



Dear Board/Community Member,

Evaluating management companies can be easy. The below bullet-points of recommended services and expectations are all equal and paramount to the success of your community.

When you compare management companies based on cost, I recommend that you view the below font as getting larger or smaller based on a comparison of the candidates proposed management fees. Increases in management fee should provide incrementally more of the below, while a smaller fee likely delivers reduced amounts of everything.

The best traits of a community association management company.

Those that...

- have longevity (years vs. decades) in providing their services
- provide an experienced staff and have low turnover of personnel
- use the newest technologies and systems for accounting and communication.
- achieve CAI certifications (AAMC, CMCA, AMS, PCAM)
- maintain a high percentage of clients for more than 5-years.
- That focuses on community associations (no rental)
- do not lose many accounts each year
- answer their phones and respond timely to voice and email messages
- provide management fee and associated costs that equate to their services

To download the Five Steps to Hiring a Management Company please [click here](#).

All the Best!

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Community Property Management