

A Professional Management Company Will Provide:

Web Portal:

- A new web portal for the association that will serve as a one-stop-shop for all neighborhood needs. This is a more robust platform than the current eNeighbors website.
- Allows for online payment for annual dues
- ARC requests, concerns, complaints and questions can all be received through the portal

ARC Management:

- Receiving ARC requests and working with homeowners to obtain required information and signatures
- Communicating with homeowners regarding approval, denial or request for additional information

Questions, Complaints and Violations:

- Receiving and responding to neighborhood questions and complaints, involving the HOA Board as needed
- Issuing and managing violation notices
- We will have one Property Manager serving as our main contact, along with the support of various departments at the management company

Financial Management:

- Collecting annual dues
- Paying association bills
- Assisting with budget preparation, auditing and taxes

Vendor Management:

- Obtaining bids from multiple vendors
- Coordinating services and overseeing projects
- Ensuring work meets expectations
- Can provide HOA Board and homeowners with recommended service providers, if desired

General Assistance:

- Providing current and future board members with guidance on what individual roles generally manage when serving on the board
- Overall support for the HOA Board and our neighborhood's needs

The Neighborhood Will See:

The HOA Board maintaining oversight of financial, vendor and ARC matters. The Professional Management Company will be serving as our vendor and will be expected to do so in a professional and trustworthy manner.

Social activities continuing, including National Night Out on Tuesday, August 2nd.

Architectural review forms and associated documents available on the web portal for easy access and uploading.

Neighborhood documents (covenants, rules and regulations, etc.) available to view or download at any time.

Rules and regulations consistently enforced as needed.

A property manager visiting the neighborhood at least once a month and attending both board and annual meetings.

Current & Future Board Members Will See:

Support from a knowledgeable company focused on helping associations thrive and neighborhoods enjoy the community they are living in.

General guidance on how to best work together as a board as well as the responsibilities for each individual board seat.

More time available to focus on projects and larger neighborhood improvements / activities.

An additional layer of checks and balances.