



Congratulations on becoming a board member, we look forward to assisting you in your new role on the board. I've included a few documents that may help you that you can reference anytime on your Red Rock Portal. We appreciate you taking your time and volunteering to help your community.

What to expect from Red Rock and your Community Manager?

As far as Red Rock, we are a full service HOA management company so we handle all the homeowner requests, payment processing, paying monthly invoices, violation inspections, scheduling meetings, managing projects, and supporting both board members and homeowners. Our motto at Red Rock is "Inspiring a Better Home" and we truly try to be a different HOA company. Let's face it, no one likes their HOA management company so we try to do what we can to change that mindset. We are very open and honest so please don't hesitate to reach out with any questions or concerns.

How to Reach Red Rock and/or your manager:

You can reach your community manager by phone and email during business hours. We try our best to respond within 24 hours. If you have an emergency and can't reach your manager you can also reach out to our support team. Our after hours emergency line is always on and available for emergencies only. Please keep in mind that our managers have lives outside of Red Rock so their phones only ring during business hours, this includes text messages. If you have an emergency you will need to call the after hours line to reach one of our on call team members. We also ask that you do not give your managers contact information out to the community or individual homeowners. Homeowners should contact our support team first and if needed would be passed along to the manager.

- **Office Hours:**
 - **Monday-Thursday 9am-5:30pm**
 - **Friday 9am-4pm**
 - **(closed bank holidays)**
- **Customer Service:**
 - **888-757-3376**

- support@gowithredrock.com
- After hours Emergencies: 888-757-3376
- List of Emergencies:
 - Fire
 - Water Intrusion
 - Sewer Back-Up
 - Clubhouse Rentals
 - Alarm/Sprinkler System Issues

What reports can you expect to receive?:

Your manager will send monthly reporting that includes the balance sheet, income statement, budget vs. actuals, general ledger, bank reconciliations and statements, open tasks/work orders, and violations. We try to get these out to you by the 25th of each month. The monthly financials will also be posted to the Red Rock portal.

If your contracts includes violations, what can you expect?:

Your Red Rock contract will determine the number of times we visit the property for violation inspections. Violations are logged the same day as the inspection and will escalate on the next inspection unless the homeowner reaches out and resolves the violation. Board members and homeowners may also report violations by emailing them to support@gowithredrock.com. Our inspections are completed by our management team and as we try our best to capture everything, however, we may miss some things as we are driving around. We do not get out and walk the property for safety concerns. We try to focus on bigger issues that are very noticeable so little items may be overlooked but please feel free to let your manager know if there are items you would like us to focus on. Violations are performed by driving around, we do not get out and walk the property. We also do not let board members ride with us.

- Violation Process:
 - 1st Notice: Violation Notice- gives homeowners 15 days to correct the violation
 - 2nd Notice: Hearing Notice-gives homeowners 10 days to correct the violation and requires the homeowners to call in and state their case on a recorded hearing line.
 - 3rd Notice: Result of Hearing- Either the homeowner corrected the violation and it is resolved or the homeowner will be fined per day/per occurrence. After 10 days the fines will begin.

****If the owner requests a hearing in front of the board, Red Rock can help set that up but we will not participate unless it is scheduled during business hours.**

What happens when an ARC request is submitted?:

All requests are submitted to our support team and uploaded to your Red Rock portal. Once the request is uploaded the board or committees members are notified and can vote on the project. Once the majority has approved/declined a letter and email is sent to the homeowner. If more info is needed our support team will reach out and upload the information. Board members can view all requests on the board portal. Also please reference the ARC Powerpoint in the portal under “Board Resources”.

When does the board meet and what can you expect from Red Rock:

Your Red Rock contract will determine the number of night meetings you have in a year with Red Rock. Any additional meetings are \$175 per meeting. Right now we are still operating virtually by Zoom. We ask that all meetings start before or at 7pm and do not exceed 90 minutes. Your manager will supply the meeting zoom info, and any needed or requested supporting documents. Meetings need to be held Mon-Thursday. We do not work Friday nights or weekends. We like business hour meetings, remember you can also schedule day meetings during business hours. If you find yourselves having extremely long meetings please take some time to discuss with your manager. There may be steps that can be taken to shorten them up.

What is the collection process:

Once a homeowner reaches that collection threshold Red Rock will send a letter that lets the homeowner know their account is behind. If the homeowner does not reach out or set up a payment plan another letter is sent giving them 15 days to pay or reach out. At that point if we do not hear back the account is turned over to the attorneys office. Typically they will send one last letter and then a lien is placed on the unit. Once the account is turned over all communication regarding the account financials must go through the attorney's office.

Frequently asked questions:

- Can Red Rock call homeowners and ask why they are behind on dues? No, we are not a licensed debt collector agency. We must follow our collection process.

- **Can Red Rock call a homeowner and ask them to rectify a violation? No, we try not to cold call homeowners. We have processes in place and for documentation purposes we need to follow them.**
- **Will sending an account to the attorney cost the HOA money? Yes and No, the HOA will be billed but that invoice is added back to the homeowners account and once payment is made that is reimbursed to the HOA.**
- **Are paper statements mailed? Yes and No, we try to stay as paperless as possible and we offer so many payment options that paper statements aren't always necessary. We do send out coupons in Dec for the upcoming year as a reminder to those homeowners that aren't set up on autopay. Monthly statements are emailed and each homeowner that has a balance will receive an email on the 1st and 15th of each month.**
- **Can Red Rock walk the property for violations? No, for security and safety issues we do not walk the property.**
- **Does Red Rock capture violations that are behind the units? No, we only log what can be seen from street view.**
- **When are accounts updated after closing? We rely on the closing attorneys to send that info in. Typically we see a 3-4 week turnaround time. Please note we do not check the GIS against the homeowner list unless alerted of an issue.**
- **What reports are available online for board members? Board members can pull open violations, aging, and work order reports any time on the portal.**
- **Can the boards select their own vendors? Sure! We do require a new vendor form to be filled out and we do request a W9 and proof of insurance.**

- How quickly are vendors paid? Please keep in mind that Red Rock operates on net-30. We do try our best to get all invoices paid within 7 business days of being received.
- Can Red Rock be onsite to meet vendors? We are not an onsite management company. We can occasionally be on site to meet vendors if a board member can't be present.

Friendly Reminders from the Red Rock Team:

- If you believe there are illegal activities going on please report to your local police department or call 911.
- If there are animals off the leash please call your local animal control.
- If there is a street light out normally you can report it directly to the electric company for a quicker turnaround time.
 - Duke Link: <https://salor-web.duke-energy.app/#/home/map>
- For parking on public streets please report to the local city authorities.

We are here to support the board and community and work together to ensure that you are receiving the best level of service. Please let us know at any time how we may serve you better! We are always looking for feedback.