
Is Your HOA Management Company Failing Your Community?



RS FINCHER & CO

A Heart for Successful Community Living

Is Your HOA Management Company Failing Your Community?

Many HOA management companies forget one basic, yet vital fact:

You're in charge.

Your HOA hired a management company to provide timely and efficient solutions to the everyday challenges your HOA faces. If the company isn't meeting your needs, they're not only creating more problems for the board, but they're also opening you up to possible lawsuits.

If your HOA's management company isn't "making the grade," you're wasting money.

What would your HOA's management company do in the following situations? Give them a grade based on what their response would be.

Company Response Time

You call your management company to ask them about a new regulation the board recently implemented. **How long does it take for them to call you back?**

- A = They call you back within 24 hours.
- B = They call you back within 3 business days.
- C = They call you back within one week.
- D = You're still waiting for them to get in touch with you.

Completing Repairs

A piece of the neighborhood sidewalk has cracked and chipped. You're concerned someone may trip over it, so you contact your HOA management company to get it repaired. **Which best describes the management company's response?**

- A = Repairs are completed as soon as possible and are within your budget.
- B = It takes the company at least a week to find a vendor to complete the task before repairs begin.
- C = It's fixed within the next two months.
- D = It may take up to six months to get the task resolved.

Board Interaction

You and your fellow board members think there needs to be a change in policy. You speak with your management company about it. **How does your company react?**

- A = They treat the board members with polite respect and courtesy. They evaluate the situation and advise you of any legalities.
- B = They're not openly rude, but they aren't particularly respectful, either. They help you, but only reluctantly. They are only vaguely aware of any legal issues.
- C = They are indifferent and are frequently multitasking on their phone or computer when you're trying to talk to them. They have no knowledge of legalities.
- D = They are confrontational and take offense at your suggestions.

Resolving Disputes

Frank Jones lives on the corner. His neighbor, Ellen Banks, reports that he has four dogs--two more than your HOA allows. After the incident is reported, the tables turn---Jones is now reporting that Banks is painting her deck a color that is not allowed. These neighbors keep sending a long list of complaints on each other to get "revenge." They are constantly complaining to the board and the management company. **How does your management company handle disputes?**

- A = They are firm, but polite, and try to look for the win-win solution. They eventually resolve the issue.
- B = They resolve the issue, but not until after a lengthy amount of drama.
- C = They try diligently to resolve the problem, but it's not within their area of expertise. The neighbors keep arguing for years.
- D = They make the problem worse by taking sides and joining the argument. There's even talk of a lawsuit.

Enforcing the Rules

Banks and Jones are at it again! Banks loves candidate "1" who is running for city council, while Jones loves candidate "2," who is also running for the city council. Their yards are full of political campaign signs. They frequently encourage neighbors to do the same. **How does your company enforce your HOA ban on multiple campaign signs?**

- A = They are polite, yet strict. There are no exceptions to the rule. If Banks and Jones do not remove the signs, they will be fined.
- B = They tell them to remove the signs three or four times before Banks and Jones comply.
- C = They tell them to remove the signs but do nothing to enforce it. The signs remain up long after the election.
- D = Your management company takes down all of candidate "1" signs because they actually support candidate "2."

Did your HOA management company make the honor roll?

At **R.S. Fincher**, we settle for nothing less than being an "A+" management company for your HOA. We carefully evaluate the goals of each HOA and help you reach them.

As a result, we pledge:

- To return any call within 24 hours
- To schedule repairs with reliable, quality vendors at a fair price
- To inspect all repairs after completion
- To effectively communicate with residents and board members
- To always treat board members with respect
- To enforce the HOA rules firmly, yet politely
- To help HOAs effectively manage their budget and operations

Are you tired of HOA management companies that don't make the grade? **See what makes us different.** We'd love to meet with you to discuss how we can take the headache out of HOA management. Please contact us for more information.

Source "House Logic" National Association of Realtors <https://www.houselogic.com/home-thoughts/QA-Solve-Your-Toughest-HOA-Challenges/>
<https://www.caionline.org/AboutCommunityAssociations/Pages/StatisticalInformation.aspx>
<http://www.apmnews.org/common-complaints-about-community-association-property-managers/>