

**Justification of why a Management Company is needed given current and future gaps in the services of a Volunteer Board**  
**(November, 2019)**

<b>Gaps in a Voluntary Board Management resources</b>	<b>Service Improvements through hiring a Management Company</b>
A Volunteer Board size, level of time commitment and quality of services can vary from year to year	A Management Company in working with a Volunteer Board, can provide the continuity and quality of professional services that the community deserves, irrespective of Board size and level of time commitment by Board members
Inadequate transition and handoffs between one Board to next and transfer of documents/knowledge; poor transfer of existing contracts or depository of critical documents	A Management Company in working with a Volunteer Board, can accord the benefit of an existing infrastructure where documents, Book of Accounts, homeowners' database and several other key resources are transitioned smoothly between one Board to the next every year. The Management Company provides a platform where at least 3 years of document depository and Accounts, Budgets, Tax filings, etc. are maintained for continuity
Transition of Bids and Proposals, rationale for selecting resources, Book of Accounts and the level of Financial Management and Reporting varies between years due to Treasurer and AECC, Maintenance Committee member attrition	A Management Company in working with a Volunteer Board, can provide an enterprise level robust Financial Management System with multiple year accounts with Accounts Payable and Receivables records. It enables easier decision making, better record keeping, lookback into rationale for decisions made, and ensures consistency in accounts & financial management
Difficulty in sending Invoices and follow-up reminders, collections of HOA dues from year to year without a proper billing system, inordinate amount of time spent by Board members in pursuing HOA dues	A Management Company will provide the Volunteer Board ability to outsource the Invoicing function and ensure timely billing, follow-up, and collections actions on a routine basis on a consistent, platform, timeline and accounting system with latest database of homeowners
Difficulty in timely Accounts payable maintenance to ensure payments go out on time without any lapses with Volunteer Board and Treasurer with limited time availability	A Management Company will provide an Account payable system and resources to pay bills timely and save significant Treasurer time. They will maintain records and make payments timely with delegated authority from the Board, improve accounts management and automated payments.
A Volunteer Board has limited time for immediate Maintenance calls, emergencies or need for visiting HOA common areas such as downed trees or attending to urgent matters during work days	A Management Company with Maintenance services will provide the much-needed normal workday service requests, as well as, field round the clock urgent or emergency needs of the community through delegated authority (additional fee for call service). They can conduct immediate inspections and visits to sites and assess needs, get contractor quotes and

	hire them for attending to immediate maintenance needs to address community concerns
Inability for a Volunteer Board and its AECC members to expend significant hours needed to inspect community on how they are maintained, attending to violations and responding to requests	A Management Company with Architectural Support services will provide the much-needed support to AECC members by conducting routine monthly or bi-monthly inspections, identifying violations and informing homeowners and follow-up actions, attending to AECC request to support AECC decision making. This will ensure better kept houses, responsive to community needs and delegated authority to work directly with homeowners and reduce the significant hours the AECC spends to ensuring maintenance of Community Expectations and adherence to the Governing documents
Inability of the Volunteer Board to address all homeowners' questions and concerns timely due to limited Board member availability; inability to spend adequate time for communications such as composing Newsletters, mailings, etc.	A Management Company with its communications support services will provide the Volunteer Board and community with effective means for improved communications through resources for creating frequent newsletters, mailings (savings of time), addressing homeowner questions and maintaining resources to be responsive to community needs
A Volunteer Board with limited HOA Insurance provides limited protection from liability; difficult to stay on top of all CCOC training and requirements	A Management Company with extended Liability services will provide additional Liability insurance and protection for Board and community. The Management Company trained in all CCOC processes and requirements and infrastructure will ensure the Volunteer Board is compliant with all HOA State, County and our By-laws and Governing documents and that we adhere to all our statutory requirements, laws and tax filing requirements