



QUADRANT MANAGEMENT

“Homeowner Association Management for Homeowners with a Neighborly Approach to a Community Living”

HOA Operations – Financial Management – Community & Lifestyle – Protecting Property Values

Dear HOA Board of Directors and HOA Homeowners,

This Letter of Introduction is our Offer to become your HOA Property Manager for the next year ... at a Cost Savings of 20% compared to what you are now paying.

You have my personal assurance that we will work together to improve your HOA Operations and your overall Community and save you even more. Our Services will bring more effective and efficient operations, increased Owner participation and a better steward of HOA funds and Member Dues. We work closely with the Board of Directors and have a “open” approach to bring Homeowner ideas, suggestions, projects, participation and commitment to the Community.

We will save you 20% “off the top” and will exceed your service expectations in every way. A full Contract Proposal will be written after we first assess your specific needs and goals in a Five Year Plan that we will develop together. We are raising the Standard of HOA Management in the Charlotte area with our 30 Years of Property and Business Management expertise. Our clearly defined focus on Homeowners sets us apart, as we work with you and all Homeowner to instill and promote a “Neighbors being Neighbors” environment and approach to Community living.

Please contact me at 704-451-1543 to set up a time to get together by phone or in person.

My Goal, as a Licensed Real Estate Broker and Small Business / Property Management Consultant since 1993 is to provide the very best in the HOA Management Services. Our objective is to help you make your Neighborhood a “Model Community” where people want to buy a home and to live the lifestyle with the “freedom of ownership” offered to every American Homeowner ... while protecting our homes and community, under the Law, without undue restrictions or abuse that can result from shortsighted and narrow-minded HOA management.

As an HOA Property Owner since 1982 and a Board Member / President of several HOAs ... and as a Consultant to Land Developers, Builders, HOAs, Real Estate Firms and numerous “small businesses” for over 20 years ... I am a supporter of the HOA concept and basic principles and firmly believe in the value of an effective HOA for Owners and Residents in a “Planned Community” such as yours.

At the same time, I am all too aware of what a "Bad HOA" can do under today's HOA Laws to ruin a Community ... and to bring conflicts that arise out of lack of knowledge and lack of open and clear communication between Owners and the HOA Board and Committees. As is so often the case, failures in Communication and lack of information and knowledge of HOA Laws, Business Operations and Management Principles by Owners and Board Members is a primary cause ... and is almost always fully avoidable when properly managed and communicated.

Our primary goals are:

1. Communication and Teamwork with clearly defined Leadership and Means and Methods for Owner Participation at all levels of expertise and interest
2. Full and proper Financial Management of the HOA, with full disclosure to Owners

3. Managing the Community's Assets and Resources to improve the Community and enhance Homeowner Property Values and to do so in effective and efficiently planned and implemented ways that are productive and inclusive of Owners and for their mutual benefit
4. Enhancing the Lifestyle and Experiences of Living in a Planned Community, where everyone benefits from working together for common goals that are shared, developed and implemented together in a Community Team.

I continue to work closely with the NC Legislature for HOA Laws updates and have recently written a Course for the NC Real Estate Commission about HOAs. That Course will be taught to Licensed Brokers and Boards of Directors of HOAs across the State as part of their "Continuing Education" electives each year. Revision to Real Estate and HOA related Laws went into effect on 1-1-12 regarding Sales of (existing) Homes in an HOA ... and there are proposed changes over the next year being written by the Legislature now that will impact HOAs and Homeowners alike.

In addition to my Real Estate, HOA and Business Management expertise, I am also a Financial Management Consultant for Small Businesses and have set up and managed Financial/Accounting Systems for Real Estate / HOA / Developer / Builder firms across the State ... using simple and effective software and tools that provide a clear, concise, managed and shared set of reports and reviews for all "Stakeholders". I will set up such a financial management system for your Community and will then maintain and manage it for you, as your "bookkeeper" and financial advisor. Of course, we will communicate with you and Owners as appropriate and as needed to keep everyone fully informed and able to participate as they desire in the finances of the HOA. After all, it is their property and their money! We have found so often that this is a divisive and troublesome issue for many HOAs and HOA Managers today, many of whom become openly restrictive in sharing financial information, raising concerns and restrictions that lead to conflicts about sharing information, thereby raising doubts about the HOA leadership.

Our Proposal to you is to become your Community HOA Property Manager, effective on the date you choose for a Fee that is 80% of what your current HOA Management Company is charging.

Our Contract Price is "all inclusive". The only "added costs" above the Contract price would be for "out of pocket" expenses, such as Printing, Postage, Legal (and others charges that we will define with you when we put together our Contract Agreement).

I will maintain my own Liability Insurance and will not require the HOA to "indemnify" me in any way, except where the HOA, Developer, Builder or Homeowner or other HOA Vendor is a "contributor" to a cause of action (such as not providing information, taking actions unilaterally where I was not a party, incurring expenses outside accepted "procedures" that come back on the HOA, improper or incomplete Contracts with vendors (such as Landscaping) that cause damage to the Community ... and others that we can define together)

We can also build and host a Community Website for the HOA, at a low added cost to our Contract. See examples of my own websites for my business at: www.naturalleadership.com www.vintagemediaconversions.com www.retiredmensclubs.org www.usahoalaws.org

I look forward to working together for the good of every Homeowner in your Community and for the benefit of all HOA Members.

Jim Lane
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