

Jean Bates & Associates, Inc. Questionnaire

Questions	Answers	
Part I - General Information		
1. How long has Jean Bates & Associates been in business?	Since 1975	
2. Who will be the assigned manager for our association?	Will determine with contract signing	
3. How much experience does this manager have?	Discuss during interview	
4. Which licenses or certifications does this manager have?	Discuss during interview	
5. To which professional organizations does Jean Bates & Associates belong?	Community Association Institute (CAI) and California Association of Community Managers (CACM)	
6. What are Jean Bates & Associates office hours?	8:00AM to 5:00PM, Monday through Friday	
7. What form of after-hours service does Jean Bates & Associates provide?	24 hours with answering service contact to on call Manager	
8. How will you help us run our Association efficiently?	Discuss a definitive plan during interview	
9. If we are dissatisfied with the service being provided to us, whom do we contact within Jean Bates & Associates?	Manager then Operations Manager then Owner & President	
Part II – Administrative		
A. Meetings:		
1. Will the assigned manager attend monthly/every other month/quarterly board meetings?	As specified by Board in contract	
2. Does Jean Bates & Associates offer an early meeting discount?	No, but will consider if a meeting is held between 9:00AM & 4:00PM	
3. How many hours do you allow for meetings before extra charges are incurred?	2 1/2 Hours	
4. How much do you charge per hour after the limit?	\$125 in half hour increments	
5. Does the manager attend annual member meetings?	Yes	
6. Will you prepare ballots and annual meeting notices?	Yes	
7. Will you prepare agendas for all meetings?	Yes and in accordance with Civil Code	
8. Will you record, prepare and distribute minutes for all meetings?	Yes	
9. Are your manager's reports to the board oral or written?	Both	
10. Does Jean Bates & Associates provide board meeting packages prior to the meeting? If so, how much in advance?	Yes, by Friday before the weekend before the meeting	
11. If yes, do the meeting packages include:	Yes	No
• Meeting Agenda	Yes	
• Previous Meeting Minutes	Yes	
• A Manager's Report	Yes	
• Financial Reports/Statements	Yes	
• Copies or List of Correspondence for past month	Yes	
• List of Service Work Orders Pending & Completed	Yes	
• Telephone Logs or journal entry of calls	Discuss	
• Assessment Delinquency Report	Yes	
• Service bids and specifications	Yes	
B. Record Keeping:		
1. Does Jean Bates & Associates maintain an owner roster?	Yes	
2. How about a tenant roster?	If known	
3. Does Jean Bates & Associates use lot files for the units for keeping track of what occurs or has occurred with individual units.	Yes	

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4. Does Jean Bates & Associates have general files where you store the Association's records? (Examples include accounting, insurance, roofs, landscaping, etc.)	Yes, at the main office
5. Does Jean Bates & Associates charge a storage fee for maintaining old Association files and records? If so, how much?	Yes, see flat rate sheet
C. Correspondence and Mailings:	
1. Does Jean Bates & Associates send out any of the following? If yes, how much is charged the Association?	
• General Informational Letters	Yes, see flat rate sheet
• Notices (e.g., utility outages)	Yes, however owners get these anyway
• Monthly Newsletters	If contracted for and fee set
• Welcoming Letter for New Owners	Yes, part of transfer fees
• Other (Specify)	No, CC&R enforcement letters
2. Does Jean Bates & Associates primarily use e-mail to communicate with the Association Board Members?	Yes & no. All forms of correspondence are used, with e-mail generally preferred
D. Escrow Coordination:	
1. Are Jean Bates & Associates costs billed to the Association or the owner?	Owner in escrow
2. How much does Jean Bates & Associates charge for a transfer fee?	See sheet provided in contract
3. How much does Jean Bates & Associates charge for a refinance fee?	"
4. Does Jean Bates & Associates charge for copies of any of the following documents? If so, how much?	
• Minutes [Civil Code Section 1363(k)]	See sheet provided in contract
• Articles of Incorporation	"
• CC&Rs	"
• Bylaws	"
• Rules and Regulations	"
• Financial Statements	"
• Statement/Demand of owner's account	"
• Statement of approved assessment increase	"
• Statement of restrictions in governing documents limiting the occupancy, residency or the use of a separate interest	"
E. Enforcement of Rules and Regulations:	
1. Does Jean Bates & Associates send out rule violation letters?	Yes
2. Does Jean Bates & Associates charge a fee for sending them?	No
3. Does Jean Bates & Associates procedures include the right to appeal?	This is done in accordance with California Civil Code
4. Does Jean Bates & Associates help the Board establish an appeal/hearing procedure?	California Civil Code prevails as to how
Part III – Financial	
A. Bank Accounts:	
1. Does Jean Bates & Associates keep all of the Association's bank accounts in the Association's name?	Yes

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2. Does Jean Bates & Associates use trust accounts?	No
3. If yes, who gets the interest?	N/A
4. Will all of the Association's bank accounts be interest bearing?	Yes
5. Does Jean Bates & Associates maintain separate bank accounts for association reserves?	Yes, that is your decision as to where
B. Bookkeeping and Accounting:	
1. Does Jean Bates & Associates do bookkeeping in-house?	Yes, complete, all functions
2. How frequently does Jean Bates & Associates provide the Board Association financial statements?	Monthly
3. Are cash receipts and disbursements statements submitted to the Board monthly or quarterly?	Monthly
4. Does the Jean Bates & Associates provided Association income statement show an actual-to-budget comparison?	Yes
5. How often are the bank statements reconciled?	Monthly
6. How frequently does Jean Bates & Associates reconcile reserve accounts?	Monthly or when statement is received
7. Does Jean Bates & Associates provide each Board Member a copy of the reconciliations?	In the copied financial statement
8. Does Jean Bates & Associates' financial statements show how much funds are in each of the Association's bank accounts?	Yes
C. Homeowner Assessments:	
1. How does Jean Bates & Associates handle billing of Members for their monthly assessments? Are monthly statements or coupons used?	Monthly statements
2. Does Jean Bates & Associates use "Direct Deposit" or Lock Box to the bank?	Both, however lock box is preferred
3. If the assessments are received at the office, how often are deposits sent to the bank?	Twice per week
D. Accounts Payable:	
1. Are invoices compared to bids/contracts/work orders before payment for services/products are made?	Yes, by the Manager
2. Who approves payment for services/products invoiced to the Association?	Manager
3. Who signs Association checks and how many signatures do you recommend?	The Board Treasurer, two signatures are always done
4. After the disbursements have been made, how does Jean Bates & Associates file the paid invoices? By month? By vendor?	By Month, chronologically
E. Delinquency Collections:	
1. Does Jean Bates & Associates send out a notice at least annually describing the Association's delinquency collection policies and practices in enforcing lien rights?	Yes, required by Civil Code, with budget
2. Does Jean Bates & Associates encourage negotiated payment plans before going to collection agencies?	That is up to the Board
3. Is the delinquency collection process handled in-house or by an outside company?	Out sourced per contract with Pro Solutions or other Board choice
4. Are there any additional costs for the delinquency collection? If yes, what are they and how much?	Yes, see proposal

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9. Does Jean Bates & Associates provide any in-house maintenance services for the Associations you manage? If yes, what kind of services and what are the rates?	No, not at this time
Part V - Management Fees:	
1. What is your proposed monthly property management fee?	Please see proposal.
2. What services are included in this fee?	Please see proposal
3. Will there be a start-up or close-out fee?	Yes, \$5 per door
4. What hourly rates are charged for services by company employees beyond that covered by the monthly fee?	\$125 for manager, \$75 for bookkeeping, clerical, or secretarial
Part VI – Charges and Extra Services:	
1. Does Jean Bates & Associates provide any of the following to the Association? If so, what are the extra costs, if any?	
• Legal Advice	No
• Insurance Claims Submission and Facilitation	Facilitation
• Revision of Association Legal Documents	No, attorney of your choice would do
• Negotiating & Administering Large Contracts	Yes and No
2. Please attach a list of charges for various other supplies and services to include such items as copies, coupons or statements, postage, envelopes, faxes or e-mail messages, mileage by company employees, other office supplies, fees for depositing receipts, check stock, etc.	See Proposal Flat Rate Sheet