



HOA Board Meeting Minutes
March 17, 2022

Directors Present: Yali Lu, Juan Figuereo, Jana Wall, Nadir Panjwany, David Wang (exited meeting at 7:00PM)

Also Present: John Andrie (HOA Counsel), Alex Betancur (Office Manager)

Call to Order: Yali Lu determined that a quorum of Directors was present and called the meeting to order at 6:00PM.

Approval of Minutes: The February 17, 2022 Board meeting minutes were unanimously approved.

Office Manager Report: Alex Betancur reviewed issues found during her first 3 weeks and presented ideas for improvements. Among other things Ms. Betancur reported that Yardi, the main HOA operating system, was not properly maintained by the outgoing PM and therefore most of the key reports and databases contain errors. She demonstrated several issues with owner ledgers including misapplied funds, unapplied payments, several erroneous late charges, etc. Ms. Betancur indicated that 270 Ops has not been responsive to her calls or requests for access to HOA system and have continued to access our systems past termination date. The Board directed Ms. Betancur to secure access for herself and terminate all access to 270 Ops. The Board further directed that any additional transition work performed by 270 Ops to update HOA systems of record must be delivered to Ms. Betancur who, after consultation with the President and Treasurer, can decide whether to upload to our systems (e.g. Quickbooks).

Following discussion about how to clean up owners ledgers, the Board unanimously agreed to hire an external accountant with HOA expertise to perform this work with supervision and oversight by Ms. Betancur and Ms. Wall (Treasurer). Ms. Betancur will assume responsibility for maintaining accurate owners ledgers going forward as of her start date in March.

Ms. Betancur reported on her first three weeks' accomplishments, including updating and validating owners master file, contract review, mail and unit key audits, update and modified website (soon to be relaunched) and initiated meetings with all key vendors.

Legal Update: John Andrie provided an update on the lawsuit mediation and deliverables with timelines for the follow-up. Ms. Wall and Mr. Figuereo, with Ms. Betancur support, will ensure Mr. Andrie receives all the information required to comply with opposing counsel's request to produce. It was noted by Mr. Andrie that the Board has 30 days to comply.

President Update: Yali Lu proposed a procedure for financial reviews (CPA and Accountant responsibilities). Nadir Panjwany expressed his opinion for final review responsibilities to provide checks and balances, including maintaining proper separation of duties between data entry (office manager), reviewer/reconciliations (external accountant) and HOA Treasurer. Mr. Figuereo agreed.

Once discussion concluded, Mr. Andrie offered counsel with board agreement.

Ms. Lu reported on her meeting with short-term investor owners and proposed the monthly \$60 short-term renter fee be suspended until ledger reconciliation is completed. Discussion ensued and ended with unanimous board agreement to suspend. The \$250 annual assessment remains active with board expectation of payment by rental investor owners.

Ms. Lu introduced discussion on the concierge contract. Mr. Andrie asked pertinent questions and Mr. Figueroa provided historical background on the contract and previous Board intent to operate on a month to month basis and, as such, had not been signed or authorized anyone to sign a contract. The Board unanimously agreed to provide termination notice and Mr. Andrie was given a follow-up action.

Treasurer Report: Jana Wall provided the Feb 2022 summary financial information with no questions. Ms. Wall reported final cash deposit of \$21,500 and in-kind property improvement benefits estimated at approximately \$24,000 (e.g. resurfacing of pool, deck power washing, pool equipment ramp, etc) received from the Apple TV Production Company partnership. Ms. Wall introduced the recommended accountant for office manager payroll, monthly reconciliation and reports with no questions and the proposed custom enterprise owner payment tool through Ameris bank. Ms. Lu requested a demo. Ms. Wall will schedule a demo for board members who can attend.

Ms. Wall updated the board on pest control issues specifically on floors 9 through 12. Pest Control technicians found the 12th floor sealed garbage chute had been pried open and waste was being disposed of in the chute. A large bag of food waste was not able to pass directly under the 9th floor. Garbage continued to be disposed of via the chute and was backed up to the 12th floor. Waste was removed and owners on these floors should begin to see improvement in pest issues.

Adjournment: There being no further business the meeting was adjourned at 8:07PM.

Alexandra Betancur Property Manager update March 2022

What I have learned:

1, Yardi was the main Operation system – Details see page 3

- A. No data integrity, wrong information (HOA fee, owners, units) due to negligence.
- B. Reports are inaccurate, such as detailed ledger, AR, aging, financials.

2, Corrupted owners ledgers – Details see page 4-14

- A. Delinquency rate 43%, totally \$101,777. Industry average 2-4%.
- B. Incorrect HOA fee allocation.
- C. Same unit – different owners and balance.
- D. Misplaced checks.
- E. Balance forward.
- F. Late fee misapplied.
- G. Payment not applied vs Payment not received.
- H. No Age receivable protocols.
- I. Balance forward credit and debit.
- J. Inaccurate and incomplete of added investors fees.

3, Daily Operation – See page 15

- A. Office manager has no knowledge or access to the operating system.
- B. maintenance – word of mouth. No reports, no tracking.
- C. Concierge
- D. No rule, regulation, and collection protocols. “Word of mouth.”
- E. Expired and failed inspections.
- F. No contract management or scope of work defined. See page 16
- G. No incident report.

What are my challenging in the 3 weeks – See page 17

- A. No access to the Landmark email.
- B. No access to the Quick book.
- C. Extremely limited access to the Yardi.
- D. No responses to my emails, requests and questions.
- E. No Transition protocol.
- F. 270 Opt continually access in our system after the termination date.

What I have done – details see page 18

- A. developed a Landmark Master File to improve data integrity.
- A. Contract reviewing.
- B. Mail key audit.
- C. Unit key audit.
- D. Updating website
- E. Constant contact
- F. Re-organize and file
- G. Vendor meetings.



YARDI

Information is not accurate

- Software auto populates wrong information
- Same unit with various owners
 - Sold unit's accounts were not close
 - Creating new accounts vs adding occupants to a unit

HOA fees payments were not allocated properly

- Units with balance
- Units with credits
- Owner statements were not emailed every month due to software issues

All reports generated from Yardi are inaccurate

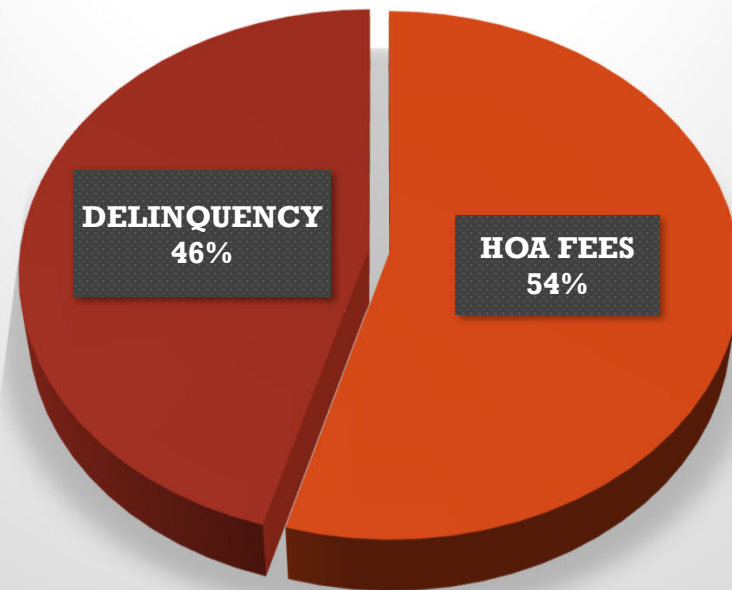
- Delinquency
- Owner's ledger

Alma will “clean up accounts” and send final reports on Thursday March 17th

I received very limited access to Yardi on Monday March 14th



**OUT OF 205 UNITS 127 UNITS HAVE
BALANCES ON THEIR ACCOUNTS**



INCORRECT HOA FEE ALLOCATION

OWNER STATEMENT

Landmark Condominium Association, LLC
215 Piedmont Ave NE
Atlanta, GA 30308

(404) 659-7035

Prepared For

[REDACTED]
Atlanta, GA 30308

Date:

02/26/2022

Total Due

987.26

Property: 215 Piedmont Ave, NE
Atlanta, GA 30308

Owner:

[REDACTED]

Unit:

[REDACTED]

Date	Description	Charges	Payments	Balance
02/10/2022	Unit - CK # [REDACTED] - February	0.00	636.62	987.26
02/01/2022	Unit - Fee (02/2022)	636.62	0.00	1,623.88
01/17/2022	Unit - Annual short term rentals	250.00	0.00	987.26
01/14/2022	Unit - Less than six months and	60.00	0.00	737.26
01/10/2022	Unit -	0.00	636.62	677.26
01/01/2022	Unit - Fee (01/2022)	636.62	0.00	1,313.88
12/15/2021	Unit - December Fee short term	60.00	0.00	677.26
12/10/2021	Unit - CK # [REDACTED] - DECEMBER	0.00	65.40	617.26
12/07/2021	Unit - CK # [REDACTED] - DECEMBER	0.00	621.09	682.66
12/01/2021	Unit - CK # [REDACTED] - SEPTEMBER	0.00	621.09	1,303.75
12/01/2021	Unit - Fee (12/2021)	621.09	0.00	1,924.84
11/23/2021	Unit - November Fee short term	60.00	0.00	1,303.75
11/11/2021	Unit - Late Fees, 10% of	62.11	0.00	1,243.75
11/02/2021	Unit - November payment 2021	0.00	621.09	1,181.64
11/01/2021	Unit - Fee (11/2021)	621.09	0.00	1,802.73
10/11/2021	Unit - Late Fees, 10% of	62.11	0.00	1,181.64
10/08/2021	Unit - CK # [REDACTED] - October	0.00	621.09	1,119.53
10/01/2021	Unit - Fee (10/2021)	621.09	0.00	1,740.62
09/11/2021	Unit - Late Fees Late Fees after	62.11	0.00	1,119.53
09/01/2021	Unit - Fee (09/2021)	621.09	0.00	1,057.42
08/13/2021	Unit - Chk # [REDACTED]	0.00	621.09	436.33
08/11/2021	Unit - Late Fees, 10% of	62.11	0.00	1,057.42

OWNER STATEMENT

Landmark Condominium Association, LLC
215 Piedmont Ave NE
Atlanta, GA 30308

(404) 659-7035

Prepared For

[REDACTED]

Date:

02/26/2022

Total Due

-586.77

Property: 215 Piedmont Ave, NE
Atlanta, GA 30308

Owner:

[REDACTED]

Unit:

[REDACTED]

Date	Description	Charges	Payments	Balance
02/10/2022	Unit - CK # [REDACTED] - February	0.00	586.77	-586.77



SAME UNIT - DIFFERENT OWNERS AND BALANCE

OWNER STATEMENT

Landmark Condominium Association, LLC
215 Piedmont Ave NE
Atlanta, GA 30308

(404) 659-7035

Prepared For

[Redacted]
Atlanta, GA 30308

Owner:

[Redacted]

Property: 215 Piedmont Ave, NE
Atlanta, GA 30308

Unit: [Redacted]

Date: 02/26/2022
Total Due 370.00

Date	Description	Charges	Payments	Balance
02/08/2022	Unit - Check - February	0.00	736.29	370.00
02/01/2022	Unit - Fee (02/2022)	736.29	0.00	1,106.29
01/17/2022	Unit - Annual short term rentals	250.00	0.00	370.00
01/14/2022	Unit - Less than six months and	60.00	0.00	120.00
01/10/2022	Unit - Check - JANUARY	0.00	736.29	60.00
01/01/2022	Unit - Fee (01/2022)	736.29	0.00	796.29
12/15/2021	Unit - December Fees for units	60.00	0.00	60.00
12/10/2021	Unit - Check - DECEMBER	0.00	718.33	0.00
12/01/2021	Unit - Fee (12/2021)	718.33	0.00	718.33
11/09/2021	Unit - Check - November	0.00	718.33	0.00
11/01/2021	Unit - Fee (11/2021)	718.33	0.00	718.33
10/08/2021	Unit - Check - October	0.00	718.33	0.00
10/01/2021	Unit - Fee (10/2021)	718.33	0.00	718.33
09/11/2021	Unit - Reversal - Reversal	0.00	71.83	0.00
09/11/2021	Unit - Late Fees Late Fees after	71.83	0.00	71.83
09/09/2021	Unit - Check - September	0.00	718.33	0.00
09/01/2021	Unit - Fee (09/2021)	718.33	0.00	718.33
08/10/2021	Unit - Check	0.00	718.33	0.00
08/01/2021	Unit - Fee (08/2021)	718.33	0.00	718.33
07/20/2021	Unit - Check	0.00	1,580.32	0.00
07/11/2021	Unit - Late Fees Late Fees, 10%	71.83	0.00	1,580.32
07/01/2021	Unit - Fee (07/2021)	718.33	0.00	1,508.49
06/11/2021	Unit - Late Fees, 10% of	71.83	0.00	790.16
06/01/2021	Unit - Fee (06/2021)	718.33	0.00	718.33

OWNER STATEMENT

Landmark Condominium Association, LLC
215 Piedmont Ave NE
Atlanta, GA 30308

(404) 659-7035

Prepared For

[Redacted]
215 Piedmont Ave, NE, [Redacted]
Atlanta, GA 30308

Owner:

[Redacted]

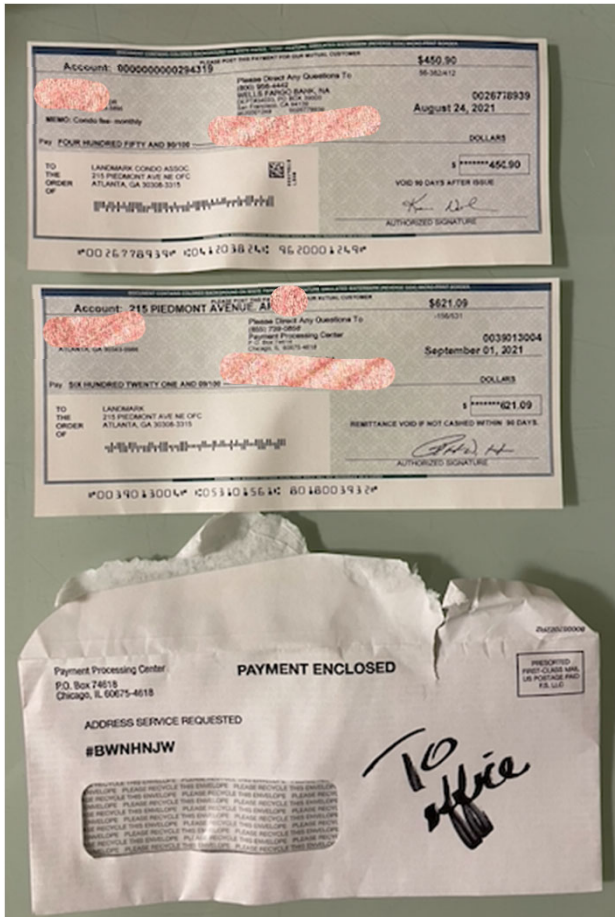
Property: 215 Piedmont Ave, NE
Atlanta, GA 30308

Unit: [Redacted]

Date: 02/26/2022
Total Due 60.00

Date	Description	Charges	Payments	Balance
11/28/2021	Unit 1009 - November Fee	60.00	0.00	60.00

MISPLACED CHECKS



OWNER STATEMENT

Landmark Condominium Association, LLC
 215 Piedmont Ave NE
 Atlanta, GA 30308

(404) 659-7035

Prepared For

[Redacted]
 215 Piedmont Ave, NE
 Atlanta, GA 30308

Owner:

[Redacted]

Date: 02/26/2022

Total Due 186.13

Property: 215 Piedmont Ave, NE
 Atlanta, GA 30308

Unit: [Redacted]

Date	Description	Charges	Payments	Balance
02/01/2022	Unit - CK [Redacted] - February	0.00	636.62	186.13
02/01/2022	Unit - Fee (02/2022)	636.52	0.00	822.75
01/04/2022	Unit - CK [Redacted]	0.00	621.09	186.23
01/03/2022	Unit - CK [Redacted] - 1-1-2022 FEE	0.00	15.53	807.32
01/01/2022	Unit - Fee (01/2022)	636.52	0.00	822.85
12/06/2021	Unit - CK [Redacted]	0.00	621.09	186.33
12/01/2021	Unit - Fee (12/2021)	621.09	0.00	807.42
11/23/2021	Unit - CK [Redacted]	0.00	621.09	186.33
11/11/2021	Unit - Late Fees, 10% of \$621.09	62.11	0.00	807.42
11/01/2021	Unit - CK [Redacted] - November	0.00	621.09	745.31
11/01/2021	Unit - Fee (11/2021)	621.09	0.00	1,366.40
10/11/2021	Unit - Late Fees, 10% of \$621.09	62.11	0.00	745.31
10/01/2021	Unit - CK [Redacted] - October	0.00	621.09	683.20
10/01/2021	Unit - Fee (10/2021)	621.09	0.00	1,304.29
09/11/2021	Unit - Late Fees Late Fees after	62.11	0.00	683.20
09/01/2021	Unit - Fee (09/2021)	621.09	0.00	621.09
08/02/2021	Unit - Chk [Redacted]	0.00	621.09	0.00
08/01/2021	Unit - Fee (08/2021)	621.09	0.00	621.09
07/01/2021	Unit - Chk [Redacted]	0.00	621.09	0.00
07/01/2021	Unit - Fee (07/2021)	621.09	0.00	621.09
06/07/2021	Unit - Chk [Redacted]	0.00	621.09	0.00
06/01/2021	Unit - Fee (06/2021)	621.09	0.00	621.09

BALANCE FORWARD

OWNER STATEMENT

Landmark Condominium Association, LLC
215 Piedmont Ave NE
Atlanta, GA 30308

(404) 659-7035

Prepared For: [Redacted]

Date: 8/29/2022
Total Due: 436.00
Property: 215 Piedmont Ave, NE
Atlanta, GA 30308

Owner: [Redacted]

Date	Description	Charges	Payments	Balance
02/01/2022	Unit [Redacted] OK [Redacted] -	0.00	399.87	436.00
02/01/2022	Unit [Redacted] Fee (02/02/22)	389.87	0.00	829.87
01/17/2022	Unit [Redacted] Annual short term rentals	250.00	0.00	436.00
01/14/2022	Unit [Redacted] Less (than six months and	60.00	0.00	180.00
01/04/2022	Unit [Redacted] OK # [Redacted] -	0.00	366.67	120.00
01/01/2022	Unit [Redacted] Fee (01/02/22)	389.87	0.00	519.87
12/15/2021	Unit [Redacted] December Fees for units	60.00	0.00	120.00
12/03/2021	Unit [Redacted] OK [Redacted] -	0.00	396.12	60.00
12/01/2021	Unit [Redacted] Fee (12/02/21)	389.12	0.00	-60.12
11/09/2021	Unit [Redacted] November Fee for units	60.00	0.00	60.00
11/03/2021	Unit [Redacted] Invalid Late fee - Invalid	0.00	38.01	0.00
11/03/2021	Unit [Redacted] Chk # [Redacted] - Credit	0.00	200.00	161.01
11/11/2021	Unit [Redacted] Late Fees, 10% of	39.81	0.00	239.81
11/03/2021	Unit [Redacted] OK [Redacted] -	0.00	366.12	200.00
11/01/2021	Unit [Redacted] Fee (11/02/21)	389.12	0.00	590.12
10/08/2021	Unit [Redacted] Draft pan line clearing by	200.00	0.00	200.00
10/04/2021	Unit [Redacted] account amount	389.12	0.00	0.00
10/01/2021	Unit [Redacted] OK # [Redacted] -	0.00	396.12	-396.12
10/01/2021	Unit [Redacted] OK # 9480 - October 2021	0.00	366.12	0.00
10/01/2021	Unit [Redacted] Fee (10/02/21)	389.12	0.00	396.12
09/01/2021	Unit [Redacted] Chk # [Redacted] - Pay	0.00	867.27	0.00
09/02/2021	Unit [Redacted] Chk # 728711943 -	0.00	396.12	897.27
09/01/2021	Unit [Redacted] Fee (09/02/21)	389.12	0.00	1,287.39
08/11/2021	Unit [Redacted] Late Fees, 10% of	39.81	0.00	867.27
08/02/2021	Unit [Redacted] Chk # [Redacted] -	0.00	396.12	858.28
08/01/2021	Unit [Redacted] Fee (08/02/21)	389.12	0.00	1,248.38
07/11/2021	Unit [Redacted] Late Fees, 10% of	39.81	0.00	858.28
07/01/2021	Unit [Redacted] Chk # [Redacted] -	0.00	366.12	818.25
07/01/2021	Unit [Redacted] - Fee (07/02/21)	389.12	0.00	1,206.37
06/11/2021	Unit [Redacted] - Late Fees, 10% of	39.81	0.00	819.25
06/09/2021	Unit [Redacted] - Chk # [Redacted] -	0.00	366.12	760.24
06/01/2021	Unit [Redacted] - Monthly Charge	389.12	0.00	1,170.36
06/01/2021	Unit [Redacted] - Fee (06/02/21)	389.12	0.00	760.24
	Balance Forward			396.12

Notes:



Payment received on 06/08/21
 Late fee applied on 06/11/21

LATE FEE MISAPPLIED

OWNER STATEMENT

Landmark Condominium Association, LLC
 215 Piedmont Ave NE
 Atlanta, GA 30308
 (404) 659-7035

Prepared For
 [Redacted]
 215 Piedmont Ave, NE
 Atlanta, GA 30308

Date: 02/26/2022
 Total Due 461.06
 Property: 215 Piedmont Ave, NE
 Atlanta, GA 30308

Owner: [Redacted] Unit: [Redacted]

Date	Description	Charges	Payments	Balance
02/03/2022	Unit - CK # [Redacted] - February	0.00	621.09	461.06
02/01/2022	Unit - Fee (02/2022)	636.62	0.00	1,082.15
01/24/2022	Unit - Annual short term rental	250.00	0.00	445.53
01/14/2022	Unit - Less than six months and	60.00	0.00	195.53
01/04/2022	Unit - CK # [Redacted] - JANUARY	0.00	621.09	135.53
01/01/2022	Unit - Fee (01/2022)	636.62	0.00	756.62
12/15/2021	Unit - December short term	60.00	0.00	120.00
12/01/2021	Unit - Fee (12/2021)	621.09	0.00	60.00
11/30/2021	Unit - CK # [Redacted]	0.00	621.09	-561.09
11/29/2021	Unit - November short term	60.00	0.00	60.00
11/04/2021	Unit - Late fee reversal -	0.00	314.18	0.00
11/01/2021	Unit - Fee (11/2021)	621.09	0.00	314.18
10/29/2021	Unit - CK # [Redacted] - November	0.00	621.09	-306.91
10/11/2021	Unit - Late Fees, 10% of	62.11	0.00	314.18
10/01/2021	Unit - CK # [Redacted] - October	0.00	621.09	252.07
10/01/2021	Unit - Fee (10/2021)	621.09	0.00	873.16
09/11/2021	Unit - Late Fees Late Fees after	62.11	0.00	252.07
09/02/2021	Unit - Chk# [Redacted] - September	0.00	621.09	189.96
09/01/2021	Unit - Fee (09/2021)	621.09	0.00	811.05
08/11/2021	Unit - Late Fees, 10% of	62.11	0.00	189.96
08/02/2021	Unit - Chk# [Redacted]	0.00	621.09	127.85
08/01/2021	Unit - Fee (08/2021)	621.09	0.00	748.94
07/11/2021	Unit - Late Fees Late Fees, 10%	62.11	0.00	127.85
07/01/2021	Unit - Chk# [Redacted]	0.00	621.09	65.74
07/01/2021	Unit - Fee (07/2021)	621.09	0.00	686.83
06/11/2021	Unit - Late Fees, 10% of	62.11	0.00	65.74
06/08/2021	Unit - Chk# [Redacted]	0.00	621.09	3.63
06/01/2021	Unit - Fee (06/2021)	621.09	0.00	624.72



LATE FEE

Was the payment applied after the 10th?
 Was the payment late?
 Owner was not notified

OWNER STATEMENT

Landmark Condominium Association, LLC
 215 Piedmont Ave NE
 Atlanta, GA 30308

(404) 659-7035

Prepared For [Redacted]
 215 Piedmont Ave, NE
 Atlanta, GA 30308

Date: 02/26/2022
 Total Due 601.75
 Property: 215 Piedmont Ave, NE
 Atlanta, GA 30308

Owner: [Redacted]

Unit: [Redacted]

Date	Description	Charges	Payments	Balance
02/22/2022	Unit - CK # [Redacted] February	0.00	586.77	601.75
02/01/2022	Unit - Fee (02/2022)	586.77	0.00	1,188.52
01/17/2022	Unit - Annual short term rentals	250.00	0.00	601.75
01/14/2022	Unit - Less than six months and	60.00	0.00	351.75
01/10/2022	Unit -	0.00	586.77	291.75
01/01/2022	Unit - Fee (01/2022)	586.77	0.00	878.52
12/15/2021	Unit - December Fees for units	60.00	0.00	291.75
12/10/2021	Unit - CK # [Redacted]	0.00	572.46	231.75
12/01/2021	Unit - Fee (12/2021)	572.46	0.00	804.21
11/23/2021	Unit - November Fee for units	60.00	0.00	231.75
11/10/2021	Unit - CK # [Redacted]	0.00	572.46	171.75
11/01/2021	Unit - Fee (11/2021)	572.46	0.00	744.21
10/10/2021	Unit - October Payment	0.00	572.46	171.75
10/01/2021	Unit - Fee (10/2021)	572.46	0.00	744.21
09/08/2021	Unit - Chk# [Redacted]	0.00	572.46	171.75
09/01/2021	Unit - Fee (09/2021)	572.46	0.00	744.21
08/13/2021	Unit - Chk# 1479	0.00	572.46	171.75
08/11/2021	Unit - Late Fees, 10% of	57.25	0.00	744.21
08/01/2021	Unit - Fee (08/2021)	572.46	0.00	686.96
07/16/2021	Unit - Chk# [Redacted]	0.00	572.46	114.50
07/11/2021	Unit - Late Fees Late Fees, 10%	57.25	0.00	686.96
07/01/2021	Unit - Fee (07/2021)	572.46	0.00	629.71
06/17/2021	Unit - Chk# [Redacted]	0.00	572.46	57.25
06/11/2021	Unit - Late Fees, 10% of	57.25	0.00	629.71
06/01/2021	Unit - Fee (06/2021)	572.46	0.00	572.46



PAYMENT NOT APPLIED VS PAYMENT NOT RECEIVED

OWNER STATEMENT

Landmark Condominium Association, LLC
215 Piedmont Ave NE
Atlanta, GA 30308

(404) 659-7035

Prepared For

██████████
215 Piedmont Ave, NE
██████████
Atlanta, GA 30308

Date: 02/26/2022

Total Due 881.91

Property: 215 Piedmont Ave, NE
Atlanta, GA 30308

Owner:

Unit: ██████████

November payment not received

Date	Description	Charges	Payments	Balance
02/08/2022	Unit ██████████ - CK # ██████████ February	0.00	437.25	881.91
02/01/2022	Unit ██████████ - Fee (02/2022)	437.25	0.00	1,319.16
01/17/2022	Unit ██████████ - Annual short term rentals	250.00	0.00	881.91
01/14/2022	Unit ██████████ - Less than six months and	60.00	0.00	631.91
01/10/2022	Unit ██████████ -	0.00	497.25	571.91
01/01/2022	Unit ██████████ - Fee (01/2022)	437.25	0.00	1,069.16
12/15/2021	Unit ██████████ - December short term	60.00	0.00	631.91
12/11/2021	Unit ██████████ - Late Fees, 10% of	42.66	0.00	571.91
12/03/2021	Unit ██████████ - CK # ██████████ - December	0.00	426.59	529.25
12/01/2021	Unit ██████████ - Fee (12/2021)	426.59	0.00	955.84
11/29/2021	Unit ██████████ - November short term	60.00	0.00	529.25
11/11/2021	Unit ██████████ - Late Fees, 10% of	42.66	0.00	469.25
11/01/2021	Unit ██████████ - Fee (11/2021)	426.59	0.00	426.59
10/19/2021	Unit ██████████ - CK # ██████████	0.00	70.00	0.00
10/19/2021	Unit ██████████ - Purchase 2 Key Fobs	70.00	0.00	70.00
10/05/2021	Unit ██████████ - CK # ██████████ - October 2021	0.00	426.59	0.00
10/01/2021	Unit ██████████ - Fee (10/2021)	426.59	0.00	426.59
09/02/2021	Unit ██████████ - Chkf# ██████████ - September	0.00	426.59	0.00
09/01/2021	Unit ██████████ - Fee (09/2021)	426.59	0.00	426.59
08/04/2021	Unit ██████████ - Chkf# ██████████	0.00	426.59	0.00
08/02/2021	Unit ██████████ - Chkf# ██████████ - Additional	0.00	105.00	426.59
08/01/2021	Unit ██████████ - Fee (08/2021)	426.59	0.00	531.59
07/30/2021	Unit ██████████ - Additional Key Fobs	105.00	0.00	105.00
07/29/2021	Unit ██████████ - Chkf# ██████████	0.00	70.00	0.00
07/29/2021	Unit ██████████ - 2 Additional Key Fobs	70.00	0.00	70.00
07/19/2021	Unit ██████████ - CASH - Additional Key	0.00	35.00	0.00
07/19/2021	Unit ██████████ - Additional Key Fob	35.00	0.00	35.00
07/05/2021	Unit ██████████ - Chkf# ██████████	0.00	426.59	0.00
07/01/2021	Unit ██████████ - Fee (07/2021)	426.59	0.00	426.59
06/08/2021	Unit ██████████ - Chkf# ██████████	0.00	426.59	0.00
06/01/2021	Unit ██████████ - Fee (06/2021)	426.59	0.00	426.59

OWNER STATEMENT

Landmark Condominium Association, LLC
 215 Piedmont Ave NE
 Atlanta, GA 30308
 (404) 659-7035

Prepared For
 [Redacted]
 [Redacted] Piedmont Ave, NE
 Atlanta, GA [Redacted]

Date: 02/26/2022
 Total Due: 1,131.96
 Property: 215 Piedmont Ave, NE
 Atlanta, GA 30308



Owner: [Redacted]

Unit: [Redacted]

November payment not received

Date	Description	Charges	Payments	Balance
02/08/2022	Unit [Redacted] - CK [Redacted] - February	0.00	586.77	1,131.96
02/01/2022	Unit [Redacted] - Fee (02/2022)	586.77	0.00	1,718.73
01/17/2022	Unit [Redacted] - Annual short term rentals	250.00	0.00	1,131.96
01/14/2022	Unit [Redacted] - Less than six months and	60.00	0.00	881.96
01/10/2022	Unit [Redacted] -	0.00	646.77	821.96
01/01/2022	Unit [Redacted] - Fee (01/2022)	586.77	0.00	1,468.73
12/15/2021	Unit [Redacted] - December Fees short	60.00	0.00	881.96
12/11/2021	Unit [Redacted] - Late Fees, 10% of	57.25	0.00	821.96
12/03/2021	Unit [Redacted] - CK # [Redacted] - December	0.00	572.46	764.71
12/01/2021	Unit [Redacted] - Fee (12/2021)	572.46	0.00	1,337.17
11/29/2021	Unit [Redacted] - November Fee short term	60.00	0.00	764.71
11/11/2021	Unit [Redacted] - Late Fees, 10% of	57.25	0.00	704.71
11/01/2021	Unit [Redacted] - Fee (11/2021)	572.46	0.00	647.46
10/05/2021	Unit [Redacted] - CK # [Redacted] - October 2021	0.00	572.46	75.00
10/01/2021	Unit [Redacted] - Fee (10/2021)	572.46	0.00	647.46
09/02/2021	Unit [Redacted] - Chk# [Redacted] - September	0.00	572.46	75.00
09/01/2021	Unit [Redacted] - Fee (09/2021)	572.46	0.00	647.46
08/04/2021	Unit [Redacted] - Chk# [Redacted]	0.00	572.46	75.00
08/01/2021	Unit [Redacted] - Fee (08/2021)	572.46	0.00	647.46
07/05/2021	Unit [Redacted] - Chk# [Redacted]	0.00	572.46	75.00
07/01/2021	Unit [Redacted] - Fee (07/2021)	572.46	0.00	647.46
06/08/2021	Unit [Redacted] - Chk# [Redacted]	0.00	572.46	75.00
06/01/2021	Unit [Redacted] - Fee (06/2021)	572.46	0.00	647.46



DELINQUENCY PROTOCOLS?

OWNER STATEMENT

Landmark Condominium Association, LLC
215 Piedmont Ave NE
Atlanta, GA 30308

(404) 659-7035

Prepared For

[Redacted Name]

Date: 02/26/2022

Total Due 3,453.41

Property: 215 Piedmont Ave, NE
Atlanta, GA 30308

Owner:

[Redacted Owner Name]

Unit:

[Redacted Unit Number]

Date	Description	Charges	Payments	Balance
02/01/2022	Unit - Fee (02/2022)	399.87	0.00	3,453.41
01/17/2022	Unit - Annual short term rentals	250.00	0.00	3,053.54
01/14/2022	Unit - Less than six months and	60.00	0.00	2,803.54
01/01/2022	Unit - Fee (01/2022)	399.87	0.00	2,743.54
12/15/2021	Unit - December Fee short term	60.00	0.00	2,343.67
12/11/2021	Unit - Late Fees, 10% of	39.01	0.00	2,283.67
12/01/2021	Unit - Fee (12/2021)	390.12	0.00	2,244.66
11/23/2021	Unit - November Fee short term	60.00	0.00	1,854.54
11/11/2021	Unit - Late Fees, 10% of	39.01	0.00	1,794.54
11/01/2021	Unit - Fee (11/2021)	390.12	0.00	1,755.53
10/11/2021	Unit - Late Fees, 10% of	39.01	0.00	1,365.41
10/01/2021	Unit - Fee (10/2021)	390.12	0.00	1,326.40
09/11/2021	Unit - Late Fees Late Fees after	39.01	0.00	936.28
09/01/2021	Unit - Fee (09/2021)	390.12	0.00	897.27
08/11/2021	Unit - Late Fees, 10% of	39.01	0.00	507.15
08/01/2021	Unit - Fee (08/2021)	390.12	0.00	468.14
07/16/2021	Unit - Chk# 1576	0.00	390.12	78.02
07/11/2021	Unit - Late Fees Late Fees, 10%	39.01	0.00	468.14
07/01/2021	Unit - Fee (07/2021)	390.12	0.00	429.13
06/17/2021	Unit - Chk# 1572	0.00	390.12	39.01
06/11/2021	Unit - Late Fees, 10% of	39.01	0.00	429.13
06/01/2021	Unit - Fee (06/2021)	390.12	0.00	390.12



BALANCE FORWARD: CREDIT

OWNER STATEMENT

Landmark Condominium Association, LLC
 215 Piedmont Ave NE
 Atlanta, GA 30308
 (404) 659-7035

Prepared For: [Redacted]
 215 [Redacted] NE
 Atlanta, GA 30308

Owner: [Redacted]

Date: 02/26/2022
 Total Due: -809.48
 Property: 215 Piedmont Ave, NE
 Atlanta, GA 30308

Unit: [Redacted]



Date	Description	Charges	Payments	Balance
02/01/2022	Unit Fee (02/2022)	873.35	0.00	-809.46
01/31/2022	Unit CK # 7 - 1502 - February	0.00	852.05	-1,682.81
01/04/2022	Unit CK # 64257048 -	0.00	852.05	-830.76
01/01/2022	Unit Fee (01/2022)	873.35	0.00	21.29
12/01/2021	Unit CK # 49638 -	0.00	852.05	-852.06
12/01/2021	Unit Fee (12/2021)	852.05	0.00	-0.01
11/02/2021	Unit CK # - payment for	0.00	35.00	-852.06
11/02/2021	Unit purchase of 1 key fob	35.00	0.00	-817.06
11/01/2021	Unit CK # 42882 -	0.00	852.05	-852.06
11/01/2021	Unit Fee (11/2021)	852.05	0.00	-0.01
10/01/2021	Unit CK # 44577626 - October	0.00	852.05	-852.06
10/01/2021	Unit Fee (10/2021)	852.05	0.00	-0.01
09/02/2021	Unit Chk# 87520 -	0.00	852.05	-852.06
09/01/2021	Unit Fee (09/2021)	852.05	0.00	-0.01
08/02/2021	Unit - Chk# 86343	0.00	852.05	-852.06
08/01/2021	Unit - Fee (08/2021)	852.05	0.00	-0.01
07/01/2021	Unit - Chk# 35280	0.00	852.05	-852.06
07/01/2021	Unit - Fee (07/2021)	852.05	0.00	-0.01
06/07/2021	Unit - Chk# 2262	0.00	852.05	-852.06
06/01/2021	Unit - Fee (06/2021)	852.05	0.00	-0.01
	Balance Forward			-852.06



DAY TO DAY OPERATIONS TRAINING

- Office manager has no knowledge or access to the operating system
- No defined protocols in place
- Maintenance tickets – No reports, no tracking – word of mouth
- No Incident reports
- No collection protocols – word of mouth
 - 6 months LM paid \$11,000 collection company
- Expired and failed inspections
- No contract management or scope of work



CONCIERGE

- No training
- No safety protocols
- No dress code
- No incident reports
- Disclosure of unauthorize information
- Unlimited access to manager's office
- Questionable behavior
- Rules not enforced
- Concierge company representatives not responsive



CHALLENGES

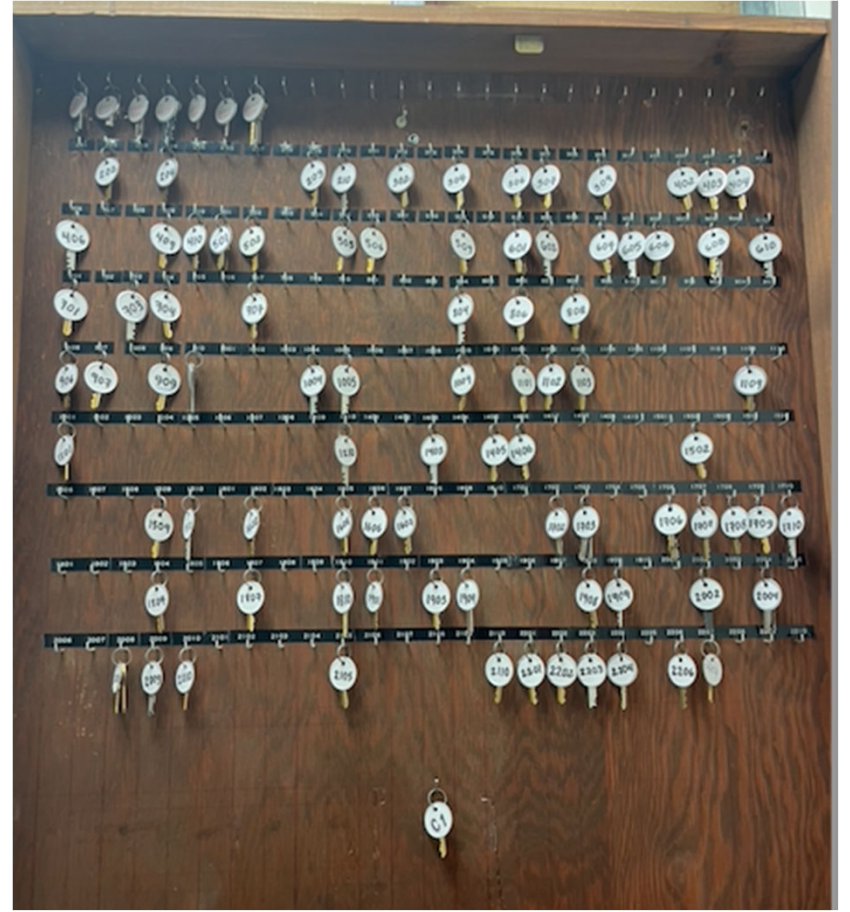
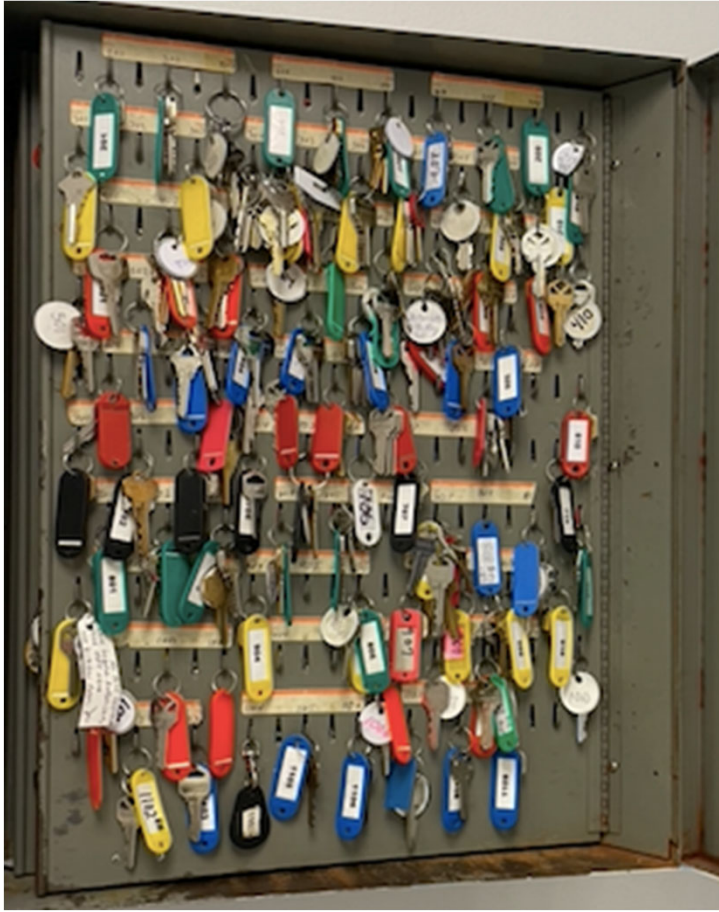
- No access to the Landmark email.
- No access to the Quickbook.
- Extremely limited access to the Yardi.
- No responses to my emails, requests and questions.
- No Transition protocol.
- 270 Opt continually access in our system after the termination date.





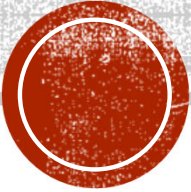
- Developed a Landmark Master File to improve data integrity.
- Contract reviewing.
- Mail key audit.
- Unit key audit.
- Updating website
- Constant contact
- Re-organize and file
- Vendor meetings.





	Current	Proposed
Police Officer	\$ 43,680	\$ 40,040
Concierge hourly billing	\$ 219,908	\$ 192,545
Concierge phone	\$ 1,139	\$ -
Concierge other admin cost	\$ 6,396	\$ -
Flowers	\$ 9,888	\$ 2,600
Meeting, expenses	\$ 2,790	\$ -
TOTAL	\$ 283,801	\$ 235,185
Yearly savings	\$ 48,616	

**PROPOSED
INSTANT
SAVING -
YEARLY**



LANDMARK IS PAYING \$9,888.00 A YEAR

