

Partridge Creek North Homeowners Association  
Special Meeting: Property Management Company – AAM  
January 20, 2025  
5:30 PM

**Present:**

Vernnaliz Carrasquillo  
Susan Williams  
JaVon Jason  
Emily Grish  
Joshua McCoy

Daryl Barton - Attorney  
Leon McPherson  
Carolyn Zimmerman – AAM Vice President for Michigan  
Nicole Cairns – AAM Area Management

**Minutes:**

- AAM All Access App is free of extra charge; it's included with the basic monthly
- BoardVue is for the Board only and includes all items the Board members may need.
- E-Voting is done for the same cost as mailing ballots. It's easier to get a quorum by doing it electronically.
- The Area Manager will attend the initial meetings with the Community Manager to ensure the transition is going smoothly.

**Fee questions:**

1. Which banks are partnering banks?

First Citizens (operating and reserve account), Alliance, and Enterprise (used for CDs for investments). Non-partnering banks are usually used for investments.

2. Fees I can see would occur every month, is this correct? \$30/month for e-documents, \$1,475 per month for working with AAM, and \$125/month for a website totaling \$1,630 per month. Is there anything else that is charged per month as a standard that I am missing?

Postage and copies are other typical expenses. Especially in December (dues statement to neighbors) and January (W9 for vendors).

3. What does "resident agent annual fee" mean?

Annual filing with the federal government.

4. When a resident is moving, which documents are sent to a title company as part of the standard closing package? Currently, we only provide a status letter.

A status letter is \$100, if other documents are requested then it could be up to \$150 - \$250.

**Management agreement questions:**

5. Section 2.12 - Tax preparation: Do we need to find our accountant for taxes? We haven't filed taxes before.

They have an outside CPA firm that AAM partners with. He files taxes if we have investments.

6. Section 2.17 - Capital Projects: Would working with the township to remedy the drain ponds be considered a capital project and therefore be subject to fees? How would the fees be determined? Per hour or meeting?

It depends on how extensive the project is going to be. If it requires just a few calls, then there's no extra charge. If the project requires monitoring and visits to various offices or the neighborhood, then additional fees apply. They would get board approval for it. Capital projects do not occur very often. The cost depends on the projected amount of work.

Monitoring the sidewalks to determine which ones need repair would be a capital project. If we only need them to get quotes and work with the contractors, that is not necessarily a capital project.

**Other topics:**

7. How can homeowners pay their annual dues? Can they pay with a credit card without fees?

They can pay through their bank account on the website or by mailing a check without any fees. If they pay via credit card, then there's a fee. The bank where checks are received is in Arizona, people want to allow about 2 weeks for it to be received.

8. What happens when someone doesn't pay their dues? I can't quite understand the process. Are they sent to collections? We've ended up suing them instead and it has been very productive.

They follow the process we establish. After a determined time, the case is sent

9. What is the purpose of the website?

It can be used for email blasts. It contains community-specific options. It is personalized. If we want to keep our website, we can do so. Their system will not communicate with the website automatically.

10. Can you negotiate the monthly fee?

They can reduce the cost by reducing the number of monthly meetings.

11. How are violations of the bylaws and covenants enforced?

First, a courtesy note is sent. A second notice is sent, and it includes a fine. It keeps escalating up to 4 fines. At that point, they recommend looking for an attorney.

12. Can you give us the highlights of the transition process?

The onboarding department reaches out to the board and sends a list with all the documents they need. The speed of the transition depends on how quickly the documents are needed. Once the transition date occurs, Nicole and her team will meet with the Board to create a collection and fine policies and design guidelines. They have templates for these documents and they will be finalized with our covenants and bylaws in mind.