

ECIA Final Financial and Office Procedures Annual Review
Presented by the Review Committee 3/4/2020

Background: Starting in 2010, the ECIA Board of Directors requested the Finance Committee to observe and report on the Association's financial controls, office procedures and risk management. Office staff members have been extremely helpful in gathering materials, answering questions, and offering suggestions for future improvements.

This is a report to the Board on the results of the January 9, 2020 Review.

- Reviewers: Amelia Adair, Dan Drobnis, Bette Huston
- HOAMCO Staff: Julie Navarro, General Manager (GM); Mike Rogers, Operations Manager (OM); Rachel Turnbough, Executive Assistant (EA)
- Board Observers: Sal Monaco, Treasurer; Carol Sanguinetti, Secretary

SUMMARY OF SIGNIFICANT OBSERVATIONS:

I. Recent problems handling lot owner invoices at the end of 2019 are being addressed, but illustrate a weakness, especially when communications and mailings are handed off from the ECIA to HOAMCO support in Albuquerque and elsewhere. This requires extra attention for invoice and annual report mailings, and follow-up correspondence for overdue accounts.

II. The great majority of ECIA business is handled competently and professionally. This is a testament to the present staff. However, too much is done ad-hoc and dependent on the knowledge of present personnel. Formal Office Procedures are needed to document and preserve Best Practices as staff inevitably turns over. Procedures are in process and need to be pursued to completion.

III. Formal Board and Staff training by HOAMCO is improving, but the Board should insist on enhancement of the professional skills of all Office staff. Professional qualifications for staff assigned to the ECIA by HOAMCO should be enforced by the Board. Training of Board members as they turn over should be done regularly, to assure their knowledge of ECIA business and community activities and enhance

understanding of their role in HOA governance. HOAMCO is scheduling seminars for HOA boards in 2020. The GM is pursuing Community Manager certification training through the Communities Associations Institute; this should be encouraged and similar training offered to other staff.

IV. Support for financial accounting and reporting from HOAMCO Albuquerque and Arizona is presently highly professional. Coding of expenses to GL items is improving, but is always a challenge. HOAMCO support for HR matters is improving, but needs improved supervisory staff training for day-to-day employee management. HOAMCO off-site management support and backup for ECIA staff has improved recently, but needs continuing emphasis.

V. Ability of office staff to retrieve and provide current files and documents is good, but ability to retrieve all pre-2015 office information is unknown. This includes valuable attorney opinions that bear upon continuing ECIA operations. The state of records for formal adopted Board Procedures, even recent ones, is poor. The Board is taking the lead in improving this through a Policy Review Task Group.