

Exhibit A

Itemized Charges for Periodic Routine and Non-Routine Services

The following charges are for routine and non-routine services performed in the Agent's corporate offices or by the Agent's employees and are good through the calendar year 2023. Charges may be modified beginning January 1, 2024. These charges supersede all previous routine and non-routine service rates and other contractual provisions.

Fees effective January 1, 2023

ROUTINE SERVICES

Item	Charge
Materials Reproduction	\$0.25 per page - black/white printing \$1.00 per page - color printing
eDocument Handling (as pertains to scanning Non-Routine Projects and Documents)	\$0.25 per page
Postage	Direct postage costs for all mailed items
Community Mailing (handling fee for additional mailing inserts)	\$0.50 per piece
Rush Mailing Fee (processed in 24 business hours)	\$50.00 per mailing
Envelopes: Standard Size - Large Size	\$0.25 per piece - \$0.99 per piece
Annual Coupon Books	\$9.25 per book
Monthly Billing Statements	\$2.35 each (paper) \$1.20 each (electronic)
Electronic Data Storage & Technology Fee	\$9.99 per month
Statement of Delinquency ("Friendly Reminder")	Cost of printing, envelope & postage
1 st Formal Delinquency Notice	\$35.00 charged back to the owner
Monitoring fee as turned over file to attorney at 60 days	\$175 charged back to owner
Returned Checks (Billed to Owner Account)	\$50.00 per check
New Owner Set Up (Billed to Owner Account & Collected at closing)	\$75.00 per Unit
Special Check Requests	\$25.00 per check
Manual Posting of Non Lock-Box Fee Payments	\$2.00 per payment processing
Name and Address Labels, upon request (other than for mailing)	\$0.20 each minimum \$5.00
Disks/USB Drives Downloaded with Materials, upon request	\$25.00 each
Community Mass Distribution/Tracking of Pool, Gate, Parking, or Recreation Pass/Device and/or Homeowner Directory Update	\$1.00 each (if processed by Branch / corporate staff)
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
Procurement Service Fee	A 3% fee on cost of goods purchases by management staff on behalf of Association. Only applies purchases outside of Strongroom vendor invoicing and payment process.
Records Storage (if not stored at community)	\$3.00 per box per month \$40.00 per box transport charge for records placed in and/or taken out of storage. \$65.00 additional per box to permanently remove
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	\$130.00 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 Management Virtual Meeting Account	Included (subject to availability)

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 (Service Call / Work Order Requests)	*From \$70.00 first hour, then \$70.00 additional hour, plus materials as needed
Trip Charge for Maintenance Services	Onetime \$35 fee per work request
Miscellaneous material stocking fee	\$5.00 per work ticket
Disposal Fee on Service Call / Work Order, on necessary jobs only	\$35.00 per .5 Truck Load
Emergency Call Service	\$140.00 initial hour, \$105 per each additional 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. Minimum charge of 4 hours.
Professional Required Services (HVAC, Plumbing, Electrical, Remediation, Drywall, etc.)	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 \$25.00
Union Health, Welfare and Pension Administration	\$25.00 per month per Union

Special and Alternative Services

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 or Fee Waived if association engages Associa Loan Program for third party loan administration services
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

Town Square Architectural Control Feature	\$30.00 per month (Association can activate at any time and deactivate, 30 days notice at end of month)
Violations Letters	Cost of printing, envelope & postage

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 (Basic Set Up Included)	\$40.00 for up to 100 \$50.00 for 101-200 homes \$60.00 for 201-300 homes \$65.00 for 301+ homes
Website Custom Domain Name	\$75.00 for 3 year term

SERVICES PROVIDED TO OWNERS FOR SALES AND REFINACING

Fees Paid Directly by Seller/Buyer to Agent

Appraiser Information Report	\$50.00
Builder/Developer Only - Closing Paid Assessment Letter	\$200.00
Builder Developer Post-Closure Fee (on Developer new unit sale)	\$75.00
Closing Paid Assessment / First Right of Refusal	\$200.00
Closing Paid Assessment / First Right of Refusal (including CCI)	\$345.00
Covenants Compliance Inspection (CCI)	\$145.00
Custom Lender Questionnaire	\$145.00
Governing Documents	\$60.00
Lender / Mortgage Questionnaire	\$165.00
Lender / Mortgage Questionnaire (including CCI)	\$310.00
Litigation Letter	\$45.00
Loan Estimate	\$30.00
Refinance Only - Closing Paid Assessment Letter	\$100.00
Resale Disclosure Package	\$260.00
Resale Disclosure Package (including CCI)	\$405.00
Legacy Account Closure Fee	\$100.00

These are base fees that do not include all possible optional service charges (e.g. expedited processing times, physical delivery, updates, convenience fees for credit card payments).