

## **STATE OF THE HOA – Important Information from your Board!!**

CVHA is a 40-year old HOA run by an elected board of VOLUNTEERS. In the past 5 years we have had very little participation from our members/renters who could all be helping or serving. 3 years ago, we were down to 2 board members (7 are required) and most of the current board stepped in and volunteered to fill this void. At that time, several management companies were considered and for the services we require the bids were made and we found out once we signed over our duties it would be out of our hands and the dues would be raised to \$500-\$700 per month and would no longer be in our control.

### ***FACTS ABOUT HOA Management Companies:***

***The Management Company would work for the Board-***

***We would STILL need a Board to Manage CVHA and the Management Company.***

### **FYI - Top Complaints about Management Company Performance:**

*Taken From AllPropertyManagement.com*

#### **#1: Failure to Respond to Inquiries in a Timely Manner**

This is the single biggest complaint about ineffective HOA managers. Companies that submit contact reports as part of their contractual responsibilities tend to perform better since there is a verifiable record of all contacts made and responses given.

#### **#2: Unreasonable Delays in Resolving Homeowner Problems**

These types of issues generally find their way to Board Members and are a major irritant. Keeping a written record that includes their ultimate resolution is a must-have from an HOA services firm.

#### **#3: Inconsiderate or Disrespectful Tone when Communicating with Homeowners**

Given the extensive people contact and the unreasonableness of some homeowners, it's important that the manager be fair, firm and unbiased to avoid escalation of issues. Diplomacy and consistent communication is a must.

#### **#4: Delays in Fixing Maintenance Issues**

Maintenance issues, large or small, reflect on the entire community.

#### **#5: Poor Vendor Selection**

Using low-quality or unscrupulous vendors is the quickest way to lose confidence in the Board and the associated management company.

We need people to step up and relieve/help/participate in the community or we are not going to be able to sustain the current environment. We encourage you to consider being of service to our community. Our success depends on all 180 units of us!

Hope to see you soon-  
CVHA Board  
(All 7 of us!)