

Proposed to:  
**HOA MANAGEMENT PROPOSAL**

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# MANAGEMENT PROPOSAL



PROPOSED BY:

AMY MILLER, CHARISMA PROPERTY MANAGEMENT, INC.

2101 W 41ST STREET, STE 111, SIOUX FALLS, SD 57105

605-271-4663    [INFO@CHARISMAPROPERTIES.COM](mailto:INFO@CHARISMAPROPERTIES.COM)

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**For the purpose of;  
Working with and for HOA Owners to help implement policies,  
procedures, financial management and budgeting**

# WE ARE A COMPANY HERE TO SERVE PEOPLE



## WHO WE ARE

Charisma Property Management, Inc., is a Sioux Falls based company that has been in business since 2005.

- 100% Family Owned
- 100% Locally Based
- 3 Generations of Family Running Business
- Full Service Management Company
- Licensed with the South Dakota Real Estate Commission
- We answer the phone when you call!

### Staffing Includes:

- Administrative Assistant
- Tenant Relations Assistant
- HOA/Maintenance Coordinator
- Compliance Specialist
- Leasing Director
- Leasing Agent
- Leasing Assistant
- Accounting Assistant
- CPA
- Property Manager/President

Charisma has a diverse portfolio which include management of and experience in:

- Apartments
- Town Homes
- Twin Homes
- HOA Associations
- Single Family Homes
- Duplexes
- New Construction
- Tax-Credit Properties
- Section 8 Properties
- HOME Properties
- Storage Unit Rental





# PROPERTY MANAGEMENT SERVICES

Our services are fee based. **10%** of the gross monthly dues. If the HOA doesn't get paid, we don't get paid.

## **MONTHLY DUES COLLECTION:**

- We collect the monthly dues
- We deposit the payments into the bank account
- We send any late notice letters and notice of mechanics liens for non-payment of dues
- We work with the attorney in getting mechanics liens drafted, if necessary

## **MONTHLY BILLS PAYMENT**

- We receive any invoices pertaining to the HOA at our office
- We upload them and scan copies
- We code them and pay them
- We include paid copies in the monthly financial reports
- We obtain vendor proof of insurance and W9s as needed
- We supply accounting company financial information annually to report HOA taxes to IRS

## **HOA OWNER CORRESPONDENCE**

- We text and email the HOA Owners as needed
- We send out any infractions and charge the Owner accounts as per the terms of the rules and regulations of the HOA
- We follow up on any infractions/complaints as directed by the Board
- We coordinate maintenance and contractor work as needed



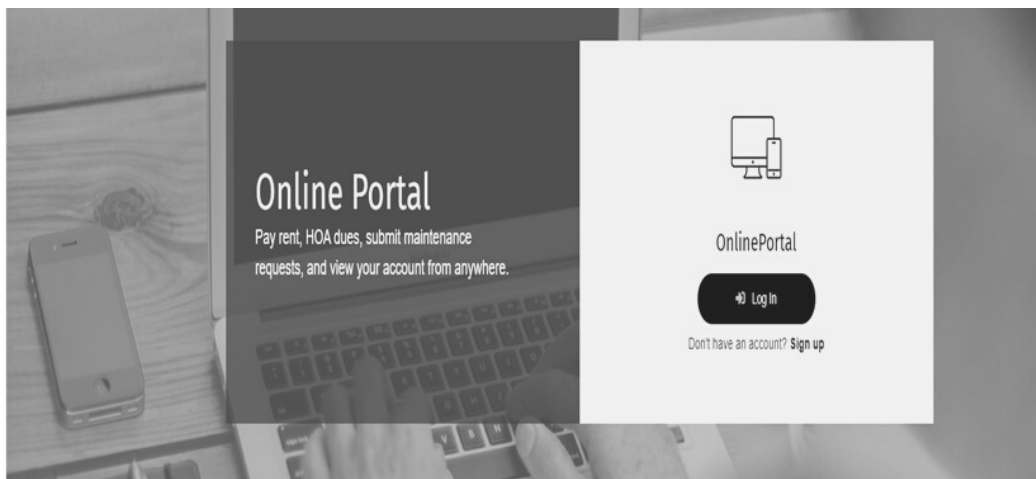
CUSTOMER SERVICE  
MANAGEMENT

# BENEFITS



## We Make It Easy!

- Owner Dues Can Be Paid On-Line in Our On-Line Portal Each Month
  - Money in Account Right Away
  - Easy to Track Payments
- Owners Have 24/7 Access to Account Ledgers, Master Deeds, By-Laws, Newsletters, Rules and Regulations and Other Information
- We Offer Maintenance Services for the HOA & Individual Owners
- We Pass Down Any Vendor Savings to Our HOA Owners
- When new Owners move in, we send HOA information to them to ensure they have the most up-to-date information



PROPERTY ADDRESS 1 Main St, Santa Barbara, CA 93117



### **Quick & Easy To Use**

Owners are busy, so we make it easy to pay dues



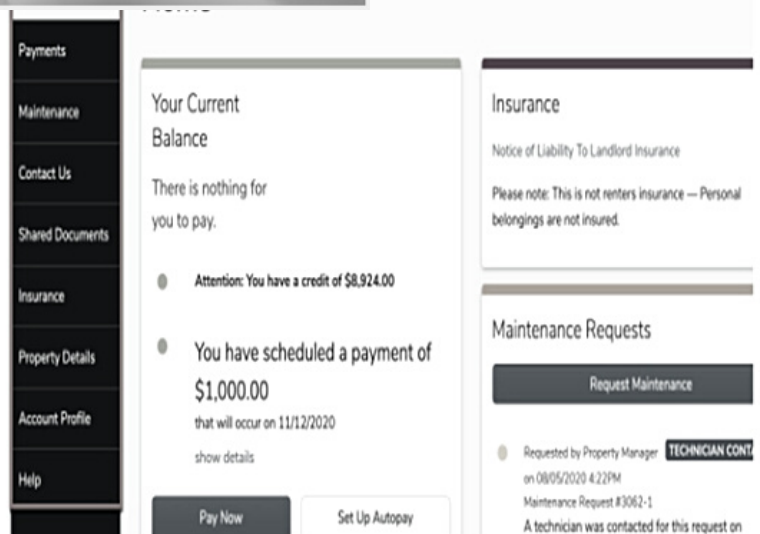
### **Secure**

Secure system. We have no access to personal banking information.



### **Professional**

We work directly with the Board of Directors to ensure Owners are kept up-to-date on important information throughout the year, maintaining a professional manner in all interactions..



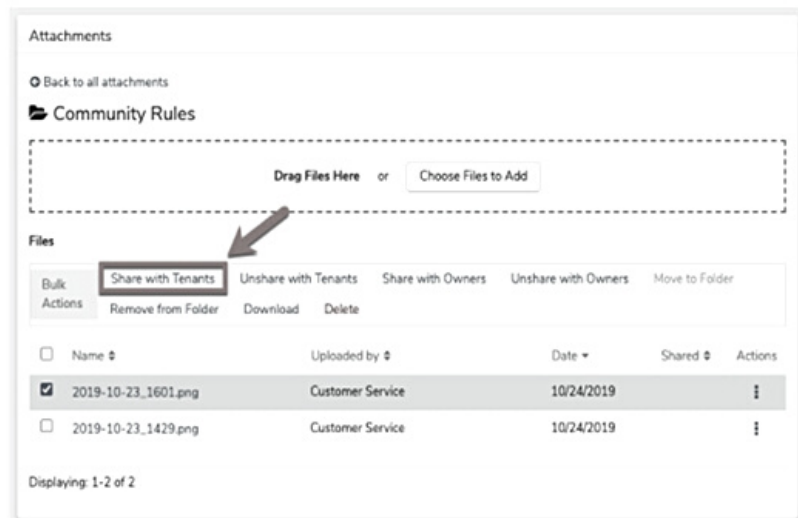


# WORKING WITH THE BOARD OF DIRECTORS

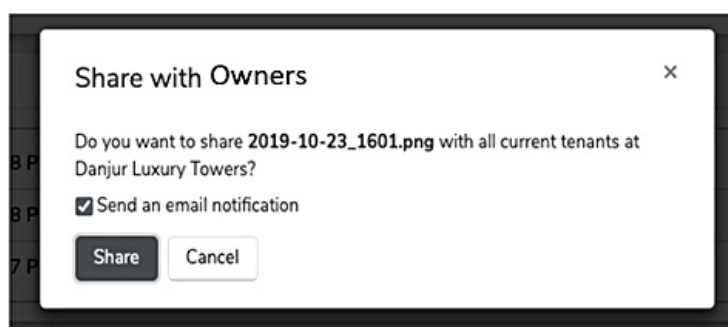


## We Work Directly With the Board of Directors

- We attend meetings as directed by the Board
  - We put the agenda and packets together for the meetings
  - We send out reminder notice of the meetings
  - We take minutes at the meetings and type them up
  - We provide the Board with a copy of minutes and store them in on-line Board portal for quick and easy access
  - We put together the annual meetings as directed by the Board
  - We work with the Board to put together any Rules and Regulations, Policies and Procedures that are necessary to run the daily operations of the HOA



4. Select if you want receive to an **email notification** about the shared files, then click **Share**.



# **FINANCIAL REPORTING**

- We provide monthly financial reporting with includes, but is not limited to:
  - Balance Sheet
  - Income and Expense Report
  - Annual Budget Report
  - Rent Roll Report
  - Transaction Detail Report
  - Accounts Payable Report
  - Copy of Paid Invoices for Each Month



<b>Income</b>			
<b>OCCUPANCY INCOME (GROSS):</b>			
TENANT RENT	38,254.00	38,347.34	36,442.40
GARAGE RENT	20.00	20.00	20.00
PET RENT	469.23	530.77	519.23
<b>Total OCCUPANCY INCOME (GROSS):</b>	<b>38,743.23</b>	<b>38,898.11</b>	<b>36,981.63</b>
<b>SERVICE INCOME</b>			
OTHER TENANT CHARGES	-18.95	319.93	930.93
LATE FEES	140.00	255.00	0.00
<b>Total SERVICE INCOME</b>	<b>121.05</b>	<b>574.93</b>	<b>930.93</b>
<b>GROSS POTENTIAL RENT</b>			
RENT CONCESSIONS	0.00	0.00	0.00
<b>Total GROSS POTENTIAL RENT</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>MISCELLANEOUS INCOME</b>			
APPLICATION FEES	0.00	300.00	420.00
BAD DEBT RECOVERY	0.00	0.00	174.60
<b>Total MISCELLANEOUS INCOME</b>	<b>0.00</b>	<b>300.00</b>	<b>594.60</b>
<b>Total Operating Income</b>	<b>38,864.28</b>	<b>39,773.04</b>	<b>38,507.16</b>
<b>Expense</b>			
<b>RENTING EXPENSES</b>			
ADVERTISING	53.25	238.75	53.25
LEASING COMMISSIONS	0.00	0.00	0.00
<b>Total RENTING EXPENSES</b>	<b>53.25</b>	<b>238.75</b>	<b>53.25</b>
<b>ADMINISTRATIVE EXPENSES</b>			
OFFICE EXPENSE	109.20	0.00	148.46
DUES & MEMBERSHIPS	0.00	0.00	0.00
MANAGEMENT FEES	2,183.18	2,315.30	2,307.28
LEGAL FEES	0.00	0.00	59.21
MISC. ADMINISTRATIVE EXPENSE	0.00	32.00	205.00



## ANNUAL BUDGETING

- We meet with the Board every year and put an annual budget together
- We put a list of capital expenses together with the Board to forecast for the next 5 years, wants vs. needs
- We provide HOA Owners will receive a copy of the approved budget within 60 days of the new fiscal year
- Allocate 10% of gross monthly dues toward reserve funds for large capital expenditures

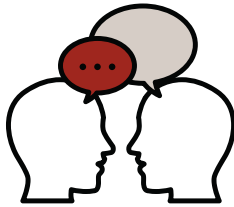
<b>Income</b>				
<b>OCCUPANCY INCOME (GROSS):</b>				
OWNER DUES	12,135.00	12,960.00	130,194.04	129,600.00
RESERVE INCOME FOR OWNER DUES	1,440.00	1,440.00	14,400.00	14,400.00
<b>Total OCCUPANCY INCOME (GROSS):</b>	<b>13,575.00</b>	<b>14,400.00</b>	<b>144,594.04</b>	<b>144,000.00</b>
<b>SERVICE INCOME</b>				
OTHER TENANT CHARGES	0.00	0.00	50.00	0.00
OTHER OWNER CHARGES	225.00	0.00	4,306.88	0.00
LATE FEES	50.00	50.00	791.71	500.00
RETURNED CHECK FEES	0.00	0.00	40.00	0.00
<b>Total SERVICE INCOME</b>	<b>275.00</b>	<b>50.00</b>	<b>5,188.59</b>	<b>500.00</b>
<b>FINANCIAL INCOME</b>				
INTEREST INCOME	0.00	4.00	5.91	40.00
<b>Total FINANCIAL INCOME</b>	<b>0.00</b>	<b>4.00</b>	<b>5.91</b>	<b>40.00</b>
<b>Total Operating Income</b>	<b>13,850.00</b>	<b>14,454.00</b>	<b>149,788.54</b>	<b>144,540.00</b>
<b>Expense</b>				
<b>ADMINISTRATIVE EXPENSES</b>				
OFFICE EXPENSE	49.79	83.00	730.13	834.00
BANK SERVICE FEES	0.00	0.00	15.00	0.00
DUES & MEMBERSHIPS	0.00	0.00	0.00	50.00
MANAGEMENT FEES	757.75	767.00	7,823.20	7,670.00
LEGAL FEES	0.00	0.00	-397.95	3,000.00
ACCOUNTING FEES	0.00	0.00	106.50	170.00
<b>Total ADMINISTRATIVE EXPENSES</b>	<b>807.54</b>	<b>850.00</b>	<b>8,276.88</b>	<b>11,724.00</b>
<b>OPERATING EXPENSES</b>				
ELECTRICITY	334.08	358.00	3,311.48	3,584.00
WATER & SEWER	4,299.95	3,409.30	29,937.65	34,093.00
EXTERMINATING EXPENSE	178.93	0.00	357.86	0.00





## KEEPING OWNERS INFORMED

- At the direction of the Board, we sent out periodic newsletters to HOA Owners to keep them informed
- Newsletters include, but are not limited to:
  - Happenings at the HOA
  - Current Financial Summary
  - Note from the Board
- Communication is key!



2021 FALL NEWSLETTER

**• SNOW POLICY •**

This is a reminder that all vehicles need to be moved from the front parking lot so the snow crew can clean the front parking spots first. Once that area is cleaned, vehicles need to be moved to the front lot so the back lot can be cleared. Any vehicles not moved will be towed at the vehicle Owner's expense.

**Guest Suite**

The Holiday Season is right at the corner. Don't forget to book your guest suite for your company. HOA has made LOTS of updates. Call Sheila at Charisma to book your date at 605-271-4663.

**Common Area Furniture**

The HOA would like to give a special "Thank you" to Scott and Nancy Hodges for the BEAUTIFUL furniture they donated to the HOA for the common areas. The furniture makes the HOA look so nice and updated. Thank you!!

Thank you

	2021	Jan - June	Average	Per mo	Annual	Average	Per mo
	Year to Date	Per Month	Per Unit	Budget	per Month	Per Unit	
<b>Revenue</b>							
Monthly Dues	86,400.00	14,400.00	200.00	172,800.00	14,400.00	200.00	
Late Fees - Other Owner Charges	932.72	155.45	2.16	600.00	50.00	0.69	
Interest Income - Charisma CC Clearing Acct	3.91	0.65	0.01	48.00	4.00	0.06	
<b>Total Revenue (Jan-Apr) - Incl Reserve</b>	<b>87,336.63</b>	<b>14,556.11</b>	<b>202.17</b>	<b>173,448.00</b>	<b>14,454.00</b>	<b>200.75</b>	
<b>Expense</b>							
Office Expense, Dues, & Memberships	390.24	65.04	0.90	1,050.00	87.50	1.22	
Management Fees	4,710.44	785.07	10.90	9,204.00	767.00	10.65	
Legal, Accounting Fees, & Misc Admin	839.22	139.87	1.94	3,170.00	264.17	3.67	
Electricity	2,312.70	385.45	5.35	4,300.00	358.33	4.98	
Water & Sewer	14,239.82	2,373.30	32.96	40,911.60	3,409.30	47.35	
Trash Collection	6,894.42	1,149.07	15.96	13,200.00	1,100.00	15.28	
Grounds Contract	10,129.40	1,688.23	23.45	23,499.00	1,958.25	27.20	
Snow Removal	8,447.58	1,407.93	19.55	23,000.00	1,916.67	26.62	
Bldg Maint.Extern & Grounds Supplies	133.41	22.24	0.31	0.00	0.00	0.00	
Repairs - Cleaning Contract	411.21	68.54	0.95	3,000.00	250.00	3.47	
Property Taxes	856.57	142.76	1.98	1,713.00	142.75	1.98	
Property and Liability Insurance	16,209.74	2,701.62	37.52	32,000.00	2,666.67	37.04	





# MAINTENANCE SERVICES



- We take the calls from Owners so the Board doesn't have to
- We write up work orders as needed
- Maintenance requests are stored in Owner portals
- We obtain bids for services for the Board to approve
  - Lawn Care
  - Snow Removal
  - Concrete
  - Insurance
  - Trash Removal
  - Other Bids as Requested
- We pass any vendor savings onto our HOA and HOA owners
- Charisma has full-time staff that can perform maintenance duties at affordable rates for HOA Owners
- We take calls 24/7 so after hours HOA emergency calls are answered!
- You do not get an answering service...you get Charisma staff on the phone!

## Description

-rain water is running into garage floor...outside wall needs caulking by AC filled...it's outside walls that meet by AC unit  
-shrub is growing into AC unit...needs to be trimmed back  
-By garage doors, 2 spots that need caulking; 2 foot section that needs caulk ground...you will see when you go to caulk them

Created By: Amy Miller

Authorized By: \_\_\_\_\_

Signed By: \_\_\_\_\_

Dated By: \_\_\_\_\_

Invoice #: \_\_\_\_\_

Technician's Initials: \_\_\_\_\_

Home

Payments

Maintenance

Contact Us

Shared Documents

Insurance

Property Details

Account Profile

Help

## Maintenance

### Maintenance Requests

#### Request Maintenance

- My hallway carpeting was soaked through by water from my bathroom and needs to be dried. → **COMPLETED**  
Requested by You on 08/25/2020 4:07PM  
Maintenance Request #17-1  
This request was completed on 08/25/2020
- My bathroom sink is no longer working. → **RECEIVED**  
Requested by You on 08/25/2020 4:03PM  
Maintenance Request #16-1  
This request was received 15 minutes ago.

[Check Status](#) | [Request Cancellation](#)



# Thank You!

***Let's start our  
business journey  
together.***

Amy Miller, President

2101 W 41st Street, Sioux Falls, SD 57105

Office: 605-271-4663 Cell: 605-321-2593

[amiller@charismaproperties.com](mailto:amiller@charismaproperties.com)

[www.charismaproperties.com](http://www.charismaproperties.com)

