

AGM Real Estate Group, LLC

HOA MANAGEMENT PROPOSAL

THE RESERVE AT NEWCASTLE

DRIVING MARKET PROWESS

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June 3, 2025

Delivered Via: Email & Website

Re: The Reserve at Newcastle, Proposal for HOA Management Services

Dear Board,

Thank you for the opportunity to present AGM's proposal for HOA management for The Reserve a Newcastle. Enclosed, please find a brief overview of our firm, the proposed management strategy, and terms and conditions for the assignment. A detailed description and finalized terms shall be reflected in a mutually agreed upon management agreement.

OVERVIEW

[Community Excellence | The Partnership between your Board & AGM](#)

AGM Real Estate Group, a service leader and innovator in the asset | property management industry and its brokerage partner, Lee & Associates Commercial Real Estate Services Pacific Northwest, has a combined \$3.6 Billion in assets under control including HOA, commercial, multifamily, and single-family real estate investments.

AGM's progressive platform enables transparency, reach, and real time visibility for Board members, investors, homeowners and tenants. Through an intuitive and seamless experience, clients receive personalized service combined with in-depth expertise, and the best of the industry's evolving tools and technology.

AGM's team of like-minded, determined professionals continue to enable clients' success as well as each other's growth within the industry.

Thank you for the opportunity to present AGM's proposal. We look forward to an in person meeting to demonstrate AGM's management approach, real time communication and reporting tools for the community.

With Regards,

Jane Lauren Ferguson | Director of Business Development

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COMMUNITY

The Reserve at Newcastle Homeowners Association
UBI: 602 182 212

COMPENSATION

To avoid disrupting the current budget, the Management Fee will be the greater of \$5,000 per month or the existing management fee.

PHASE ONE: COMMUNITY EVALUATION | TAILORED MANAGEMENT

AGM's Community Management philosophy is centered around tailored management solutions for each Community. Together, a strategic plan will be developed outlining the objectives of the Board and Association. This plan will place a strong emphasis on transparency, accountability, and clear delineation of roles for both the Board and Management.

One Team

Headquartered in Bellevue, a Team lead shall be appointed to provide advisory and management services for the Association. The management team may be comprised of:

- HOA Manager
- Financial Analyst
- Community Association Associate
- Community Accountant
- Maintenance Technician
- Leasing Agent (if applicable)
- Marketing Coordinator (if applicable)

Association Operations

Meeting Structure

- AGM will work with the Board to develop a Board Packet that outlines key updates, decisions, and information to support effective meetings. A corresponding Homeowner Packet will also be created to keep residents apprised of association happenings and developments.

Financial Reporting & Transparency

Real Time Visibility and Customized Reporting

- Access to Real Time Reporting: The Board may access reports including but not limited to:
 - Balance Sheet
 - Budget Comparison
 - Accounts Receivable
 - Accounts Payables
- Monthly Financial Reports are posted to the Board portal on the 15th of the month
- Customized Reporting: AGM can customize the formatting of reports within its proprietary software capabilities to be aligned with Board preference.

Invoice & Expense Approval Process | The Board of Directors may determine Approval Limits

- Invoice Approval Procedures: Establishment of approval procedures, dependent on dollar amount, voting mechanism, and authorized approvers within the Board of Directors. Through the Board Portal, Members can access all expenses submitted for approval, details on votes received, and can communicate with members and management.

Maintenance & Repair Procedures

Preferred Vendor Network

Management has an established network of preferred vendors; which the Association may either access or may recommend their own vendor for use.

Delineation Between Association and Homeowner Responsibilities

AGM will abstract Governing Documents to define Association vs. Homeowner maintenance and repair responsibilities. For maintenance items that require investigation to determine responsible party, the Board may elect the procedure. Examples:

- Board | Management coordination of repair to determine responsible party
- Homeowner coordination of repair, in the event item is an Association responsibility Homeowner will be required to submit vendor report documenting the cause.

PHASE TWO: FINANCIAL MANAGEMENT

Lead and oversee the development, implementation, and execution of the Association's short-term and long-term strategic financial, asset preservation goals and governance.

Maintenance & Repair Procedures

Evaluate the current budget to the forecasted needs for the Association and the Community

- Assist with establishing a forecast for cash management
- Develop and implement special assessments, as approved by the Board
- Oversight of the Associations' finances including bank accounts, collection of monthly assessments, payment of accounts payable, and collection enforcement in accordance with the governing documents
- Assist with tax/audit preparation
- Assessment Collection: Assessments are collected through AGM's secured online payment portal and lockbox facilities. Agent will use commercially reasonable efforts to collect all sums due to the Association, in accordance with the Governing Documents and County and State regulations
- Payment Methods: Credit Card, Debit Card, E-Check, and Check payments

Financial Reporting

By the 15th of each following month, Team will furnish Board with financial statements posted on a secured online portal.

- Balance Sheet
- Income Statement
- Budget Comparison
- Pre-paid Assessment Report
- Accounted Receivable
- General Ledger
- Check Register
- Bank Reconciliation
- Bank Statements and Copies of Paid Invoices
- At the Board's request, other reports such as analysis, reconciliation of accounts prior to AGM's management may be requested by Owner at an additional hourly charge.

Operating Budget

- Agent will assist the Board with the creation of an annual budget. Agent will provide one budget draft with its recommendations for the forthcoming fiscal year operating and reserve expenses (based upon Reserve Specialist recommendations through a Reserve Study).

FACILITIES | MAINTENANCE | CAPITAL EXPENDITURES

AGM will support the Board in preserving and enhancing the physical condition and long-term value of the community through proactive oversight of common area maintenance and repair responsibilities, as outlined in the management agreement. For a neighborhood of freestanding homes, this includes clear coordination between the HOA's scope and individual homeowner responsibilities, as defined in the governing documents.

Maintenance | Repairs

- Coordination of routine repairs and maintenance of HOA-maintained property
- Receiving and logging homeowner service requests, with review for HOA vs. owner responsibility
- Soliciting competitive bids and managing service contracts for recurring and specialized maintenance
- Monitoring vendor performance and verifying completion of contracted work
- Providing maintenance logs, repair records, and vendor documentation for Board review

Capital Expenditures

- Support capital planning and budgeting for long-term maintenance and replacement
- In accordance with the management agreement, Agent will:
 - Solicit and coordinate bids for capital projects
 - Manage execution and scheduling of approved projects
 - Communicate project timelines and updates to homeowners
 - Assist in structuring special assessments when required

Facilities Calendar

- A service scope and frequency calendar will be prepared annually, aligned with the approved budget (January–December)
- The Facilities Calendar will be made accessible via the client portal

Property Inspections

Agent will inspect the Community monthly and submit a report, including but may not be limited to:

- Photographs of any potential work orders
- A list of recommended work with estimated cost
- Work in accordance with the budget will be performed – work not in accordance with the budget will be submitted for approval
- Completed work will be photographed (before/after)

Property Profile

- Which may include the materials, finishes and specifications for the community
- To expedite minor repairs and maintenance, materials may be kept on site for immediate access

After Hours & Emergency Calls

- Emergencies reported after hours may be directed to the main line and routed to the on-call Facilities Representative, who will assess the situation and consult with the Community Association Manager (“Manager”) as needed
- The Manager will authorize necessary work per the authority outlined in the management agreement
- The Owner shall provide Agent with a call tree for required authorization contacts.

STREAMLINED COMMUNICATION

Clear Communication. Elevated Engagement. Strong Community.

A centralized, three-tier website will serve as a centralized dashboard for community communication, engagement, and operations. This tiered structure provides transparency, access, and engagement at every level of the community.

Tier One: Public Facing

An external-facing site to showcase the community, promote culture, and support home sales

Tier Two: Board Portal (Secure Access)

A private dashboard for Board members offering real-time access to HOA operations:

- Financials & Payments
- Work Orders & Compliance

- Calendar, Announcements & Messaging
- Governing Docs & Digital Library

Tier Three: Homeowner Portal

A resident-only portal providing:

- Compliance Tracking
- Community News & Announcements
- Calendar
- Committee Volunteering
- Document Library
- Payment & Maintenance Tools

Media Support *(At Board Request)*

- Branded Property Flyers / Announcements
- Community Photography & Drone Aerial
- Enhanced photography & video
- Site Maps
- Virtual Community Tours