



| Nurturing communities we are all proud to call home.



A LEADER IN COMMUNITY MANAGEMENT

Sentry Management has been serving a wide variety of residential communities since 1975, and our expertise is industry-leading. We specialize in providing complete management services for:

- Homeowners Associations
- Condominium Owners Associations
- Co-ops
- Master-planned Communities
- Developer- and Builder-controlled Communities
- Community Development Districts
- Mixed-use Communities

COMPREHENSIVE, FULL-SERVICE MANAGEMENT OPTIONS

Sentry Management offers several full-service management options to meet your community's needs, including on-site management or portfolio management. Sentry's management services include:

- Site visits
- Meeting facilitation
- Assessments and enforcement
- Banking services, financial reports, and budget preparation
- Vendor coordination
- Violations review and architectural review coordination
- Online portal access for homeowners and board members



FINANCIAL SERVICE MANAGEMENT OPTIONS

Sentry offers financial management options for communities that do not need full-service management.

Our **Financial Service Management** option provides the key basics of funds management, including monthly financial reports, accounting/bookkeeping, processing invoices, assessment notification, and electronic vendor payment acceptance. Administrative tasks like closings and assistance with annual budget preparation are also included.

Communities that choose our **Financial Service Plus Management** option can also add on other management services to meet their needs on an a la carte basis.

As an **Accredited Management Organization®**



Sentry maintains the highest security measures and financial standards in guarding against manipulation or fraud.

WELCOME HOME TO SENTRY

At Sentry Management, our purpose is to nurture communities we are all proud to call home. Our reliable services and team-based approach put your community first, consistently enhancing property values by supporting the board's endeavors and improving the lifestyles of residents.

As we've grown over the last four decades to become one of the nation's largest full-service management companies, we have never forgotten that our roots are always local, and our community always comes first. We proudly remain family-owned with a single business focus.



LOCAL SERVICE WITH UNPARALLELED SUPPORT

We are able to offer outstanding service to our associations because we are uniquely structured. With local offices and staffing, we are able to deliver experienced and personalized service to our communities.

Sentry also employs a large network of support teams providing top-tier technology, meticulous financial reporting, responsive customer service, and more. This structure relieves managers of some of their routine administrative tasks which means that more of their time is spent handling the board's most important matters.





Sentry Management provides experienced operational leadership for communities and we are laser-focused on delivering excellence in the areas that matter most to board members.

We created the Sentry Promises so our board members and homeowners know how serious we are about consistently meeting our service commitments. We hold ourselves accountable to the Sentry Promises outlined below, and you can too.



RELIABLE COMMUNICATION

Sentry's community managers and support team respond promptly and accurately to association queries. Prompt, courteous interaction is a top priority, whether communications are in-person, on the phone, or via email. We understand that you need an acknowledgment that we heard you and that a solution is in progress.



GREAT MEETINGS

Sentry's community managers are trained to ensure our community's boards are equipped for well-run meetings. From scheduling and planning, to board packets and coordinating post-meeting action items, a Sentry community manager can support productive and positive meetings.



COMMUNITY PRESENCE

Sentry Management will be in your community as promised to ensure community standards are upheld, vendors are accountable, and to build relationships with community members. Your community manager will be present in your community per the frequency in your contract, providing proactive updates to the board within three business days after every scheduled property visit.



VENDOR COORDINATION

Sentry Management has well-established processes to assist with vendor selection, assigned tasks, and payments. Sentry utilizes a bid management software tool to create and compare Requests for Proposal (RFPs). Sentry also tracks vendor insurance and approves vendor invoices and payments in the online portal.



ON-TIME & ACCURATE FINANCIAL REPORTING

Sentry makes sure associations' financial reports are accurate, easy to read, and delivered on time. Sentry Management's standard financial reporting package includes nine comprehensive reports. Plus, board members can access their financial reports in the online portal at any time.



SIMPLIFIED TECHNOLOGY

Sentry Management's software puts all of your community's information and operations in one place. The secure web portal provides homeowners with access to their account balances, association documents, calendars, and more. Board members have on-demand access to all of their community's financial information as it happens.



POWERFUL TECHNOLOGY PROVIDING EFFICIENCY AND TRANSPARENCY

Sentry Management utilizes a robust software platform to bring community needs and information to one place for easy access and management. The system supports our underlying philosophies of service, efficiency, and transparency.

Our software functions as a secure, password-protected information portal, with access to association documents, policies, event calendars, and more. The portal also includes management modules for homeowners and Board members, taking operations like violations, architectural reviews and work orders virtual. Internal modules for Sentry team members serving your association include key information like a property profile, vendor information, mailing information, homeowner details and insurance records.

Our platform offers the ultimate in transparency – on demand access to all of the community's financial information as it happens with multiple reporting options and report output choices. Board members can take comfort knowing that Sentry Management provides greater access to instantaneous financial activity than any other company in the industry.

BOARD MEMBERS CAN:

- ✓ View and export up-to-the-minute financial reports
- ✓ Request email updates to all registered owners
- ✓ Review Manager's reports and meeting minutes
- ✓ Track open work orders
- ✓ Review violations
- ✓ Access exclusive board training & education

HOMEOWNERS CAN:

- ✓ View account balances and payment history
- ✓ View payment options
- ✓ Submit an architectural request
- ✓ Create a work order request
- ✓ View violation information
- ✓ Review association documents and policies
- ✓ Check event calendars and notices



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