



## WHY CHOOSE US?

Full- Service management is the solution for a Board of Directors seeking a turn-key level of service. Our company is supported by Property Management, Accounting, Maintenance, Client Services, and Administrative Resources. This ensures the quality and timeliness of our services. HOA's are a sweet spot for us, and we have discovered that we are always exceeding our clients' expectations.

### What We Do For Our Associations:

- Advice and consult
- Rental home advisory (if desired by the board)
- Rental home advisory fee based options (if desired by the board)
- Meetings and administration
- HOA financial & accounting services
- Property management services
- Developer services
- Escrow services
- Homeowner online account – AppFolio

## OUR TRANSITION PROCESS

- ✔ **Step 1:** The Board of Directors will give the necessary notice to the current Management company of termination of the Management contract.
- ✔ **Step 2:** Management will draft a “Welcome Letter” introducing ourselves & will provide all the necessary forms to obtain accurate homeowner information.
- ✔ **Step 3:** Management will contact the predecessor to engage in obtaining the documents and information needed to organize and set up the Association in the Appfolio software system.
- ✔ **Step 4:** Management will notify the Board of Directors of the number of stored boxes retrieved from the predecessor, and will condense per civil code.
- ✔ **Step 5:** Management will place the initiation of late fees on hold, for 60 days, to allow the membership time for the address change in sending assessments, and/or to set up their Homeowner Online Account through Appfolio for automatic payments.
- ✔ **Step 6:** Management will contact all vendors and utility companies to update their invoice submission process and ensure there will be no disruption in current payables or work orders.
- ✔ **Step 7:** Management will update the Statement of Information and the Common Interest Development Statement with the State of California.
- ✔ **Step 8:** Management will conduct a full property inspection and follow up with an informative report to the Board of Directors.

## ABOUT US

## WHO WE ARE

JLA Real Estate Group is here for all your Homeowners' Association Management needs. James Antoyan started JLA Real Estate Group over 10 years ago. In the beginning, JLA was strictly a Commercial Real Estate Management Company, until one of our clients began talking about how their needs were not being met while serving on their HOA's Board, and James became intrigued.

Some of the problems they were having included their minutes not being completed on time, their calls going unanswered, their bills not getting paid on time (or not getting paid at all), directives not getting completed, lack of communication to homeowners, and most importantly, the Management Company was saying “no” to their clients: which we feel should never happen. DOES THIS SOUND FAMILIAR? JLA immediately thought this is not how you take care of your clients. So, we took action because here at JLA Real Estate Group, we believe that **“There are no problems only solutions®”**.



Client

## TESTIMONIAL

"As a member of the board for Arrowhead Canyon Estates I have been dealing with JLA for the past three years. Each question we have or problem with the property is always addressed in a timely manner. I have dealt with other property management groups that are not nearly as responsive. I feel they have done an excellent job at managing our property and will continue to work with them in the future".

**Bill Ormsbee**

Arrowhead Canyon Estates Board Member

— APP POWERED BY —

**appfolio**



### Easy Payments

- + Pay your HOA dues instantly
- + Set up auto-payments



### Fast Maintenance

- + Submit maintenance requests (+ photos) easily
- + Monitor the status of your requests



### 24/7 Access

- + View or download your account
- + Access important documents from anywhere
- + Stay logged in for instant access



## CONTACT US



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**JLA** | REAL  
ESTATE  
GROUP

Property Management  
Southern California



## HOA MANAGEMENT

Our proactive, hands-on approach to property and association management helps you get the most out of your investment without all the worries.

*You Talk. We Listen*