

COMMUNITY MOMENTS

A RealManage Publication

- ▷ CiraConnect Update
- ▷ Planning for Pool Safety
- ▷ Employee Spotlight
- ▷ Board Member Spotlight

A portrait of Kevin McDonald, a man with short dark hair and a mustache, wearing a dark suit, light blue shirt, and dark tie. He is smiling and looking directly at the camera. The background is dark, and the back of a gold-trimmed chair is visible behind him.

Embodiment of
VALUES

Kevin McDonald, CMCA

DFW, Director of Community Association Management



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EDITOR **Amanda Causey**
CONTRIBUTOR **Teresa Porier**
CONTRIBUTOR **Greg Veldman**

REGULAR FEATURES

- 2 WORDS FROM OUR PRESIDENT
- 3 EMPLOYEE SPOTLIGHT
- 5 FREQUENTLY ASKED QUESTIONS
- 8 BOARD MEMBER SPOTLIGHT
- 10 DID YOU KNOW?



Words From Our President

I want to start off by expressing my sincere gratitude for partnering with the RealManage family to serve your community. We recognize, as board members you are all volunteers for your community and we do not take that responsibility lightly. The purpose of this monthly publication is to share with you the latest exclusive updates about RealManage and the CiraConnect platform along with highlighting some of our dynamic RealManage Ambassadors. Two weeks ago I had the honor and privilege to support one of our RealManage Ambassadors as she competed for Community Association Institute National Manager of the Year in Orlando, Florida. Mary Arnold, part of our Central Texas Team, went from being named one of the top 100, to one of the top 25, top 10 and all the way to the top 3. She ended up placing second place, but her character and commitment to excellence stands out industry wide. We are all extremely proud of her accomplishments!

We have some very new and exciting features for the CiraConnect platform as well as some useful tips for managing communities. Again, thank you for your commitment to partnering with RealManage and we look forward to working with you for years to come.

Chris Ayoub
President



Employee Spotlight

By Amanda Causey

Kevin McDonald began his career with RealManage in 2010 and has shown dedication and drive to provide our clients with the personalized, quality service they deserve.

Kevin began his journey with RealManage in 2010, as an Inspector where he performed deed restriction violation inspections for numerous client communities throughout the DFW metroplex. This role allowed him to learn more about how homeowner associations’ function; how to read and understand governing documents; and how the documents differ from association to association. Eager to take on additional responsibilities, Kevin moved into an Assistant Community Association Manager roll in 2012. In this position he supported four Community Association Managers on over 35 client communities.

“When I became an Assistant Community Association Manager,” states Kevin “it opened my eyes to many other career possibilities. I was able to experience more of what Community Association Managers do and their importance to an HOA’s board of directors while working alongside of them. The more I learned, the more I wanted to become one.

Over the course of the next couple of years, Kevin grew with our Dallas Fort Worth operations and also completed his CMCA® (Certified Manager of Community Associations) Certification through Community Association Institute. With his CMCA® certification now in hand, he was promoted in 2015 to a Community Association Manager. While acting in a Community Association Manager capacity, management

took notice that Kevin was a true embodiment of the company’s core values of integrity, respect, selflessness, personal relationships and always improving. Because Kevin upheld these values and provided the highest level of support and value to our client communities, he was, within a year, promoted to a management level position of Director of Community Association Management. Kevin now oversees four Community Association Managers and two Assistant Community Association Managers.

Kevin is currently pursuing his AMS® (Association Management Specialist) Certification and PCAM® (Professional Community Association Manager) through Community Association Institute (CAI).

“Kevin is a wonderful asset to the RealManage family.” states John McLaughlin, Senior Vice President. “He is a consummate professional who constantly strives to better himself, support his colleagues and add value to all of our communities throughout the metroplex. Kevin will undoubtedly continue to succeed in his new role.”

What’s in store with Kevin next? The sky is the limit, and we look forward to watching him continue to grow with the company.



How Can We Increase Annual Meeting Attendance?

By Teresa Porier and Amanda Causey

Board members frequently ask us for ideas on how to increase annual meeting attendance to meet quorum. Here are four ideas to help you meet quorum at your next annual meeting.

EVERYONE LOVES FOOD

Serving a pizza dinner encourages families to attend with their children. On top of the pizza, having a kid-friendly safety presentation from the local police or fire department, not only provides helpful education but it also keeps the children entertained!

FREE STUFF

People love free stuff. Consider entering all people who attend automatically in the drawing for a giftcard to a local home improvement store or even other association related prizes such as returning an assessment.

LOCATION, LOCATION, LOCATION

Make it easy for homeowners to get to the meeting. Choosing a location that is either within the community, or somewhere that is fairly close to the community will increase your chances of a higher attendance.

PLAN AHEAD

Give people ample notice of the upcoming annual meeting to give them time to plan to be available. Consider sending notices not only via postal mail, but follow-up email announcements. And of course there is the community signage. Post meeting notice signs in areas that have high visibility to residents.

CiraConnect Spotlight | What's New?

By CiraConnect Development Team

The CiraConnect Software Development Team has announced the deployment of the CiraBooks Trial Balance and General Ledger.

The CiraBooks Trial Balance and General Ledger have been fully released and are now available for Community Managers and Board Members with full access or financial access permissions.

Current period data is also available for view (beyond the last published financial report date). A “nag” screen will pop up to warn the Community Managers and Board Members if they are viewing transactions in a period that has not been financially closed.

With this release, the CiraBooks Trial Balance, G/L, A/R Ledger, A/R Aging, A/P Ledger and A/P Aging have all been released into full production for Community Managers and Board Members with applicable permissions.

This release far and away provides our clients with the most easily accessible, feature rich and transparent financial accounting system available for community association management!

Hope you enjoy the new features!

CiraConnect Development Team

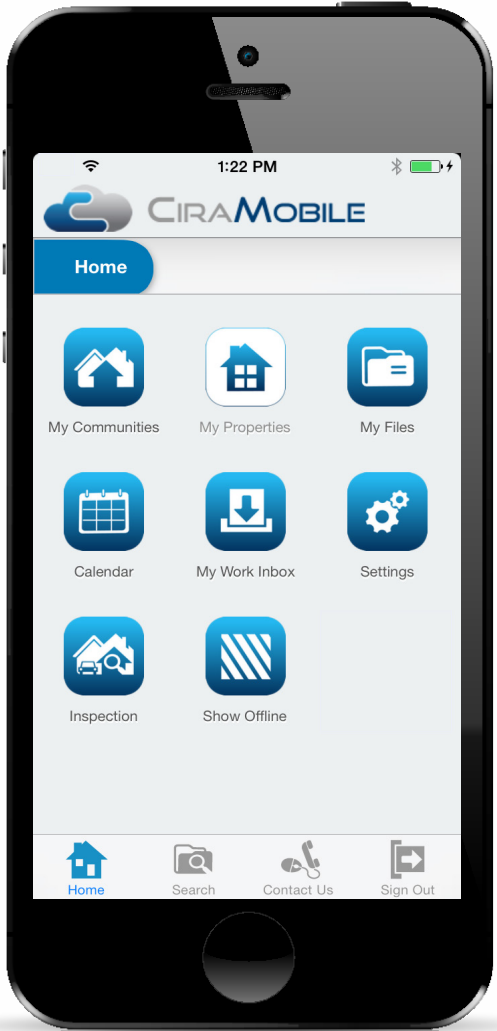


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 - ✓ Community members
 - ✓ Residents
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 - ✓ Manage your portfolio
 - ✓ Manage your community
 - ✓ Manage your account

Don't Have it?

Get It Now for iOS

CiraMobile is available for iPhones and iPads in the Apple App Store



Planning for Pool Safety

By Staff Writer

For most communities pool season is fast approaching, so there is a need to ensure the pool is safe for its residents. Here are 3 tips on how to keep your community's pool safe.

Community pools are a great place for residents of managed communities to cool off in the summer, but they can also be dangerous if the right safety measures are not taken. In addition to protecting residents from potential dangers, pool safety precautions help to protect a community from lawsuits that stem from pool-related injuries. If your community has not reviewed the state of its swimming pool recently, now is the time to consider whether the following important safety precautions are in place

LIFEGUARD ON DUTY DURING POOL HOURS

A lifeguard should be on duty when the pool is open. The person can be an employee of the community or supplied by a vendor of swimming pool services. In either case, he or she should be a licensed lifeguard with CPR training. Even in swimming pools that do not have a deep end, the presence of a lifeguard is essential for protecting people from events that could cause them to drown, such as fainting, heart attacks, and muscle cramps.

ADHERENCE TO STATE AND FEDERAL REGULATIONS

Many states have laws governing the condition and operation of community pools. Federal regulations also apply. For example, the Virginia Graeme Baker Pool and Spa Safety Act requires pools and hot tubs to contain anti-entrapment drain covers, as needed. If you are not sure whether your community's pool adheres to state and federal regulations, schedule an appointment to have an inspector review the condition of the pool.

FENCES AND SIGNS THAT LIMIT ACCESS

When a pool is closed, fences and locked gates should limit access to the water, and signs indicating that the area should not be entered after hours should be posted. If someone passes the fence and enters the water, they do so at their own risk. If an injury occurs, your community will have ample proof that measures were taken to prevent the area from being accessed after hours that the injury resulted from a direct disobedience of community rules.



Congratulations!

RealManage Austin's, Mary Arnold, is a 19-year Community Association Management veteran who recently participated in the Community Association Institute's Portfolio Manager of the Year competition. Mary competed against Community Association Managers through-out the country and made it into the top 3 finalists. In early May, the winner was announced at the CAI National conference in Orlando, Florida. While Mary did not win first prize, her commitment to excellence and dedication to fantastic customer service is second to none. Mary has true passion for the Community Association Management field and will continue to provide unmatched client service and support for years to come. We are extremely privileged to have her on our team!

Board Member Spotlight

By Greg Veldman

Mr. Steven Dean, P.E, is the Board President of Steubing Ranch Homeowners Association in San Antonio, Texas.



Mr. Steven Dean has been a member of the Steubing Ranch HOA for four years and has held the office of President for over three of those years. In his professional life, Mr. Dean is a licensed Professional Engineer serving as a Vice President for the engineering firm of Pape-Dawson Engineers in San Antonio.

Steubing Ranch is a 985 home community in north central San Antonio. The HOA has a Junior Olympic size pool with a separate kiddie pool, a park with playground equipment and picnic tables, and thousands of linear feet of limestone rock walls along the main boulevards to enhance the beautiful "Texas style" landscaping in the common areas. The community has an annual budget of a little under \$300,000.

After receiving the results of the reserve study performed in early 2013 that showed the Association's Replacement Fund was woefully underfunded, Mr. Dean and the rest of the Board embarked on a two year mission to review and bid out the services of all major contracts to see where some savings could be generated. In addition, the Board tightened up all discretionary spending, only funding items

for repair and replacement deemed necessary and not "a luxury". The Board also raised the assessment rate for two years in a row, which, combined with the other efforts on bidding out the contracted services (that resulted in real, sustained savings over what they were paying for in prior years) enabled the BOD to transfer \$50,000 from Operating to Replacement in both early 2014 and early 2015. Due to the prudent budgeting and fiscal management Mr. Dean and the rest of the Board has exhibited, they turned around their community's monetary situation and are now meeting all of the financial markers outlined in their Reserve Study. The Board was also able to tell the residents at last year's Annual Meeting that their assessments for 2016 would not be going up (they didn't) as the current rate will allow the community to meet its needs for the foreseeable future.

Mr. Dean and the rest of the Steubing Ranch Board of Directors have shown via their actions how a well thought out plan that considers the health of the entire community can yield very positive results. We are honored to have Steubing Ranch as one of Premier Clients.



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