

**PRESTIGE CONDOMINIUM ASSOCIATION  
MANAGING AGENT ROLE AND RESPONSIBILITIES**

1. **Role and Responsibilities**

(a) **Attend four meetings each year of the Board of Directors and one annual Council of Owners meeting at Prestige Condominiums, Oakland MD.**

- Brief the Board of Directors (BOD) at the Quarterly meetings (4 per year), and the Council of Owners at the Annual meeting (once per year).
- Support BOD committees where Managing Agent expertise is required.
- Provide input to R&Rs, draft updates and prepare documents for review, approval and distribution
- Develop draft progress update communications to all owners for BOD approval and release
- Prepare and release all required information to owners in preparation for Owners' meeting
- Prepare MA report for BOD meetings and for Owners' meetings and present the information.

(b) **At the Board's direction and control, assist in the selection of all Association insurance policies.**

- Research and recommend strategy and selection of insurance policies for comprehensive coverage for the Association to the BOD
- Report and prepare Incident and Claims documentation and manage the Incident and/or Claim with the BOD and insurance companies and condo owner(s) if involved.

(c) **Maintain the Document Management System for the Association**

- Manage the PCA Dropbox account and licenses
- Manage the WIX Prestige Condominium website
- Manage, update and publish PCA Owners' directory
- Provide Rental Management company updates to the Owners' directory
- Maintain owner's email distribution list

(d) **Oversee the activities of the Maintenance Supervisor.**

- The Maintenance Supervisor will supervise other maintenance personnel.
- In the event there is a vacancy on the maintenance staff, work with the maintenance supervisor in employing a replacement.
- In the event there is a vacancy in the maintenance supervisor position, work with the Board in advertising, interviewing, selecting and employing a replacement.
- In the event the maintenance supervisor is on personal time off or unplanned absence, contract with Rental Manager for services and fees to:

- Provide a Certified Pool Operator to conduct and record two daily pool tests, one before 8AM for pool opening and the second test mid-afternoon. Adjust pool chemistry based on the test results.
- Remove trash from the trash rooms on each floor and all trash can receptacles on each floor and building entrances. Make two to three runs each week to the GC dump for trash disposal depending on the amount of trash collected.

**(e) Be in contact, on the premises, with the maintenance supervisor, at least three times per week, or as required, to assess progress, equipment is serviced and maintained, supplies are adequate and ensure common areas are kept clean. In any weeks during which the Agent will be out of the area, Agent will plan for meeting any duties which may be required.**

**(f) Obtain equipment, tools, materials, supplies, etc. that are necessary to maintain the condominium. Orders will be in the name of the condominium. The maintenance supervisor will order all routine items but will require Agent's approval for non-routine items. After Agent's approval, Agent can expect the maintenance supervisor to do the ordering etc. of non-routine items as well.**

**(g) Contract for and manage services needed for building services and equipment maintenance.**

- Plan and coordinate with Keylock for building doors, door locks and building keys.
- Coordinate with COMCAST for WIFI to the building and respond to outages.
- Maintain and reset building WIFI system when needed and bring system and APs back online; available to respond to issues any time
- Coordinate with CHIPS Network for internal systems of WIFI network switches, access points and building cameras and network video recorder
- If local area/building electricity is out, monitor ARK Systems equipment, pool pumps and battery operated emergency exit lights and sewer lift station equipment
- As point of contact for the Association, receive after hours calls for building fire alarms, problems with building elevator and pool pumps and equipment
  - React to and manage responses to elevator problems within one hour; work with Maintenance personnel to resolve the problem.
  - Manage emergency issues regarding guests or owners
  - Respond to fire/smoke alarms in building common areas at any time
- Resolve issues with pool emergency phone operation
- Manage sewer grinder pump emergencies within one hour with the Maintenance Supervisor, problems, and coordinate with Garrett County Maintenance department.
- Coordinate with GC Utilities for water line or pressure reduction valve issues in the building
- Coordinate building cable TV requirements with Shentel and Railey Vacation
- Coordinate and conduct on-site meetings and building reviews with vendors
- Coordinate with Potomac Edison for individual meter readings in 2<sup>nd</sup> floor meter room
- Plan and coordinate bi-annual parking deck and lower garage inspection and required repairs once every six months

- Manage condo parking issues
- Manage Pest control contract services
- Manage and coordinate contract services for common area grounds maintenance
- Support maintenance supervisor
- Manage maintenance staff training and required certification for pool operator license(s)
- Review and sign off maintenance timesheets and transmit to the BOD Treasurer every two weeks
- Manage building interior and exterior signage design, procurement and placement
- Contract with electric generation company to receive lowest rates and coordinate with Potomac Energy for billing both generation and transmission under one billing system
- Coordinate and meet with Oakland and McHenry Fire Departments to review Knox box location, building standpipe locations, fire control annunciator panel location and information and building general layout
- Coordinate with Otis Elevator contract terms and for technical support and annual inspection and certification
- Coordinate with ARK Systems annual fire control maintenance and inspection
- Schedule and coordinate annual MD state boiler inspection and certification
- Schedule and coordinate annual fire extinguisher inspection and certification
- Coordinate the annual pool/spa two-week maintenance schedule and contract for resources to do the required work in support of PCA maintenance staff
- Apply for and coordinate GC Health Dept annual pool inspection and certification
- Prepare annual pool and spa paperwork and submission to GC Health Dept for GC annual licenses
- Prepare and submit DNR Buffer Strip annual application for buffer strip and dock/slips license
- Coordinate game room equipment placement, refunds and repairs with vendor; receive game room equipment permits for each piece of equipment.
- Coordinate and support Boat Committee for designation of reserved slips for the boating season including procurement of boat slip reserved name plates
- Coordinate with Boat Dock Committee for annual leasing slips to non-owners of a PCA condo, contact the non-owner, provide the leasing agreement for signing and designate slip assignment
- Coordinate testing and maintenance of the hallway and stairwell emergency lighting system
- Coordinate boat dock in-out of lake placement and required dock repairs,
- Plan, coordinate and submit to DNR application for beach special projects
- Coordinate and conduct on-site meetings and building reviews with vendors
- Coordinate Water heater replacement requirements and support with owners and vendor
- Coordinate issue resolution with individual condo HVAC systems, water heaters, plumbing and electrical that impact building infrastructure
- Manage contract with snack machine vendor
- Contract for and manage pool room inside window cleaning, three levels, twice a year
- Coordinate maintenance and repairs of laundry room washers and dryers and the ice machine
- Manage allocation of owner cage closets on 2<sup>nd</sup> floor; keep record of cage closet assignments and the reallocation of closets to new owners.

- (h) **In cooperation with the budget/personnel committee of the Board, provide appropriate information to the annual budget process that is proposed to the Board.**
- Operating budget planning and management
    - Monthly review
    - Quarterly adjustments
    - Coordinate and conduct on-site meetings and building reviews with vendors
  - Provide component items and respective data inputs for Reserve Funding plan
  - Implement and manage approved and funded Reserve projects
- (i) **Provide input for draft notifications to owners for Board review. When approved by the Board, distribute to the Council of Unit Owners on behalf of the Board. Generally, this is two notifications prior to the annual meeting, and any special notifications to the Council of Owners. Cost of postage, copying, and materials will be billed to the Association.**
- (j) **Report to the Board and upon directions from the Board give notice to violators of any written complaint received pertaining to violations of Condo declaration, bylaws, rules and regulations. Also, report to the Board any violations the Agent may observe.**
- Actively enforce PCA bylaws, rules and regulations
- (k) **Provide the information on the required addendum to contract of sale when an owner responds to an offer to purchase.**
- Respond to realtors for understanding of HOA common areas, rules and regulations and policies and how the HOA operates
  - Prepare and submit MD Realtors Disclosure statement for the sale of a condo
- (l) **In cooperation with the Property Improvements Committee of the Board, make recommendations to the Board regarding major renovations/improvements needed or desired. When requested by the Board, solicit bids for Board authorized contracts. The Board will select the contractor. Agent will be the primary contact with independent contractors or personnel.**
- Conduct research for various projects, identify issues, develop information and present to the BOD for approval
  - Prepare information for vendors
  - Coordinate with vendors: planning, spec development, proposal review, contract management, invoice approval
- (m) **Provide information for bookkeeping for any work/materials done by condo employees in units at the request of the rental company.**
- Prepare and submit monthly reports for LOE of condo employee and materials used for maintenance in condo units. The Excel report will contain:
    - Date of work
    - Condo Unit number
    - Work Performed
    - Condo Staff and staff level of effort
    - Material(s) used
    - Notes
  - Coordinate receipts to the BOD Treasurer

- Approve invoices for payment by the BOD Treasurer
- (n) **Once a month, receive from the maintenance supervisor, and deposit the money from game room, laundry room and vending machines.**
- Receive monthly game room money, soda vending machine money and washing machines and dryers' money. Count the paper money, roll the coins and deposit to bank
  - Submit monthly deposit report to the BOD Treasurer
  - Prepare totals by source and submit monthly report to the BOD Treasurer
- (o) **Coordinate the execution of common area projects with the Rental Management company.**
- Meet several times a week with front desk management to coordinate and manage schedules between rentals, HOA projects and vendors.