence, Assessment Correspondence and General Correspondence files.
- The corporate files and tax files are also kept separately.
- The accounting files include folders, membership billing, payments & deposits, bank statements & reconciliation, unpaid invoices, paid invoices, audits, and monthly financial statements.
- Election and balloting materials are filed separately.

A & N maintains a more extensive filing system than most associations and other management companies so that they are able to quickly find the materials needed to follow through on the daily challenges and opportunities that face every association.

At A & N, the job is never finished until the paperwork is done.

ASSESSMENT COLLECTION

The timely collection of assessments is an important factor in keeping the cost of operations as low as possible for all unit owners.

The failure to collect assessments in a timely fashion exposes the association to:

- Greater potential loss form uncollectible assessments.
- Higher cost for the collection of assessments.
- Higher costs for services due to inability to pay suppliers promptly.
- Feelings of unfairness-if some can pay late, all can pay late.

Most documents give the association the ability to collect their assessments in a timely manner.

- Impose and collect late fees.
- Charge the highest allowable interest rates.
- Right to accelerate the due date of assessments.
- Owner is liable for the legal fees.
- Right to lien and foreclose on a unit.

A & N has the right tools and staff available to help reduce your delinquencies.

- Annual coupon books and monthly/quarterly statements are available.
- Assessments mailed directly to the bank for the quickest possible deposit-lock box.
- Daily aging of accounts receivable.
- Automatic preparation and application of late notices and late fees.
- People who care about your money.

QUALITY SERVICES

Available as needed.

For those who demand the highest possible levels of service, the A & N Management team has developed its own custom service department in those areas where honest, quality help is most difficult to find when you need it.

Janitorial staff is comprised of people who can take your property to a new level. We won't hire people who do this type of work because they have no skills; rather we search out people who are skilled in the use of time, equipment, and materials to get the greatest benefit out of your property. These are the A & N Management teams "appearance and cleanliness specialists." These experts are available to you by the hour, the day or the week.

Irrigation system maintenance and operation is another of those areas where it is difficult to find reliable people who are familiar with the needs of the plants where water is needed. We can manage your irrigation system to control the long-term cost of both plant replacement and irrigation maintenance.

Everybody needs a "handy man" from time to time. A & N is able to provide your association with the person to fix a sagging door, repair a small hole in the wall, paint, pressure clean, tighten screws, hang pictures, and any of the hundreds of other small but important tasks that always seem to be left undone by others.

Plus many other services....

Speak with us on an update of these and other quality services.

Your custom monthly financial statements

We will prepare you Balance Sheet and Income Statement to reflect the items that you want, in the order that you find most useful, and with subtotals where they mean the most to you.

We know that a Board of Directors requires meaningful, accurate and timely financial statements to be able to provide the best service possible for their membership.

The staff at A & N Management looks forward to working with your treasurer, finance committee, and the Board of Directors.

You will have the finest accounting services available today, at no additional cost to your association. The use of our fine accounting staff insures this:

We invest in the best people. Our staff is looking forward to the opportunity to work for your community.

THE BALANCE SHEET

Assets:

A total of all funds held in each of the accounts owned by the association and all other items that can be collected by the association or recovered and converted into cash.

Typical assets would include: cash, accounts, receivable, prepaid insurance and utility deposits.

Assets represent the items of value on the balance sheet that are owned by the association.

Liabilities:

The obligations of the association, including the reserve obligation.

Typical liabilities would include: accounts payable, prepaid assessments, loan obligations and accrued obligations for reserves.

Liabilities represent the items on the balance sheet that are owed by the association.

Equity:

Equity is the “net worth” of the association. (Assets minus liabilities) Typical items that appear as equity include: capital contribution made to the association, profits or losses from prior years and the current year-to-date profit or loss of the association.

When the association has total equity greater than the capital contributions, there are surplus funds that could be used to defray future assessments.

When the association has a negative total equity, the association has obligations that exceed its ability to pay. This is a strong indication of increased assessments in the future.

STATEMENT OF OPERATIONS

This reflects the income and expenses incurred by the association on an accrual basis.

Accrual means that each item on the statement is shown in the month that it occurred.

- Example #1- If an annual insurance payment of \$12,000 were made this month, it would appear as a monthly expense of \$1,000. The portion which was not "expensed" (\$11,000) would appear as the "asset" (prepaid insurance) on the association's balance sheet.
- Example #2- If a quarterly assessment for all units became due this month, \$10,000 would appear as this month's income and the unearned portion (\$20,000 intended to cover expenses for the other two months in the quarter) would appear as a "liability" (deferred income) on the association's balance sheet.

The primary advantages of the accrual method of accounting are:

It meets the current C.I.R.A. (Common Interest Realty Association) guide requirements prepared by the A.I.C.P.A. (American Institute of Certified Public Accountants) and is in compliance with the Florida Law. It is the most accurate method of reflecting the association's true financial position.

Income is funds earned by the association regardless of when payment is actually made.

Expenses are obligations incurred by the association regardless of when payment is actually made.

This information is presented showing the ***Income and Expenses*** in an important fashion:

Column #1 gives you actual income & expense for the month.

Column #2 shows your budget

Column #3 describes each of your income and expense accounts.

Column #4 gives you actual income and expenses for the year-to-date.

Column #5 shows your budget amounts for the year-to-date.

Column #6 shows the complete detailed annual budget for your association.

SUPPORTING ACCOUNTING SCHEDULES

Each financial statement prepared by the A & N Management team includes:

Accounts Receivable Schedule

A list of the names and amounts owed to the association on the last day of the month. The total of these accounts receivable is reflected as an asset on the balance sheet.

Accounts Payable Schedule

A list of the contractors and the amounts owed to each on the last day of the month. The total of these accounts payable is reflected as a liability on the balance sheet.

Prepaid Assessment Schedule

A list of the names and amounts of prepaid payments made. These amounts are reflected as a liability on the balance sheet.

Monthly Bank Statements and Reconciliation

A copy of the last bank statement for each account of the association and a bank reconciliation for each of these bank accounts. These amounts equal the cash assets on the balance sheet.

Checking Account Report

A check register for each of the associations' checking accounts.

Monthly General Ledger

The monthly general ledger reflects the opening balance for each account, each transaction that occurred during the past month, and the ending balance for each account.

Chart of Accounts

A list of the names and account numbers for each asset, liability, income and expense accounts that association uses including heading accounts and totaling for each category.