



Tri-City is committed to its focus on customer service with a team of dedicated professionals whose ethics are unsurpassed.

Our emphasis is on exceeding the needs of our communities through communication, education, and a culture of client partnership



# 40 Year Leader in Community Management

**Mesa Corporate Office**  
760 S. Stapley Dr., Mesa, AZ 85204  
Tel 480.844.2224

**Prescott Regional Office**  
1490 W Gurley St., Prescott, AZ 86305  
Tel 928.237.2224

**Tucson Regional Office**  
P.O. Box 36807 Tucson, AZ 85740  
Tel 520.226.3709

*Inspiring Confidence Since 1974*



**Tri-City Property  
Management Services, Inc.**

[www.TCPM.net](http://www.TCPM.net)

# SEE WHAT WE CAN DO FOR YOUR COMMUNITY

## Community Administration & Oversight

- Maintain corporate and ownership records
- Coordinate all meetings, board, annual and special meetings
- Obtain bids and coordinate vendors for contract and work order completion
- Administer insurance claims
- Perform community site visits and annual asset inspections for long range planning
- Facilitate all owner/resident communications (electronically, when possible to save your HOA \$\$)
- Emergency calls taken 24/7
- Report monthly on all administrative, financial and physical aspects of the community
- All Community Managers have administrative support, who work to support the needs of your community and membership

## Accounting Services

- Pay all vendors and utilities
- Prepare comprehensive monthly financials
- Maintain and reconcile all bank accounts
- Coordinate with CPA for year end filing and reports
- Invoice and collect assessments and fees
- Assess late fees, delinquency interest and collection charges
- Practice strict internal control procedures, tested annually by independent HOA CPAs

## Executive Involvement & Board Education

- Provide legislative updates with guidance on community specific implementation
- New Board Member Orientations
- Board Education—Financial Mgmt, Budgeting, Project Mgmt, Collections, Long Range Planning, Legal Issues, Risk Management, Preventative Maintenance and more

## Resale & Disclosure

**Coordinates with Buyer/Seller** agents and title companies

**Provide Buyer with Full Disclosure Pursuant to AZ Law** and specific information pertaining to residence, your community, and provide all disclosure and governing documents

**Comprehensive Welcome Letters**, specific to each community, providing information and management team contacts

## Monthly Reports

**Management Reports** include update status on all projects, tasks and needed information, status on all noted violations of HOA documents, status on maintenance issues showing assigned vendors, status of architectural requests, correspondence report and water usage reports

**Financial Reports** include Operating & Capital Profit & Loss Statements with budget comparison, monthly spreads, comprehensive collection information (including status of each account), foreclosure and bankruptcy notifications, copies of all invoices, and copies of all bank statements and reconciliation reports

## Websites and iMail Communications

**Fully Integrated Websites with Owner Access** to account activity, violations and architectural request status. Governing documents, forms, calendar, past newsletters, approved minutes and financial statements are all available 24/7

**Board Portal** includes executive minutes, collection reports, invoices, management reports and other board specific correspondence

**Newsletters and Other Communications** can be sent to membership from the website to their email, savings on all printing and postage costs

**Lot Specific Communications** can be sent via iMail system v USPS, saving \$0.88 per letter in reimbursed cost

## Collections

Ask about our **Pay for Performance Program**

**NO FEE** for sending late notice, intent to lien, demand, sending a file to attorney or setting up a payment plan

We don't artificially inflate your owner debts with excessive fees for just sending letters

Liens performed in-house, saves HOA

We review YOUR governing documents and follow your required collection actions to keep you in compliance.

## ACCREDITED MANAGERS

YES, our managers are CAAM certified through AACM

## INTEGRATED WEBSITES

YES, full service contracts include a fully integrated website

## WEEKLY COMMUNICATIONS

YES, your manager updates you weekly on your community

## COMMUNITY INSPECTIONS

YES, its your manager visiting your community, not a compliance officer

## FINANCIAL STATEMENTS

YES, our financial reports are excellent.  
Ask any HOA CPA

## EXECUTIVE OVERSIGHT

YES, our Executive Staff get to know you and your community too