

Email to Council Members on 5/6/2026 Escrow SOP

I am asking that you take some time to review the attached Escrow Account Management Standard Operating Procedure (SOP) ahead of our upcoming meeting.

This has been a much-needed effort. I want to personally thank our Office Manager, Lori Echols, for the work she has put in over the past three months. She did a deep dive into our escrow accounts, and frankly, it was a mess. Because of her diligence, we now have a clear system in place, proper tracking, and accountability.

We now have a defined process, consistent recording in BS&A, and active oversight to ensure all transactions are properly documented and that funds are being collected and managed appropriately.

This SOP puts structure around that work and ensures we maintain it moving forward.

Please review and come prepared with any questions or feedback.

Thank you,