

FAQ

Frequently Asked Questions



Company Background

Pride Community Management knows that strong community management is the key to enhancing the value of your community.

Our business is full service management of Home Owner Associations in Maricopa County.

Our mission is to provide full service, proactive, responsive, and effective management of communities which will stabilize and enhance their property values and improve the quality of life in their neighborhoods.

- How many HOA properties do you currently manage?
 - » 27
- Do you use any third party affiliates to accomplish your management work?
 - » No. All work under our contracts with community associations are performed by Pride personnel

Legislative Issues

- What is the most effective way for the Board to become aware of changes in laws or statues which will affect the Association?
 - » The most effective way is for their manager to communicate with them directly when updates occur or industry issues come up. Our in-house training personnel conduct training for our Boards and any interested homeowners at no additional charge to the community. Additionally, we will keep Board members apprised of free and low-cost education seminars throughout the year.

Collections

- What methods will you provide to members to pay their assessments?
 - » They can pay online, auto withdrawal, coupon payments

- What tools will you provide members to communicate payment history and standing?
 - » We can provide the Community with a website that can route directly and each owner can access their ledger history.
- What methods, tools, or processes do you use to collect assessments and fees for members who fall behind?
 - » We really pioneered the use of attorneys that work on contingency for collections. If they don't collect, they don't get paid and it costs the HOA nothing. The industry has adapted and many now offer this service.
- What role does a Board member play in this process?
 - » Historically, none. Initially, the Board needs to ensure there is a clear collection policy in place for us to enforce on behalf of the community. Once collection activities are approved against a member, it is usually best to allow the managing agent and Board-selected vendors to execute the plan.

Accounting and Financial Reporting

- Describe the most Effective way you control the accounting process?
 - » Separation of duties in the office following standard GAAP accounting principles. By utilizing a full-charge method, our commitment of zero defects in our reporting is maintained through a thorough understanding of all transactions occurring during the reporting cycle.
- What methods, reports or processes do you use to show financial transparency to the Board?
 - » We provide all reporting requested of us by the Board. We also are "open Kimono" with them about visiting our office and reviewing documentation in their files. We will work with each Board to

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develop systems that are suited to their level of desired involvement and comfort with us as a management partner.

- What roles do the Board and your company play in establishing and maintaining an operational budget?
 - » We provide a proposed budget and our managers sit down with a board representative and review each line item before having the budget reviewed and adopted by the entire board.
- Who are the recommended signers on bank accounts?
 - » We are flexible with the Board's wishes. Generally two representatives at Pride are the signers; however, we have added Board members at their request.

Legal

- What is the most effective way in managing legal records?
 - » Pride maintains, at no additional cost, all physical records required by legal authorities.
 - » Additionally, we keep complete scanned document histories for the property, vendors, and homeowners. These records are always available to the Board or membership via e-mail with no cost for copying and mailing.

Maintenance and Upkeep

- Describe the role the Board and your company has in managing maintenance of common areas
 - » The Board's role is in establishing standards for the community. You also sign all contracts for vendor services. Our role is to execute policy directives and strategic decisions on behalf of the Board. We tour our properties weekly as opposed to most companies that tour every two weeks. This affords us the opportunity to review other items like the common grounds rather than just focusing on violations.

- What is the recommendation on preparing the association for high expenditure or upkeep costs?
 - » We recommend a reserve study, but can work with Communities that do not have one or cannot afford one. We will ensure the community has an adequate funding plan built into the budgets we will develop with you, and, in the event of financial shortfalls, will bring alternative financial options to the table to discuss and employ. Long term planning is the best method.

Complaints and Violations

- How do you manage member complaints?
 - » We do our best to address the issue immediately. In general, the longer the complaint hangs around the more upset the person gets so we work on a high level of responsiveness.
- How do you manage member violations?
 - » We educate them about possible enforcement in relation to violations.
 - » Violations are tracked and logged in our software and are reviewed weekly.

The PRIDE Advantage

- What adjectives would you use to describe the company?
 - » Caring, diligent, focused, proactive, effective.
- What makes Pride different?
 - » We customize our approach for each Board and community based on its unique needs and personality. In my opinion, the industry does not care about the communities they manage. We manage from the basis of if I lived there, what would I want done.