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COMMUNITY MOMENTS

A RealManage Publication



Holly Bunch, CMCA®

Director of Community Association Management

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Words From Our President

It is hard to believe we have already made it to November and the year is coming to a close. One of our RealManage Ambassadors, Terri Porier, uses a powerful mantra: “Did you know you were happy when the happiness was happening?” Often times as busy professionals, we get so consumed in our day-to-day routines that we are not truly present in the moment. As we move into Thanksgiving, this is a good time to reflect and be present to enjoy the true spirit of the holiday with our community and family. Thanksgiving has been celebrated nationally since 1789 as a holiday declared by President George Washington. The spirit of Thanksgiving revolves around thankfulness and spending time with family and the community. Many communities across the United States give thanks by having food drives and providing meals to those that are unable to put food on their own table. Regardless of what you are doing for Thanksgiving, whether it is a traditional family meal and football or a Turkey Trot, please remember to be present and happy when the happiness is happening. I want to genuinely thank you for your commitment to partnering with RealManage and wish you an absolutely fantastic Thanksgiving holiday.

Chris Ayoub
President



R A L E I G H

Employee Spotlight

Holly Bunch, CMCA®

Director of Community Association Management - Raleigh, North Carolina

Written by: Chris Ayoub, President



Holly Bunch joined the RealManage team in early 2015. Holly brought with her the knowledge of over 13 years experience in the association management and real estate profession. Holly's path did not always lead to this profession. She graduated Fayetteville State University with honors in 2001, with a major in Biology and a minor in Chemistry. After graduating, she took a "temporary" job as a receptionist at a small family-owned real estate company and in the next thirteen years moved her way up from receptionist to head of the Finance Department overseeing 90+ homeowner's associations.

Currently, Holly is the Director of Community Association Management of the Raleigh Branch in North Carolina. She not only oversees the daily operations of the branch but also manages a portfolio of 14 associations. She also currently works with developers in the Raleigh area such as D.R. Horton, Beazer and CalAtlantic. Holly shows expertise in all fields of community management including budget planning, deed restriction management, architectural control, and developing build-out budgets.

Her strong moral character and leadership make her an excellent fit to the RealManage Team. She upholds and demonstrates the company's strong values which are Integrity, Respect, Selflessness, Personal Relationships, and Always Improving on a daily basis.

It's Time to... Winterize!



Written By Katie Vaughan, Vice President
CiraConnect Insurance Services

An unseasonably warm October here in Dallas is raising our afternoon temps into the 90's so it is hard to imagine the cold bite of winter. However, it is right around the corner and now's the time to act. There are several things you can do to protect your community.

Check the batteries in your smoke alarms and CO2 detectors and change them as needed. How often do they need to be changed? That depends on the device's power drain. If you are unsure but think the battery still has some useful life, please use it on another device that does not involve your safety.

Your gutters and downspouts need accumulated debris cleared – especially after all those beautiful autumn leaves have fallen off the trees. Moreover, have your HVAC systems checked to be certain they are in good working order.

Your homeowner association is primarily responsible for parking areas and common walkways. So make sure to have vendors lined up who can salt icy areas including parking lots and pedestrian walkways. They should also remove icicles and plow any accumulated snow.

If the entry to your community is gated, have a contingency plan to leave the gate open when icy conditions exist. There are several reasons to do this. Chains that operate the gates sometimes freeze. Vehicles can hit an icy patch and slide into them. Moreover, there are times when power demands result in rolling blackouts.

The vendors for the exterior of your community also have important extra tasks to complete before winter arrives. Your landscaping beds need to have debris cleared, plants deadheaded and perennials cut back where necessary. Trees should have all dead limbs removed, and some additional pruning may have to be done. Shut off irrigation systems and drain the lines as appropriate. Be sure all exposed pipes are insulated.

Do you have a pool? Now is the time to put away your pool equipment and outdoor furniture. Contact your pool service and ask them to do any needed winterizing. Moreover, make sure access gates are locked and secured, and 'Pool Closed' signs are posted.

Loss prevention is one key to enjoying your community. It is also a strong focus for insurance companies and agents. If you would like a review of your current insurance program, please contact us. We will be happy to take a look!



CiraConnect Update

New Board Approval Form



We have implemented a new view for executives for the Invoice Approval process that will allow Board members responsible for reviewing/approving invoices to see actioned work items for a period of three days.

This will, in part, help avoid the confusion many Board members experienced when they would receive reminder emails on a given morning, but by the time they were able to log in to take a look, their fellow Board members had already approved the bills. Now they will be able to see those bills they were expecting to work on even if they no longer need to approve them, who took the action and, if they still want to take a look at the invoice and AP Work Flow information, they can click on the View button to do so.

This does not in any way hamper the disbursement process. As soon as the minimum number of approvers have actioned on the invoice, it immediately moves on to approved status (assuming that is the action they elect) and will be disbursed as per usual.

In the example below, notice that the invoices already approved are clearly highlighted in green, but you can differentiate the statuses in other ways as well. First, as noted above, you will observe that the approved items have a “View” button in the Action column, as opposed to the option to Action. In the Info column, they are designated by a green check mark as opposed to the yellow caution sign. Finally, the status will indicate the action taken. In the case below, the community only requires one approver, so you can see which Board member reviewed it and who was not able to before it moved on.

Open Closed

Process

ID	Action	User	Added On	Due Date	Days Remaining	Info	Status	Documents	Discussion Notes	Log	Required	Reference	Details
1281616	Action	Patrick Camacho	5/20/2016	6/19/2016	5 days remaining	⚠	Unapproved	(1)			✓	Fullett Rosenlund Anderson PC	
1281616	Action	Richard Finn	5/20/2016	6/19/2016	5 days remaining	⚠	Unapproved	(1)			✓	Fullett Rosenlund Anderson PC	
1291929	Action	Patrick Camacho	6/6/2016	7/6/2016	22 days remaining	⚠	Unapproved	(1)			✓	Fullett Rosenlund Anderson PC	
1291929	Action	Richard Finn	6/6/2016	7/6/2016	22 days remaining	⚠	Unapproved	(1)			✓	Fullett Rosenlund Anderson PC	
1293452	View	Patrick Camacho	6/8/2016	7/8/2016	24 days remaining	✓	Approved	(1)			✓	Michael O'Malley	
1293452	View	Richard Finn	6/8/2016	7/8/2016	24 days remaining	✓	Unapproved	(1)			✓	Michael O'Malley	
1293453	View	Patrick Camacho	6/8/2016	7/8/2016	24 days remaining	✓	Approved	(1)			✓	Michael O'Malley	
1293453	View	Richard Finn	6/8/2016	7/8/2016	24 days remaining	✓	Unapproved	(1)			✓	Michael O'Malley	
1293454	View	Patrick Camacho	6/8/2016	7/8/2016	24 days remaining	✓	Approved	(1)			✓	Michael O'Malley	
1293454	View	Richard Finn	6/8/2016	7/8/2016	24 days remaining	✓	Unapproved	(1)			✓	Michael O'Malley	

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Board Member Spotlight | Leslie Minder

Written By Gigi Farrell, Vice President - Tampa

The Christiansted is a beautiful, intimate 22 unit condominium overlooking Bayshore Boulevard, which is Tampa’s premiere waterfront neighborhood. It is famous for the 8-mile long waterfront walkway, where you can find a steady stream of people walking, jogging and just enjoying the view, pretty much any time of day. Bayshore is also home to the Pirate Invasion of Gasparilla, which is an annual parade that attracts over 500,000 people from far and wide to the Tampa Bay area.

Christiansted’s president is Leslie Minder. Leslie is one of the nicest people you will ever meet. She always is upbeat and positive and has something nice to say. She has been a board member for the majority of the time since the community was started in 2006, and in the last year became Board President. This last year, Leslie has been an integral part of helping the community tackle some big and involved projects. All projects went smoothly, and a big part of the credit is due to Leslie’s involvement. You can count on her to ask the right questions when a

decision needs to be made and to do what is best for the community. How Leslie finds the time to do everything she does in a day is mind boggling. Besides being the Board President, she is also one of the Top Luxury Realtors with Smith & Associates, here in the Tampa Bay area. She loves to travel with her husband Greg Minder, a successful businessman, who also specializes in Tampa Real Estate. Leslie and Greg have two adorable Labradoodles, but Leslie is most proud of her two beautiful girls, both successful students and accomplished swimmers. Her oldest daughter Olivia received a scholarship for swimming from New York University.

Whatever Leslie is doing, selling homes or just relaxing with her family, you know she is doing it in style and with love. It is a pleasure to work with such a dedicated Board President.





Seasonal Holiday Decorations: Rules and Regulations for HOA Communities

Many HOA communities celebrate the holidays by displaying seasonal decorations such as trees, lights, holly, and garland. While hanging seasonal decorations can be a time of fun and festivity, it can also be a dangerous if the right safety rules and regulations are not followed. Practicing the safety precautions below will help your community beautifully decorate its premises without jeopardizing the safety of those who participate in the decorating process.

HAVE A PROFESSIONAL HANG HIGH DECORATIONS

It's fine for residents to participate in decorating the community, but they should not perform procedures they don't have experience with, such as hanging ornaments and lights in high places. Ideally, a professional decoration company should apply decorations that are hung above the first story of buildings. Instead of using ladders to reach high places, decoration professionals often use liftable utility buckets, which provide more safety for the decorator.

TRY NOT TO USE GLASS DECORATIONS OUTDOORS

Because winter winds can blow them over and shatter them, glass seasonal holiday decorations should be used exclusively indoors. In addition to helping the community avoid dangerous situations involving bits of broken glass, saving glass decorations for inside buildings will help preserve them for the next holiday season. The only glass decorations that should be permitted outside of common buildings and houses are lights that have small glass bulbs.

HAVE AN ELECTRICIAN EVALUATE LIGHTING ARRANGEMENTS

If your community plans to use lots of electric decorations, it should have an electrician evaluate the types of power cords and electrical outlets are needed for the display. Loading cords and outlets with too much voltage can cause them to melt, result in power outages in buildings, and even cause fires. If your community doesn't have an electrician, have an HOA management provider coordinate for an electrician to check the community's lighting arrangements.

USE FRESHLY CUT TREES INDOORS

If your community plans to put real trees inside common buildings, it should avoid buying trees that were cut several days before they are purchased -- a common practice among urban tree sellers. Evergreen trees have a reputation for being combustible, and dry evergreens are the most combustible trees of all. If you can not find a holiday tree farm that lets you choose a fresh tree, using a flame retardant artificial tree is a better option.

Decorating the community for the holidays is fun and festive, but it can also be dangerous if the right precautions are not taken. If your neighborhood needs a list of rules and regulations for safely displaying seasonal holiday decorations, contact your management provider today.

How Does Living in an HOA Keep Property Values Up?

Written By Benjamin Kirby
Vice President of Operations, RealManage Austin



Whether buying their first house, or a forever home, potential home buyers always have the hope of continuously increasing property values. By moving into a homeowner association-managed community, new residents are making a key investment into improving their net-worth. In this post, we will discuss the top three ways homeowners associations can provide significant property value protection and growth.

1. SHARED AMENITIES

Many new residents want the benefits of living in a luxurious environment without having to design, build and maintain everything themselves. This is one of the most important reasons for an HOA. Residents want pools, playgrounds, walking trails, tennis courts, clubhouses and the list goes on. Having an HOA manage and maintain these amenities makes it possible for every homeowner to have a heightened sense of comfort and luxury without the liability and cost of ownership. This is a major selling point and a key contributor to increases in resale price.

2. COVENANT ENFORCEMENT

While a majority of residents in any given community are going to be consistently diligent homeowners, there will always be those who do not place a high value on property appearance. In a perfect world, no one in the community would have overgrown landscaping, salvaged vehicles or overflowing trash cans, but that

is just not the case. Having a clear vision of what the community wants as a whole, as communicated in the Declaration of Covenants, Conditions, and Restrictions, and having the HOA equitably enforce those covenants and restrictions prevents any one homeowner from driving down values.

3. CULTIVATING COMMUNITY CULTURE

As human beings we strive to live in a healthy community of people that have shared values and desires, developing a culture of mutual trust, encouragement, and service to each other. A homeowner's association can play a huge role in cultivating a real sense of community among residents. Communities managed by an HOA plan events ranging from barbecues, pool parties, and fall festivals to wine tastings, charity 5k races and golf tournaments. By having an entity committed to the betterment of the community as a whole, residents can take comfort in the fact that they are not only investing in actual property but their lifestyle as a whole. Communities that have an established positive culture will undoubtedly increase property values overall.

Homeowners associations provide residents with some major benefits that not only hold property value but also increase it. By managing shared amenities, equitably enforcing community covenants and cultivating a healthy culture among the residents, often times through a professional management company, property values will continue to increase which makes the community more attractive to other home buyers.



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