



Hughes Properties II, LLC
Homeowner Association Management Company
4910 Corporate Drive Ste C
Huntsville, AL 35805

September 14, 2023

Dear Homeowner,

We are pleased to announce Hughes Properties II, LLC (HP II) has been selected to manage *Lanier Lakes Homeowner's Association* beginning October 1, 2023. We are an experienced property management firm specializing in homeowner's associations (HOA). Working under the direction and supervision of the Board of Directors, Hughes Properties will carry out the day-to-day operations for your HOA. Our duties and responsibilities include maintenance of financial records, accounts payable (payment of bills), accounts receivable (collections of assessments), and covenant compliance.

Your Community Association Manager will be Mary. She can be emailed at mary@hughes-properties.com.

HP II has a homeowner portal that allows homeowners to view their account, set up payments, view HOA documents, submit ARC applications, and more. Beginning immediately, you will be able to access the homeowner portal at www.hughes-properties.com and complete the registration process to have access to the homeowner portal. Please allow 1-2 business days to receive the approval email that will allow you to set your password. Statements are emailed to homeowners unless paper statements are requested.

Annual assessments can be paid online through the current HOA software, Buildium. The board of directors will be accepting payments at the annual meeting. The HP II homeowner portal will not accept payments until November 1, 2023. Payments accepted through the homeowner portal are debit/credit cards and e-checks. There are small convenience fees associated with these payment options that are retained by the processor, not Hughes Properties or the HOA. We do accept checks, cashier checks, and money orders at no additional cost.

Hughes Properties will begin compliance tours in November. An initial tour completed by our office noted these issues as the most common in the community: weeds in flowerbeds, weeds in the yard, and trash cans visible from the street or not placed neatly on the side of the home. Please review your property to ensure that any outstanding issues are addressed before tours begin.

Hughes Properties II, LLC takes pride in providing professional service with a personal approach. Should you have questions in relation to the HOA finances or assessments, please do not hesitate to contact our office. It is our goal to work **with** the owners of the community to create a successful HOA.

My team and I are excited to be a part of *Lanier Lakes Community* and look forward to working with you all!

Sincerely,

Marion

Marion Myers

Owner

Marion@hughes-properties.com

A Homeowner Association Management Company

www.hughes-properties.com



Hughes Properties II, LLC

4910 Corporate Drive Ste C

Huntsville, AL 35805

256-430-3088

Role of the Management Company

As the property management company, Hughes Properties is responsible for the day-to-day operations of your non-profit organization. Some of the duties performed by Hughes Properties include...

- HP II uses CINC software for management to include homeowner/board portal and phone app, violation recording keeping, ARC tracking, online payments, and much more
- Working with realtors, banks, and builders to verify the status of assessments for resale & foreclosures***
- Work with property managers of rental properties to ensure renters abide by the Covenants
- Receive, record, and deposit assessments for new homeowners/closings
- Invoice and process payments of Assessment as defined by the Covenants of the community
- Input monthly late fees and send statements for all delinquent accounts
- Work with attorney to file liens for homes that are seriously delinquent (as directed by the Board)
- Coordinate monthly payments to applicable parties
- Reconcile bank accounts monthly
- Maintain records in preparation for annual tax filing
- Provide monthly reports to the Board
- Compliance tours completed monthly. Prepare and send notices of violation with picture.*
- Provide a report to the Board on a monthly basis, to include violations noted, ARC forms submitted, Monthly Budget report and Hughes Properties Recap
- Maintain and preserve files and records, including homeowner and financial records
- Maintain the Clubhouse rental calendar and collect appropriate paperwork and fees. HP II does not complete the pre or post walk thru of the facility.
- Maintain the keycard system for amenities including new cards, deactivating homeowners leaving the community, and deactivating homeowners not in good standing with the HOA. HP II will only be able to offer this service as long as the system used is already in use by our office.
- Prepare and email/mail notices of violation
- Attend the Annual Board meeting as availability allows
- Work with the Architectural Control Committee on submissions – Hughes logs the applications and forwards to the ARC for review. ARC to provide the letter approval/disapproval for the owner. HP II will send the resident the letter and log the date of approval/disapproval. ARC communicates with the residents.
- Mail letters and notices to the community as prepared and directed by the Board
- Verify and address owner concerns/complaints as they pertain to the covenants – neighbor to neighbor issues are not addressed.
- Work with owners to relay issues or conflicts to the Board as they pertain to the covenants
- Provide Vendor names to bid for repair work and/ or maintenance, as needed
- HOA Services – online voting tool (optional - fee applies)
- Notary Services provided for a small fee
- Complete Application for EIN Number for New HOA, fee based on pricing from accountant
- HP II does NOT maintain any social media, HOA specific website**, Facebook, social directory**, or master email list** (** not referencing HP II website or homeowner portal)

Hughes Properties works under the *DIRECTION AND SUPERVISION* of the Board of Directors to provide the above services needed for your community. No decision is made without specific instructions and input from the Board.

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Violations Enforcement:

***Any problems noted are recorded and addressed via written notification from Hughes Properties. Notifications are sent based on what is seen AT THE TIME OF THE TOUR.**

If there is a question concerning how to address an issue or if there is a dispute concerning the validity of a violation, the issue is referred to THE BOARD.

*** The management company of the Association shall have a right to charge a reasonable fee to cover the expenses of the necessary transitioning activities and paperwork from the seller to the buyer on any sale transaction within the subdivision. This fee charged to the parties of the sale in accordance with the closing fee agreement.

Amended 5/24/23

A Homeowner Association Management Company

www.hughes-properties.com



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4910 Corporate Drive Ste C
Huntsville, AL 35805

Dear Homeowner:

Hughes Properties II, LLC has a partnership with CINC Systems, LLC and Pinnacle Bank to provide your community's payment processing, banking, and web services. We think you will see a positive impact from these partnerships, and we look forward to providing you with the highest level of service.

For your convenience, Hughes Properties II, LLC in conjunction with CINC Systems, LLC will provide the following methods of payment:

- 1) **Online Payments:** You will be able to make online payments using either e-check or credit cards. To make your payments, please go to our website at www.hughes-properties.com. You will then click on the "Homeowner Portal" button in the top-right hand corner. This portal has been specifically designed to allow you the convenience of making your payments online and accessing your account information. On your first visit to the portal, you will need to register. Simply click on the "Register" button and complete the information required. Once your registration request is reviewed and validated by HP II, you will receive an email with a link to set your password. You can then log in with your email address and new password to make payments and access information about your community.
- 2) **Online Recurring Payments:** Our portal also allows you to set up automatic recurring payments. To set up your recurring payments, log into your account and then click the Pay Assessments Link. On the Pay Assessments page, you can choose to set up your recurring payments for echecks or credit card by clicking on the New Recurring Echeck or New Recurring Credit Card link. There is a \$1.99 convenience fee for echecks and a 3.25% convenience fee for credit card payments.
- 3) **Lockbox Service:** Payments are made to a lockbox address. The address is listed below. When writing your check, please make sure to make it payable to your Association and include your account number on the memo line. Also include the property address within the HOA that you are paying.

Your Association Name

C/O: Hughes Properties
P.O. Box 610
Commerce, GA 30529-0012

The software does have the capability of attaching a photo to a covenant compliance notice. This allows for better record keeping and reduces confusion/provides clarification about what was noted during a compliance tour.

Another feature of the software is a phone app that can be downloaded from the Apple or Android App Store. The app will be called Hughes Prop II. Through the app, you will have access to all features that you would have on the desktop portal including online payments, viewing covenant violations, ARC submissions, and much more.

Please let us know if you have any questions regarding the transition to our new software or any of the features that will be available.

Sincerely,
Hughes Properties II, LLC
www.hughes-properties.com

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Lanier Lakes Homeowners Association, Inc
c/o Hughes Properties II, LLC
4910 Corporate Drive Suite C
Huntsville, AL 35805

RESIDENT SURVEY

Name: _____

Property Address: _____

Billing Address (if different):

Cell/Home Phone: _____

Email: _____

Note: If you are not the owner of the Lanier Lakes HOA property, please forward this form to the owner of record.

****If you are leasing/ renting the residence,** please provide the name, address & phone number of the Leasing Agent & tenant below:

Name: _____ Phone Number: _____

Address: _____

Email Address: _____

TENANT INFORMATION

Name: _____ Phone Number: _____

Email Address: _____

A copy of the covenants is to be provided to the tenant to ensure their compliance.

If you have questions or comments please list & we will forward to the Board:

Please mail or email to:
Lanier Lakes HOA
4910 Corporate Drive, Suite C
Huntsville, AL 35805
or email to:
mary@hughes-properties.com