



INFRASTRUCTURE MANAGEMENT SERVICES

Making communities, associations and
special districts stronger.



INFRAMARK

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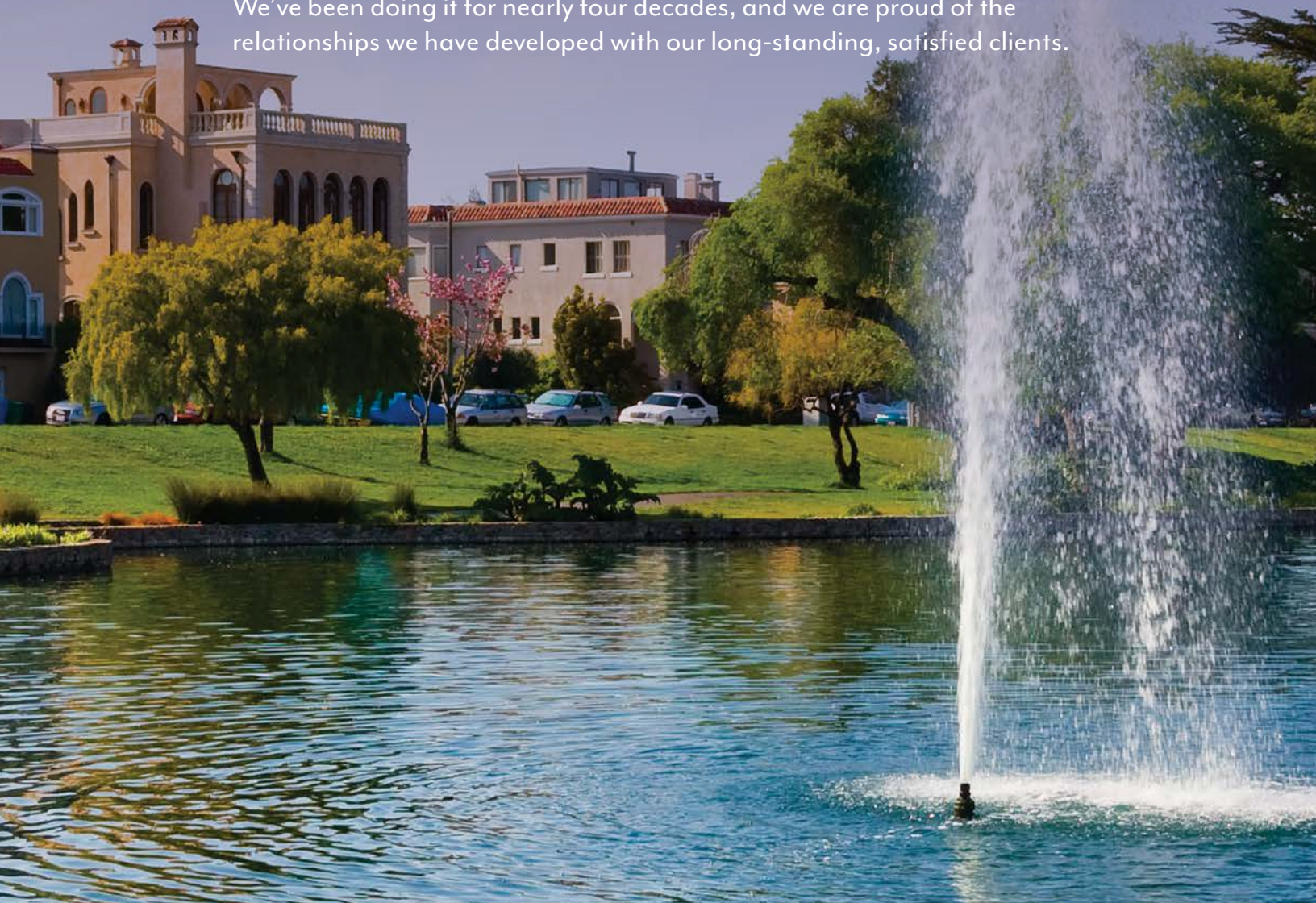


A LEADER IN MANAGEMENT SERVICES

Inframark Management Services is a team of proven professionals that delivers the financial, administrative and specialized support services that help make communities, associations and special districts stronger.

Ask our clients — we're more than a service provider, we're a go-to partner, solving problems and driving processes that make their jobs easier, their bottom lines stronger and their communities better.

We've been doing it for nearly four decades, and we are proud of the relationships we have developed with our long-standing, satisfied clients.



SERVICES YOU CAN COUNT ON

With more than 200 dedicated management services employees in offices across Texas and the Southeast, Inframark brings a depth of resources and a focused expertise that's second to none.

We have a proven track record of delivering services at the highest level that make our customers lives easier and their communities stronger.

Our full-spectrum management services are outlined below.



MUNICIPALITIES



DISTRICTS



DEVELOPERS



ASSOCIATIONS

COMMUNITY ASSOCIATION SERVICES

We provide a full range of community association services to more than 120 clients in Texas and Florida. Our comprehensive list of services includes:

FULL RANGE OF FINANCIAL SERVICES

Monthly financials, budgeting, special assessments, accounts payable and receivable, audit compliance, and other services

COMPLETE PROPERTY MANAGEMENT SERVICES

Agenda development, meeting schedules, covenant enforcement, board meetings, annual meetings, customer service and board meeting follow-up

LIFESTYLE SERVICES

Plan and manage a wide range of creative and innovative recreational, educational and community functions

DISTRICT MANAGEMENT SERVICES

Inframark Management Services has successfully provided our many Florida clients exceptional district management services for more than 30 years. Our services include:

COMPREHENSIVE FINANCIAL SERVICES

Annual budget development and administration, monthly financial statements, special assessments, accounts payable and receivable, and audit compliance

DISTRICT MANAGER SERVICES

Including customer service, agenda development, board meetings, special presentations, board follow-up, policy development and other services

RECORDS MANAGEMENT

Management of district records, public records requests, meeting minutes, and searchable records data base

MUNICIPAL SERVICES

Inframark Management Services provides a range of services to municipal clients in Florida and Georgia that include the following:

FULL RANGE OF FINANCIAL SERVICES

Budgeting, accounts payable, accounts receivable, monthly financial statements, audit compliance, special financial reports, purchasing and acquisition services

FULL RANGE OF CITY CLERK SERVICES

Public records compliance, all City Clerk functions, meeting minutes, records administration and management

FULL RANGE OF ADMINISTRATIVE SERVICES

Receptionist and customer service services; we are experienced in the incorporation of municipalities and the provision of start-up services and ongoing services for municipalities.

We provide services to two sizeable cities in the State of Georgia: The City of Sandy Springs (100,000 population) and the City of Dunwoody (50,000 population), and provide short-term and long-term solutions.

We were instrumental in the creation of the City of Westlake and its development. We also provide services to the Town of Hillsboro and City of Williston.

DEVELOPER SERVICES

Inframark Management Services has a proven track record of helping developers establish strong associations and delivering the ongoing services that well-run communities thrive on. Our services include:

DEVELOPER SERVICES

- Consulting and collaboration in the creation of deed restrictions and governing documents
- Advise on development plans from a maintenance/management perspective
- Initial operating budget and maintenance fees
- IRS/state controller communication
- Negotiate with contractors for services
- Obtain insurance proposals
- Welcome packages, community association information

ADMINISTRATIVE SERVICES

- Organize owners, developer and/or association board of directors meetings
- Development of board policies/procedures
- Administration of provisions of governing documents
- Association record keeping
- Maintain registers of owners, officers and directors
- Correspondence on behalf of the board
- Resolve individual owner requests
- Administer association insurance portfolio

FINANCIAL SERVICES

- Annual budget preparation
- Maintain association checking, savings and other banking accounts
- Owner delinquency notification and collections
- Disbursements from assessments
- Monthly and year-end financial reports
- Assess developer for deficit funding associations
- Assist in annual association audits

PHYSICAL PROPERTY SERVICES

- Property maintenance activities
- Coordinate association employee activities
- Architectural Review Services
- Routine property inspections — deed restriction violations/contractor performance.
- Administrative and secretarial functions of the architectural review committee (ARC)

LIFESTYLE SERVICES

- Direct partnership with marketing team to create and implement cohesion and community
- Flexible planning and management to sustain the enhanced-quality lifestyle for years to come
- Keenly committed to creating a community brand through consistent, friendly and professional representation
- Commitment to employing and training credentialed professionals in the field of hospitality
- Coordinate all activities while effectively using the portfolio of amenities
- Create and implement a host of community engagement events throughout the calendar year
- Provide proactive communications of all events, activities and social groups, branded for the Master Plan, through designated media
- Benchmark meetings between lifestyle services teams to promote best practices and share ideas
- Contractor relationships who are aligned for customer service without conflicts of interest
- Solicit Resident feedback regarding interests through surveys and building relationships.
- Development of new resident welcome programs





BY THE NUMBERS

Inframark is an independent, American-owned company with a deep team and track record of success. Here's a glimpse of our depth and breadth.

200+ ASSOCIATION, MUNICIPAL & SPECIAL DISTRICT CLIENTS

127 COMMUNITY ASSOCIATIONS

8 MUNICIPAL CLIENTS IN FLORIDA, GEORGIA & TEXAS

72 SPECIAL DISTRICTS IN FLORIDA



UTILITY OPERATIONS:

OPERATES IN **19 STATES**

OVER 8,000 MILES
OF COLLECTION AND DISTRIBUTION LINES

<p>MANAGES 200+ WASTEWATER FACILITIES</p>	<p>MANAGES 170 DRINKING WATER FACILITIES</p>
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COMPRISED OF OVER 1,500
DEDICATED EMPLOYEES ACROSS NORTH AMERICA



PURE PARTNERSHIP, GREATER VALUE

The success of any project and every relationship depends on a positive and productive interplay of the people, process, resources and responsibilities of all involved. Over the years, we've formalized the most important elements into our own service philosophy that we call the Principles of Pure Partnership™. These partnership elements, Alignment, Accessibility and Accountability, are infused into our culture, into every project and every interaction.



PURE ALIGNMENT

We connect with clients on their terms, on a foundation of clarity, trust and mutual understanding. We make their goals our goals, tailoring the right mix of skills and resources to every project.



PURE ACCESSIBILITY

We are open and transparent with our clients and each other. We make information and insights easy to see, understand and share. We're always available and open to share our skills, ideas and thinking.



PURE ACCOUNTABILITY

We hold ourselves accountable to our clients, through continuous measurement and improvement, to our environment, through rigorous compliance, and to each other, through ongoing safety, training and professional development.

The result is deeper relationships with our clients and each other and real value in ways you can see, feel and measure.



OUR MISSION

TO BE THE **PARTNER** AND
PROTECTOR OF THE **MOST**
CRITICAL RESOURCE THAT
HELPS COMMUNITIES PROSPER.





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