

Community MOMENTS



Larry Schrieber

Financial Manager / Senior Regional Controller

RealManage Illinois

March 2020

EARTH HOUR 2020

On March 28, 2020 at 8:30pm your local time, Earth Hour will take place. This hour in time encourages people around the world to switch off their lights for an hour, unplug, and relax. Many cities across the nation have events such as stargazing during this time. Visit EarthHour.org for more information and how you can take part in the movement.

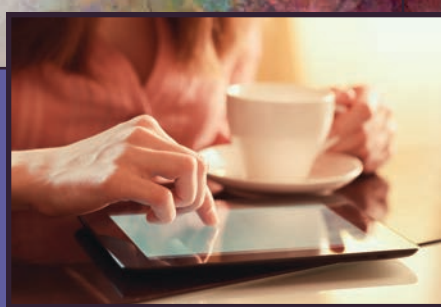
ABOUT EARTH HOUR

Started by WWF and partners as a symbolic lights-out event in Sydney in 2007, Earth Hour is now one of the world's largest grassroots movements for the environment. Held every year on the last Saturday of March, Earth Hour engages millions of people in more than 180 countries and territories, switching off their lights to show support for our planet.



LINK TO EARTHHOUR.ORG

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EMPLOYEE SPOTLIGHT

Larry Schrieber



FINANCIAL MANAGER / SENIOR REGIONAL CONTROLLER

REALMANAGE ILLINOIS



Larry Schrieber joined the RealManage family in July of 2019. He immediately made an impression with his willingness to assist the Illinois team in gaining a better understanding of financial processes and addressing any of their accounting questions or board concerns.

Larry has an ability to recognize when his personal interaction is needed and doesn't hesitate to offer his time to meet with the board of directors to ensure that we're meeting the needs of the community. Larry understands the importance of building personal relationships, especially when it comes to communicating the status of an association's financial position or helping work through those difficult decisions of whether a community should be considering a special assessment or obtaining a loan.

Larry was born and raised in Chicago, IL and attended DePaul University where he received a B.S. degree in Accounting. Larry is a licensed CPA and has over 30 years of experience as a Controller in various industries, including Hospitality, Professional

Services, and currently professional management of HOA's and condo associations. Larry moved to Lockport in 2007, where he has served as Treasurer for nine years at the Townes of Cedar Ridge and currently at Hawthorn Preserve. Larry was appointed to the City Council of Lockport in May 2019, as the 1st Ward Alderman.

Larry and his wife Debra have been married for 12 years, and between them, they have five adult children and six grandchildren. Larry enjoys golfing and traveling.

With the growth in Illinois, we feel blessed to have Larry as a professional resource in providing guidance to our clients in addition to the unwavering support he gives his fellow co-workers.

Daneen Reinke — Division President, Illinois

BOARD SPOTLIGHT

Stonewater Manor, TX

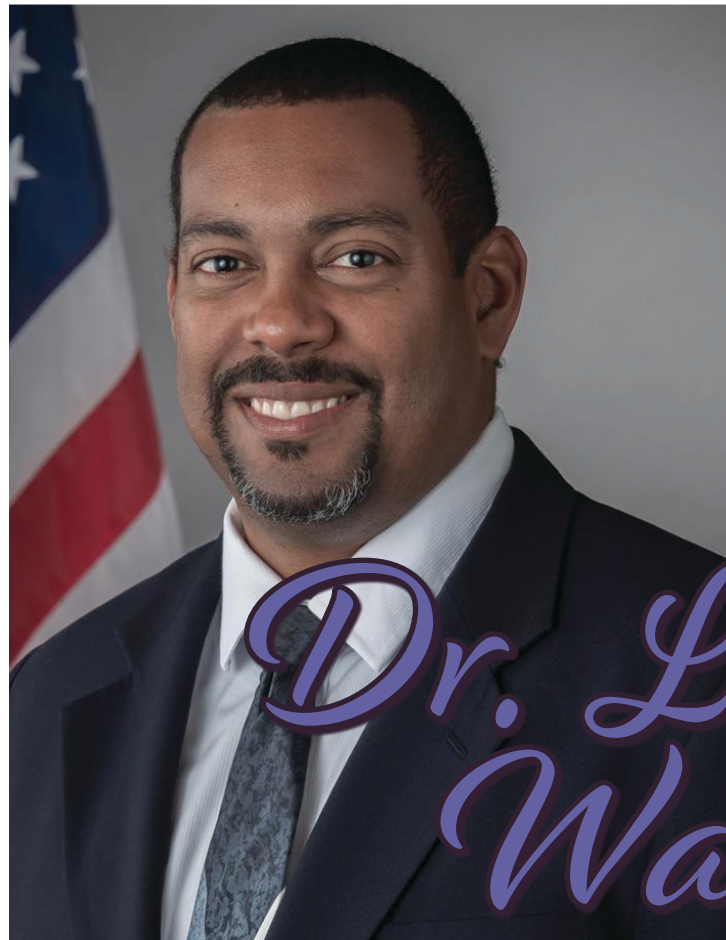
I'm a born and raised Texan. Born in Corpus Christi, raised in the Dallas-Ft. Worth Metropolitan Area, and now reside in the Austin Metropolitan Area or, more specifically the City of Manor. I was adopted at birth and interestingly joined the military like many of my natural siblings and quite a few of my adopted family members. Upon retiring from the U.S. Army in June of 2017, after serving as an enlisted and officer with various organizations like NATO and Special Forces, I moved to Manor, where my dad has been since 2002. Within a year of moving to Stonewater, I volunteered to serve on both the City's planning and zoning commission and Stonewater's board of directors as a way to get connected with my community and a new way of living.

After serving nine months on the commission, I ran for city council and served there for eight months before resigning to run for mayor. In November of 2019, I was elected the first African-American mayor for the City of Manor, having been a resident for roughly 29-months. I guess you could say I must have been putting in some quality time work since day one, which does not ease up my own expectations to do more for my community. I have served both the City and my community unwavering and make it a point to be as accessible as possible via social media, email, and phone for anyone seeking to be heard.

My role with Stonewater, RealManage, and DR Horton has always been to inform and ensure we make community-wide decisions based on a tax-funded perspective. In addition to these two

roles, I concurrently serve on the Employment and Training Advisory Committee for the Texas Veterans Commission, Advocacy Co-Chair for the Texas Military Spouse Economic Empowerment Zone, Chair for the Texas Veterans Leadership Task Force, and as a board member for the Manor Schoolhouse Foundation. My daily vocation is as an Assistant Professor of Management for Huston-Tillotson University, President of Wallace Brothers & Associates, Co-Author of the Transition: Preparing for Financial Combat, and Co-Owner of The Transition.

Given my education in business, certifications in entrepreneurship, and military thinking of transparency and maximizing taxpayer dollars, I have invested my time on the board of directors to opening communication, ensuring residents have a voice (vote) on community-wide issues, and swiftly address inquiries received on social media or through RealManage. In doing so, many of the negative comments have reduced, people are proactively tagging and informing others on matters already covered, and more residential engagement to self-police the community is occurring. Last year, we had our first movie night out at the park, which was coordinated by a few residents to bring residents together. We have even discussed back to school community garage sales to enable our residents to clean out their house, while also assisting those who need a few things without breaking the bank.



*Dr. Larry
Wallace Jr.*

Electronic Voting and HOAs

With busy careers, lifestyles, and travel, it is a challenge for homeowners associations to keep a high level of member involvement. However, it is crucial to the success of the community to ensure everyone has a voice on issues that might arise. One method that is emerging is Electronic Voting for HOA board votes. According to HOA Management:

The number of votes impacts key decisions like approval of budgets, updates to membership, and amendments of documents. Online voting allows a way of encouraging this participation without requiring physical attendance.

Key Benefits of E-Voting

Less Expensive — According to HOALeader, electronic voting in HOAs is relatively inexpensive, with a cost between \$500 to \$1,000.

Precise — When using electronic voting, HOAs eliminate human error. Mistakes made in manual hand counts, tallying, and duplicate ballots are essentially removed.

E-Voting Strengthens Voter Participation — By providing a convenient way to vote, member participation increases. Mobile technology allows members to vote from smartphones and tablets from anywhere.

Eliminates Wastes — The cost involved in designing, printing and mailing paper ballots are virtually eliminated unless some members opt out of E-Voting.

A study was conducted by Vote HOA Now in a recent election where they sent out 2,095 electronic invitations to vote, and 73.3% of the electronic ballots (1,536) voted. For the homeowners who could not or did not want to vote electronically, a paper ballot was mailed out (366), and 20 additional ballots were handed out at the concierge desk for those who lost their ballots. They received back 198 ballots (51.3%).

Challenges of E-Voting

Outdated — Many states have outdated laws concerning electronic voting for HOAs. However, according to the website HOAManagement.com, "More than 20 states have amended HOA laws so that electronic voting is allowed. Different states have different laws, so it's important to talk to your Community Manager and Attorneys about the potential legality of using Electronic Voting".

Security Concerns — Some residents may have concerns about the security of their personal information. Although security has improved over the last several years, HOAs should provide information on what is involved when members E-Vote.

Lack of Familiarity with Issues/Candidates — If voters do not attend meetings, they may not be familiar enough with the issues or candidates on the ballot, and you might not get the vote that is best for the association.

Moving Forward With E-Voting

If your board chooses to move forward with electronic voting, you will want to make sure that you discuss the implications with your legal counsel. Also, you will want to check your governing documents to determine if your bylaws will allow or restrict e-votes. If your bylaws allow your members to vote electronically, then your next step will be to craft a resolution with the help of your legal counsel.

Your resolution should address the procedures your association will follow, how homeowners can opt-in or opt-out of using electronic voting, and any other items that are necessary to comply with your state or your association's bylaws.

You will then want to send notices to the homeowners informing them of the board meeting at which the resolution will be considered. Assuming you received the favorable number of votes to move forward, your next step will be to evaluate different electronic voting systems. Make sure they adhere to the legal requirements, have extensive security measures in place, and offer ease of use for your members.

Having active involvement by homeowners is essential for the success of a community. However, E-Voting may not be the right fit for every HOA.



Annual Meetings: Why They Matter and How to Prepare

Just the word "meeting" may cause some association members to roll their eyes. If there's one meeting that members should invest time attending, it is the HOA annual meeting. This core meeting provides a big picture of governance, goals, budgets, and more. By following several important steps, your board can prepare and conduct a meeting that engages and informs the community.

STEP 1: REVIEW YOUR HOA GOVERNING DOCUMENTS

The association bylaws serve as an important resource for planning your annual meeting. Specifically, the bylaws may state when the annual meeting is to take place, such as the second Tuesday of a certain month. The bylaws most likely also include timelines for establishing committees. This is especially important if your annual meeting includes elections. As volunteers, nominating committees require time to form and to complete their tasks.

You will want to review any state requirements regarding annual meetings. Some states require an appropriate length of time for posting notices and agendas about the meeting. When an annual meeting takes place at the same time each year, it is easy to recycle previous meeting notices. Be aware that this practice can lead to the wrong dates in both the day and year. Review, plan, and publicize your annual meeting by referring to your HOA governing documents.

STEP TWO: CONSULT WITH AN ATTORNEY

As a board, you may want to consult with an attorney regarding your annual meeting. Asking an attorney to run the annual HOA meeting can help alleviate any suspicions of impropriety members may have regarding the board and the property manager.

Having an attorney involved in your annual meeting is also helpful regarding elections. Details such as the wording on election ballots can result in possible litigation later without the review of an attorney.

STEP THREE: KEEP CONFIDENTIAL INFORMATION QUIET

Board meetings are often dry, and some might say boring due to the topics covered. What both board members and association members alike have to realize is that annual meetings provide a foundation for building a stronger association. Not only are they a platform for updating what worked, what didn't, but annual meetings also serve as a springboard for creating the best year possible.



Board Portal Training

WHY WE'RE DIFFERENT


Custom Solutions - It is the singular goal of RealManage to be the very best community management firm. There is so much to excel at - and to that end, our platform supports our goals in transparency and education, so we'd like to be sure you are fully aware of all of the features, as well as being comfortable with the information that you are able to access.

Availability - We are ALWAYS available to answer questions that you might have, but we also want to offer specific webinars, tailored to board members, so that we can hone in on what matters to you.




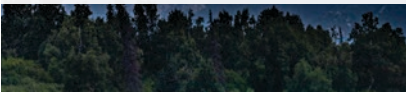
SPECIAL EDITION BOARD PORTAL TRAINING

I'll bet it's annoying that you can't enjoy a live training presentation in your own time zone after you've eaten dinner and can sit down for a minute. I will be conducting a webinar through GoToMeeting for **you**, in your time zone! There will be three training times tailored for three different time zones you can choose from.



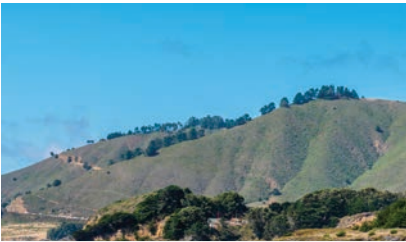

MOUNTAIN TIME ZONE

March 4th, 2020
7:00pm - 8:00pm.




EASTERN TIME ZONE

March 10th, 2020
7:00pm - 8:00pm.



PACIFIC TIME ZONE

March 13th, 2020
7:00pm - 8:00pm.



Please send an email to me at kara.cermak@realmanage.com with your preferred time slot.

Afterwards, I will send you a personal invitation to your time zone's meeting. You will receive automatic reminders within your calendar.

Kara Cermak, CMCA®, AMS®, PCAM®
Community Manager Success Group — Learning and Development
Kara.Cermak@realmanage.com



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