



PROGRESSIVE
ASSOCIATION MANAGEMENT
WE CARE ABOUT OUR COMMUNITIES



We Manage
Happiness



We Care for Communities in the Counties of Los Angeles,
Orange, Riverside and San Bernardino.

We Manage Happiness



Better, Not Bigger, Association Management.

The biggest management company is not always the best, but if too small, they may not have the necessary resources you need. At Progressive, we are big enough to provide superior customer service to our associations, but small enough to care.

You may not be aware, but many of the large association management companies require their Community Managers to manage 10 or 20 associations and thousands of owners. They may be good Community Managers, but it is simply impossible to provide adequate customer service to that many associations and owners.

At Progressive, our Community Managers, who are also our Residential Property Managers, are assigned no more than 4 communities and 400 owners. With this business model, we can provide more attention to our boards and communities.

We care for our communities because we can.



PROGRESSIVE
ASSOCIATION MANAGEMENT
WE CARE ABOUT OUR COMMUNITIES

Our Story

Progressive Association Management is growing quickly due to our superior customer service, transparent pricing and unique business model.



According to Webster's Dictionary, "progressive" is defined as "making use of, or interested in new ideas, findings or opportunities." Progressive Association Management strives to apply new systems and programs to the association management industry.

Owned and operated by Scott P. Brady, Progressive Property Management, Inc. and now Progressive Association Management have grown quickly by offering better service and pricing to investment property owners and communities throughout Southern California.

Scott says, "As an owner of 20 investment properties and a board member on a large homeowners association, I understand the needs of owners and associations: minimize expenses, maintain strict compliance with the state laws, and run interference with vendors, tenants and homeowners. It is our mission to eliminate three bad habits of most property and association management companies: their erratic pricing, unwillingness to guarantee performance and indifferent customer service."

With our Progressive Pricing Plan, your association will pay a flat fee per owner (this decreases as the number of owners increase in your community) plus 2% of the monthly dues collected. We also offer 4 Performance Guarantees, so if we don't perform as promised, we pay a real financial price. It is our mission to provide better customer service.

There is association management, and then there is Progressive Association Management.



PROGRESSIVE
ASSOCIATION MANAGEMENT
WE CARE ABOUT OUR COMMUNITIES

Blame the Business Model

THE TYPICAL BUSINESS MODEL

We hear these complaints time and time again from disgruntled boards about their current association management company:

The Community Manager does not respond to emails or calls quickly

The company assigns a different Community Manager every few years (or less)

The Community Manager doesn't care about the community



HERE'S THE TRUTH:

The Community Manager assigned to you simply may not be able to provide the customer service you deserve because they have so many other communities to manage.

You may not be aware, but the typical association management company, has the following business model:

- They pay the Community Manager 20 to 25% of the base management fee. If you're a 75-owner community, paying \$1,250 a month for full service management services, your Community Manager earns \$312 a month managing your community.
- To make a decent living in Southern California, they would need to manage another 19 communities your size, or 1,425 owners and up to 100 board members.
- That could mean 80 hours out of the office conducting monthly board meetings and monthly site visits. Out of 160 work hours, they may be in the office 80 hours to do their regular job of managing your association. As a W-2 employee, they work 9 to 5, have vacation and sick days, and not expected to work on the weekends.
- If the Community Manager is still able to do their job successfully for these 20 owner associations, they may be promoted to the larger more profitable communities in the company's portfolio, and you are assigned a new Community Manager who will learn their craft at your expense.

OUR DIFFERENT & BETTER MODEL

We have a different and better business model at Progressive Association Management:

- If your community has 50+ owners, our local Branch Manager, who is a licensed Realtor, and who also provides residential property management services for 50 or so properties, will be your assigned Certified Community Manager.
- They are an Independent Contractor, meaning they can only have their license with us and work for us, but are paid by 1099 and are not an employee.
- They manage no more than 4 communities or 400 owners, whichever comes first, and are paid 50% of the base management fee.



- If your community has fewer than 50 owners, you will be assigned an "in-house" Community Manager, who is still paid 50% of the base management fee and manages no more than 20 communities or 600 owners. They do not sell real estate or manage residential doors.
- Since they are Independent Contractors, we expect them to take board calls on weekends and in the evenings and they work remotely, and live close to the communities they manage.

At Progressive, we don't just have better Community Managers, we provide a better business model that allows them to do their job properly and provide a higher level of customer service to our communities.

It's All in the Details

Better Association Management is Found in the Details.

Any management company can promise superior customer service, but the real question is, how are they able to deliver it? You can't trust broad statements, so what specifics can they provide to make you confident that you are hiring the right company? At Progressive, our difference is in the details.

■ **Happy Community Managers** — Our Community Managers aren't harried and don't manage 10 to 20 associations and 1,000 to 2,000 owners. They manage no more than 4 associations or 400 owners, whichever comes first. They have ample time to talk to their board members and respond to owner requests. Since they are licensed real estate agents and legally independent contractors, they are not stuck in a cubicle reacting to issues. They are expected to pick up the phone on weekends and respond to their directors when needed.

■ **Simplified Pricing** — Typically, you receive a "proposal" once you have supplied information to a management company and they come up with some arbitrary management fee. Not at Progressive: you pay a flat fee per owner, which declines as the number of owners in your association increases, and 2% of the monthly dues. You can easily calculate your own management fee by visiting our website and pricing page.

■ **4 Performance Guarantees** — We don't just promise to perform, we guarantee it. If we don't perform as promised, we pay a real financial price. Our 4 Guarantees:

- **Response** — If we don't respond within 48 hours to a call, text or email from any board member or owner, we will waive \$100 from that month's management fee.
- **Satisfaction** — If the board is not satisfied with our service at any time, they may cancel our management contract with a 60-day notice.
- **Vendor** — If the board is not satisfied with the work of a vendor we recommend, and the vendor does not agree to complete the task to the board's satisfaction, we will waive \$100 from that month's management fee.
- **Service** — Your Community Manager will work with no more than 400 owners or 4 associations.



■ **Quick Access to Answers** — Your owners can reach us through the website portal, call an 800 number, or call our dedicated emergency line. The board will have the Community Manager's cell phone number so they can be reached outside of normal business hours.

■ **Centralized Operations, Local Community Managers** — We have 35 local Community Managers and one centralize office to handle all back-office responsibilities. Your Community Manager lives close to your association and is no more than 20 minutes away. At our central location, we have accounts receivable, accounts payable, collections, and our financial and escrow departments.

■ **2 Tier Pricing Option** — In the unlikely case our proposed monthly management fee is higher than what you currently pay, we offer an option where we give the association 2 years to reach our proposed pricing. In the first year, you pay 80% of our pricing, in the second year 90% and in the third year, what we proposed initially.

As you can see, the details of our business model allow us to offer simply better association management. If you want a better, but not necessarily a bigger company, hire Progressive.

Broken Windows

WHAT DOES A HOME WITH BROKEN WINDOWS HAVE IN COMMON WITH AN UNHAPPY ASSOCIATION?

There is a theory that homes with broken windows, left unrepaired, will attract more crime. It appears that no one cares for the property and additional criminal behavior has little risk of detection. In effect, our environment “communicates” to people. It is not so much the actual broken window that is important, but the message the broken window sends to people. Neighborhoods with a strong sense of order assert social responsibility on themselves, effectively giving themselves control over their living space.

What does it communicate to the owners in an association when repairs or landscaping is not being properly performed? Or there is a section in the community with dog poop everywhere? Or cars are parked improperly?

It says that someone does not care. Vendors aren’t being held accountable by the management company, and the management company does not care enough to closely inspect your community for reoccurring issues or cosmetic improvements. Because neither the vendors or the management company care, the owners in the community assume the board does not care. Ultimately, the board runs the community, and if they hire vendors not interested in doing what is best for the community, they must not care as much about it as the other owners. **You have a community with broken windows.**

HOW WE CARE MORE (*Our Magic Pixie Dust*)

If the board finally comes to the realization that a change must be made, they can interview new management companies and hear the same recurring promise of better customer service, more attention to detail and a commitment to care more. But what can they do differently? How does their business model make this possible? With Progressive, we can provide more care.



OUR COMMUNITY MANAGERS...

- **Manage no more than 4 communities or 400 owners.** Some Community Managers for large association management companies manage 10–20 associations with 1,000–2,000 owners, making communication challenging.
- **Are paid 50% of the base monthly management fee.** Typical compensation in association management is 20 to 25% of the base fee, meaning they must manage more associations in order to make a reasonable living.
- **Are licensed Realtors® paid as Independent Contractors.** Not only are they licensed by the Department of Real Estate, they are not hourly workers sitting in a cubicle. They can work weekends, evenings and when needed.
- **Are not in line to be promoted.** Our Community Managers are our Branch Managers. If you are happy with the job they are doing, they can manage your community for many years.

That is our “magic pixie dust”. We have Community Managers with the skill, compensation and motivation to care about your community. Because if they care, and do their job, it becomes obvious to every owner in your community, the board cares as well.

Progressive Association Management – We Care About Our Communities.

Property Management Experts

The Residential and Commercial Community Management Experts

There are hundreds of property management companies, and most try to be “one size fits all”. At Progressive Association Management we have the technology, tools and specifically trained personnel to ensure that we manage every community and association efficiently and effectively. Here are a few ways we stand out and above other companies:



Flat Fees – No Fuss

Once we determine the pricing for your community, there will be no hidden fees or surprise costs. You can budget our management costs accurately.



Anywhere in Southern California in 30 Minutes or Less

We only manage homeowner associations that are within 30 minutes of any of our offices. Whether your community is in Orange, San Diego or Riverside; we can be there in a half-hour or less.



Quick Communication

Just like a good marriage, good communication is critical between the board and the management company. We will respond promptly to any phone call, text or email.



The 4 Performance Guarantees

We don't just promise professional community management, we guarantee it. If we don't perform as promised, we pay a price.



Keep it Legal

Boards must stay in compliance with a myriad of laws and regulations, including the Davis-Stirling Act. We review and educate board members on Association documents, current laws and protect them from personal liability.



Community Care

We don't just manage communities, we care about them. We will be knowledgeable about your neighborhood and well versed in its history and background.

Management Services

FULL SERVICE RESIDENTIAL MANAGEMENT:

Assessment Preparation and Dissemination – Monthly homeowner assessment invoices are prepared and sent via regular mail or electronically as an e-statement. Account balances, special assessments, fines and other charges are clearly 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 – Your assigned community manager performs regular inspections and meets with vendors for all on-site inspections. Inspections are at a minimum performed monthly, but often more frequent to oversee major service contract projects.

Smartphone/Tablet Photography – Property inspection issues are documented using digital photography that records the time and date for verification, tracking and accountability efficiency.

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 in accordance with state law.

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 – Your assigned community manager 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 – Your community manager 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. Your community manager will foster this by preparing and disseminating various communication mediums to homeowners.

FINANCIAL MANAGEMENT SERVICES:

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 in accordance with Board-approved policies.

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

Vendor Billings Management – We review 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.

COLLECTIONS:

It is vital that each Association adhere to the collections policy set forth in their governing documents. While there can be extenuating circumstances concerning a homeowner's delinquency, the Board of Directors should remain consistent and deliberate in their actions.

Continuous Monitoring – A downturn in the housing market inevitably leads to a rise in homeowner delinquencies with respect to association dues. Our in-house collections department continuously monitors the delinquencies within an Association and takes prompt action to ensure that each Association collects as much as possible on past due assessments.

Third Party Reports – Understanding a homeowner's situation enables the board to make better collection decisions. We generate monthly delinquency summaries of all personal asset searches, property equity and third party defaults, helping to provide valuable insight as to the best direction a board can take in its collection efforts.

Legal Guidance – It is imperative the Board receives a clear understanding of the legal options it has in collecting unpaid assessments. The benefits and detriments of a Judicial Foreclosure, Non-Judicial Foreclosure and Small Claims Court Action need to be effectively communicated to the board. Different circumstances can necessitate alternate collection strategies.

An effective collections effort involves the community manager, the collection department and legal representation. From working with homeowners on payment plan agreements to filing the necessary liens or small claims actions on delinquent accounts, we employ a team approach. Maximizing collections while minimizing an Association's legal expenditures is our primary objective.

4 Performance Guarantees



We not only manage happiness, we also guarantee it.

Most property management companies promise to manage your association professionally: we guarantee it. If we don't perform as promised, we pay a real price:

- 1. Response Guarantee** — If an owner or board member calls, emails or texts us, we will respond within 48 hours, or we will waive \$100 from that month's management fee.
- 2. Satisfaction Guarantee** — If you are not satisfied with our service at any time, you can cancel our management contract with a 60-day notice.
- 3. Vendor Guarantee** — If you are not satisfied with the work of a vendor we recommend, and that vendor does not agree to complete the task to your standards, we will deduct \$100 from that month's management fee.
- 4. Service Guarantee** — Your Community Manager will work with no more than 4 associations. If you are not happy with your Community Manager, we will assign another.

The 4 C's of Progressive



The 4 C's represent the foundation of our company and are the basis for our business.

Most property management companies promise to manage your association professionally: we guarantee it. If we don't perform as promised, we pay a real price:

1. CARE — We care about you and your association.

We not only manage your association; we care about you and your community. We may not own a property in your complex, but we have a vested interest to keep it in best condition. We want to be the point person for your community..

2. COMPETENT — Our Community Managers are competent professionals.

Our Community Managers are also licensed Property Managers and real estate agents. You are working with a licensed professional and not a staff member of the management company.

3. COMMUNICATION — We communicate clearly.

Good news or bad, we will quickly communicate with you and your owners. Since our Community Managers only work with a few associations, they are expected to be in constant and quick contact with you.

4. COMPLIANCE — We keep you in compliance.

You need to stay in strict compliance with state association laws and regulations. You may be an unpaid volunteer, but if you don't follow the laws, you may be at risk.

FAQs (Frequently Asked Questions)

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

■ A professional management company, such as Progressive Association Management, 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, contactors and insurance companies.

How do we transition to Progressive Association Management?

■ Should you decide to retain Progressive Association Management, our personnel will come to the property or your current management company's office to review and inventory all records. 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 days to four weeks depending on the size of the association.

How long has your company been in the property management business in my area?

■ This question is very important today for a many reasons. First of all you need a property manager who is familiar with the local area including local law, qualified contractors, etc. Second, you want to make sure you are working with an experienced and established company. We have been operating in Orange County since 1997.

Who specifically will be managing my property and making decisions on daily basis? Do they have assistants?

■ One of the most common complaints from owners in the property management industry is that they can't get a hold of their property manager. Many of our clients transfer to our company because of this. Many companies take on more properties than they can actually handle and they can't be responsive to their owners. If they don't respond to their owners what's the likelihood they are responding to tenant issues at the property? You will be assigned a Management Specialist who will be your one central point of contact for your property.



What are your management fees and other fees/costs?

■ To compare "apples to apples" between different companies, you need to know how much you are paying for their services. It our policy to match what you are currently paying and provide a higher level of service. All of our fees and charges are clearly communicated to you, and we don't "nickel and dime" our associations.

Who is on call for emergencies after hours?

■ Most property management companies promise to be responsive, we guarantee it. We have a 24-hour emergency response line by staff, in addition, your Community Manager guarantees to respond to any email, phone call or text within 48 hours of receipt, or we waive \$100 from that month's management fee.

How is the transition of existing vendors handled?

■ Progressive Association Management 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.

Do you have a collection Department?

■ Yes — Progressive Association Management has a collection department in house.

Can we make payments online?

■ Yes — just visit our website for 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 board member you'll have access to all report, 24/7, as a homeowner you'll have access to review your account, check your balance, submit a maintenance request, or review and submit ACH requests.

Of course if you have questions that are not addressed below, please feel free to contact us at (714) 528-3100.

The ABCs of Delinquent Dues

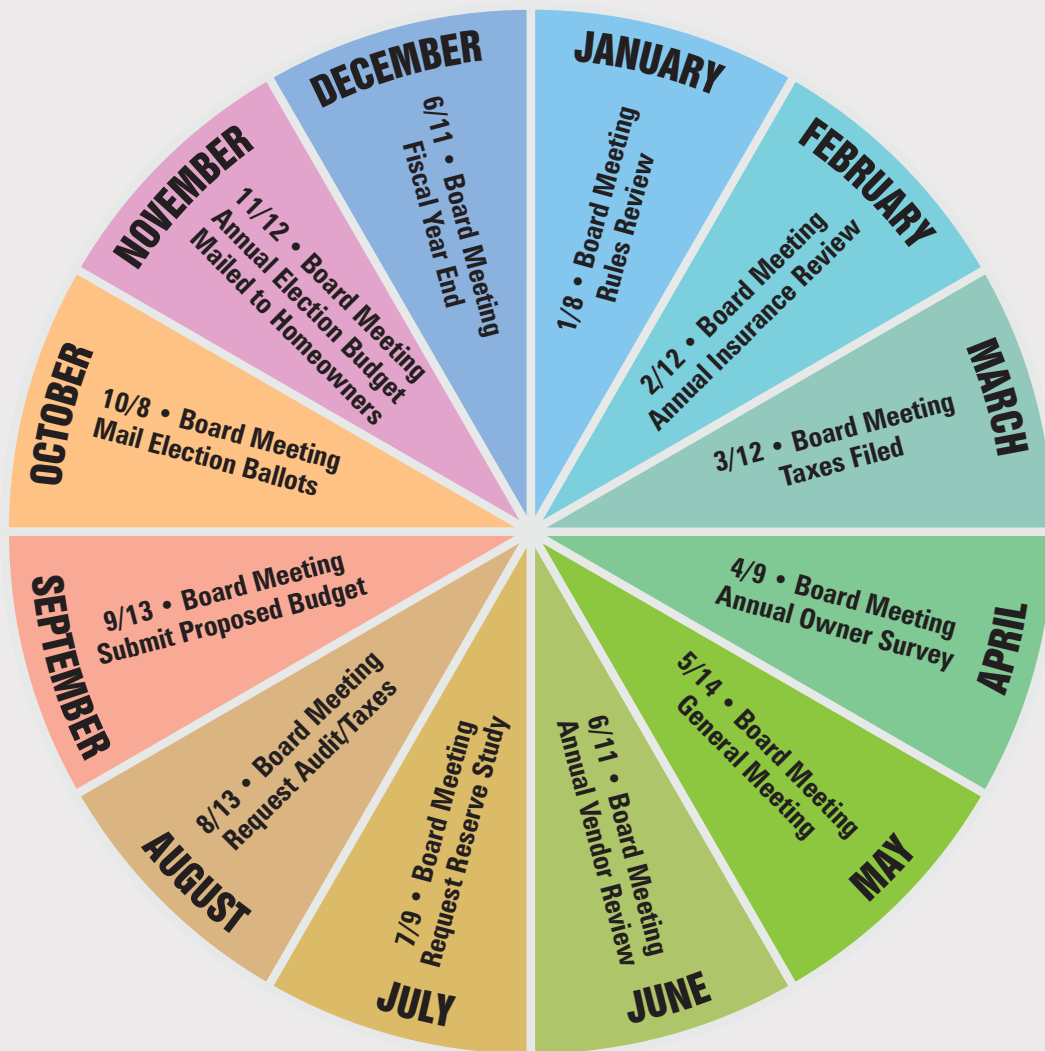
The collection of delinquent dues and assessments is an important responsibility of the management company. It is critical to have clear procedures in order to enforce the policies of the association. Here is a sample collection of procedures and policies which enables boards to collect all the assessments from every homeowner that is enforceable in the legal system:

- Regular assessments are due on the first (1st) of each month and are deemed delinquent if not received within 30 days (or such time as set forth in the CC&R's).
- If the account is delinquent for more than 45 days in any amount, or if the homeowner has passed a NSF check to the Association, overnight payments must be certified funds.
- For any assessment not received within 30 days of the due date, a Late Charge as set forth in the CC&R's is charged to the homeowner's account, or if the CC&R's are silent, then a late charge not exceeding 10% of the delinquent assessments or Ten Dollars (\$10.00), whichever is greater, or as set by the governing board, is thereafter charged to the homeowner's account.
- Thirty (30) or more days after the due date, we may prepare and send a letter to the homeowner, reminding the owner of the amounts past due and giving the homeowner a minimum of 15 days to bring the account current. The charge of this letter will not exceed \$52.00.
- For any assessment not received with 60 days of the due date or at the expiration of the period stated in the homeowner reminder letter, if any delinquency remains unpaid, we prepare an Intent to Lien letter. In accordance with California Civil Code 1367.1 this letter is sent to the homeowner with information that the Association shall proceed to record a lien against the homeowner's property with the Association in the event full payment is not received within thirty (30) days. The collection charge to prepare and issue the Intent to Lien letter shall be charged to and payable by the delinquent owner(s) and shall not exceed \$175.00, plus costs, per owner.
- Should any delinquency remain unpaid after the expiration of the thirty (30) day period set forth in the Intent to Lien letter, a Notice of Delinquent Assessment Lien on behalf of the Association against the owner's property within the Association is prepared and recorded and mailed to the purported owner of record. The costs and fees to prepare, sign and issue this lien shall not exceed \$365.00.
- At least 30 days after the Notice of Delinquent Assessment Lien is recorded, if the account remains delinquent in any amount, the Association may elect to proceed to send the file to the attorney or file a small claims. Alternatively, at least 30 days after the Notice of Delinquent Assessment Lien is recorded, and the delinquent amount is \$1,800 or more, we shall initiate foreclosure upon the assessment lien.



The Annual Calendar

Community management is a year round job. Although dues are collected monthly, meetings held accordingly, community walk through monthly and vendors coordinated continually, there are other duties we fulfill throughout the year. Here is a sample calendar for one of our associations:



What are the next steps?

We Like What We Hear, What Are the Next Steps?



If you like what you have heard, you may want to hire us as your community management company, and would like to know what the next steps are:

1. If requested, we meet the board and give your board members a presentation of our services. The board votes to hire Progressive Association Management, and signs a management agreement.
2. The board notifies the current property management company of the cancellation of the contract with a "30-day notice".
3. We contact the current property management company and obtain the following:
 - a. Member listing with property, billing addresses, lot and tract in a Comma Separated Value format (and assessment rate by unit, if possible).
 - b. If applicable, a special assessment notice.
 - c. Association fiscal information
 - d. Association vendor information including insurance certificates.
 - e. Rules & Regulations, Architectural Guidelines, and any other policies.
 - f. Copies of prior year's tax returns and all open bank statements.
 - g. A year's worth of minutes, budget, financial statements, and bank account reconciliations.
4. We sign signature cards with the President and Treasurer of the Board.
5. Request a \$5,000 check made payable to the association to establish a new bank account to allow us to pay some of the initial utility bills.
6. We populate our management software with all of the homeowners.
7. We create annual calendar with your board and schedule all of the board meetings.
8. We send a "Welcome Letter" to all homeowners and give them contact information and payment options.
9. We transfer all funds to the new account and begin the active management of your community or association.

We will strive to make the transition to our company as seamless and smooth as possible. Although this process is a bit time consuming, once we have commenced with the management of your association, you will find our level of service and our commitment to excellence to be worth the inconvenience of the transition.

Transparent, Easy to Understand Pricing

DO YOU KNOW WHY YOUR MANAGEMENT COMPANY CHARGES WHAT IT DOES?

DO YOU FEEL NICKEL & DIMED ON A MONTHLY BASIS?

IS THERE BETTER, NOT BIGGER, ASSOCIATION MANAGEMENT?

DO YOU FEEL SOMEWHAT NEGLECTED BY YOUR MANAGEMENT COMPANY?

We charge a flat fee per owner, which goes down as the number of owners in an association goes up, and 2% of the monthly collected dues. Here is what we have found: the more owners we manage, the greater economies of scale; and the higher the monthly dues, the greater the monthly work required of us.

There are other factors that may force us to adjust our pricing such as any current litigation at your community, the reserve level and if you are anticipating any major projects, but assuming your community is healthy and litigation free, we keep our pricing simple to understand and to calculate:



Here is our promise to you: you will not pay more than you do now, but the service you receive will far exceed your current experience. If we determine the time required to deliver this service is more than either of us expected, we can discuss our fee 12 months after we start managing your association.

OUR "HYBRID" PRICING PLAN				
Owners	Monthly Dues	Fee Per Owner	2% of Total Dues	Total Monthly Fee
10	\$300	\$30	\$60	\$360
20	\$300	\$25	\$120	\$620
30	\$300	\$20	\$180	\$780
40	\$300	\$15	\$240	\$840
50	\$300	\$12	\$300	\$900
75	\$300	\$10	\$450	\$1,200
100	\$300	\$8	\$600	\$1,400
150	\$300	\$6	\$900	\$1,800
200	\$300	\$5	\$1,200	\$2,200

The above pricing is subject to change depending on association factors. We reserve the right to charge a minimum monthly fee. Please call for your association's specific proposal.

More “Frees” & Fewer Fees

Many association management companies charge too many fees and very little seems included in your base management fee: not at Progressive. We provide an “all-inclusive” monthly management fee, with many free services, and very few fees. What is free at Progressive?

- Community Website (if over 100 owners)
- Website portal or link
- Dedicated “800” Number for the Community
- Response Guarantee
- Satisfaction Guarantee
- Vendor Guarantee
- Service Guarantee
- Monthly On-Site Visit
- Travel To and From the Community

Those are the “frees”, but what is included in the monthly management fee? Some companies offer a low management fee but then nickel and dime their associations for services the board assumed was in the base management fee.

- Monthly or Quarter Meeting
- Monthly Billing for Dues
- Monthly Collection of Dues
- Owner Online Payment of Monthly Assessments
- Reminder Statements to Homeowners Who Are Late
- Collection of Late Fees (split 50/50 with association)
- Monthly Accounting Services
- Payment to All Vendors (with board approval)
- Due Diligence of All Vendors
- Communication with Board on All Matters

Sounds good so far. So what fees does Progressive charge?

- A base management fee based on the number of owner and 2% of the monthly dues.
- A 75 cent per owner per month software access fee
- A \$5 per owner for a one-time set-up fee
- A \$2.50 per owner annual budget assistance fee
- \$75 to prepare and execute the minutes of the meeting.
- Reimbursement for expenses paid on behalf of the community.

That is it. If you are looking for better, not bigger association management, if you want a higher level of customer service, and if you want a fair management fee with a lot of “frees”, call Progressive.

