



**AROUND THE CLOCK, INC. CRMC<sup>®</sup>**  
a certified residential management company

## Is a Full Service Real Estate Company

### LEASING SERVICE

- Establish the rental value
- Advertising on dozens of popular websites for tenants included
- Install signage and put key box on property for showing
- Respond to phone calls and emails with information and pre-qualify potential new tenants
- Schedule appointments to show property
- Process applicants using our strict acceptance criteria and a professional screening company
- Executive a detailed rental agreement written to protect the owner
- Give a move-in gift to new tenants
- Provide copies of the rental agreement to the tenant and the owner

### MANAGEMENT SERVICES

- Perform move-in and move-out inspections with tenants, as well as, periodic property inspections
- Provide online service and emergency service 24/7
- Furnish online rent payment capability for tenants
- Collect rents, late fees, and recover NSF payments
- Offer direct deposits for owners
- Arrange for maintenance and repairs
- Pay vender and utility bills and include copies with accounting statements
- Give monthly detailed accounting statements with yearend report for taxes
- Process tenant deposit refunds
- Enforce rental agreement and serve legal notices

### ASSOCIATION SERVICES

- Maintain bank accounts and owners database
- Provide billing statements and collect assessments
- Send late notices and print liens, send to county for filing on delinquencies
- Perform inspections to note CC&R violations for the board and send compliance notices to owners/tenants
- Post deposits, pay bills, charge late fees, fines, recording, and transfer fees
- Reconcile bank accounts monthly and provide report
- Email/mail Board members detailed monthly accounting reports with copies of bills
- Print and mail Homeowner meeting notice packet
- Attend Homeowner and Board meetings
- Assist Board in drafting annual budgets
- Oversee filing tax return, renewing non-profit corporate status, renewing insurance policies, audits, and reserve studies
- Provide information to escrow companies, Resale Certificates, lender questionnaire
- Prepare and mail Welcome Packets for new owners

### REAL ESTATE SALES

We are active members of the Northwest Multiple Listing Service—NWMLS

#### Seller Services include:

- Suggest ways to maximize value before listing
- Have trusted vendors for big and small repairs
- Strategize a fair market price to get a sale
- Advertise to other agents and the public
- Anticipate potential problems that could occur
- Work to get the highest possible price
- Oversee all the details of the sales transaction

#### Buyer Services include:

- Understand what buyer wants in a new home
- Research areas to find properties what buyer wants
- Connect buyer with great loan programs
- Negotiate favorable price and terms
- Work with inspectors and all the details to closing

**716 West Meeker Street  
Kent, WA 98032  
253.852.3000 phone  
253.852.1417 fax**

### YOUR BOARD OF DIRECTORS

#### President:

Stephen Katzenon

stephen.katzenon@multicare.org

#### Vice President:

Shirley Evans

sevans227@comcast.net

#### Secretary:

Jamie Garner

jgarner04@outlook.com

#### Treasurer:

Travis Smith

tsmoibleav@gmail.com



### ASSOCIATION MANAGER

**James Emory Tungsvik,  
MPM**

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Around The Clock, Inc. CRMC<sup>®</sup>

716 West Meeker Street, Suite 101

Kent, WA 98032

# Welcome to the community

## LAKE WILDERNESS COUNTRY CLUB HOMEOWNERS ASSOCIATION



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## What is a Homeowners Association?

Your Association was formed by the developer when he recorded the plat and a set of governing documents along with setting up a non-profit corporation. Those governing documents are made up of the Articles of Incorporation, Bylaws, and Covenants, Conditions, and Restrictions (CC&R's).

The Articles of Incorporation were filed with the State in order to establish your Association as a Non Profit Corporation. A report must be filed annually with the State to maintain that status.

The Bylaws provide the mechanism for how the Association should operate. It provides for a Board of Directors who oversee the activities of the Association and the membership who elect the Board at annual meetings.

Board members are your neighbors who are willing to volunteer their time to serve the community and make it a better place for everyone. Their primary duties are to enforce the Covenants, Conditions, and Restrictions (CC&R's), and maintain the common areas in order to protect and increase property values over time. A board has the authority to set rules and make policies for the purpose of enforcing the CC&R's. The Board may establish committees to help with different activities such as Architectural Control, Landscape, Maintenance, Community Newsletters, and Social Events. Statistics show that well maintained communities increase more in property values and are easier to sell because they are more desirable to potential buyers.

If you would like to know how you may become more involved with your Association, please contact one of the Board members. We look forward to seeing you at the next Homeowners Meeting.

ACCESS HOA  
INFORMATION  
ONLINE 24/7

YOU HAVE THE ABILITY TO ACCESS YOUR ASSOCIATION'S BY-LAWS, CC&RS, RULES AND REGULATIONS, RESERVE STUDY, DECLARATION OF INSURANCE, ACC APPLICATIONS, AND ANNUAL BUDGET, AS WELL AS VIEW YOUR ACCOUNTING LEDGER, UPDATE YOUR CONTACT INFORMATION, CHANGE YOUR MAILING ADDRESS, AND DOWNLOAD USEFORMS FROM OUR WEBSITE.

- TO REGISTER FOR THIS SERVICE: LOG ONTO OUR WEBSITE AT AROUNDTHECLOCK-INC.COM
- CLICK ON THE HOA/CONDO OWNER TAB IN THE UPPER RIGHT -HAND CORNER
- CLICK THE "HOMEOWNERS ASSOCIATION LOGIN" TAB, AND COMPLETE THE FORM
- YOUR REGISTRATION WILL NEED TO BE APPROVED BY US WHICH WILL TAKE APPROXIMATELY TWO DAYS
- ONCE YOU HAVE BEEN APPROVED THE INFORMATION IS AVAILABLE TO YOU 24/7.



OUR  
PROFESSIONAL  
MANAGEMENT  
SERVICES ARE  
LISTED ON PAGE 4

WE PROVIDE ANNUAL BOARD OF DIRECTOR TRAINING THAT INCLUDES DINNER AT NO COST TO YOUR HOA

# What Owners in a HOA Need to Know



We know that good communication is the key to having a vibrant community where property values increase according to market conditions



The following are a part of your governing documents:

- Articles of Incorporation
- CC&R's
- Bylaws
- Rules and Regulations
- Policies for:
  - Transfer Fees
  - Late Fees
  - Recording Liens
  - Collection of Unpaid Assessments
- Annual Budgets

These documents are included on the disk provided with this newsletter.

Consider volunteering to help preserve your community by serving on your Board of Directors or a Committee



## LEARN HOW YOUR ARCHITECTURAL CONTROL COMMITTEE (ACC) WORKS

If you are planning any improvements to the exterior of your property the Architectural Control Committee (ACC) wants to hear from you. In accordance with your CC&R's all exterior structural or major landscaping improvements to a homeowner's property must be approved by the ACC or Board of Directors prior to starting the project. Some request are approved with no changes and others require changes to comply with the Association's guidelines. The reason for these guidelines is to maintain a high standard of appearance for the community and protect property values.

You will find an ACC Application on the disk provided with this newsletter.

Please submit your ACC Application 30 days prior to when you plan to start the project to give the committee enough time to process it and respond to you.

When the ACC receives a request, someone will contact the homeowner, confirm the details about the project and may also need to visit the property to get a better understanding of what is being planned. A decision will be made and written notification will be sent to the homeowner indicating how to proceed with the project.

You'll want to keep the written notification for your personal records. Be sure and confirm with the ACC how long you have to complete the project. Often times the CC&R's will require a time limit for completion.

If you are unsure as to whether your project needs ACC approval please contact the Association Manager or speak with a committee member.

The most common exterior projects that require ACC approval are:

- Fences
- Decks
- Roofs
- Sheds
- Arbors
- Greenhouses
- Concrete additions
- House painting
- Major landscape projects
- Placement of satellite dishes



## CC&R's Enforcement Process



The Association's Board of Directors has developed a process for enforcing the Covenants, Conditions and Restrictions (CC&R's). The process is consistent and treats everyone equally and fairly.

- The Association Manager performs a drive-thru review of the individual lots noting violations on an inspection form. The Board receives a copy of it.
- The Board reviews the issues on the inspection and authorizes Around the Clock, Inc. to send out letters requesting compliance.
- Around the Clock, Inc. sends out the letters stating the issue and what needs to be done to correct it. A copy of the Article and Section number of the CC&R's that relates to the issue is included with the letter so property owners can understand the request for compliance.

erty owners can understand the request for compliance.

- These letters are stored with the records for the Association at Around the Clock, Inc. and a spreadsheet is given to the Board of the Association for his/her records.
- Fines will be assessed in accordance with your Association's enforcement policy which can be found in the enclosed flash drive. Unpaid fines are subject to late fees and lien filing which follows the late fee policy for assessments..
- A homeowner has a right to request a hearing with the Board of Directors whenever a compliance letter is received. The request must be in writing and sent to the management company. The Association

Manager will notify the Board so a hearing can be scheduled. The management company will notify the homeowner of the date, time, and place the hearing will be held. The Association Manager does not have the authority to remove or waive a letter or fine. That request must be made to the Board and resolved through the hearing process.

- The overall looks of the neighborhood affect desirability which has a direct impact on the ability to sell a property. Property values raise when a neighborhood is more desirable and homes sell more easily. A home is a major investment. For this reason the Board is dedicated to enforcing the CC&R's and protecting everyone's property values.

## HEARING PROCESS

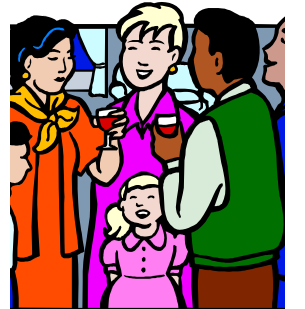
### What is a Hearing?

All owners have the right to disagree with a CC&R violation notice of non-compliance.

An owner must submit a written request to meet with the Board of Directors for a Hearing to request the removal of a non-compliance notice and/or fine.

The Board will set a date and time for the Hearing. The Association Manager will notify the owner when it will be held.

After an owner has met with the Board, the Association Manager will notify the owner in writing of the outcome.



## NATIONAL NIGHT OUT

**MEET YOUR NEIGHBORS** The first Tuesday in August is NNO. It is an event your community can hold that encourages people to get outside and meet their neighbors. It is an opportunity to hold a pot luck meal or have a barbeque and have games for the children to play. It is possible to arrange for city council members, fire and police personnel to attend. Watch for information during the month of July about it.

## ASSESSMENT BILLING & DUE DATES



Q: When are my assessments due and when are they late and subject to late fee and lien filling charges?

A: The assessments for your Homeowners Association are billed annually. The billing statements are mailed the end of December. The assessments are due January 1st with a 60 day grace period. Payments are considered past due if not received by March 1st. Payments need to be sent to:

LAKE WILDERNESS HOA  
C/O Around the Clock Inc.  
PO BOX 531304  
Atlanta, GA 30353

Late fees are assessed monthly until paid in full. All payments are posted to the oldest outstanding balance. Unpaid late fees are considered past due and are subject to additional late fees. Delinquent accounts may be assigned to an attorney for collection.

Late reminder notices are mailed after an account becomes past due and a final request for payment notice will be mailed 30 days later. If payment is not received within 30 days of the final notice, a lien will be filed on properties that have outstanding balances.

If you receive a late notice and believe it is in error please contact your Association Manager. To research our records, please provide the check number and date it was processed by your bank.

## COLLECTION PROCESS

The Board of Directors have the authority and responsibility to turn delinquent owners over to an attorney for collections.

When that happens the owner will be notified by the Association's attorney. The owner is responsible for responding to the attorney to arrange for payment.

The owner is also liable to the Association for all legal fees and court cost associated with collecting the delinquency.

Those cost will be added to the owner's balance and must be paid in full before a Release of Lien will be recorded with the county.

Please pay assessments on time to avoid additional charges.