

# TOPS Software

Property Management Systems, Inc.



Management &  
Community Web Sites



# Introduction

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## Introduction

**F**or the last 16 years, TOPS Software has dedicated our company to providing the highest quality property management systems available. For each new product we release, we build on the successful features of the previous ones, as well as add new features based on customer input and our own experience.

### Our Reputation

This dedication to our products and our customers has given us a reputation in the industry for solid systems, quality features, and prompt technical support. We are proud of that reputation, and expect management and community web sites, our newest integrated property management tool, to far exceed the expectations of even our most demanding customers.

### Our Service

As important as the internet has become to our society, TOPS Software is proud to help foster community cohesion with the TOPS Integrated Web Site service. A TOPS Community Web Site is designed to help all parties involved, from the property management company, to the community’s board of directors, to the home owners, to the residents of a community.

This brochure is intended to introduce you to the management and community web site service that helps make up that solution.



*Jeff Hardy,  
President—TOPS Software*

## Integrated Web Site Features

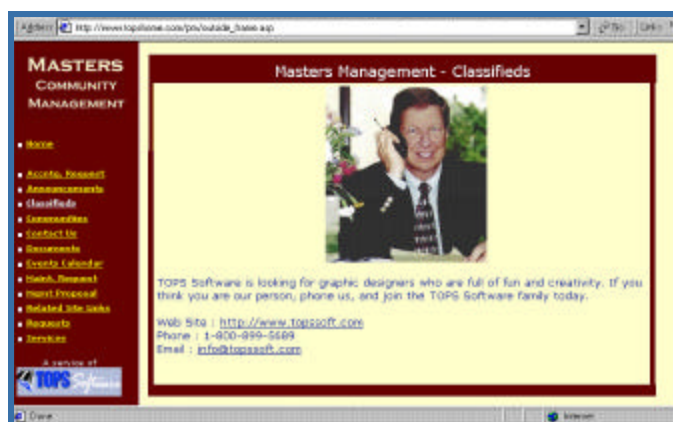
**T** OPS Software is proud to offer our newest integrated property management tool: Management and Community Web Sites.

- è Web sites are available 24 hours a day with information designed to help **reduce your call volume** !
- è Web sites require little to manage, and are **fully customizable** .
- è Web Sites draw **live owner data** directly from TOPS 2000™.

### Property Management Company Web Site Benefits

The benefits of having a TOPS community web site set up for your community are endless. Management companies gain a number of benefits from their own web site, and can, in turn, provide incredible benefits to their managed communities. Here are a few of the many benefits of a management company web site.

- **Reduce call inquiry volume** with simple e-mailable forms.
- Source of **advertising revenue** through selling classified ads.
- Foster **better community relations** with residents and officers through dozens of built-in features.
- Simple update of **'live' owner data** from TOPS 2000™ to community websites.
- Gain **technical and competitive advantages** over competitors through constantly evolving technology.
- Achieve **greater exposure** to potential new clients by distributing your web site address.
- **Forge greater "bonds"** to your existing clients by providing this valuable service.
- **Instant Credibility** - Give your management company a more professional, larger than life image.



*Classified Ads can be an excellent source of income for your management company.*

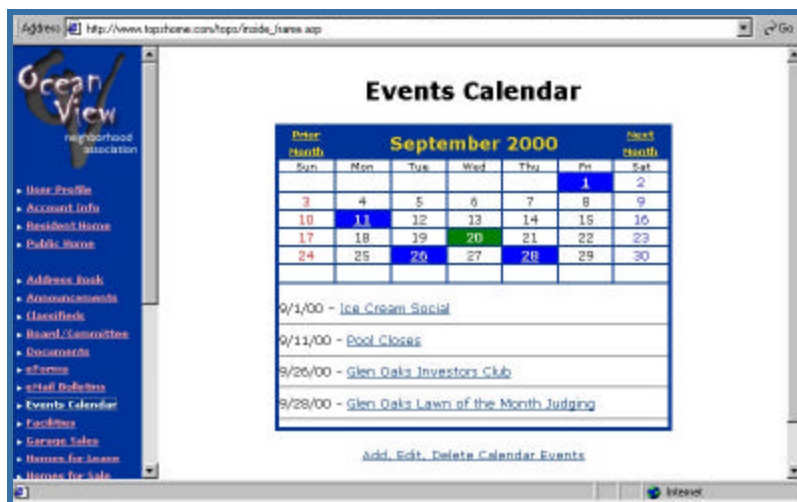
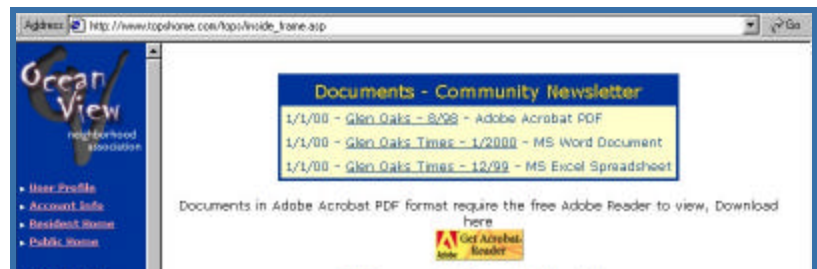
# Community Officer Benefits

## Board of Directors / Community Leaders Benefits

A Community Web Site encourages communication between the community officers and residents, and between residents themselves by providing an easily accessible, neutral forum for communication. Community officers can look forward to better curb appeal through higher rules compliance, thus raising property values, and increasing community prestige. Other benefits include:

- **Increase Rules Compliance** by making CCR, ACC, and Facility rules and regulations available for download.
- **Better Curb Appeal** through increased compliance, and ACC request forms.
- **Increase communication** to residents with announcements and e-bulletins.
- **Increase participation** in community activities such as board meetings with the events calendar.
- **Gauge community opinions** through online voting and surveys.
- **Improve accuracy** of owner data through online address change form.
- **Increase community prestige** with professional quality web site.
- **Retain resident interest** through constantly evolving interface.

*Residents can easily download community legal documents from the documents section.*



*The events calendar allows community officers to keep residents informed and involved in community events.*

# Owner Benefits

## Property Owners / Residents Benefits

A Community Web Site provides residents with invaluable information in the form of live data uploaded directly from TOPS 2000™, the property management software of the property management company. Residents log in using a unique user name and password, providing secure access to their information. In addition, residents can take advantage of dozens of features to increase their quality of life. See page 6 for detailed descriptions of some of the more popular features.

The benefits of a Community Web Site to a resident are as follows:

- Owners can **view last payment info** logged by the management company.
- View the status of **open work orders**.
- Check their **current account balance** as per the management company.
- Review **CC&R enforcement history**, approved, disapproved, and pending CC&R violations and **ACC requests**.
- Place simple classified ads to **sell goods and services**.
- **Communicate with other residents** through address book, live chat, and message board.
- **List real estate** such as homes for lease/sale, or lots for sale.
- **Express their opinions** through surveys, voting, and reviews.
- **Participate in community events** through events calendar, announcements, e-bulletins, and volunteer needs.
- **Access hot links** to other organizations in the area.
- **Enhance property values** through community awareness

*Contact info displays current records stored on this owner. If data is incorrect, the owner may complete an account change form, which is automatically sent to the management company. This effectively helps to reduce call volume.*

*This displays the current account balance and last payment data of the logged in owner.*

*View the current status work orders and service requests under work orders. This includes basic data on the work order, including the name of the vendor assigned to the work order.*

*Each owner may view their CCR/ACC history for the life of their record in TOPS. This can promote better rules compliance, as well as improve curb appeal.*

Account Contact	
Thomas Jones 100 Easy Street Ocean View CA 90210	
Alternate Address: 21710 East Bay Road Ft. Lauderdale FL 33761	
Balance / Payment Info	
Account Balance: \$80 As of: 4/20/00 Last Payment: \$80 on 3/23/00 with Check# 539	
Work Orders	
Work Order #: 1 Description: Broken Sidewalk Authorized By: Herb Vendor/Employee: H & H Paving Status: Open Date Closed:	
Violation Reports / Architectural Requests	
Request Date: 4/11/00 Type: DCR-Storm Door Description: Hanging off Hinges Status: Violation Approval Date:	
Request Date: 9/21/99 Type: DEC-Deck Description: Wood deck, 10x12, rear of home Status: Approved Approval Date: 9/29/99	



## Built-In Feature Glossary

**O**ur integrated web site service offers a number of built in features that you may choose to populate your web site. Each web site is broken into 2 portions, public and private. You may choose which features are available, and to whom.

<b>Account Info</b>	Store the owner's address, last payment, balance info, work order status, and CC&R/ACC history in a private, password protected area. This information is updated from TOPS 2000™ property management software.
<b>Address Book</b>	Searchable database of resident and local school information. User Profile feature for logged-in residents.
<b>Address Change</b>	The address change form allows owners to update information stored by the management company via e-mail.
<b>Announcements</b>	Make important announcements to your community.
<b>Bill Payment</b>	A built-in interface for paying bills online. Sophisticated and private.
<b>Board/Committee</b>	List of all board and committee members within the community. Keep track of meeting dates and times.
<b>Classifieds</b>	Directory of services, goods, etc. Sell classified ads like a newspaper and make money for your community!
<b>Documents</b>	All community documents can be displayed here, including covenants and conditions, and architectural guidelines.
<b>e-Forms</b>	Create an online, e-mailable form for anything. Reserve the clubhouse, submit a maintenance request, etc. Users fill in the blanks and click a button, then you receive an e-mail!
<b>e-Mail Bulletins</b>	Here residents can sign up to receive regular e-mails about subjects on the site. This will push new information to their email. Great for committee members, or volunteers.
<b>Events Calendar</b>	Displays a monthly view of all events. Events can include a full description, pictures, and links. Start and end dates automatically add and remove events from the calendar.
<b>Facilities</b>	Location, phone numbers, open/close times, costs, rules, and other important information on all of your facilities.
<b>Garage Sales</b>	Residents may organize group sales, provide directions, dates/times, and items for sale.
<b>Homes for Sale/Lease</b>	Information of Homes being leased or sold including a picture and contact info for the seller or real estate agent.
<b>Hot Links</b>	This is a customizable list of hyperlinks to interesting sites online.
<b>Live Chat</b>	Family-oriented place where residents can interact with each other on subjects of interest.
<b>Message Board</b>	Like a community bulletin board. Questions can be asked and answered at any time by any resident of the community.
<b>Requests</b>	Send a e-mail to a specific job function, property manager, board president, newsletter committee, etc.
<b>Reviews</b>	Review anything; Movies, CDs, Books, Local Services, etc.
<b>Votes/Surveys</b>	An informal place for gathering opinions and checking interests among residents.
<b>Volunteer Needs</b>	Request help for community events, activities, etc.
<b>Voting (secure)</b>	Community-wide voting service with the ability for online and offline voting, proxy voting, and vote tabulation.
<b>What's New</b>	When residents log on to the private portion, they are shown a list of all updates made within the last week.

## Web Site Pricing Plans

### Professional Plan

Under the Professional Plan, a management company will select a unique domain name (www.green\_management.com), under which all communities for that management company will be stored.

### Preferred Plan

Under the Preferred Plan, a community can get a web site under the management company domain. (www.green\_management.com/glenoaks) Volume in managed community sites allows TOPS to pass the savings to the community.

### Pointer Plan

Under the Pointer Plan, a community can get their own unique domain name. (www.glenoaks.com) This web site address acts as a pointer to the data, which is stored by the management company, allowing data to be managed from TOPS 2000™ by the management company.

### Premium Plan

Under the Premium Plan, a community may elect to have a unique domain name. (www.glenoaks.com) Individually managed communities can increase visibility with this plan.

### Standard Plan

Under the Standard Plan, a community may select a domain under the topshome.net domain. (www.topshome.net/glenoaks) This plan allows the community with a small budget to establish a web presence.

Professional Plan		
Explanation of Cost	Amount	Frequency
Setup Fee	\$150.00	First Time
InterNIC Domain Name Fee (2 years)	\$70.00	First Time
Monthly Upkeep	\$99.95	Monthly
Preferred Plan		
Explanation of Cost	Amount	Frequency
Setup Fee	\$100.00	First Time
Monthly Upkeep	\$49.95	Monthly
Pointer Plan		
Explanation of Cost	Amount	Frequency
Setup Fee	\$150.00	First Time
InterNIC Domain Name Fee (2 years)	\$70.00	First Time
Monthly Upkeep	\$59.95	Monthly
Premium Plan		
Explanation of Cost	Amount	Frequency
Setup Fee	\$150.00	First Time
InterNIC Domain Name Fee (2 years)	\$70.00	First Time
Monthly Upkeep	\$89.95	Monthly
Standard Plan		
Explanation of Cost	Amount	Frequency
Setup Fee	\$100.00	First Time
Monthly Upkeep	\$59.95	Monthly

## Conclusion

**A**s you have seen, TOPS integrated web sites are a comprehensive tool for property management companies and self-managed communities. We are excited about offering this incredible new service to our customers, and look forward to providing you with the same high quality of service that you have come to expect from TOPS Software.

### Contact Us

**For more information, please contact us at  
(800) 899-5689,**

**or e-mail: [corpsales@topssoft.com](mailto:corpsales@topssoft.com).**

**Or check our web site for the latest updates:**

**[www.topshome.net](http://www.topshome.net)**

### TOPS Software—Where You Are

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Gaithersburg, MD 20879

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Clearwater FL 33761

TOPS Software—South Florida Office:

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Lighthouse Point, FL 33064

TOPS Software—Online:

[www.topssoft.com](http://www.topssoft.com)  
[corpsales@topssoft.com](mailto:corpsales@topssoft.com)

TOPS Community Web Sites:

[www.topshome.net](http://www.topshome.net)\*

In Conclusion...

*\*Check out our free demo of Management and Community Web Sites!*

