

Nancy Kerry  
8605 18<sup>th</sup> Hole Trail  
Reno, NV 89523

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April 5, 2021

Mr. Mark Capalongan  
President, Somerset Owners Association and  
Board of Directors, Somerset Owners Association  
7650 Town Square Way  
Reno, NV 89523

Dear Mr. Capalongan and Board of Directors,

I understand the SOA Board of Directors is considering alternatives and options for association management. The Board-Manager structure is a critical function in managing an association on behalf of community members and I commend the Board for taking on this important analysis.

As you can see from my attached resume, I have over 20 years' experience in managing local governments including serving as a City and Town Manager for eight of the last 21 years. During my career, I have routinely analyzed policies and organizational structures to compare costs versus benefits, strengthen customer service, improve organizational (and staff) performance, reduce costs, conduct long-term financial forecasting and planning along with many other topics required of an executive leader. As the CEO for local communities, I have been the lead negotiator on behalf of the City or Town in labor negotiations, contract negotiations, employment issues, non-labor employee salary and benefit structures and I've managed both small and large teams to implement meaningful outcomes. Over the years, I have been recognized numerous times for effective strategic leadership.

Scope of Work

Overall, I will provide all of the information necessary to enable the Board of Directors to thoughtfully consider management options. The scope of work will include, but is not limited to, the following:

- Assistance and guidance with the necessary details and aspects to reach an informed and definitive decision on the future management direction,
- Review of SOA financials for cost/benefit and structural analysis,
- Professional negotiation assistance between SOA and First Service Residential, and
- Evaluate technological solutions, programs, and contracted services.

Should the SOA Board of Directors decide to transition to internal management team, services would include:

- Active leadership in setting up systems, teams, compliance, payroll, and insurance,
- Management and oversight of the entire migration process (accounting systems, vendor communications, banking and financial services),
- Community engagement to keep homeowners and residents informed,
- Development of a performance based strategic plan for transition and management, and
- Assistance with selecting a local experienced, supervising community association manager to provide limited-term audit and compliance consulting.

#### Flexibility

My entire professional career has been providing advice, guidance, and analysis to elected boards similar to what is described herein. Service in this capacity is most effective if flexible and nimble and not strictly limited by a scope of work. For that reason, in my experience, the Board should expect (and I hereby offer) my services to focus on delivering what the Board needs as their requirements will evolve through the process. Information gathered may lead the process in a new direction not yet contemplated, my services will include all aspects necessary to result in (1) a definitive determination by the Board on management direction and (2) if a new structure decided by the Board, services would include the necessary leadership to deliver a smooth transition.

#### Consulting Fee

My commitment is to provide full time assistance and service to the Board for \$6,000 per month, renewing monthly unless discontinued by the Board with, preferably, a 30-day notice.

#### Schedule

I have resigned my current position as Town Manager to relocate back home in Somerset to be with my husband and family. I would be available fulltime beginning May 1st, 2021.

Sincerely,

  
Nancy Kerry, MPA