



**PO SOLUTIONS**  
INC  
AN ELITE PROPERTY MANAGEMENT TEAM

## Company Overview

POSolutions, Inc. is a full service property management firm that specializes in providing management services to Homeowner Associations, Condominium Associations and Investment Property Owners. Our mission is to foster the growth and development of communities by providing distinctive services that educate and motivate homeowners to build stronger, safer communities that preserve value.

POSolutions, Inc. is an active member of Community Association Institute and the Better Business Bureau of Greater Atlanta. We are committed to the preservation of community through ongoing educational advancements, and require that all of our community managers are licensed and earn the designation of Certified Manager of Community Associations or be actively working to attain this prestigious certification. Currently POSolutions, Inc. employs six certified association managers.

Established in 2004, POSolutions, Inc. has a seven year proven track record within the community and has been afforded multiple grass roots opportunities to provide services to over 3,500 units throughout the state of Georgia. POSolutions, Inc. offers over 15 years of experience in real estate and property management services.

Based in Douglasville, Georgia, POSolutions, Inc. is a moderate sized management firm that offers associations many benefits similar to a larger corporation, while also providing a compelling personal business environment that is built on transparency. With nearly 35 associations ranging in sizes from 24 to 700 units, our financial portfolio averages the management of nearly 7.5M in association revenue annually.

## Our Founder

**Shandron Pemberton, President/Owner:** Holds a Bachelors of Arts in Communications and brings sixteen years of Marketing and Communications expertise to the company. Mrs. Pemberton is also a Licensed Community Association Manager with the Georgia Real Estate Commission, GREC, is a Certified Manager of Community Associations and an Associate Management Specialist with the National Board of Certification for Community Association Managers, NBC-CAM.

With a commitment to excellence coupled with high morals, values and ethics, Mrs. Pemberton remains at the forefront of POSolutions, Inc. to ensure the highest standards of professional services are available for all of our clients. Mrs. Pemberton is extremely involved with the business of the company and actively participates in the management of all community associations.

POSolutions, Inc. remains competitive in the industry by providing outstanding customer service, maintaining the highest regards for operational codes of ethics and by diligently working with associations and property owners to broaden their knowledge on the fundamentals of community association living.





## **Working Together to Achieve Your Goals**

A community is a place you want to call home and where you feel at home. There is a difference between living in a community and being part of that community. Being part of a community means sharing with your neighbors a common desire to promote harmony and contentment. This goal is best achieved when homeowners, non-owner residents and association leaders recognize and accept their rights and responsibilities.

PO Solutions, Inc. is committed to working in partnership with your board of directors. Our goal is to help identify areas of growth and aid in developing a strategic plan that ensures but is not limited to the following:

- To protect, and when possible increase, the property's value
- To restore and maintain all common elements of the property
- To maintain the physical appearance of the property
- To communicate effectively to all owners
- To create and maintain a strong sense of pride and community

## **Operations Snapshot**

PO Solutions, Inc. operates on a transparent basis with an open communications policy. For our clients, this equates to the following:

- Providing a non automated office that offers a direct response system
- Mandating a 24 hour responses system for homeowner inquiries and concerns
- Providing 24 hour emergency hotline services
- Providing monthly financial reviews with the Board of Directors
- Provide Lockbox Banking Services
- Establishing bank signature permissions for the Board President or Treasurer
- Providing detailed monthly reports for Board of Directors
- Providing real-time online access for homeowner account activity
- Provide real time online access of all financial transactions for Board of Directors
- Annual educational sessions for Board of Directors and Homeowners

## **Special Services**

PO Solutions, Inc. is also an active government contractor that provides Field Preservation services to help maintain the foreclosed homes owned by Freddie Mac and the Department of Housing & Urban Development, HUD.

This unique capability has proven to be a large asset to the associations managed by PO Solutions, Inc. Our ability to access information of many bank owned properties has significantly reduced lapse in time for payments of assessments and readily holds the bank owners accountable for architectural issues to ensure the maximum home values are protected for the whole community.



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## **Management Model**

POSolution, Inc. (POS) currently manages communities in sizes ranging from 24 to 700 units. Our property management model operates with a three layer accountability process that is designed to offer a timely response system for all types of requests, capture deficiencies as early as possible and promotes the cross training of staff in effort to relieve the association from being at the mercy of one community manger. At POS everyone is accountable for all associations.

For all new associations, our President serves as the Lead Property Manager for the first year with a Secondary Property Manager that is always another Certified Manager who works as the administrative co-supporter for the association and is also visible on site and with the Lead Manager during inspections, meetings and etc. The third layer of support is provided via our architectural control monitor who executes random community inspections for both the association and the company's quality control provisions.

POS has a fully functional office with live administrative personnel. With a non-automated approach to responding to homeowners, clerical assistants are also in the office daily to personally answer homeowner calls, help monitor overflow of admin duties, gather understanding of the requests and delegate to the appropriate manager, if the request can not be handled immediately. All calls are followed up within a 24 hour period.

## **Management Software-Financial Monitoring**

As managing agent, our financial role is in part to ensure the timely payment of the association's expenses. Financial oversight is always the primary area of concern for board members and homeowners, so our approach is to operate with full transparency for board members, and offer proactive access to information for homeowners.

POS utilizes management software provided by CincSystems (CINC). CINC is a fully integrated software system that works in conjunction with First Century Bank, the banking provider utilized by POS. It's through this relationship that POS can offer our associations multiple payment options to include lock box banking and comprehensive financial reports.

As homeowners make payments via First Century Bank, this information is submitted electronically to CINC. Financial communication updates take place daily and captures pending payments, checks, insufficient funds and etc. Additionally, this same relationship is the basis for real time visibility of banking transactions and account activity for board members and homeowners.

Board Transparency Includes:

- President & Treasurer added as signatures on the associations bank account
- System access is given to the Board to monitor all financial transactions in real time

While the company takes lead on writing checks and paying the routine bills as earmarked, Board members have the constant ability to run any report and follow all activity. Additionally, and by the 10th of each month, detailed managers reports, financial reports and violation reports are provided to the board.



## Property Management Services

Thank you for your interest in our company. We appreciate the opportunity to provide a service bid to the Canaan Walk Homeowners Association. This package includes quarterly meetings with the Board of Directors to include the annual meeting (Full Service Option), or one meeting annually with the Board of Directors (Architectural Only Option).

PO Solutions, Inc. is excited about a potential partnership with the Canaan Walk Homeowners Association and will provide the following, but is not limited to, the below services on a monthly basis:

### **Full Service Option:**

- Process all account payables, receivables & reconcile bank accounts
- Prepare detailed financial reports & annual budgets for approval
- Provide semi annual audits and/or financial reviews
- Provide lockbox banking services & 24 hour online financial access
- Collect homeowner assessments and maintain accurate homeowner rosters
- Provide real-time review of all financial transactions for Board members
- Offer multiple homeowner payment features such as Credit Card, ACH, E-Check or Reoccurring
- Provide real time homeowner online account access
- Enforcement of community governing regulations, Covenants and By-Laws
- Implement a systemic process to identify negligent accounts for collections
- Pursue collections regularly with the attorney and at the client's discretion
- Develop policies for approval, such as collections policies & maintenance schedules
- Administer comprehensive property inspections twice a month
- Mail homeowner violation notices and track required expiration periods
- Establish a community Architectural Zoning Program
- Develop a community integrated fine schedule w/outlined time periods
- Provide ability to generate and review online Property Modification Request
- Provide online research access & commenting for architectural violations
- Preserve all document requests and activity results for a 4 year period
- Provide comprehensive Architectural Control management reports
- Offer a 24 hour response system to inquiries, requests and/or complaints
- Ensure proper compliance regulations are valid, ie.. filing taxes, insurances & etc.
- Manage all contractor performance for accountability
- Provide content articles for community newsletters and directories
- Provide an interactive community association website (free for 3 months)
- Provide 24 hour emergency hotline services
- Handle all association day to day administrative needs

**The fees for comprehensive property management services as outlined above will be performed at a 12 month fixed rate of \$500.00 per month.**



**Architectural Services Option:**

- Enforcement of Covenants and By-Laws as related to architectural standards
- Provide real time review of all architectural activity for Board and Committee members
- Provide real-time homeowner online account review access
- Develop policies for approval such as resolutions and maintenance schedules
- Administer comprehensive property inspections twice a month
- Mail homeowner violation notices and track required expiration periods
- Establish a community Architectural Zoning Program
- Develop a community integrated fine schedule w/outlined time periods (if applicable)
- Provide ability to generate and review online Property Modification Request
- Provide online research access & commenting for architectural violations
- Preserve all document requests and activity results for a 4 year period
- Provide comprehensive Architectural Control management reports
- Offer a 24 hour response system to inquiries, requests and/or complaints
- Implement a systemic process to identify negligent accounts for enforcement
- Provide quarterly content articles for community newsletters and directories
- Offer an interactive community association website
- Offer 24 hour emergency hotline services
- Handle all association day to day architectural administrative needs

**The fees for financial management services as outlined above will be performed at a 12 month fixed rate of \$350.00 per month**

We appreciate the consideration for services from the Canaan Walk Homeowners Association and are eager to lend our support to help create a safer and healthier community environment.

PO Solutions, Inc. strives to provide elite management services that every association can afford. If you are interested in an a la carte bid for specific service needs please contact our office to schedule an individual appointment to discuss. Thank you again for the consideration and I look forward to the possibilities.

Best Regards,

Shandron Pemberton  
President, CAM, CMCA, AMS



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## **Reference List**

### **Kades Cove COA**

160 Units in Hampton  
Holly Trottman, President  
holly7172@gmail.com, 917-547-2363

### **Enclave at Biltmore Parc HOA**

25 Units in Lithonia  
Dennison Bradford, President  
Dennison.bradford@gmail.com, 770-235-1096

### **Hillvale Commons HOA**

127 Units in Lithonia  
Linda Sullivan, President  
Hillvale\_hoa@yahoo.com, 770-757-5036

### **Cambridge Common HOA**

48 Units in Decatur  
Ami Rosen, President  
rosena08@hotmail.com, 404-310-2452

### **Regency Station HOA**

190 Units in Austell  
Glenda Driver, Treasurer  
gkdriver35@yahoo.com, 404-333-2045

### **Tiburon COA**

89 Units in Lithonia  
Anne Brown, Secretary  
anne0f@yahoo.com, 770-322-6407

### **Riverbend Overlook HOA**

440 Units in Lithonia  
Elaine Gibson, President  
elainegibson53@gmail.com, 678-382-2707

### **Treymont at Sugarloaf COA**

88 Units in Lawrenceville  
Theodis Mitchell, President  
theodius@bellsouth.net, 404-314-2750

### **Communities at Princeton Lakes**

694 Units in South Fulton  
Eric Nabors, President  
enabors@gmail.com, 678-770-2291

### **Deerwood Reserves HOA**

150 Units in South Fulton  
Leah Montgomery, President  
leahmontg@yahoo.com, 251-716-6905

