

# HOW TO CHOOSE

*an HOA management provider*

Planning ahead will make this process go smoother and give you a clear idea of what your association truly needs from an HOA management partner. Here are five key qualities to look for in a management company.

## **TRANSPARENCY** - Build trust

A management provider that is transparent limits the chances of surprises and increases the overall performance and accountability of the management company. When there is complete transparency, residents and boards alike have a feeling of integrity and safety with the management provider.

## **CUSTOMER SERVICE** — Set higher standards

Customer service is a state of mind. It is one of the highest expectations residents and board members have for an HOA management provider - and reduces the number of complaints the board receives.

## **RESPONSIVENESS** — Answers when you need them

Responsiveness lets the community know they are a priority for the management provider, and not just a source of income. Look for a provider that has a written policy regarding response time.

## **COMMUNICATION** — Staying informed

Having open lines of communication ensures that the board stays informed regarding the overall management of the community. Up-to-date information on hand lets the board make better and more informed decisions for the community.

## **TECHNOLOGY** — Information at your fingertips

When boards have access to robust management software, it empowers them to make smart and informed decisions. Look for a management provider that has technology that reports real-time data through online board and resident portals.

