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**Focusing on Your Needs**

## Benefits:

- C**ommunity Associations Managers
- Financial security/oversight
  - Data protection
  - Business continuity
  - Integrated software solution
  - Liability mitigation
  - Professional freedom



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## YOU Deserve Better

Community association management has a bad name: "Management Company." Why? A conflict of interest. Whose fault is it when delinquencies aren't processed or maintenance costs are high: Manager or Management? The Employer-Employee relationship precludes the Client being put first.

As an employee, I often found myself between the proverbial rock and hard place of satisfying my employer, at the expense of "my" clients. One of the greats once told me, "It's only 1200 more Units. Don't tell your Boards." Another specifically told me to always answer "6", when my Boards asked how many Associations I managed...I had 12.

Independent managers never have to lie for the boss, because their boss and client are one in the same. No conflict of interest.

Management companies promise Boards and Managers, alike: "Our customer service department handles all your calls." "Accounting will address all financial questions." "The maintenance department will minimize your repair costs." So, which department is to blame when they fall short?

Independent managers don't blame "departments," because they have full control over their staff and portfolio.

Everyone asks me why I manage HOAs. I have a different answer for every day, but managers ask each other the same question. "Why do I do this to myself?" We have a tendency to focus on the few challenges over the many successes, but there are those days that feel more like abuse than service. Ask your manager why they do it. Then ask them why they do it for someone else.

Community Association or Manager: We're **Focusing on Your Needs.**

**READ ON**

# IAM Protecting YOU

## Community Associations

What's in it for the HOA? Everything. And for all the right reasons.

Financial controls and oversight is provided by Independent Association Managers, Inc., and its unique processes. Your Board of Directors, their contracted manager, and IAM all have to approve payment on an invoice, before a check is released. The process works with two (i.e., self-managed), but it excels with three separate, independent entities; each one watching the other two.



Lockbox services are provided to our associations FREE OF CHARGE and operating account funds earn interest. Invoice processing and payment handling cost as little as \$20 per month, as long as some Reserve funds are held at the participating bank. Local banks charge hundreds of dollars per month for these services...and traditional management companies charge even more.

Owners are provided with online access to their view their account history, update their contact information, and download approved association documents, and even schedule electronic payments, directly with the association's bank, eliminating the risk of keeping your banking information on file with management. Board members have the same 24/7 access to further, Board-only documentation.



Board members and managers are provided secured access to the association's data, so both can manage invoice payables, delinquent receivables, violation notices, and work order statuses. All while leaving the association's financial and business data protected from theft and misappropriation by the controls built into the system.

Data protection, both financial and business, is provided by Independent Association Managers, Inc. Your manager is only able to withhold the information you allow them to, so making sure documents and details are stored in the system keeps the power in the association's hands. That means a change in managers (or Board members) doesn't change your business. **That's our business.**

## Managers (CAMs)

What's in it for managers? Everything. And for all the right reasons.

Independent Association Managers provides the financial controls to minimize your risk of liability by removing the opportunity for theft and misappropriation. We all watch your clients' money, so you can focus on the task at hand. You get the information you need to do your job, without worrying that your boss (or Board) has their hand in the till. Lower liability means less risk of a lawsuits or insurance claims for missing money.

Professional freedom means you retain control over your portfolio of clients and your income. You choose which associations you work with and how much you're compensated. You are your own boss, so you control your own destiny. You determine when to increase your fee and when to cancel a contract; when to take on more clients and when to hire more staff. You decide. You control.

A fully integrated software solution, including online access for your homeowners to view their accounts, download common files, and submit electronic payments, minimizes your efforts and maximizes your profits. We maintain the system, so you can simply get in and get the job done: Invoice processing, work order tracking, document storage, violation tracking, delinquency review, email blasts, and all other association correspondence. Everything you need to organize, store, and communicate with Board members, Owners, and vendors.




Focus on your property inspections, Board guidance, Owner relationship management, bid solicitations, repair project monitoring, and resale processing. We're **Focusing on Your Needs.**

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