

MANAGEMENT RESEARCH COMMITTEE

Recommendation for Professional Management

Professional Management:

- 1) Would provide consistent, objective and continuous management year round. This would also ease the transitions of an annually changing Board.
- 2) Would establish HO confidence and trust through communication, financial accountability and transparent management using skills and knowledge acquired through past experience with other communities.
- 3) Would ensure that office and business procedures are efficiently implemented and maintained in accordance with standard business practices.
- 4) Would provide an objective intermediary for HO complaints. This would protect both the Board and residents and insure equitable handling of complaints and enforcement of the CC&R's and By-Laws.
- 5) Would provide professional guidance and resources for updating and maintaining the CC&R's and By-Laws in order to stay compliant with state and federal laws.
- 6) Would have knowledge of and access to an extensive pool of certified and respected professionals and service personnel that could be called on as needed.
- 7) Would make AW historical and operational information available and useable for all appropriate office personnel. This information could be retained in an easy to access form and used as an on-going reference from year to year.
- 8) Would be responsible for the day-to-day operations of the community. The Board could then transition from a Board of Operations to a Board of Policy and community members would be more comfortable and therefore inclined to become involved.

We recommend that a small management company would work best to provide an orderly transition from self management to professional management. This recommendation is based on the fact that:

- 1) They could provide an objective 3rd party to evaluate our situation.
- 2) They could provide to the Board, a pool of applicants with professional skills appropriate to our present and future needs.
- 3) They could provide proven resources in all areas of day-to-day management as well as the unexpected situations that are certain to arise.
- 4) They could provide qualified personnel for any necessary staff changes and additions.

We feel the transition could best be accomplished via a path that would initially include:

A consultant who would provide:

- 1) An evaluation of our current situation
- 2) A recommendations of our immediate needs
- 3) A proposed 5-10 year plan