



Community
Association Management



Because communities deserve better.

communityassociationmanagement.com



"I could never go back to operating without these tools and the professional guidance from Community Association Management. I wouldn't even want to try."

– Gina, NC

A New Management Experience

Frustrated with poor service from other community management companies? You're not alone. Community Association Management was founded by a former board member who was fed up with working with typical HOA management companies, which means we understand your concerns firsthand.

We're dedicated to providing the services you need in a more effective, less stressful way. We provide flexible solutions for individual communities, along with a deep commitment to the customer experience. Our personalized solutions to create a worry-free experience and allow boards and communities of all sizes to maximize efficiency, increase competencies, and provide accountability.

Don't believe us? Ask our customers. We've retained 99% of our customers over the life of our business. We deliver on our promises and move communities forward, because that's what you deserve.

Browse our services, technology, and products to see if we can help strengthen your community.

**The best services in the industry at the best value.
We'll help you carry out your vision for the community
and build a better place to call home.**



Ace T., Charlotte, NC

"Community Association Management is a solutions provider that enables HOA boards to run efficiently and effectively. Their service is off the charts and their depth of knowledge and experience are invaluable."

Partner Plus Program: A Custom, Full-Service Management Package

Serving on a board should fill members with purpose, not frustration. Our Partner Plus Program's full-service solution makes that possible with an adaptable program that focuses on strategic planning and effective resource management. Everything is tailored to your community's needs and strengths and helps you streamline operations and promote proactive thinking.

As with all our offerings, our Partner Plus Program is rooted in transparency and integrity. We offer Service Level Agreements (SLAs) that detail the scope of our services—and we're the only company in the industry who does. So when you sign up for the Partner Plus Program, you know you're getting what you pay for.

Our Partner Plus Program includes:

- Full-service call center support for homeowner questions and concerns
- Feature-rich websites that offer real-time account management
- Ongoing community inspections for covenant enforcement
- Architectural control and compliance
- Attendance tracking at board meetings
- Attendance tracking and optional facilitation of annual meetings
- Accurate billing and timely collections
- Forecasting and budgeting
- Monthly financial reporting with bank statements
- Comprehensive operational and financial assistance, including tax preparation
- Vendor evaluations and contract negotiation
- New Owner Welcome Packages
- 24/7 emergency services

Gina R., Boone, NC

"Our community has found so many benefits from the self-management package. I find the financial reporting and record keeping especially thorough and helpful. Our homeowners love that they have choices on how to receive information and submit payments. I could never go back to operating without these tools and the professional guidance from Community Association Management. I wouldn't even want to try."

Concerned about service? Don't be. Our team is here for you.

Communities are about people and so is our business. Call us anytime during business hours to talk to a customer service representative based right here in North or South Carolina. Have an emergency? Call our 24/7 line for support. We're here when you need us, because that's what partners do.

Self-Managed Solutions with the Tools You Need

Chances are, you were busy enough before you joined your association's board. You likely balanced personal, family, and professional responsibilities. A sense of duty to your community compels you to add yet another time commitment, one that comes with ever-changing laws and compliance regulations.

We share your sense of duty to community and want to help you fulfill it while giving you more time to enjoy your life outside the board.

Our eManage Suite makes that possible. As a self-service solution, eManage Suite allows you to manage your community the way you want while still getting the resources you need to reduce your workload and increase efficiency, including:

- Professional accounting, collections and customer service from Community Association Management
- Streamlined reports with vital accounting, violation, and architecture information
- Violation management services and the ability to quickly and easily create custom letters for each violation stage
- Architectural change request tracking and response letters based on ARC committee decisions
- Custom templates for homeowner correspondence
- Work order management and vendor reports
- Online invoice review and approval prior to payment
- 24/7 access to association records
- Paperless archiving of critical documents

Right-Size Your Services with Accounting Only Solutions

Have your community's management needs down but want to offload the time-consuming, stressful accounting work? Community Association Management offers a standalone accounting package that includes billing, collections, payment options and full financial reporting on a monthly schedule.

Communication Solutions that Build Stronger Relationships

Ninety percent of homeowners do not read their HOA Governing Documents or attend board meetings. Most of the time, they don't understand what your association does or how it helps them. That often makes educating homeowners and communicating what you do for your community one of your greatest challenges.

But effective communication doesn't have to be a struggle. We've been working with community associations for over a decade and we've developed simple, yet powerful communication solutions.

Intuitive Community Websites

Websites are one of the most common ways people find and receive information. An effective, user-friendly website helps create a community of highly informed, engaged, dues-paying neighbors—not to mention efficient boards. Building those websites, however, is time-consuming and expensive, which is why we do it for you.

Community Association Management provides personalized association websites that include all the tools your board members and homeowners need to communicate effectively, such as:

- Board member portal access
- Homeowner access to account information, including current balances and online payment options via eCheck or Credit card (with optional automatic recurring payments)
- Homeowner choice: Owners can choose to receive statements by mail or email
- Access to the status of architectural (ARC) requests, reviews, and approvals
- Ability to create and track work orders for HOA-owned items, including structures, side walks, amenities and more
- Community news features, including a calendar of events
- Access to community governing documents, policies, and other important literature
- Resident, board, and committee directories
- Ability to send notifications via email distribution lists and SMS text messaging

Even better? We don't lock down your website like many other management companies do. If you need to update and maintain your own site, you have all the access you need to do so. You get all the benefits of a great website without the financial or maintenance headaches that usually come with it. We also provide a mobile-friendly way for homeowners and board members to utilize many of the website features available as listed above through our smart phone app.



Increase Awareness and Engagement with a Video Orientation

Most people who serve on an HOA do so because they feel compelled to make their community better not just for themselves, but for their families and neighbors also. Unfortunately, very few homeowners appreciate the effort that goes into volunteering for an HOA or Condominium Association.

If you don't get homeowner buy-in and increase awareness early, you could face an uphill battle winning their support later. Our New Homeowner Orientation video helps you get in front of the problem by providing a warm, friendly, and engaging way for homeowners to learn exactly what you do for them and why it matters.

Available on your association's website, the New Homeowner Orientation video will help you increase homeowner awareness, which often increases the number of homeowners who are willing and even excited to work with you and be more engaged in your neighborhood.

Transparency and Trust Where it Matters: Your Bill

We move communities forward not because it's our job, but because associations and their homeowners deserve it.

What you don't deserve is the frustration of unexpected and unnecessary fees – fees that are found too often in other companies' compensation models.

At Community Association Management, we promise to be different, which means:

- **We won't take a cut of your late fees and fines.** Late fees and fines go to your association so you can do more for your community. We'll collect the fees so you don't have to worry about it, but the money is yours and always will be.
- **There are no additional charges for special or one-time assessments.** We're here when and how you need us, and we won't charge you extra unless we have no other choice.
- **You won't see monthly bank service charges.** It's ridiculous that companies still have these fees. We promise not to deplete your checking, savings, money market, or CDs with unnecessary charges. Your accounts are free.



- **Your record storage is included.** Record storage is an essential function of a management company. Companies that charge extra for record storage are just increasing your bill unnecessarily. Don't expect to see that with us.

The only charges you'll regularly receive above your contracted monthly fee are actual postage and mailing expenses.

At a Glance: Our Services vs Your Other Options

Choosing a management company is difficult. At first glance, all the services look the same and it's not always easy to spot the best option. Some companies look good on paper, but don't actually provide everything you need.

To make things easier, we simplified it for you. Below are some common services you may think other companies offer, but are not always easy to find.

Services	Community Association Management	Other Options
Dedicated customer service to answer homeowner calls during business hours	✓	Not available
Emergency Hotline staffed with a live person 24 hours a day, 7 days a week, 365 days per year	✓	Not available
Translation services for non-English speaking callers	✓	Not available
Homeowner calls logged to track issues and trends	✓	Not available
Certified (licensed) Property Managers	✓	Maybe
Electronic Document archival to ensure that every piece of communication related to a homeowner's account is available and reproducible when needed	✓	Not available
Service level agreements to ensure timely response to inquiries by homeowners or board members	✓	Not available
New owner orientation video to increase awareness and support	✓	Not available
Professional monthly billing statements sent to individual homeowners instead of annual coupon books	✓	Maybe
Multiple ways to accept payment from homeowners including online and offline methods	✓	Maybe
Flexibility to change service packages at any time to meet individual community needs	✓	Not available

Bob A., Raleigh, NC

"Community Association Management is extremely thorough and knowledgeable in their approach to business. They are also very timely in their communications. They have saved our community a lot of money. When they first approached us and told us how much we could save by working with them, we thought the promise was 'too good to be true.' They have more than delivered on that promise and more."

Dennis W., Greenville, SC

"Community Association Management has been a godsend to our association. They are available 24/7 and they have all the answers we need. They cover the full gamut of services and have allowed us to consolidate several vendors into one source saving us countless dollars and hours. They have helped us change our operations from reactive decisions to informed proactive planning."



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Contact us today to schedule
a no-obligation appointment.

CommunityAssociationManagement.com

Serving North and South Carolina

888.565.1226

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We have multiple locations throughout the Carolinas
NC offices: Asheville, Charlotte, Durham, Wilmington
SC offices: Greenville, Columbia, Florence