Exhibit A

Itemized Charges for Periodic Routine Services

The following charges are for non-routine services performed in the Agent's corporate offices or by the Agent's employees and are good through the calendar year 2020. Charges may be modified beginning January 1, 2021. These charges supersede all previous routine service rates and other contractual provisions.

Fees effective January 1, 2020

Item	Charge
Materials Reproduction	$0.25 per page - black/white printing $1.00 per page – color printing
eDocument Handling (as pertains to Non-Routine Projects and Documents)	$0.25 per page
Postage	Direct postage costs
Community Mailing (handling fee when mailing additional inserts)	$0.50 per piece
Envelopes	$0.20 per piece
Annual Account Maintenance (Coupon Book)	$8.99 per Unit includes Coupon Book mailing
Monthly Billing Statements	$2.25 each (paper) $1.15 each (electronic)
Electronic Data Storage Fee	$8.99 per month
Statement of Delinquency ("Friendly Reminder") 1st Formal Delinquency Notice Monitoring fee as turned over file to attorney at 60 days	No Charge $35.00 charged back to the owner. $175 charged back to owner
Returned Checks (Billed to Owner)	$50.00 per check
Special Check Requests	$25.00 per check
Manual Posting of Non Lock-Box Fee Payments	$2.00 per payment processing
Name and Address Labels (other than for community mailing)	$0.20 each minimum $5.00
Disks/USB Drives Downloaded with Materials	$25.00 each
Notary Services	$1.00 per notice
Certified Letter Preparation	$2.00 per letter plus cost of postage
Messenger Services	Actual Cost plus $5.00
1099 Processing	$27.00 each
Postcard Production (postage not included)	Postcard (8.25 x 5.5 size) Black & White $0.75 each Color $1.00 each
Records Storage	$36.00 per box annually $30.00 per box transport charge for records placed in or taken out of storage.
Records/Mass Document Shredding	$25.00 per box
NON-ROUTINE SERVICES USED AT THE DISCRETION OF THE ASSOCIATION	
Services Performed by Agent Outside of Agreement	
Agent's Executive Staff	$200.00 per hour
Agent's Managers	$100.00 per hour
No Quorum Meeting Attendance (If the manager attends a scheduled Board Meeting and no Board quorum is met without notice to the manager.)	$75.00 per hour, minimum 2 hours
Agent's Administrative Staff	$75.00 per hour
Agent's Accounting Staff	$170.00 per hour
Set Up & Use of Go-To-Meeting	$50 first 2 hours, $25 each additional half hour
Additional Programs When Approved for Use by Association	
Tenant Administration Program	$250.00 per new lease, $50.00 per renewal. (This is paid by the owner not the association, however the Association would need to adopt a resolution to utilize this program).
Covenant Compliance Inspection	$125.00 (This is paid for by the person/party requesting the resale package, not the association).

	The association would need to adopt a resolution to implement this program in your association.
Associa On-Call Maintenance Services	
Maintenance Services	*From $65.00 per hour
Trip Charge for Maintenance Services	Onetime $35 fee per work request
Miscellaneous material stocking fee	$5.00 per work ticket
Emergency Call Service – Initial Hour Fee	$140.00
Emergency Call Service – Additional Hour Rate	$95 per hour
Eviction Attendance and/or Maintenance Services for Evictions	$90 per hour per technician, plus materials – Number of Technicians based on individual county's requirements.
*Professional Required Emergency Services (Plumbing, Electrical, Mechanical)	Based on our AOC Partner's preferred rates
Payroll & Benefits Administration	
Association Employees (Those employed directly by the Association) Payroll & Benefits Administration (Including 941 tax filings, regulatory filings & W-2's)	Actual cost of payroll administration service per payroll run, plus $55.00 per month for processing fee
Issue background checks and or drug testing	Actual cost plus $20.00
Union Health, Welfare and Pension Administration	$25.00 per month per Union
Special and Alternative Services	
Foreclosure Tracking Service	$50.00 charged back to owner
Lien Filing	$80.00 charged back to owner, when applicable
Duplicate Release of Lien (initial preparation with no additional fee)	$35.00 charged back to owner
Special Assessment Administration Special Assessment Administration (Installment Plan)	$4.25 per unit per month for the term of the S/A plus a $1,500.00 set up fee
New Bank Loan Administration	$2,000.00
Oversite of Construction or Capital Improvement/Repair Project	2% of project cost exceeding $50,000 For multiyear projects of $1 million or more, an annual amount per project will be negotiated
Annual Report Filing	$75.00 annually
Tax Appeal Fee Processing (when billing the individual units)	$5.00 per unit
Architectural Administration and Compliance	
Violation Processing with color pictures	$1.00 per notification letter, plus cost of postage
Fees Paid Directly by Seller/Buyer to Agent	
22.1 Resale Disclosure Statement (without CCI)	$80.00
Custom Lender Questionnaire	$100.00
Appraiser Information Report	$50.00
Closing Paid Assessment / First Right of Refusal	$175.00
Closing Paid Assessment Letter WITH CCI	$300.00
Covenants Compliance Inspection (CCI)	$125.00
Governing Documents	$60.00
Lender / Mortgage Questionnaire (without CCI)	$120.00
Litigation Letter	$40.00
Loan Estimate	$20.00
Refinance Only - Closing Paid Assessment Letter	$90.00
Resale Disclosure Package (without CCI)	$200.00
Resale Disclosure Package WITH CCI	$300.00
New Owner Transfer Fee	$100.00
Online Document Transition	$50.00

*These are base fees and do not include any additional services including priority turnaround fees, expedited fees, update fees, etc.	
Communication Technology	
Town Square Mobil Application & Portal	Included
Town Square Concierge & Package Tracking Services	$100.00 per month
VOLO Recovery (Mass Communication Tool)	$2.50 per unit annually (This would be separate contract with vendor and paid for by the association)
Website Monthly Fee	$40.00 for up to 100 $50.00 for 101-200 homes $60.00 for 201-300 homes $65.00 for 301+ homes
Website Basic Set-Up	Included
Website Custom Domain Name	$75.00 for 3 year term