

<b>Advanced Management Features</b>	<b>Why this is Important</b>	<b>Questions to Ask Prospective Management Companies</b>
<b>Continuing Education of Staff</b>	Via Community Associations Institute (CAI) certifications and designations (CMCA, AMS, PCAM, AAMC) Associations and Boards are assured that the staff's Community Management experience and capabilities have been tried and tested, and that they are ready to meet the needs of the Community.	<p>What steps does your company take to educate your managers and support staff?</p> <hr/> <p>Are you a CAI Accredited Association Management Company?</p> <hr/> <p>Are your managers licensed or certified?</p>
<b>A Community Management Focus</b>	Because an owner has a vested interest in their community a management company with a similar focus is a better match than with a company that is more varied in their types of clients (i.e. rental, commercial, etc.).	<p>What percentage of your business comes from residential or commercial rental investment properties?</p>
<b>Staff Stability</b>	A critical element to managing a community efficiently and effectively is staff stability. Frequent manager turnover is one of the main reasons that management relationships fail.	<p>How many or % of staff members have been with your company more than 5-years.</p> <hr/> <p>How frequently do manager assignments change?</p>
<b>Is the management company locally owned and operated.</b>	The St. Louis area is served by local and national community management service providers. Most of local upper tier companies offer the same services as national companies with a local presence. Another difference is that national companies tend to move customer service and accounting to their out of state home locations which can delay responses to owners and Boards.	<p>Is your Company locally owned and operated?</p> <hr/> <p>If local, what is ownership's involvement?</p> <hr/> <p>What is the typical response process for accounting questions, or homeowner inquiries?</p>
<b>What is included within the proposed management fee</b>	<p>The largest mistake made by management companies is reducing the managerial time allowed to fit the fee they want to quote.</p> <p>Without enough manager time, projects and tasks stall and then the Board loses its effectiveness because they repetitively discuss matters that should have been resolved.</p>	<p>How much manager time, on average, will your proposed management fee allow?</p>

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<b>Staff accessibility during normal work week</b>	<p>In a time where some companies use voice mail and phone systems to screen calls it is very easy for owners and Boards to lose their ability to get quality and convenient management services.</p> <p>Having the ability to speak directly with the management staff becomes even more important when there is an emergency or a time sensitive matter.</p>	<p>Ask yourself “how responsive has the company been through the interviewing process?” Prompt responses are derived from the company culture and if it has not been prompt at this phase of the relationship it may not get better.</p> <hr/> <p>Ask at the Management Company: “how prompt of a response can owners or Board Members expect from phone calls and emails?”</p>
<b>PCAM Oversight</b>	<p>For a community to be benefitted by a Professional Community Association Manager it is imperative that the PCAM be involved with the Association by supervising the management staff.</p> <p>Having the PCAM solely as a resource diminishes their ability to interject their expertise.</p>	<p>Do you have a PCAM?</p> <hr/> <p>If so, do the managers’ report to the PCAM (as required by CAI)?</p> <hr/> <p>What is the chain of command?</p> <hr/> <p>If so, is it through a web portal or website?</p>
<b>Community information available through a Web Portal Access</b>	<p>Transparency of information and open communications solicits.</p> <p>A web portal is cost effective means of making community information and documents available to owners 24/7.</p>	<p>Does your company offer web access?</p> <hr/> <p>What type of information is available?</p> <hr/> <p>If so, is it through a web portal or website?</p>
<b>Community Websites</b>	<p>Community Websites offer Associations web access with deeper ties to the Association because typically the name of the Association is within the web address (i.e. <a href="http://www.abccommunity.org">www.abccommunity.org</a>). Websites also have images and pages that are directly related to the community</p>	<p>If websites are offered what type of functionality is available?</p> <hr/> <p>What are the costs associated with a website?</p>

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<b>Community information available through a Web Portal Access</b>	<p>Transparency of information solicits trust and trust is achieved through open communications. A web portal is typically a less costly means of making community information and documents available to owners 24/7.</p>	<p>Does your company offer web access?</p> <hr/> <p>What type of information is available?</p> <hr/> <p>If so, is it through a web portal or website?</p>
<b>Client Retention</b>	<p>Retaining clients is the number one sign of a successful business, and because Board Member’s personalities and agendas change regularly, the ability to retain clients is even a greater mark of excellence.</p> <p>Selecting a management company with high retention affectively <u>increases</u> the probability the Association can establish a long-term management relationship with that company.</p>	<p>What percentage of clients have been with your firm five and ten years?</p>
<b>The use of Generally Accepted Accounting Practices (GAAP)</b>	<p>CPM accounting procedures are developed to provide checks and balances to minimize the risk of potential theft by the Association’s staff, Committee/Board Members or CPM employees.</p>	<p>What measures are taken to keep Association’s funds secure?</p>
<b>Fidelity Bonds</b>	<p>Many Management Companies profess that they have a Fidelity Insurance to protect Association funds when often the coverage protects only their corporate funds.</p>	<p>Do you have Fidelity Insurance that covers “third party” funds?</p>
<b>Maintenance Capabilities</b>	<p>Having the care and control of a quality team of maintenance staff members makes getting the job (everything from handyman type tasks to General Contracting) done right the first time not only a desire; but an expectation.</p>	<p>Do you have a Maintenance Department?</p> <hr/> <p>How long will it take to get repairs made to common elements?</p> <hr/> <p>How do you communicate with owners regarding their requests for maintenance to common elements?</p>

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<b>Maintenance Capabilities (continued)</b>		<p>What kind of tasks / projects can they accomplish and in what time frame?</p> <hr/> <p>How are managers supported when they do not have a needed experience requirement?</p>
<b>Manager Assignments</b>	Managers need to address Board interests/projects promptly so that the task can be completed as quickly as possible.	How long does it typically take to complete tasks from meetings?