



Building Association Relationships One Member At A Time

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[www.cepco-nc.com](http://www.cepco-nc.com)

"Celebrating 36 Years of Service"

## Our Mission Statement

CEPCO is dedicated to being the leader in serving community associations, distinguishing itself through education, communication, commitment and contribution of excellent ethical services.

## Our Shared Commitment

As employees of CEPCO, we will foster a respectful and supportive environment which promotes personal and professional growth and values contributions to our company, clients and community.

## Our Experience

CEPCO is proud to be southeastern North Carolina's oldest and most experienced Association management company. Our corporate staff of CEPCO has a combined total of over 170 years of "daily hands-on" community management experience. Through commitment and dedication to our clients, CEPCO has provided superior services to common interest associations.

## Our Company Values

EXCELLENCE  
INTEGRITY  
PROFESSIONALISM  
TEAMWORK  
FAITH  
LIFE BALANCE  
LOYALTY  
SERVICE  
FAMILY



## CEPCO specializes in various types of Association Management:



Single Family Homes



Townhomes



Condominiums



Multi-Use



Commercial Business Parks



Marinas



# COMMUNITY MANAGEMENT SERVICES

## Professional Level of Services

- Full Service Management
- Accounting and Administrative Management
- Accounting Only
- On-Site Management

## Financial Services

- Accounts Payable
- Accounts Receivable
- Assessment Collection
- Financial Statement Preparations
- Surplus Funds Investments
- Financial Correspondence
- Annual Financial Audit Facilitation
- Budget Preparation

## Administrative Services

- Facilitate / Conduct Meetings
- Agenda Preparation
- Minutes Review and/or Preparation
- Board Packets Prior to Meetings
- Homeowner Phone Calls and Email Correspondence
- Document CEPCO "Action Items" Lists
- Architectural Review and Processing
- Work Order Processing
- Bid Solicitation for HOA Projects
- Sale and Resale Processing

## Inspections

- Scheduled Inspections and Reporting
- Covenant Violation Enforcement
- Photographic Documentation
- Verify Work Order Completion
- Common Area Inspections
- Conduct Vendor and Board Walks
- Monitor Contractor Performance

## Service and Support

- Association Record Keeping
- Insurance and Attorney Liaison
- Website Administration
- Daily Mail Processing
- 24 Hour Emergency Response



## OUR COMPANY

CEPCO provides services to Associations, as well as developers, attorneys, accountants, and lending institutions in the orderly establishment and management of common interest realty communities.

Designations within our senior management staff include Certified Public Accountant (CPA), Certified Managers of Community Associations (CMCA®) by the National Board of Certification of Community Association Managers, Association Management Specialist (AMS®) and Professional Community Association Manager (PCAM®) by Community Associations Institute (CAI®).

CEPCO is an active member of the Community Association Institute (CAI®), a national organization founded expressly for the purpose of educating management professionals, officials and volunteers, and providing a forum for the rapidly changing needs of communities.

Our company is a proud recipient of the coveted Accredited Association Management Company (AAMC®) designation through CAI. The AAMC® designation is achieved by demonstrating a company's commitment to providing the unique and diverse services community associations require and the integrity to help communities succeed. We are here to help you succeed!



As a leader in community association management, CEPCO stands ready to assist homeowners in achieving the protection, enhancement and enjoyment of their property.







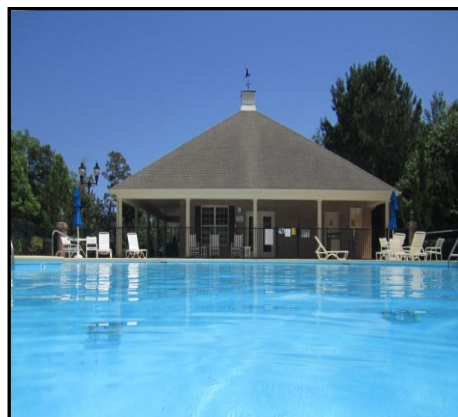
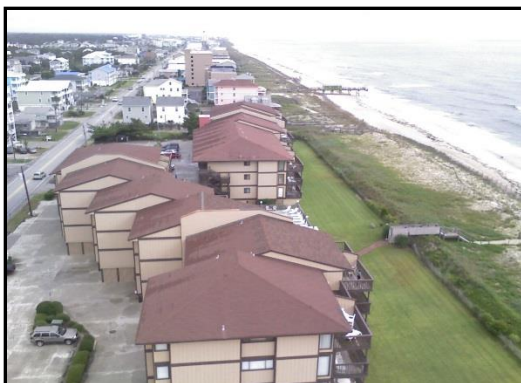
## Our Clients

CEPCO currently serves North Carolina clients in New Hanover, Brunswick, Pender and Onslow counties. Assignments to our Managers are made to enable efficient and professional service anywhere in this region. Most administrative and accounting functions are performed at the company's main office in Wilmington, North Carolina.

### **CEPCO serves all types of communities including:**

- Existing Homeowners Associations
- New Developments with Builders/Developers
- Master Planned Associations
- Condominium Associations
- Townhome Associations
- Single-Family / Patio Home Communities
- Commercial Associations
- Multi-Use Properties
- Marinas

The size of our managed communities varies from start-ups with only a unit or two to large scale communities. Common areas vary from minimal entry features to complex communities involving several acres of open space and elaborate recreational amenities.



## Who We Are

CEPCO is an active member of the Community Association Institute (CAI®), a national organization founded expressly for the purpose of educating management professionals, association officials and volunteers, and providing a forum for the rapidly changing needs of communities.

Under the leadership of Michael Head, CEPCO was formed in June 1983 and currently provides management expertise for more than eighty (80) Associations. Head, a designated Professional Community Association Manager (PCAM®), Association Management Specialist (AMS®), Certified Manager of Community Associations (CMCA®) and Certified Public Accountant (CPA) has been actively involved in Association Management for more than thirty (30) years in southeast North Carolina and served on the Board of Directors of the North Carolina Chapter of Community Associations Institute.

We continue to build an organization of talented, dedicated and professional team members who share Mike's commitment to the company's core values of **Excellence, Integrity, Professionalism, Teamwork, Faith, Life Balance and Family**. Together, all of us make CEPCO the "Professionals in Community Management".

## Our CEPCO Executive Team

Mike Head

Founder

Randy Norris

Director of Operations/Owner

Cindy Norris

Director of Accounting/Owner

## Words from our Valued Clients

"Since CEPCO has managed our Association, we feel secure with the integrity, professionalism and friendliness that they have demonstrated toward the Board and membership..."  
- **Current Association Board Member**

"Your years of excellence in customer service remains true today with your CEPCO staff. They are very responsive, friendly and helpful..."  
- **Current Association Board Member**

"There is no other management company out there with more knowledge concerning suppliers, contractors, laws and regulations..."  
- **Current Association Board President**

### HOURS OF OPERATION

8:30 a.m. to 5:00 p.m.  
Mondays through Thursdays  
8:30 a.m. to 12:30 p.m.  
Fridays

**24 Hour Emergency Support Available**



## ASSOCIATION TECHNOLOGY



Providing effective, industry leading services requires taking advantage of available technologies in the Association management industry. CEPCO understands the need for Associations to provide their members with a convenient source of electronic communication with 24/7 access to Association information and documents.

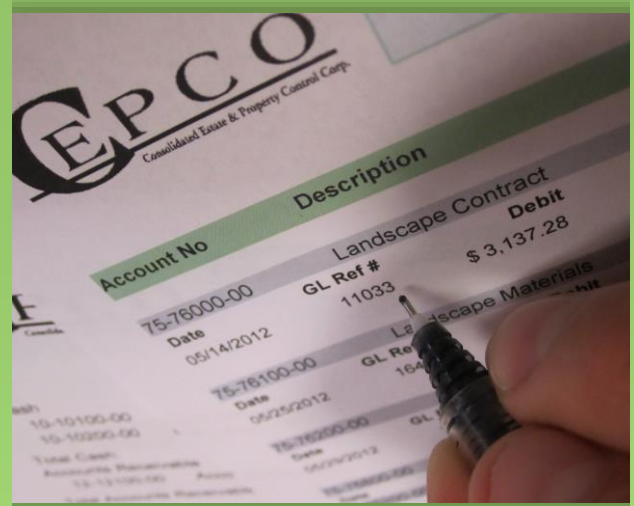
### Association Specific Website features:

- An Online Resource Center for Documents, Forms
- Association Calendars and Owner Directories
- Individual Membership Accounts
- On-line Payment Setup and Processing
- Direct Contact with CEPCO for Work Order, Violation and Issue Processing
- Email Alerts and Notifications for Membership



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## FINANCIAL RESPONSIBILITY



Our CEPCO team of accounting specialists process the financial transactions for our Associations. All accounting functions are performed at our company's main office in Wilmington.

Our Accounting/Financial services include the following:

- Analytical financial reporting
- Operating budget preparation
- Cash management
- Audit trail establishment
- Monthly financial statements
- Accounts receivable
- Accounts payable
- Remittance and depositing
- Assessment collection
- Delinquency collection follow-up
- Payroll processing
- Reserve and asset management
- Tax filings
- Financial correspondence



A family of professionals to manage your community of families

## Professional References

The following professionals are available as CEPCO references:



**Magnolia Greens** (Leland)  
Board President George Steelberg  
1150 Homes - 15 Years of Management  
(910) 371-2672



**North Chase HOA** (Wilmington)  
Board President Vince Sanfilippo  
953 Homes – 27 Years of Management  
(910) 512-0856



**Figure Eight Harbour** (Wilmington)  
Board President Gene Strader  
23 Units – 24 Years of Management  
(910) 200-6060



**Waterford Master Residential** (Leland)  
Board President Alan Koch  
1,010 Homes – 10 Years of Management  
(847) 903-4557



**Georgetowne**

**Georgetowne** (Wilmington)  
Board President Paul Mazzola  
160 Homes – 16 years of Management  
(910) 508-4859



**Hearthstone / Forks at Barclay**  
Board Member Sandy Wood  
14 Years of Management  
(910) 383-2744



**THE VILLAGE**  
AT MOTTS LANDING

**The Village at Motts Landing** (Wilmington)  
Board Member Bob Weinbach  
343 Homes – 9 Years of Management  
(910) 279-3055



**Lion's Gate HOA** (Wilmington)  
Board President Frank Blair  
344 Units - 9 Years of Management  
(910) 509-3048