



Hospitality is our Foundation, Your Happiness is our Focus!

May 27, 2026

RE: Updated Ancillary Fees – Schedule A

Dear Board of Directors,

We hope you are doing well and enjoying the summer season. Thank you for your continued partnership and support of Access Management and our team.

Please find attached the revised Schedule A, which outlines updates to ancillary fees and services. These changes will go into effect on July 1, 2026.

Additionally, Access Management is also transitioning our accounts payable processing services to AvidXchange (Strongroom). While this change will impact how vendor payments are processed, there will be no change to the Board invoice review and approval process. All invoices will continue to be reviewed and approved through Vantaca as they are today.

We wanted to keep you informed of this operational update. Vendors have already been notified of the transition and were provided with instructions regarding electronic payment enrollment and updated payment procedures.

We remain committed to providing exceptional service to your community and to continually improve the tools and processes that support both our Boards and residents.

If you have any questions regarding the attached Schedule A updates or the accounts payable transition, please do not hesitate to contact your Community Association Manager.

Thank you again for your continued trust and support.

Sincerely,

A handwritten signature in black ink, appearing to read 'Barry J. Caplan', written in a cursive style.

Barry J. Caplan, LCAM

President / CEO

SCHEDULE A – ANCILLARY FEES

SETUP FEES

- Transition Fee – Onboarding (Setup of General Ledger, Accounts Payable, and Accounts Receivable) \$1,000 minimum (Up to \$1,500)
- Transition Fee – Offboarding \$750

MISCELLANEOUS FEES (FEES SUBJECT TO CHANGE WITH 30 DAY NOTICE)

- Permit Renewals/Annual Report Filing & Notary Services \$25.00 each
- 1099/1096 Filing for Vendors At cost, plus \$100
- Additional Bank Reconciliations (If more than 3) \$50.00/reconciliation per month
- Special Assessment Processing \$4.00/unit; \$150.00 minimum
- Annual Coupon Books \$6.00 each/Annual; \$7.00/Quarterly; \$8.00/Monthly
- Account Statements & Replacement Coupon Books \$2.00/each
- Copies/Printing (Black & White / Color) \$0.25/\$0.50 per page
- Envelopes (Standard / Large) \$0.20/\$0.50 per envelope
- Postcards (Year-end Audit notice, etc.) \$2.00 each
- Standard Postage \$0.25/piece plus postage
- Certified/Expedited Mail \$5.00/piece plus postage
- Electronic Mailings (Meeting notices, account statements, etc.) \$0.25 per page
- Federal & Sales Tax Return Coordination \$75.00 per return
- Scanning / Archiving \$0.50 per page
- Storage of Official Records \$7.00 per box per month
- Retrieval of Official Records \$7.00 per box; plus actual cost for delivery
- Electronic Records Retention and Maintenance \$250.00 per year
- Records Requests (1 hour max then \$150/hour) \$100.00 per request
- Gate & Amenity Access Control Device Registrations/Updates \$50.00 per month
- Technology Fee (Vantaca / Support) \$100.00 per month
- Resident Portal Hosting/Maintenance \$120.00 per month
- Access AI (Artificial Intelligence Assistant) \$0.25 per unit per month
- Maintenance of Additional Portals/Websites \$50.00 per month
- Enhanced Resident Portal Pages & Maintenance (Optional) *See Pricing Sheet for Options
- Invoice Processing – Standard \$20.00/month, up to 10 invoices per month; \$2.00 per additional invoice and check; \$1 per electronic payment
- Invoice Processing – In Office/Rush Checks \$25.00 each
- Credit Card Convenience Fee (For Association purchases) \$25.00 or 5%, whichever is greater
- Covenant Enforcement Hearing Preparation & Administration of Fines \$50.00 per hearing
- New Community Welcome Packets & New Owner Packages \$75.00 each
- Office supplies, stationery, outside printing, etc. At cost

MISCELLANEOUS FEES SPECIFIC TO ONSITE COMMUNITIES (FEES SUBJECT TO CHANGE WITH 30 DAYS NOTICE)

- Adobe License (Acrobat / Creative Cloud) \$250/\$1,100 per year
- Zoom License \$250/license per year
- Microsoft Exchange License \$250/license per year
- Zoom / VOIP Phone Lines (Phone cost not included) \$50.00/line with \$250 setup
- Canva / Marketing Tools \$25.00/account per monthly
- Onsite Equipment, Software, and Support Costs At cost for equipment; hourly rate for additional services or support
- Onsite branded uniforms / business cards / name tags At cost, plus \$25.00 per order

MISCELLANEOUS FEES (*BILLED TO HOMEOWNER/RECOVERABLE, FEES SUBJECT TO CHANGE WITH 30 DAY NOTICE)

- Estoppel Fee / Transfer Fee *\$299.00 / \$150.00
- Processing of Sales & Rental Applications/Screenings *\$100.00 per applicant
- Processing First and Second Collection Notices *\$20.00 per notice
- Processing Notice of Late Assessment (NOLA) *\$95.00 per notice
- Processing Foreclosure/Bankruptcy *\$100.00 per letter
- Transferring Account to Attorney (Collections/violations) *\$100.00 per account
- Payment Plans (3 – 12 Months / 12 Months +) *\$100.00 / \$150.00 per agreement
- Returned Payment/NSF Fee *\$30.00 per check

In the event a developer renegotiates estoppel or transfer fees, such fees shall remain unchanged and consistent with the original agreed-upon amounts.

NON-ROUTINE SERVICES

Management shall maintain availability for services related to certain non-routine activities for which the need may or may not arise. Except for Association emergency situations, Management shall not incur any fees or charges to the Association for non-routine services without first obtaining written approval from the Board. Management shall make every reasonable effort to contact and notify a Board member or appointee of a Board member by telephone or email transmission, in the event any such Association emergency arises and such emergency warrants any non-routine service as an unexpected expense of the Association. Non-routine services may include, without limitation, the following:

- Participating in the preparation of legal actions initiated by the Association, exclusive of those related to collection of assessments and legal activities related to the covenant enforcement which have not been subjected to court action, those exceptions being included in recurring routine services and fees, i.e. construction litigation or the preparation thereof prior to and including settlement and/or court proceedings.
- Negotiations and claims of a protracted nature arising from warranty claims for work by developer and performed by a contractor prior to the effective date of this agreement.
- Extensive customization of Management's standard form letters and notices for collections and covenant enforcement, customization of financial statements/reporting, software workflows/action items, etc. will be billed at an hourly rate of \$150.
- Comprehensive reconstruction of Association's books and records.
- Charges for services performed under this Section should be at rates mutually agreed upon by Management and the Board prior to commencement of that particular task and on a case-by-case basis, but in no case will rates be less than the current hourly rates in effect for administrative and maintenance personnel. As an alternative to charging hourly rates for management's involvement in special project, major construction, renovation, refurbishment etc., charges may be mutually agreed upon on a percentage basis. The percentage rates will vary depending on the nature and extent of any given project.
- Gate and access control system database purging and/or upgrades will be billed at an hourly rate, as listed below.
- Extensive CPA/auditor assistance and coordination will be billed at an hourly rate, as listed below.
- Capital projects (exceeding \$10,000) will be billed an additional fee of ten percent (10%) for project management and supervision, unless otherwise agreed in advance.
- Insurance claim processing and oversight will be billed an additional fee of ten percent (10%) of the claim, unless otherwise agreed in advance.
- Preparation and administration for loans, notes payable, lines of credit, etc. will be billed an additional fee of 1% of the amount of the loan.

HOURLY RATES (1HR MINIMUM; UNLESS OTHERWISE QUOTED)

- Staff Accountants / Administrative Assistants / IT Dept. \$75.00 per hour
- Lifestyle Management \$75.00 per hour
- Community Association Managers / Controllers \$150.00 per hour
- Executive (CEO, COO, CFO, Vice Presidents, & Directors) \$250.00 per hour

- Field or Maintenance Supervisor \$150.00 per hour
- Access Maintenance Services (Painting, pressure cleaning, signage maintenance, extermination pool equipment maintenance, etc.) Minimum \$75.00/hour (Project specific)
- Court Attendance /Mediation \$150.00 per hour

(Additional charges noted in Schedule A may not be applicable if provided by onsite employees or provided by the Association. Ex. Copies or supplies provided onsite with equipment owned/leased by association. Hourly rates will not apply for onsite employees paid by the Association if during normal business hours.)