

RESERVE STUDY PROCESS



PRE-PROJECT PREPARATION REQUESTS

The **retainer payment** is required prior to the onsite inspection

The following **information is requested before** the kickoff meeting:

- ✓ Current operating budget
- ✓ Latest balance sheet
- ✓ Bids/contracts for recently completed or upcoming major capital projects

Please **coordinate entry to controlled-access common areas** on the day of the inspection, including **gate codes** and adding your Advisor to the **guest list**

KICKOFF MEETING

When: Your Advisor will contact you to coordinate the kickoff meeting, which **typically lasts 30-60 minutes**

Where: **In person at the property**, or, if specifically requested, a video call

Who: **Management, board members, and/or building maintenance personnel** with historical knowledge of the property are encouraged to attend

What: During this meeting, your Advisor will cover:

- **Confirmation of ownership** of common elements
- **History of completed** major capital projects
- **Planned, upcoming** capital projects
- **Concerns or questions** regarding the reserve components



ONSITE INSPECTION PROCESS

Please **inform residents of the scheduled inspection**. Our Advisors take **photos and measurements** while onsite and will wear company-branded apparel for easy identification.

This is a **visual, non-invasive condition assessment** of the common elements

Before your Advisor completes an **independent inspection** of the property components, management or board members are encouraged to **point out specific areas of concern**

Your Advisor will request **access to locked common areas**. This may include pool areas, clubhouses, mechanical rooms, unit balconies, etc.



RECEIVING YOUR REPORT & NEXT STEPS

Report Delivery: Upon receipt of all pertinent financial information, the completed electronic report is emailed approximately **2-4 weeks following the inspection.**

Follow-up Meeting: We offer a **complimentary follow-up video call** to discuss our preliminary findings and recommendations with Management and the Board.

Report Review Process: Management and the Board have **up to six months** following the delivery of the preliminary report to request a **one-time set of complimentary revisions.**



PERSONALIZED EXPERIENCE GUARANTEE

As your trusted advisor, we are committed to providing clarity on the true cost of property ownership through a comprehensive reserve study solution and unmatched advisory services. If the experience we provide fails to live up to your expectations, contact us at any time for a refund.