



**GNO Property
Management, LLC**

826 UNION STREET, SUITE 200 NEW ORLEANS, LA 70112
(504) 528-7028 • FAX (504) 566-4795

GNO Property Management - Introduction Letter

Dear River Oaks Residents:

Your Association Directors have hired our company to manage the day to day operations of the neighborhood. I wanted to give you a brief explanation of what we do and also send a reminder of what is expected of you as a member of River Oaks.

We will maintain a community directory and the Association records and files, supervise all maintenance on the property, and maintain the Association financials, collect the Association dues, and help prepare the annual budget. Your Board of Directors will remain active in the community; however, we will be responsible for vendor management, obtaining bids for projects regular Association maintenance, and making sure the neighborhood is run with efficiently. Together, we will keep River Oaks a nice place to live

You may contact our office throughout the business day at (504) 528-7028 and after hours in the case of emergency you may contact us at (985) 774-1222. Please only contact us after hours in cases of emergency when it pertains to the Association property, not your private property. A company representative will perform site visits twice a month. These visits will include an inspection of the common property (landscaping, pool, entrance etc.), covenant/architectural violations. and a follow up inspection of any work performed by a third party contractor. The GNO representative will also perform basic maintenance during these visits. If you notice a covenant/architectural violation, please notify us via email at dj@gnoproperty.com. When reporting a violation, it is important that you include the address of the home in violation. If you do not have a copy of the Restrictive Covenants, please call our office and we will send you a copy.

Please remember to submit an Architectural Review Committee (ARC) application form for any external modifications to your property. The application form can be obtained from the Association web site www.riveroaksestates.org.

The biannual assessments are due in January and July and will be considered late if received after February 1st and August 1st., respectively. Payment should made out to River Oaks Owners Association and mailed to GNO Property, LLC at 826 Union Street Suite 200, New Orleans, LA 70112. If you have any question concerning the management of River Oaks, please feel free to contact our office. We look forward to working with you.

Sincerely,
Robert Phillips. Manager
D J Audibert Property Manager
GNO Property Management, LLC
www.gnoproperty.com

GNO Services

- Manager attends 4 board meetings and 1 annual meeting
- Manager prepares bid specs and solicits bids for community maintenance
- Manager performs site visits every two weeks
- Covenant Enforcement Manager performs covenant site visits every two weeks
- Manager inspects all maintenance work performed in the community
- Manager coordinates all ACC modifications requests
- Manager prepares monthly financial, property, and covenant reports and submits them to the board
- At the request of the board, manager will prepare the end of year report
- Manager will assist the board with the Annual Budget for the Association
- Manager will provide 24 hours emergency service for the residents of the Association
- Management provides Association Management Software (CINC Systems) to help the Associations operate more efficiently
- Management maintains community directory
- Management maintains all community files and records
- Management collects all assessments
- Management, at the direction of the board, engages counsel for delinquencies
- Management utilizes a collection module with CINC Systems- notices sent at 45, 60 and 90 days delinquent
- Management programs and operates gate software for gated/access controlled communities
- Management develops and implements a Hurricane plan for the Association property
- Management provides annual board member training by GNO Staff
- Management provides a quarterly newsletter to the members of the community
- Management provides welcome baskets to new residents in the community
- Speed Trailer is available for rent at a rate of \$10.00 per day