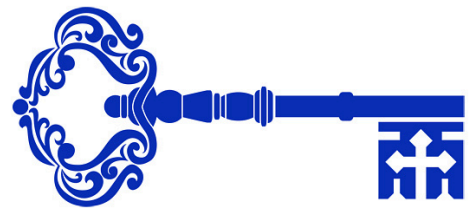


# Sound Investments Property Management Services



**SOUND INVESTMENTS, INC.**  
KEYS TO YOUR FINANCIAL SUCCESS

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# About Us

Sound Investments Property Management Services brings a holistic approach to our real estate and property management services. Our local expertise, broad real estate experience, and extensive knowledge of our communities bring a unique approach to helping our clients achieve their real estate goals.

Our broker is a Certified Community Association Manager. She brings knowledge about California laws that govern HOA communities and assists their board members to make informed business decisions for their community.

We specialize in full-service Association Community Management for smaller communities. We firmly believe that smaller communities deserve the same level of service and attention as larger ones. From financial planning and budgeting to maintenance coordination and resident communications, we are committed to transparent and proactive management practices.

We Bring:

- Expertise
- Communication
- Financial Stewardship
- Maintenance Excellence
- Community Engagement



We understand the unique needs and challenges facing smaller condo associations. We are here to listen, collaborate, and implement solutions that benefit the entire community.



We are a trusted real estate source that is passionate about helping our clients reach their financial goals. We leverage our Broker's over 23 years in the Real Estate and Financial Industry.

Together, let's build a thriving and harmonious community we can all be proud of. We look forward to being your partner to build a thriving and harmonious community!

# Our Services

## FULL SERVICE MANAGEMENT

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**Assessment Preparation and Dissemination** – Monthly homeowner assessment invoices are prepared and sent electronically as an e-statement. Account balances, special assessments, fines, and other charges are identified in real-time and viewable 24/7.

**Emergency Service** – A dedicated staff answers your calls 24/7, 365 days a year to ensure the health and safety of our association residents.

**Board Meeting Guidance** – Our management experts provide support and guidance to guarantee productive and time-efficient board meetings.

**Property Inspections** – We conduct regular inspections and meet with vendors for all on-site inspections. Inspections are at a minimum performed monthly, but often more frequent to oversee major service contract projects.

**Rules and Regulation Support** – We provide an efficient and timely compliance enforcement process that includes tracking and fine collection. We can also audit all association rules to ensure their legality per state law in collaboration with the attorney.

**Architectural Review** – We coordinate and monitor architectural inspections to ensure homeowner compliance with association guidelines including a streamlined approval process via your association's private web portal.

**Vendor Management** – We provides suggestions and supervision for all outside vendors to ensure that all work is done in accordance with our guidelines including insurance, W-9's and licenses. We then manage all work orders and payments, so they are processed promptly and efficiently.

**Vendor Performance and Pricing** – Hiring well qualified vendors that provide skilled workmanship at competitive rates is of paramount importance to your Association. Quality work by a reputable company with a strong warranty will help lower future Association expenditures.

**Annual Election Support** – We will prepare and distribute the annual election package as well as schedule and conduct all meetings.

**Member Communication** – We strongly believe that communication is the most important factor in creating a vibrant and successful community. We will foster this by preparing and disseminating various communication mediums to homeowners.

# Our Services

## FINANCIAL MANAGEMENT SERVICES

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**Monthly Financial Statement Preparations** – We create fully customized statements to meet your Association’s individual needs. Statements can include balance sheets, reconciled bank statements, current month actual vs. budget, and year-to-date actual vs. budget comparison information. **Record-Keeping Services** – We generate accurate financial records that give auditors the information necessary to conduct annual audits and prepare tax returns.

**Fund Management** – We help to monitor the reserve funds of your community Association and provide investment solutions concerning FDIC insurance and market rates of interest.

**Collection Services** – We send out reminder letters to all delinquent accounts and, if dues remain unpaid, we begin the collection process following Board-approved policies.

**Direct Deposit** – We deposit and record daily receipts into separate accounts for each Association.

**Vendor Billings Management** – We review and then forward all unpaid bills to your Board Treasurer so they can verify that all services have been completed to your satisfaction and then assign them to the correct financial category.

**Budget Preparation** – We review yearly cash flow reports with the Board to help determine funding for operating budgets and capital reserves then assist in the preparation of your Association’s annual operating budget.

**Audit Coordination** – We provide proposals from various audit firms and, once chosen, provide all necessary documentation.



# FAQ's

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## **What are the benefits of working with a professional management company?**

A professional management company, such as Sound Investments Property Management Services, provides knowledge of the operations of the associations, the governing statutes, continuity in operations, accurate accounting, expertise in condominium, single-family homes, and homeowner association management, and better negotiating power with vendors, contractors, and insurance companies.

## **How do we transition to Sound Investments Property Management Services?**

Should you decide to retain Sound Investments Property Management Services, our personnel will come to the development and inventory records and walk the property. Owner names and account balances are entered into our database and notification letters and current statements are generated and mailed to the owners. This process generally takes two to four weeks depending on the size of the association.

## **What are your management fees and other fees/ costs?**

All of our fees are clearly communicated to you, and we don't "nickel and dime" our associations. Please email to request a proposal.

## **Who is on call for emergencies after hours?**

We have a 24-hour emergency response line for community emergencies.

## **How is the transition of existing vendors handled?**

Sound Investments Property Management Services will notify, in writing, each vendor to fully explain our role as management and to notify the vendor of the address and contact changes for the association.

## **Can we make payments online?**

Yes — just visit our website for a one-time online payment, or to set up your account on automatic monthly payment without transactions fees.

## **Can we access our account online?**

Yes — as a homeowner you'll have access to review your account, check your balance, submit a maintenance request, or review and submit ACH requests.

# How to Hire a Property Manager

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## Why Few Self-Manage?

Since board members cannot receive compensation for their services without jeopardizing their Director's and Officer's insurance, which is the best shield from personal liability claims, it is becoming increasingly difficult to self-manage given the myriad of state laws passed in the previous decade which governs associations, almost all associations with more than 10 owners choose to use the services of a management company to assist with remaining in compliance with the Davis-Stirling statutes.

## The 3 Types of Management Companies

There are three types of management companies:

- Small "mom and pop" companies that focus on a small geographic area and smaller associations with less need for management resources;
- Regional companies that will cover an entire county, focus on associations with 20 to 200 owners, and have a centralized office for operations and managers with resources, software, and dedicated departments to service their accounts;
- Very large, often intra- or multi-state operations that focus on communities with 100 to 1,000 owners with multiple operation centers.

## How Management Companies Make Money?

Most management companies are not transparent with their pricing but and have a "proprietary" method to decide on your management fee. Each company will have their own management agreement and charge different rates and fees for specific services. The other material sources of revenues for companies are escrow transfers, reproducing governing documents, collections and "reimbursables". Any fee charged to an association must be disclosed and agreed to by both parties. Carefully review the contract for what is included in the base fee and what is charged for all other services.

At Sound Investments Property Management Services, we specialized in the smaller communities under 40 units. We are small enough to care about our communities, but big enough to have the resources on hand to manage any sized association.

Thank you, and we look forward to working with you.

Contact us to  
Request a Proposal  
or Ask  
Additional Questions:

**Contact information:**

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**CACM**  
California Association  
of Community Managers