



# Get to Know HOAMCO



## WHAT DOES HOAMCO DO FOR ELDORADO?



### **HUMAN RESOURCES** | Molly Barney

- Payroll
- Skills testing
- Background and drug testing
- Employee On-boarding
- Benefit administration
- Legal compliance



### **ACCOUNTS PAYABLE** | Jessica Marble

- Verify vendor insurance
- Processing all payments on behalf of Eldorado
- Reconciliation
- Maintenance of records



### **ACCOUNTS RECEIVABLE** | Jessica Anderson, Vernon Lovelady

- Assessment collection and bank deposits
- Process auto-debit payments, upload online and credit card payments
- Record payments
- Prepare statements & invoices



### **PORTFOLIO ACCOUNTANT** | Rhonda Krajewski

- Prepare monthly financial statements for Eldorado
- Review all financial transactions and provide feedback to the manager, board or committee as necessary
- Reconcile bank accounts monthly



### **ESCROW** | Beth Knightly

- Process owner changes and send Welcome Guide
- Process closing packages
- Schedule property inspections
- Research, Respond and Process title requests.



### **TECHNOLOGY** | HOAMCO's partnership with MerIT Technology Partners

- iSynergy Software for paperless document storage
- Caliber Management Software for association and/or member records
- Strongroom Software for payment processing



### **COMMUNITY MANAGER** | Julie Navarro

- Facilitate long-term planning for the ECIA
- Effective management of all on-site personnel
- Enforce use restrictions and regulations for ECIA

## WHAT DOES HOAMCO DO FOR ELDORADO? (CONT.)



### **ADMINISTRATIVE STAFF** | Anna Hansen, Ashley Springer, Facilities Staff

- Maintain filing of Eldorado Records
- Provide customer service to owners
- Support Community Manager daily
- Coordinate association facilities
- ECIA meeting prep



### **MAINTENANCE STAFF** | Michael Rogers, Leonard Prada, Lawrence Sanchez

- Perform maintenance throughout Eldorado as needed
- Asses future grounds needs and schedule accordingly
- Maintain cleanliness of the entire property



### **POOL MANAGEMENT** | Michael Rogers

- Ensure pool is maintained excellently
- Hire and manage pool staff to ensure resident enjoyment
- Manage daily pool functions
- Safety measures



### **ARC/COMPLIANCE** | Mark Young

- Plan review, inspections, and reporting
- Frequent review of community CC&R tracking
- Ensure ECIA's enforcement policy is carried out



### **BOARD MEMBER EDUCATION** | Michael Franciosi

- High-quality training from industry experts
- Ensure all Board Members are informed of laws and requirements
- Provide training as requested on a variety of HOA topics



### **LIFESTYLE SERVICES** | Ashley Springer

- Compiling potential activities
- Surveying homeowners
- Scheduling activities
- Booking room/space for activity
- Promote activities through email blasts, website, etc.



### **SENIOR MANAGEMENT INVOLVEMENT** | Stacy Maule, Michael Franciosi, Nigel Burgess

- HOAMCO'S executive team is available for support
- Work with on-site staff to ensure standard of excellence
- Attendance at ECIA Meetings as needed



### **ADDITIONAL SERVICES AVAILABLE** | HOAMCO Creative Services Department

- Beautiful community website
- Newsletter design
- Graphic design services
- Photography services
- Other miscellaneous marketing projects as needed



## WHAT HOAMCO DOESN'T DO FOR ELDORADO:



### **Create rules and regulations for Eldorado.**

*Rules and regulations are determined by governing documents and the Board of Directors; HOAMCO simply enforces these rules as the documents state.*



### **Make financial decisions on behalf of Eldorado.**

*It is a Board responsibility to make financial decisions for Eldorado. As the managing agent, HOAMCO does the administrative work required when making payments, applying fines, etc. However, HOAMCO does not have autonomy to decide how to use Association funds.*



### **Manage Eldorado from afar.**

*In addition to the exceptional on-site team we have built at Eldorado, our senior management team also visits the community on a frequent basis. While some functions are handled in our corporate office, most of the management happens right on property.*



### **Take sides.**

*While HOAMCO never take sides between the Board and the residents of Eldorado, we can provide helpful conflict resolution strategies and ultimately help positive outcomes to be reached.*



### **Replace the Board of Directors.**

*It is a common misconception that the management company replaces the Board of Directors. In reality, this couldn't be further from the truth. HOAMCO has no autonomy to make decisions on behalf of the association; that power lies solely with the elected Board of Directors. We are here to implement those decisions.*

