

December 17, 2012

Camper's Holiday Unit Owners

**Subject: Qualified Property Management, Inc.**

During the December 6<sup>th</sup> Board of Directors meeting, some questions were raised concerning Camper's Holiday contracting with QPM, Inc. To help inform our newer condo owners, and to clarify some misinformation that is circulating, the Board would like to explain the role QPM plays in the operation of Camper's Holiday.

In November 2009, Camper's Holiday contracted with QPM to manage our association. This allowed the Board to combine paid services such as legal, CPA, treasurer, assistant treasurer, secretary and employment services under one agency in order to facilitate efficiency in running our condo association. Prior to hiring QPM that year, a \$24,963 expense was incurred for attorney fees and expenses dealing with an employment issue that likely could have been avoided through the use of a management firm. Contrary to what some people believe, **QPM does not own or operate our condominium.** They are a support service and all decisions are ultimately made by Camper's Holiday Board of Directors.

Following are some of the areas, Jim Keller, a Florida Licensed Community Association Manager, assists the Board in managing our association, as well as, benefits we receive by employing a management firm to assist in our daily operation.

- **Employees** – All of our employees are employed through QPM. They handle all payroll issues, including payroll taxes, Workman's Compensation, etc. The management firm assures that we meet all employee regulations and requirements.
- **Legislative Updates and Legal Questions** – The Board is kept abreast of all legislative changes and legal requirements for operating a Florida Condo Association. This is an important aspect of management and Jim assists the Board in meeting all requirements. If Jim does not have the answer to specific questions, QPM has a staff of professionals that he can consult to obtain the answer. Prior to contracting with QPM, approximately \$12,000 (2008) was spent on consulting with attorneys to obtain answers to condo management questions.
- **Financial** - QPM assists in monitoring the budget and maintaining all records, as well as, providing the Board with clear and concise monthly financial information which meets the requirements of Florida's governing documents and the American Institute of Certified Public Accountants. They maintain all association bank accounts and conduct all bookkeeping for our campground business. They assist in local, state and federal tax preparation and filing. QPM, through BB&T Bank, oversees the collection of all condo fees. In addition, QPM reconciles all invoices and handles all of our Accounts Payable.
- **Delinquent Association Dues** – QPM has an automated system of tracking association condo fees from the day of delinquency through the lien and foreclosure stages to protect the association's interest. An aggressive collection process includes: monitoring each unit owner's account, providing the Board with a monthly report, issuing letters to delinquent unit owners and making recommendations to the Board concerning the collection of outstanding accounts.
- **Audits** – Through QPM, Jim obtained a general audit for \$5,600. A savings of \$5,400 over our prior audit costing \$11,000.

- **Contracting** - QPM is involved with vendor bidding, insurance requirements, contract negotiation and contractor oversight, helping to secure the most cost-effective bids. Substantial savings have been recognized in this area due to the large number of associations OPM represents.
- **Leadership and Support Services** – QPM provides operational leadership lending authority to the Board's decisions. Jim offers direction and leadership in all voting issues and prepares all voting material. He streamlined our lengthy ballot counting process and election procedures for the Board. He also assists in the filing of corporate reports and meeting agendas.
- **Insurance** – If Camper's Holiday Board still had a self-managed Board, it would expose the Association and Board members to corporate, as well as, individual law suits. Due to the large number of associations served, QPM obtains and administers the highest quality insurance and coverage, at a substantial savings, over our prior insurance agencies (\$5,000 saved in 2011 -- \$2,500 saved in 2012).
- **Weekly Meetings** – Jim maintains weekly office hours at Camper's Holiday every Tuesday and Thursday from 9:30 – 12:00 noon. During that time, Jim, along with a few of the Board members, are available to answer any questions or concerns that unit owners may have. You are welcome to stop in any time.
- **Monitors Common Property** – Jim routinely examines the common areas and facilities to help stay on top of maintenance and safety issues.

As Camper's Holiday Board members, we have a tremendous responsibility to protect the value of our community while trying to keep operating expenses at a minimum. Finding ways to minimize the expenses on older facilities and property is a difficult challenge due to the ever increasing cost of goods and services pushing expenses higher and higher.

One of the ways we have been successful in maintaining expenses is the recent negotiations of an extension to our existing contract with the CEO of QPM. Initially, our first contract included a 5% increase each year of our contract. Fortunately, as in the past two years, we were successful in negotiating our contract renewal for an additional year with no additional increase in cost for their services. That decision has resulted in several thousand dollars being saved over the three years we have used their services.

We hope this clarifies some of the services provided for Camper's Holiday through QPM. Jim, and others at QPM, are a constant resource to the Board in helping operate the business aspect of our park more efficiently and effectively.

Sincerely,

*Norman States*

Board of Directors  
Norman States, President