

[REDACTED]

Dear [REDACTED] HOA Board Member:

It has become painfully obvious to me that our current management company is, and has been, acting in a predatory manner to our association, association's funds, and members. This is antithetical to what we have engaged a management company to do for our community and I cannot let it continue.

I have tried through these now five (5) letters, as well as discussions at our meetings, to show you what is going on; but there has done nothing about this to date.

The only reasons I can think of for this inaction are:

1. I have not articulated these serious issues properly
2. You still have not received my previous letters
 - a. Per [REDACTED], these were printed out and included in September's hard copy meeting packet
3. You think (or were told) I am crazy, a liar, don't know what I am talking about, etc....
4. You do not care
5. You have benefited or are benefitting in some way by not caring

If the reason for inaction is #1 please feel free to contact me anytime and I will discuss these documented issues as well as others. My phone number is on my [website](#)

If the reason is #2 and they weren't included, I have attached them in this e-mail.

If the reason is #3 I would counter that by saying one could believe this, or one could conclude from the documented efforts our current management company has taken to block my communications with each of you, that this is not the case.

If the reason is #4 or #5, I respectfully request that you step down from your position so our community can elect someone else.

If there are other reasons I am willing to hear them.

At many of our meetings I have heard different board members as well as members bemoan that our community is being taken over by investors / rentals.

What if I tell you that we are currently paying a company \$4,000 - \$6,000 per month to help facilitate this?

[REDACTED]

NEW ITEMS:

#1

Our current management company is charging and deducting members' dues from their account before a bill is even received by the members. In addition, the prepaid members financial document presented to us in our monthly packets do not match the members' actual account balance.

Per [REDACTED] e-mail:

"Hi Todd,

Sorry it took me so long to get back with you. Regarding the assessment charge you inquired about, the assessments are prepared a couple of weeks in advance and mailed out so that homeowners receive them in enough time to pay before the due date so it does show up on the website as you saw, but the due date is still accurate. It's the same as any of your other bills. They have a due date, but it shows on your account and you are billed 1 or 2 weeks prior to the due date." [Underline added]

I disagree with this and the explanation is silly. For my 'other' bills: I get a monthly statement/bill/invoice depicting my recent activity, my current account balance, what is due and when it is due by. With our current management company, I get charged and money deducted from my account and then get a bill a week later.

Prepaid Assessments does not mean pay my assessment bill 2 weeks before it is due.

Plus, we use a modified cash accounting structure where Prepaid Assessments are accrual based and should be charged when incurred, which is the 1st of each month per our Collections Policy.

It seems our current management company treats member account balances on a cash basis, yet properly treats the accounts as accrual for presentation via reports.

My Account:

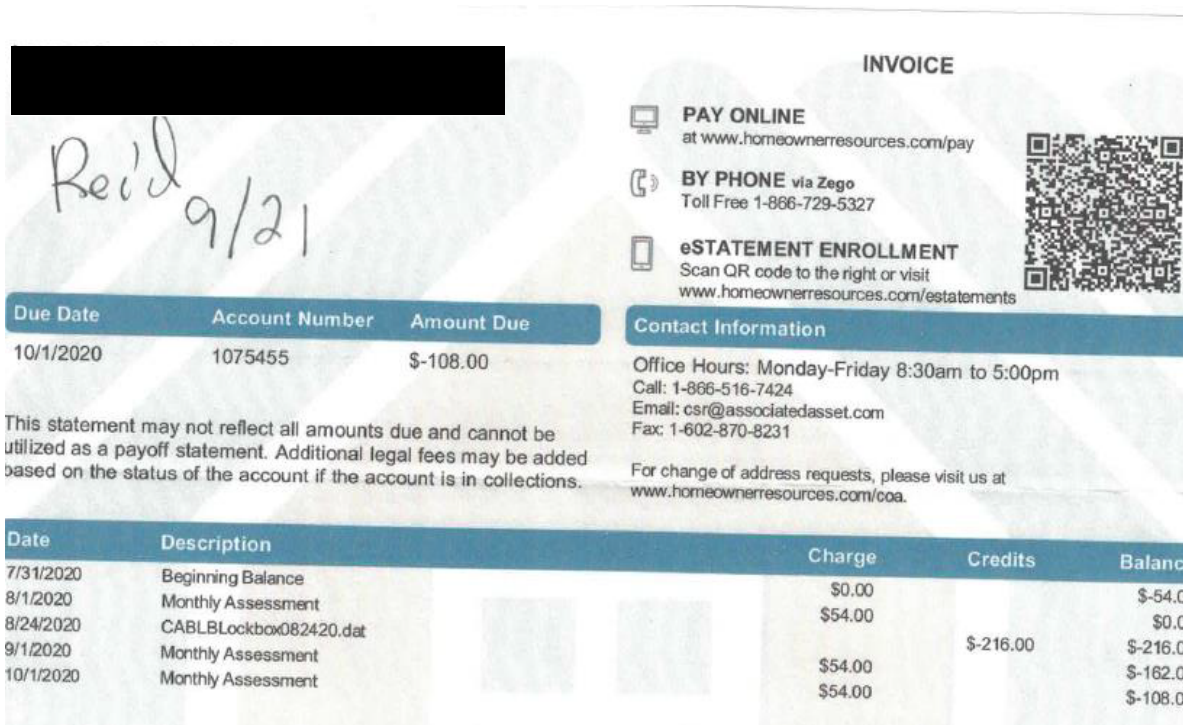
Credit Balance: \$162.00 As Of 2020-08-25

Pay Online!

My Account per the Prepaid Accounts financial document balance 8/31/2020

1075455	Owner	Stevens,Todd	-216.00	0.00	0.00	0.00	-216.00
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Why the discrepancy?



#2

They are knowingly maintaining inaccurate prepaid assessments accounts. Months ago I mentioned that [REDACTED] has a pre-paid account balance, yet she moved 2 years ago. As of last month, the account still exists with over \$100 in it. Is this unclaimed cash? Can we transfer this and all the other inaccurate / orphaned account monies to our Reserve Account?

Also, there have been numerous orphaned prepaid accounts found that equates to a substantial sum.

FYI – These prepaid accounts are treated as a liability.

#3 (item A)

My two (2) invoices are still outstanding. I would like either an approved or disapproved decision as soon as possible.

Also, the current management company is still charging all our members for collection fees that are the responsibility of the delinquent owner. This total is nearing \$80k

If we had engaged Barry and Moore like the board agreed upon earlier this year to do our 2019 Financial Audit, I firmly believe these issues would not continuing.

Thank you for your time,

Todd

Thursday, September 24, 2020

[REDACTED]

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<input type="checkbox"/> Adult Signature Restricted Delivery	\$0.00
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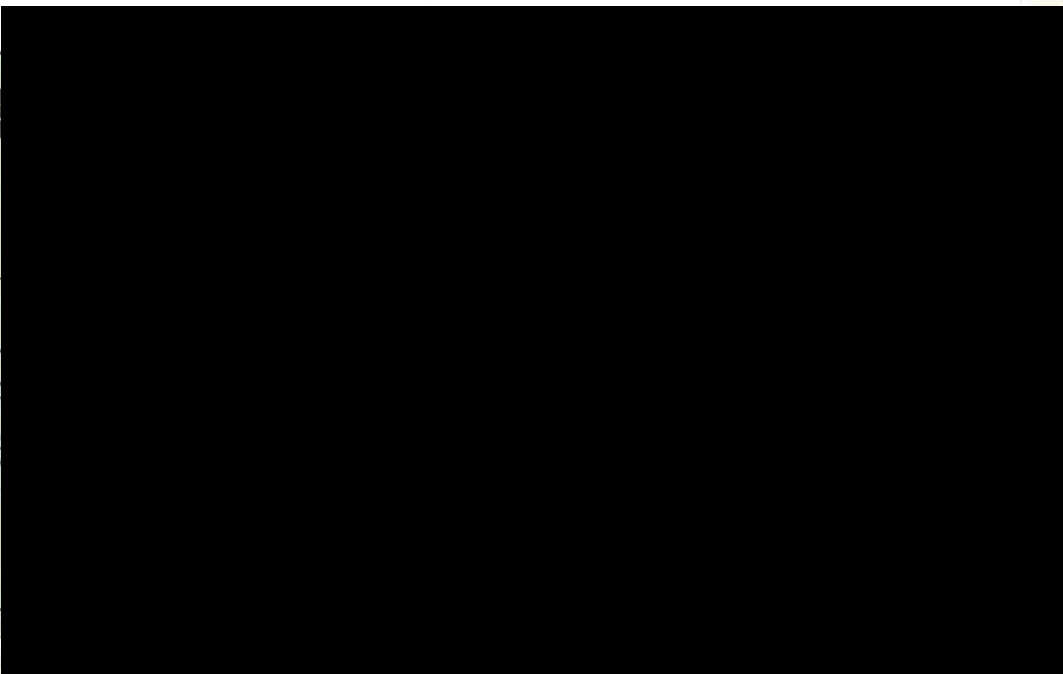
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Change		(\$12.50)

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YEAR	Legal Fees - Collections	NOTES
2014	\$0.00	Collections Policy in effect in September
2015	\$7,419.58	I moved in Feb with 2 months pre-paid (April-Dec totals)
2016	\$10,861.00	
2017	\$13,796.06	
2018	\$14,503.00	
2019	\$12,331.15	
2020	\$11,242.11	through June 2020
TOT	<u>\$70,152.90</u>	
LOTS	515	
MyPortion	<u>\$136.22</u>	TOT divided by LOTS