

**VOLTERRA HOMEOWNERS  
ASSOCIATION, INC.**  
PO BOX 67590  
ALBUQUERQUE, NM 87193-7590



Dear Volterra Homeowners:

The Volterra Homeowners' Association has offered Homeowners Association Management Company ("HOAMCO") the opportunity to manage your Association, effective October 1, 2009. HOAMCO specializes in community association management, currently representing over 50 associations in New Mexico alone. We at HOAMCO are very excited to have the opportunity to be a part of your community.

HOAMCO has been providing association management services since 1991 throughout Northern Arizona, with an expansion into New Mexico in 2001. Here is a brief overview of our professional services:

- ◆ ACCOUNTING - handling of assessments, accounts payable processing, monthly financial reports and annual budgets.
- ◆ BOARD MEETINGS – Community Manager attends board meetings, presents financial statements and bids, reports Association business, and offers suggestions on how to handle complaints and requests.
- ◆ ESCROW TRANSACTIONS - respond to escrow requests of title companies and provide information packets to new homeowners.
- ◆ INSURANCE - review and obtain liability insurance and fidelity bonds.
- ◆ LEGAL ISSUES - keep the Association apprised of new state and federal legislation, which affect Association operations.
- ◆ MAINTENANCE - maintain common areas, landscaping, monitor services of contractors, negotiate neighbor disputes and assist with 24/7 service depending on the nature of the maintenance call.
- ◆ MISCELLANEOUS - letters to homeowners/board members, agendas, etc.
- ◆ SERVICE PROVIDER - perform property inspections, enforcement of governing documents and monitoring/ maintaining contract renewals.

Please mail all future assessment payments to PO Box 63578, Phoenix, AZ 85082. This address is for payment remittance only. You will also be able to pay your assessments on-line at [www.cabanc.com](http://www.cabanc.com). All other correspondence may be mailed to PO Box 67590, Albuquerque, NM 87193.

Your Community Manager is Sarah Hoey. If you have any questions or concerns, please feel free to contact Sarah Hoey in our Albuquerque office located at 9798 Coors NW, Building A or by phone at (505) 888-4479 or e-mail [sarah@hoamco.com](mailto:sarah@hoamco.com). If you have an accounts receivable question, please contact Angie at 888-4479 x 12 or e-mail [AccountingNM@hoamco.com](mailto:AccountingNM@hoamco.com). During non-business hours & holidays, a 24-hour Association emergency service is available at (505) 934-5296.

Our goal is to provide you with the highest level of customer service while monitoring the expenditures and income of your Association, as well as partnering with you to preserve, protect and enhance the value of community property through a systematic management program.

Sincerely,  
Judy Smeltzer, CMCA®  
Chief Operating Officer

Carol K. Rayle, CMCA®  
Regional Director of Acct & Admin

P.O. Box 67590  
Albuquerque, NM 87193-7590

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