



Proposal to Serve the Homeowners of:

The Willows Condominium Association

Submitted by: Donna Valladao - President

Date: 02/04/2026

Dear The Willows Condominium Association,

Thank you for considering CASA as your community management partner. We are excited about the opportunity to propose our comprehensive services to support your community's needs.

CASA stands ready to alleviate the burdens of community management, allowing homeowners and boards to focus on what truly matters... enjoying a successful neighborhood. Our dedication to excellence and commitment to your community's well being set us apart as trusted stewards of your vision.

We appreciate the chance to present our proposal and look forward to the prospect of serving you and your community. Should you have any questions or require further information, please don't hesitate to reach out.

At Casa, **"Your Community is Our Commitment."**

Sincerely,

Donna Valladao

What We Do

Our Common Services and the Associated Tasks

The CASA Services Wheel. (Let's get rolling)

WHAT THE **HECK** DO YOU GUYS DO ANYWAY?!

We get it—this is a common question, and it's totally fair, especially if you're new to how HOAs work.

Well, as you may know, a Homeowners Association (HOA) is a **legal corporation** registered with both state and federal governments. This designation brings with it various governance and financial reporting requirements that must be adhered to. Your HOA (like all HOAs) is structured as a non-profit corporation under **IRC 528**, meaning it must meet certain federal requirements. One of these is the annual filing of IRS Form **1120-H**, which reports on the activities detailed below.

As your management firm, **CASA** plays a critical role in ensuring that your HOA meets these requirements, operates efficiently, and provides the services necessary to maintain the community and protect property values of the Homeowners. Below is an in-depth breakdown of the various **tasks we perform** on your behalf:

1. Financial Management

Keeping the community financially healthy.

- **Dues Collection:** Ensuring timely collection of dues, assessing late fees, and managing legal actions if necessary.
- **Budgeting and Financial Planning:** Developing an annual budget, estimating income and expenses, and ensuring it aligns with the community's goals.
- **Financial Reporting:** Preparing monthly, quarterly, and annual financial reports, including balance sheets and income statements, to ensure transparency and informed decision-making.

2. Administrative Support

Behind-the-scenes work that keeps everything running smoothly.

- **Homeowner Records Management:** Maintaining accurate and up-to-date records for all homeowners, ensuring data integrity and confidentiality.
- **Communication and Correspondence:** Managing all communications with homeowners, addressing inquiries and concerns, and ensuring timely responses.
- **Meeting Management:** Scheduling and organizing board meetings, preparing agendas, and documenting meeting minutes for transparency and accountability.

3. Maintenance and Repairs

Proactive care to keep your community looking its best.

- **Regular Inspections:** Conducting thorough inspections to identify and address maintenance needs proactively.
- **Contractor Management:** Selecting and overseeing contractors to ensure high-quality work and adherence to community standards.
- **Emergency Maintenance:** Coordinating prompt responses to any emergency situations, minimizing disruptions to the community.

4. Rules Enforcement

Maintaining harmony and property values.

- **CC&R Compliance:** Ensuring compliance with the community's Covenants, Conditions, and Restrictions (CC&Rs) to maintain property values and community aesthetics.
- **Architectural Control:** Reviewing and approving homeowner modifications to ensure they meet community standards and regulations.

5. Board Support

Empowering your board to lead effectively.

- **Board Meetings and Governance:** Assisting with the preparation of agendas, recording minutes, and ensuring the board's decisions are implemented effectively.
- **Board Elections:** Managing the nomination and election process to ensure fair representation and governance within the community.

6. Vendor Management

Ensuring quality service from trusted partners.

- **Vendor Selection and Contracting:** Evaluating and selecting the best vendors for community services, ensuring they meet our high standards.
- **Contract Management and Performance Monitoring:** Overseeing vendor performance to ensure compliance with contractual obligations and community expectations.

7. Insurance Management

Protecting your community's assets and peace of mind.

- **Insurance Coverage Assessment:** Ensuring the community has adequate insurance coverage to protect against potential risks and liabilities.
- **Policy Administration:** Handling policy renewals, premium payments, and claims processing to safeguard the community's assets.

8. Legal and Compliance

Navigating the legal landscape for you.

- **Regulatory Compliance:** Staying up-to-date with relevant laws and regulations to ensure the community operates in full compliance with legal requirements.
- **Legal Matters and Dispute Resolution:** Consulting with legal counsel and managing disputes to protect the community's interests and resolve issues efficiently.

9. Document Storage & Retrieval

Keeping your community's records safe, organized, and accessible.

- **Document Management:** Maintaining organized and accessible records, such as CCRs, Bylaws, and financial documents, to ensure transparency and easy access for board members and homeowners. It is important to note that the association is legally required to maintain certain official records, which include but are not limited to:
 - Plans, specifications, permits, and warranties related to improvements on common areas.
 - Bylaws and amendments.
 - Articles of incorporation and amendments.
 - Declarations of covenants and amendments.
 - Current rules of the HOA.

- Minutes of all board and member meetings, retained for at least 7 years.
- A current roster of all members, their mailing addresses, and parcel identifications.
- All insurance policies, retained for at least 7 years.
- Current contracts, including management agreements and bids, are retained for at least 1 year.
- Financial and accounting records maintained for at least 7 years, including all receipts, expenditures, and tax returns.

Maintaining these records isn't just a task, it's a legal responsibility that ensures compliance with state and federal regulations while also providing transparency and accountability for everyone in the community.

Managing an HOA involves a complex array of tasks that require significant expertise and resources. The work we do extends beyond day-to-day operations, encompassing the strategic and legal management necessary to maintain and improve your community.

We hope this answers your question and gives you a clearer picture of what an HOA truly is, along with the extensive responsibilities it carries.

Let **CASA** take care of all these details so you can simply enjoy your community. Give us a call at 918.800.**CASA** (2272) or drop us an email at contact@CASAOA.com—we're here to help!

Pricing

Onboarding Fee – \$500 (2-year contract) / \$795 (1-year contract) -

CASA, LLC	PACKAGES	PRICING per door / per month
Management Agreement	All Included within the management agreement	\$0.00 a door - 2 yr contract \$7.00 a door - 1 yr contract
	Number of units #	235 units
	Total Monthly Fee	\$0.00 month for 2 yr contract / \$1,645.0 month for 1 yr contract
	Annual Total	\$0.00 Annually for 2 yr contract / \$19,740.00 Annually for 1yr contract

CONFIDENTIAL - 2025 SUPPLEMENTAL CHARGES RATE SHEET

COPYING SERVICES - Inner Office	
<i>Black & White (In Office Copies)</i>	\$0.30/page
<i>Color Page (In Office Copies)</i>	\$0.50/page
MAILING SERVICE PRICING TABLE	
Pricing (per letter)	Current Cost
<i>1st B&W Page (includes address page, 1 B&W page, folding, stuffing envelope)</i>	\$1.75 Each
<i>Mailing – Large envelope (Includes stuffing, envelope, labels)</i>	\$2.25 Each
<i>Certified Mailings (Rates will vary)</i>	Federal Rates + 10%
Each Additional B&W Page	\$0.30
<i>Each Additional Color Page</i>	\$0.50
<i>Return Envelopes</i>	\$0.20
<i>Annual HOA/POA Meeting Announcement Postcards (includes prep and printing)</i>	\$0.95/each
<i>Postage billed per letter at the then current Federal Postage Rate (pass thru)</i>	Federal Rate
INSPECTION SERVICE FEES (AKA: DRIVE THRU)	
Additional Drive Thru requested outside of the allotted contracted inspections	\$5.00 per door
ADDITIONAL SERVICES	

<i>Hourly Consulting (for any additional service not addressed in this contract or fee sheet shall be billed at this rate - e.g., Project supervision services, Board meeting Attendance, attendance at court hearings, emergency services, etc.)</i>	\$85/hour
<i>1120-H Tax Return Preparation and filing</i>	\$495
FEES FOR SERVICES PAID BY REQUESTING PARTY	
<i>COLLECTION SERVICES (Pass thru to homeowner per Association collection policy) Account Placement fee plus collection fee</i>	
<i>Default Notice - Sent to delinquent owners:</i> <i>30 days past due 60 days past due</i>	\$10/per notice
<i>Intent to Lien Prep - CASA (Paid by Association - Charged back to Owner)</i>	\$25.00
<i>Lien Prep & Filing (Paid by Association - Charged back to Owner)</i>	\$100.00/per lien
<i>Lien Filing Fee - County Rate (Rates vary by County) (Paid by Association - Charged back to Owner)</i>	From \$19 to \$30
<i>Lien Release & Prep (Paid by Association - Charged back to Owner)</i>	\$50.00/per release
<i>Lien Release Fee - County Rate (Rates vary by County) (Paid by Association - Charged back to Owner)</i>	From \$10 to \$20
<i>Returned Payment fee for insufficient funds (NSF) (Charged to</i>	\$37/ per occurrence
TRANSITION SERVICES (transition service fees may change at any time)	
<i>Closing Letter Fee - Closing Letter ONLY (Home Owner Responsibility)</i>	\$98.00
<i>Closing Letter Package - Closing Letter, Copy of CC&Rs and ByLaws (Home Owner Responsibility)</i>	\$198.00

Simplify, Connect, and Engage

Seamless Interaction with CASA

At CASA LLC, our commitment is simple—exceptional service, reliable expertise, and transparent partnership. We don't just manage communities; we care for them. From day-to-day operations to long-term planning, our experienced team is here to serve your board, support your homeowners, and protect the integrity of your community. Our staff leads with a servant's heart and a deep sense of purpose, genuinely invested in the success and betterment of every association we partner with. Choosing CASA means choosing a management company that leads with integrity, communicates with clarity, and always puts your association's best interests first.

Association Management Services by

casa

Your Community, Our Commitment.

Call 918-800-CASA (2272)

Text 385-290-4801

contact@casaoa.com

Management Services Agreement

Association

WHEREAS, the Association desires to hire the Manager to provide professional management services for its homeowner association; and

WHEREAS, the Manager desires to provide professional management services to the Association;

NOW, THEREFORE, in consideration of the covenants herein contained

Association an Oklahoma not-for-profit corporation (the "Association") and **casa®**, **LLC**, an Oklahoma limited liability company, (the "Manager") hereby enter into this Association Management Agreement ("Agreement") to be effective as of the ____ day of _____, **2026** and agree as follows:

ARTICLE I. PARTIES

This Management Agreement ("Agreement") is by and between the signatories hereto, their permitted successors and assigns.

ARTICLE II. EXCLUSIVE AGENCY/SCOPE

The Association hereby appoints the Manager as the sole and exclusive managing agent for the management of the Association. Specifically, the Manager will handle matters set forth in this Agreement or in the Association's governing documents, as applicable. The Manager hereby accepts such appointment.

ARTICLE III. TERM OF AGREEMENT

The term of this Agreement ("Term") shall commence on the date identified in the Addendum attached hereto and shall continue until the date identified on said Addendum and will automatically renew in successive One (1) to Two (2) year terms, subject to the Association's right of cancellation as set forth herein.

CASA will issue a renewal agreement for signature no less than forty-five (45) days prior to the current Agreement's expiration date. The Association must either sign and return the new Agreement or provide written notice of intent to terminate before the end of the current Agreement Term. If no response is received by the expiration date, it will be assumed that the Association intends to continue management services under the terms and updated rate outlined in the renewal agreement, which will be placed into effect accordingly.

ARTICLE IV. TERMINATION OF AGREEMENT

Notwithstanding the provisions of Article III above, this Agreement may be terminated if either party gives sixty (60) days' written notice of termination, or upon the following events:

If the Manager or the Association fails to comply with any rule, order, determination, ordinance or laws of any federal, state or municipal authority pertaining to the Association, the other party may terminate this Agreement upon ten (10) days' prior written notice, unless such failure to comply is cured within the ten (10) day period;

1. If the Association or the Manager defaults in the performance of any of their respective duties and obligations hereunder, the non-defaulting party may terminate the Agreement upon thirty (30) days' prior written notice to the defaulting party, unless such default is cured within the said thirty (30) day period.

ARTICLE V. MANAGEMENT OF ASSOCIATION PROPERTY

The Manager shall manage the Association and the Association's property ("Association Property") in an efficient and businesslike manner having the due regard for the age and physical condition of the Association Property. The Manager, through its employees and/or independent contractors, shall supply the complete operational services for the Association Property as provided below:

A. FINANCIALS

1. The Manager will establish or, if already established, maintain an operating funds account and if required or requested a reserve funds account at a bank selected by the Manager and approved by the Association. If the Association already has bank accounts in place, the Manager will maintain those accounts on behalf of the Association. In any instance, the bank will be a federally insured institution.
2. All assessments, dues, and other amounts owed to the Association and collected by the Manager will be deposited by the Manager into the Association's operating fund at such banking institution.
3. The Manager will direct the transfer of funds in the operating funds account into a reserve funds account as the Association's budget dictates or as otherwise directed by the Association. Unless due to the gross negligence, willful misconduct or fraud of the Manager, any loss suffered in the bank accounts established pursuant to this Article V.A., or in any investment of funds as set forth in this Section, shall be borne by the Association and the Manager shall have no liability or responsibility therefor.
4. The Manager will maintain a record of the Association's income, expenses, assets, and other liabilities.

5. The Manager shall make unaudited financial statements available each month which will include, at a minimum, the following:
 - Balance Sheet
 - Income & Expense Statement
 - Deposit Listing for the prior month
 - Check Register for the prior month
 - Cash Flow
 - Homeowner delinquency
 - Copies of all Bank Statements and Reconciliations for the prior month.
 - Violation List
 - Copies of Invoices paid for that month
6. The Manager shall make the Association's financial reports available to the Association's Board of Directors (the "Board") with online access, and to any person or entity the Board authorizes and instructs the Manager.
7. The Manager will utilize a software program(s) of its choice for the management of the Association and the Association Property.

B. MAINTENANCE / CONTRACTOR SERVICES

1. The Manager shall, in the name of and at the expense of the Association, have the sole and exclusive right to make, cause, and provide to be made general repair/replacement and maintenance services to the Association for approved projects with an estimated cost at or below the amount stated in the Addendum. This authorization may be amended at any time by the Association's Board of Directors.
2. If requested by the Association, the Manager will assist the Association in structuring a competitive bidding process for nonemergency services, if the estimated cost for such services will exceed Five Thousand Dollars (\$5,000.00).
3. The Manager will provide recommendations to the Association regarding the bids received, adherence to specifications, information on past performance, and other information that will assist the Association in deciding which bid to accept. Although the Manager may provide the Association with advice on the selection of contractors and consultants, final approval of all such contractors and consultants shall be within the sole discretion of the Association.
4. The Manager will provide the Association with a summary of contractor bids for the Association approval and obtain from each contractor relevant certificates of insurance, proof of worker's compensation insurance, bonding, lien waivers and licenses if required by the Association or by law and/or if and when applicable.

5. The Manager will accept finalized contracts as approved by the Association and the Association hereby grants the Manager the authority to execute such contracts on behalf of the Association.
6. The Manager will (upon request of the Board) conduct an annual review of recurring/annual contractors (e.g., irrigation, lawn, snow removal, etc.) in an effort to ensure they are providing best service possible, and any and all issues from either party shall be addressed in an equitable manner.
7. To the extent there is a need for construction services to the Association Property and the Board desires to hire the Manager to coordinate and oversee the construction projects/capital improvement projects taking place on the Association Property, the parties shall enter into a separate agreement memorializing the terms and conditions of any such agreement. This provision will apply to contracts that have project costs equal to, or in excess of Ten Thousand Dollars (\$10,000.00).

C. ASSESSMENTS/COLLECTIONS

1. The Manager will, where directed, prepare and print Annual billing statements (or monthly billing as directed by the Association) for the Members. All costs related to printing and mailing statements shall be paid by the Association.
2. The Manager shall collect all assessments and other monies that are due with respect to the Association. The Manager shall have no authority or responsibility to collect delinquent assessments or other charges. However, the Manager will provide a delinquency policy should the Association wish to pursue delinquent accounts. Charges for collection efforts and expenses will be applied by the Manager as stated in the Supplemental Rate Sheet.

D. DISBURSEMENTS

The Manager will receive, review, approve, and allocate the Association's invoices and other bills and will remit payment of Association expenses. Invoices may be paid by check, automatic payment, bill pay, or credit/debit card. The Association hereby grants the Manager the authority to execute such payments on behalf of the Association.

E. BUDGET PREPARATION

1. The Manager will prepare one draft of an annual budget for the Association for each fiscal year during the term of this Agreement, and present the same to the Board at least thirty (30) days prior to its effective date. The Association shall adopt a budget at least ten (10) days before its effective date or such time period as specified in the Association's governing documents.

2. The Association is responsible for providing the Manager the approved budget at least ten (10) days before its effective date so that the Manager has reasonable time to make any necessary adjustments. If an approved budget is not presented to the Manager annually and in accordance with these timelines, the Manager is authorized to continue management services and adjust the then current budget automatically by up to a maximum of 4% to keep in line with the rate of inflation.

F. RESERVE PLAN PREPARATION, PREVENTATIVE MAINTENANCE PLANS, AND FUTURE UPDATES

1. The Manager shall not be required to provide the Association with a Replacement Reserve Plan or preventative maintenance plan. The Manager will work with the Board to obtain bids for these plans and help with implementation.
2. The Manager is not responsible for any discrepancies or ramifications of previously prepared Reserve Plans, preventative maintenance plans, or prior reserve studies and cannot guarantee their accuracy or the adequacy of the funding requirements in said plans.
3. The Manager reserves the right to discontinue updates and maintenance of such plans, if the Manager believes a new plan should be prepared due to significant changes in the plan (e.g., new developments and variables that may need to be considered and factored into any new plans include but are not limited to, changes in law, regulations, mandates, ordinances, unplanned expenses, etc.).

G. TAX PREPARATION, REVIEW AND AUDIT

1. The Association may elect to use the Manager for its annual tax preparation and filing at the rate identified on the supplemental rate card attached to the Agreement. Otherwise the manager will reasonably cooperate with the Association's designated accountant for the annual tax preparation. If the Association does not have a designated accountant, and elects not to use the Managers accountant, and at the request of the board, the Manager will help procure an accountant to provide the necessary services for returns, reviews or audits.
2. The Manager will reasonably cooperate with the Association's accountant for the annual review or audit of the Association's books and records.

H. PRESERVATION

The Association acknowledges that the Manager may need to pay or make extraordinary expenditure commitments and payments in those situations where the repairs or services may be immediately necessary for the preservation and safety of the property of the Association or its Members. In such cases, the Manager will make a reasonable effort to minimize costs.

I. INSURANCE

1. At the Association's request, the Manager will assist the Association in the selection and/or bidding of an insurance broker or agency.
2. The Manager will investigate events for the purpose of reporting a claim and follow up on payment of insurance claims for damages covered by the Association's insurance. To the extent there is a need for construction services as a result of damage caused to Association Property and the Board desires to hire the Manager to coordinate and oversee the construction projects taking place on Association Property, the parties shall enter into a separate agreement memorializing the terms and conditions of any such agreement if such claim costs more than Fifty Thousand Dollars (\$50,000.00).

J. EMERGENCY SERVICES

1. At the request of the Board, the Manager may provide a twenty-four (24) hour emergency phone line separate from its normal business lines. An emergency shall mean: (i) actual damage to real or personal property resulting from fire, wind, flood, or other weather conditions; or (ii) actual damage to real or personal property resulting from events, circumstances, or conditions precipitating the involvement of the police or other governmental emergency responders. The expense for a (24) hour emergency phone line shall be presented to the board for their authorization and approval prior to the commencement of the emergency line.
2. An emergency does NOT include calls due to the failure of a contractor or subcontractor of the Association to perform its duties in a timely manner or in a manner otherwise unsatisfactory to the Association.
3. This service is specifically for emergencies and the Manager reserves the right to assess fees for each misuse of this service, which may be assessed back to the Member at the discretion of the Board.
4. Independent of the emergency phone line, Managers may need to visit the site and manage an emergency situation related to the damage of common area property of the Association from wind, water, fire and secure the property. Such emergency efforts are authorized along with the expenses necessary to secure and protect the property and its Members. The Manager will use all reasonable efforts to minimize expenses incurred as a result of the emergency and the efforts will be tracked, documented and billed at the hourly rate on the supplemental rate sheet.

K. HOME SALE TRANSITION SERVICES

1. The Manager shall promptly prepare Resale Disclosure Statements, Questionnaires, and Demand Statements. Costs for processing will be borne solely by the applicable Member and will not be charged to the Association; listed as a pass through account within the supplemental charge rate sheet below. The fees received for such activities and statements are the property of the Manager.
2. The Manager will establish the necessary records and files to facilitate communications and assessment billing for a new Member. A one-time set up fee per Member is required and listed on the supplemental rate sheet and will not be charged to the Association.

L. DEVELOPER TRANSITION SERVICES

If the Association has not already completed its transition from developer control to homeowner control, the Manager may assist the Association with this process upon the request of the Developer and/or Association. All research, meeting attendance, communications and direct preparation related to the transition and/or developer/builder construction/landscaping completion and warranty issues will be billed at the current hourly consulting rate set forth on the Supplemental Rate Sheet.

M. SITE VISITS

The Manager shall visit the Association Property 6 times a year (If board requests) to inspect and maintain a reasonable knowledge of the condition of the common areas and other Association Property. The Manager will report to the Association significant items that come to the attention of the Manager because of such visits. The Manager shall not be responsible for performing any safety or functionality tests on any such Association Property (e.g., irrigation systems, pool equipment, gates, fence, plumbing, etc.) but will make recommendations for third party contractors to perform such tests and necessary maintenance. Site visits include any occurrence where the Manager is on site for any purpose. Additional site visits for inspections may be ordered at any time by the Board of Directors at the then current rate identified on the Supplemental Rate Sheet.

N. CONTRACTOR SUPERVISION

The Manager will direct and monitor the performance of the contractors providing recurring services to the Association. These contractors include, but are not limited to landscaping and grounds contractors, snow removal, rubbish removal, irrigation, or other such approved Association contractors.

O. MEETINGS

1. The Manager will attend the Annual Homeowners Meeting of the Association's Members each year for two (2) hours. If the meeting exceeds the time limit, extended hours will be billed at the hourly rate (in 30-minute increments) on your supplemental rate card. Upon request by the Association, the Manager may make personnel available to attend any additional meetings, if possible, such attendance will be billed

at the current hourly rate. All meetings will be scheduled to start no later than 7:00 PM. The Manager has no obligation to make its personnel available to attend any additional meetings or to attend meetings on weekends or holidays.

2. The Manager will organize the annual Members' meeting and will provide the necessary materials, procedures, personnel, and other support for the operation of the annual meeting. Costs related to all meetings will be paid by the Association.
3. The Association's Secretary or other designated member will be responsible for keeping meeting minutes, otherwise the current hourly rates on the attached Supplemental Rate Sheet will apply.

P. RECORDS

1. The Association will provide the Manager with pertinent information necessary to assist the Manager in performing its services under this Agreement and such other information as the Manager may reasonably request. The Association will provide the Manager with any and all records including, but not limited to, as available, an initial roll of Members, a complete and accurate list of each individual Member's property (including legal addresses), Member contact information including email addresses and cell phone number for at least one member of the household, financial records in a manner consistent with standard industry accounting practices including monthly bank reconciliation statements, monthly financial statements, opening balances for both assessments and general ledger accounts, copies of all governing documents including amendments, current resolutions, rules and regulations, and property plans. If any of the records above are not provided or as provided will need to be reproduced, the Association will pay the current hourly rate stated in the Supplemental Rate Sheet for such services.
2. The Manager acknowledges that the records are the property of the Association, and the Manager will at all reasonable times make such records available to the Association. If this Agreement is terminated, all original records will be returned to the Association no later than thirty (30) days after the last service date of the contract. Records will be viewable and available for inspection by any Member of the Association, upon reasonable notice during regular business hours, if not already available online.
3. The Manager will maintain a record of assessment billings, charges, delinquencies, adjustments, and cash receipts of the Members.
4. After receiving said records from the Association, the Manager shall provide copies of the Association's governing documents, upon request, from those entitled to receive them. Any fee charged for such document copying or printing shall be paid by the Association or the property owner directly to the Manager.
5. The Manager will maintain electronic or digital copies of documents, unless otherwise specified by law or governing documents of the Association.

Q. CORRESPONDENCE

1. The Manager will prepare or advise the Association in the preparation of general correspondence dealing with business matters between the Association and its Members, contractors, agents, government officials, and other persons. The Manager will maintain files of all such material correspondence.
2. The Manager will arrange for the electronic mailing (or physical mailing) or other distribution of notices required by the Association's governing documents. The Association is responsible for materials, photocopy, postage, and/or distribution costs per the attached Supplemental Rate Sheet.

R. POLICY/RULE ADMINISTRATION

1. The Manager may assist the Association in developing rules, regulations, and guidelines for the Association.
2. The Manager will take written and signed or emailed complaints regarding violations of the Association's rules and investigate as reasonably requested by the Association. In accordance with the Association's policies, the Manager will notify Members who are found to be in violation of such rules and/or regulations.
3. The Manager will take such other actions as are agreed to by the Manager and the Association to assist the Association in the administration of provisions of the Association's governing documents, policies, resolutions, rules and regulations.
4. The Manager may offer such advice and direction to the Association regarding its governing process as is reasonably requested by the Association.
5. The Manager will not seek out violations in an obtrusive way. Violations will be directed by Board input or with written notice from other owners. Violations issued will be sent in accordance with the Association's governing documents or otherwise in accordance with the communication settings the owners have chosen.

S. GOVERNING DOCUMENTS

The Association will be charged the current hourly rate for any services performed by the Manager concerning the Association's amendment of its Declaration, Bylaws, or Articles of Incorporation. In the event that legal counsel is hired to update governing documents, the Association shall be responsible for any and all legal fees and costs associated with such work.

T. OTHER SERVICES

Additional services requested by the Association will be performed in accordance with the then current years supplemental rate sheet or if not defined on the current supplemental rate sheet, at terms and rates agreeable to both parties and set forth in writing as an amendment to this Agreement.

U. EXCLUSIONS

The following items are specifically excluded from this Agreement and the costs thereof shall be borne directly by the Association (or the pertinent owner to whom said services are provided):

1. Architectural, landscape design, engineering, or general contracting services.
2. Preparation of income tax returns, reviews, or audits, and 1099's.
3. Loans to the Association.
4. Reconstruction of past financial records.
5. Maintenance or repairs to individual dwelling units.
6. Printing, copying, mailing or postage costs.
7. Representation of Members/Association with a developer regarding construction completion or construction defects.
8. Enforcement of court judgments, foreclosures, and other legal services.
9. Delinquent Notices or Demand Letters sent to Members behind in assessments (if requested by the Association to be sent by the Manager, the cost of letter is passed on to the Member).
10. All resale disclosure forms, questionnaires, documents, and demand statements, requested by an individual homeowner, buyer, real estate agent, lender, etc., in association with a sale or refinance of their home.

ARTICLE VI. EMPLOYEES

Except for third party service contracts or as otherwise provided, all persons employed in the operation of the Association or Association Property (such as but not limited to on-site maintenance staff) shall be employees of the Association, Management Company or a legal entity owned or controlled by Manager; as decided by the Association and the Manager. The Manager shall make disbursements and deposits for all compensation and other amounts payable with respects to persons who are employed in the operation of the Association Property, including but not limited to, unemployment insurance, social security, workman's compensation, and other charges imposed by a governmental authority. Fee for passthrough service is 4% of total salary per year. There shall be no fee for employment in the Association's name. The Manager shall maintain complete payroll records.

ARTICLE VII. COMPENSATION

In addition to other charges specified in this Agreement, the Association will pay the Manager a monthly management fee in the amount stated in the Addendum attached hereto ("Monthly Fee"). The Monthly Fee is due and payable on the first (1st) day of each month; and will be advanced to pay at that time. All fees set forth in this Agreement are nonrefundable. Any increases in contract cost will be notated in the budget for the following year and will automatically go into effect at the date specified. Management fees shall be adjusted for inflation annually to a minimum 2% increase or such other rate as may be deemed necessary and is agreed to between the parties.

ARTICLE VIII. ADDITIONAL/SUPPLEMENTAL CHARGES

During the Term, the Manager will perform the services set forth herein. In addition to the fees set forth in the Addendum, the Manager will charge the Association for the services as set forth on the then current year Supplemental Rate Sheet and the Association will pay the charges set forth. The Manager may amend the Supplemental Rate Sheet at any time upon thirty (30) days written notice to the Association.

ARTICLE IX. ACCURACY OF INFORMATION

The Association agrees and represents that it shall provide the Manager accurate information, including, but not limited to, information concerning the account status of Members. The Manager shall not be liable for any damages, costs or expenses should the Manager rely on inaccurate information provided by the Association. The Association understands and acknowledges that lot ownership information provided by the Manager to the Association comes from various sources which may include a search of the public records by the Manager. The Manager does not guaranty or otherwise warrant or represent as to the accuracy, timeliness or completeness of this information and shall not be responsible for incorrect, incomplete, or out of date information contained in the public records. The Manager shall have no obligation to verify the identity of an owner as provided by the Association or as found in the public records and shall not be liable for damages, costs or expenses incurred by the Association based upon inaccurate information provided by the Association or found in the public records.

ARTICLE X. INDEMNIFICATION

The Association shall indemnify and hold the Manager harmless from and against all claims, legal actions or other liabilities, including without limitation the obligation to defend the Manager or pay the Manager's reasonable attorney's fees arising in connection with the Manager's management of the Association under this Agreement including but not limited to claims, damages, litigation expenses, and associated costs that arise as a result of a claim or claims by third parties against the Manager as the result of any action or proceeding the Manager pursues on behalf of the Association ("Third Party Claims"). However, the obligation to indemnify, hold harmless and defend as noted above shall not apply where the claims, lawsuits or expenses arose out of: (i) acts or omissions by the Manager that are grossly negligent or willfully wrongful; or (ii) acts by the Manager outside the scope of its authority under this Agreement.

To the extent not covered by insurance or a bond, the Manager shall indemnify and hold the Association harmless from and against all claims, legal actions, losses and other liabilities, including without limitation the obligations to defend the Association or pay the Association's reasonable attorney's fees which are found to have arisen out of: (i) acts or omissions by the Manager that are grossly negligent or willfully wrongful; or (ii) acts by the Manager outside the scope of its authority under this Agreement.

The Association recognizes that the Manager is legally obligated to take reasonable measures to protect its employees from harassment. On rare occasions, those measures may include limiting communications with an owner or member of the Board of Directors who has displayed abusive behavior, including verbal abuse, toward the Manager's employee(s). The Association understands the Manager's duty to address such harassment and acknowledges that the Manager may limit its employees' communications, telephonic or otherwise, with any individual at the Manager's sole discretion. If feasible in such a situation, the Association furthermore agrees to take reasonable measures to assist the Manager in precluding the recurrence of abusive or harassing behavior.

ARTICLE XI. ASSOCIATION INSURANCE

The Association agrees to maintain public liability and contractual liability and such other insurance as required by the Association's governing documents and under Oklahoma law. In each such insurance policy, the Association agrees to designate the Manager as an additional named insured. The carrier and the amount of coverage in each policy shall be mutually agreed upon by the Association and the Manager. A certificate of each policy issued shall be delivered promptly to the Manager by the Association. All policies shall provide for ten (10) days written notice to the Manager prior to cancellation.

The Association hereby agrees that it will not make any claim against or seek to recover from the Manager for any loss or damage to a building that would otherwise be covered by the Association's insurance. The Association agrees to carry directors and officer's coverage and a worker's compensation policy covering any employees of the Association.

ARTICLE XII. MANAGER INSURANCE

The Manager agrees to carry and maintain general liability, errors and omissions, and fidelity insurance for the Term of the Agreement.

ARTICLE XIII. AMENDMENTS

This Agreement, the Addendum, and the Supplemental Rate Sheet constitute the entire Agreement between the parties with respect to the subject matter hereof and replace, supersede, and nullify all prior agreements or arrangements between the parties relating to such subject matter. No amendments, additions, or deletions to this Agreement or its attachments will be valid unless made in writing and signed by the parties hereto, except that the Supplemental Rate Sheet may be amended from time to time by the Manager with thirty (30) days prior written notice given to the Association. Except as specifically set forth herein, a party may only waive compliance with this Agreement through a written agreement signed by the other party.

ARTICLE XIV. NOTICE

Any notice required or permitted under the Agreement shall be deemed given when delivered or when deposited in the United States mail as Certified Mail, addressed as follows:

TO ASSOCIATION:

Board President of record

_____.

_____.

Email: _____

Phone: _____

TO MANAGER:

casa, LLC

Dept: Contracts

PO Box 1036

Jenks, OK 74037

Email: contact@casaoa.com

P. 918.800.CASA (2272)

ARTICLE XV. MEDIATION

Except for matters whereby a party seeks injunctive or equitable relief or collection of management fees, prior to initiation of any legal action, the Manager and the Association must attempt to settle a dispute through mediation for at least four (4) hours. Upon written notice by one party to the other of its desire to mediate, the party receiving the notice will select an independent entity that provides mediation services to serve as a mediator in the proceeding. If the party receiving the notice of intent to mediate does not name such an organization within ten (10) days from the date the notice of intent to mediate is received, then the other party may proceed as if this section did not exist or at its option make the selection of the organization to provide mediation services. If either party selects an organization that is unwilling to serve as mediator, then the other party may select the organization. Once the organization is designated and agrees to accept the appointment as mediator, the organization will be directed to schedule a mediation proceeding at a time mutually convenient to all parties. The mediation will be held within thirty (30) days following receipt by the mediation organization of the notification that its services are requested. If the parties cannot agree on a date for mediation, then the mediation organization will select a date it believes is reasonable for both parties, given all the claimed conflicts with dates. The mediator will select the location of the mediation; provided, however, the location of the mediation shall be in the Tulsa metropolitan area.

ARTICLE XVI. ASSIGNMENT AND AMENDMENT

All terms and conditions of this Agreement shall be binding upon the parties hereto and their respective successors and assigns.

ARTICLE XVII. ENTIRE AGREEMENT; BINDING EFFECT

This Agreement shall constitute the entire agreement between the Association and the Manager, and no variance or modification of this Agreement shall be valid and enforceable unless in writing and signed by both parties. Should any provision of this Agreement be declared or decided by any court to be invalid or in conflict with the law, the validity of the remaining provisions of this Agreement shall not be affected thereby, and the remainder of the Agreement shall continue in full force and effect. This Agreement shall bind and inure to the benefit of the Association and the Manager and their permitted successors and assigns. This Agreement may be assigned by the Manager in connection with any corporate merger or acquisition or sale of substantially all of the assets of the Manager. If there is such an assignment by the Manager, the parties acknowledge and agree that Manager shall be released from all further obligations or liability hereunder upon the express assumption of such liability by the assignee. This Agreement may not be assigned by the Association without the Manager's prior written consent. Such assignment shall not alter the Association's remaining obligations to the Manager hereunder, if any.

ARTICLE XVIII. GOVERNING LAW AND VENUE

This Agreement shall be governed by the laws of the State of Oklahoma. In the event of any dispute in relation to this Agreement, the parties shall agree to mediation as provided hereinabove and the mediation shall be venued at a mediation provider in Tulsa, Oklahoma.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement in duplicate as of the date written hereto.

Association: Association

By: _____
(Signature)

Board of Directors Authorized Member - Duly authorized to enter into this Management Agreement. Upon renewal- if the future renewal agreement is not received by 12/31/2026, the renewal agreement provided shall be deemed approved in accordance with Article III.

(Print Name)

President
(Title)

Manager: **casa, LLC**
% Contacts
PO Box 1036
Jenks, OK 74037

By: _____
President/Senior Manager

ADDENDUM

1. The Association and the Manager agree that the lines of authority or chain of contact shall be as laid out below. The Manager will contact the following in the order designated below. If one contact does not respond to the Manager within a reasonable time frame, the Manager will move to the next contact. However, the Association and the Manager understand and agree that most correspondence will be sent to the entire Board:

- 1 – Board President
- 2 – Vice President
- 3 – Treasurer
- 4 – Secretary
- 5 – Other Board Members

2. The Term of the contract shall be _____ months, starting _____, 2026. (Article III)
3. The manager will perform 6 site inspections per year. (Article V, M) Additional requests can be made at a \$75.00 charge to the association.
4. Manager will attend the Annual Homeowners Meeting. (Please add additional meetings required):

5. Association will be charged a one-time On-boarding fee to establish the Association's bookkeeping, recordkeeping, and buildout of Association Online Portal for Homeowners of \$795.00 - _____.
6. Association will compensate Manager \$ 0.00 per lot/house as a monthly fee of \$ 0.00 for management services (Article VII)
7. Association and Manager have discussed the Supplemental Rate Sheet. Association prefers all correspondence to be delivered electronically except for mailings which are otherwise required by Oklahoma law or the Association's governing documents (Article VIII). Physical mailings are sent out in accordance with the fee schedule on the Supplemental Charges Rate Sheet.
8. The parties to the Agreement acknowledge and understand that this Addendum is to be incorporated by reference and its terms expressly included as part of the Agreement.

COPYING SERVICES - Inner Office	
<i>Black & White (In Office Copies)</i>	\$0.30/page
<i>Color Page (In Office Copies)</i>	\$0.50/page
MAILING SERVICE PRICING TABLE	
Pricing (per letter)	Current Cost
<i>1st B&W Page (includes address page, 1 B&W page, folding, stuffing envelope)</i>	\$1.75 Each
<i>Mailing – Large envelope (Includes stuffing, envelope, labels)</i>	\$2.25 Each
<i>Certified Mailings (Rates will vary)</i>	Federal Rates + 10%
<i>Each Additional B&W Page</i>	\$0.30
<i>Each Additional Color Page</i>	\$0.50
<i>Return Envelopes</i>	\$0.20
<i>Annual HOA/POA Meeting Announcement Postcards (includes prep and printing)</i>	\$0.95/each
<i>Postage billed per letter at the then current Federal Postage Rate (pass thru)</i>	Federal Rate
INSPECTION SERVICE FEES (AKA: DRIVE THRU)	
<i>Additional Drive Thru requested outside of the allotted contracted inspections</i>	\$1.00 per door
ADDITIONAL SERVICES	
<i>Management of the Association's pool gate and entry gate access systems if applicable, to include monitoring of access controls, and daily operational management. CASA shall ensure the systems remain functional, secure, and appropriately managed for the benefit of the community. For Associations located outside of the Tulsa area, the Board may designate a representative to assist with minor on-site needs that do not require vendor services.</i>	Included in Management fee. No additional costs
<i>Hourly Consulting (for any additional service not addressed in this contract or fee sheet shall be billed at this rate - e.g., Project supervision services, Board meeting Attendance, attendance at court hearings, emergency services, etc.)</i>	\$85/hour
<i>1120-H Tax Return Preparation and filing</i>	\$175.00

Pass-Through Fees Billed to the Association and Assessed to Owners	
<i>COLLECTION SERVICES (Pass thru to homeowner per Association collection policy) Account Placement fee plus collection fee</i>	
<i>Default Notice - Sent to delinquent owners: 30 days past due / 60 days past due</i>	\$10/per notice
<i>Intent to Lien Letter Prep - CASA</i>	\$25.00
<i>Lien Prep & Filing - CASA</i>	\$100.00/per lien
<i>Lien Filing Fee - County Rate (Rates vary by County)</i>	From \$10 to \$30
<i>Lien Release & Prep</i>	\$50.00/per release
<i>Lien Release Fee - County Rate (Rates vary by County)</i>	From \$10 to \$30
<i>Returned Payment fee for insufficient funds (NSF)</i>	\$37/per occurrence
TRANSITION SERVICES (transition service fees may change at any time)	
<i>Closing Letter Fee - Includes Closing Letter ONLY (Homeowner Responsibility)</i>	\$98.00
<i>Closing Letter Package - Includes Closing Letter, Copy of CC&Rs and ByLaws (Homeowner Responsibility)</i>	\$198.00

CONFIDENTIAL - (N/A)