

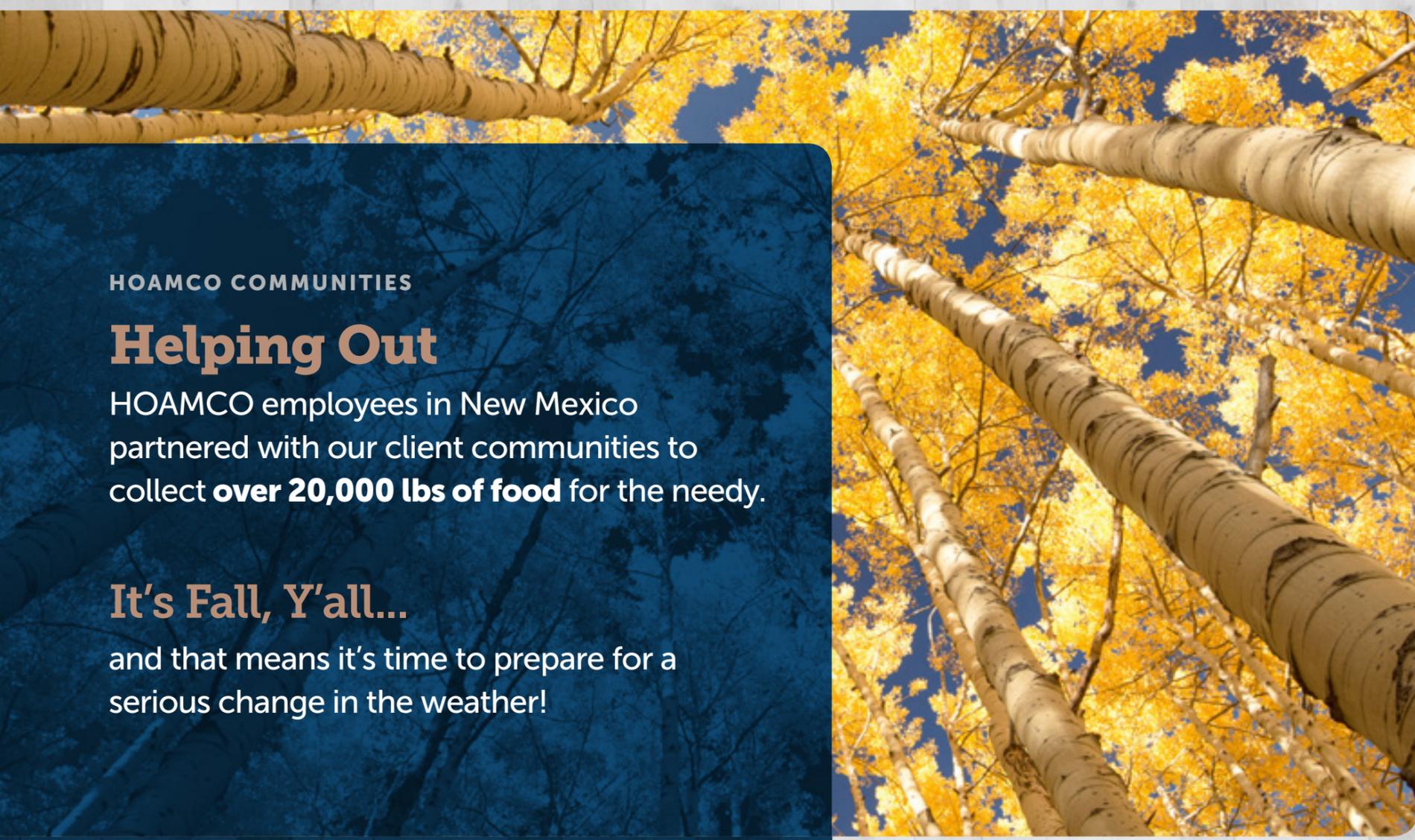
Community—
We built a
company
around it.



AUTUMN

NOVEMBER 2018

It's been an unusually beautiful Fall in the Southwest, which made for perfect weather during the Albuquerque Balloon Festival.



HOAMCO COMMUNITIES

Helping Out

HOAMCO employees in New Mexico partnered with our client communities to collect **over 20,000 lbs of food** for the needy.

It's Fall, Y'all...

and that means it's time to prepare for a serious change in the weather!

A NOTE FROM THE CEO

Summers in the Southwest can be brutal. They have a tendency to drag on and on, blurring the lines between Summer and Fall. The end of the Summer season this year has proved to be very different as the Southwest has been pounded by leftover tropical storms and hurricanes, providing heavy rainfall and flooding with lower than average temperatures.

Even though the Southwest is known for its dry, even tempered weather there are years, like this one, where we get very heavy rainfall. When that happens, it can wreak havoc on our landscaping and create flash floods, posing serious safety concerns.

In this issue of HOAMCO Today, we will consider a few of the ways that we weather storm-like conditions in the world of managed communities and how we can all prepare for them. And of course, we'll give a traditional shout to Fall, our favorite season.

We truly appreciate those who take the time to read this newsletter and we hope you enjoy this Fall edition. We invite you to send any feedback to our Director of Marketing Services, Heidi Hallquist at hhallquist@hoamco.com



Justin Scott, CMCA, AMS,
Chief Executive Officer

HOAMCO

©2018 Homeowners Association Management Company

www.hoamco.com

(928) 776-4479

3205 Lakeside Village

Prescott, AZ 86301

in this issue

PAGE 4

It's Fall Y'all... Our Favorite Fall Trends

PAGE 5

Don't Let Flash Floods Catch Your Community Off Guard

PAGE 6

How to Get the Most out of Your Vendor Contracts

PAGE 7

Dog Bites in HOA Common Areas... Who's to Blame?

Client Communities

The season of giving is upon us and our New Mexico client communities recently showed just how much you can accomplish when people choose to work together to benefit those who are in need. In October, many HOAMCO communities participated in The Food Depot's 7th annual Neighbor to Neighbor Food Drive. The 29,410 pounds of food collected by HOAMCO-managed communities will benefit families all over northern New Mexico.



To find out more about The Food Depot, visit: thefooddepot.org



What's Happening at HOAMCO



Announcing the Grand Opening of **HOAMCO's NM Headquarters**

HOAMCO is excited to announce the **November 12th** opening of our New Mexico Headquarters. We are combining our Coors and Richmond locations to make a dynamic new center for Association Management in New Mexico. We will have a staff of 30 employees at this location and two conference rooms for meetings and trainings, the largest of which can accommodate 50 people.

We hope to see you at our new Albuquerque location soon!

8700-A Education Place NW
Albuquerque, New Mexico 87114

It's Fall, Y'all...

and Here Are a Few of Our Favorite Fall Trends!

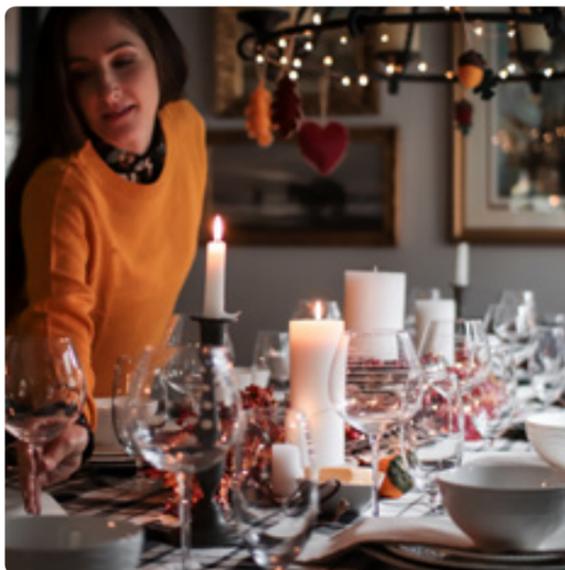
Painted Pumpkins. This new trend is the easiest way to take your pumpkins from Thanksgiving to New Years with a simple change in color or, even better, add some glitter and you've got an instant New Years glitter ball.

Give your kitchen table a warm makeover!

Adding fur throw blankets, a few chair pillows, and Fall scented candles can create the perfect gathering place for your family this Fall season.

Take rustic to a new level! Using what you have in your natural environment to create a mantle piece is one of the best ways to pay homage to Fall.

Top: Painted Pumpkins, Center-left: Fall kitchen table setting, Center-right: Natural rustic mantle piece.



Fall... It's Everyone's Favorite Season!

The smell of warm apple pie baking, snuggling up on the couch with a blanket and hot cocoa to binge watch all of your favorite movies, and planning meaningful time with loved ones... just thinking about these types of activities gives people a sense of comfort and happiness and is possibly why over 60% of Americans say that Fall is their favorite time of year.

We asked a few of our valued HOAMCO team members why Fall was their fave and here's what they had to say:

1. We get a break from the Summer heat! Summers in the Southwest are tough, and we never really know how long they will last. So, when the weather finally does break, the shouts of happiness can be heard all over the nation.
2. We get to dig out our winter gear! Whether it's your favorite oversized sweater, your stunning leather boots or the most comfy beanie in the world, there's just something exciting about getting to bundle up.
3. Holiday traditions! As soon as Fall hits we start to plan our holiday get togethers and we start making our most treasured family recipes; the nostalgia kicks in to high gear.
4. FOOTBALL!!!! Need we say more?

Whatever your reasons are for loving Fall, we hope that you are enjoying this beautiful time of year as much as we are!



Rosemary Bourbon Gravy

This twist on a timeless recipe is sure to steal the show this holiday season.

Ingredients

Reserved vegetables and pan juices
2 sprigs rosemary
1/2 c. bourbon
1/4 c. all-purpose flour
4 c. chicken stock
Black pepper

Directions

1. Cook reserved vegetables, pan juices, and rosemary in a large, straight-sided skillet over medium-high heat, stirring occasionally until dark brown and thickened, 14 to 16 minutes. Add bourbon and simmer, stirring occasionally for 6 to 8 minutes until syrupy.
1. Sprinkle flour in skillet and cook, stirring 30 seconds. Stir in stock and simmer, stirring occasionally, until thickened, 14 to 16 minutes. Strain through a fine-mesh sieve. Season with pepper.



Cider Sidecar

There is no end to the Fall-themed specialty cocktails you can serve during festive events but we highly recommend you give this Cider Sidecar a try!

Ingredients

2 oz. fresh apple cider
2 oz. cognac
1 oz. Cointreau
1 oz. fresh lemon juice
Strip of lemon zest and brandied cherries, for serving

Directions

1. Place cider, cognac, Cointreau, and lemon juice in a cocktail shaker; top with ice.
2. Shake until the shaker starts to frost and feels very cold to the touch, 20 to 30 seconds.
3. Strain into a coupe and top with zest and brandied cherries

Don't Let **Flash Floods** Catch Your Community Off Guard

The Southwest is experiencing heavier than normal rainfall this year and that has left many Associations dealing with damage from water flow they could never had prepared for. Some communities have even experienced flash floods. A flash flood occurs when heavy rainfall overwhelms existing washes and storm drains. Flash floods typically last for less than 6 hours and are categorized by dangerously strong water flows.

Flash floods can be deadly for those who get caught in the middle of them and are often deceptive in their appearances. Every year over 100 people are killed by flash floods because they don't realize that it takes less than 2 feet of moving water to dislodge and carry away a 6,000 lb SUV.

In the past, only rural areas and certain parts of the Southwest needed to be aware of and prepare for flash floods. But as these areas continue to be developed, more and more people and families are being affected.

The heavy rains we've experienced aren't over yet, so here's what you can do to prepare your community for any future floods that may come our way.

- Know what the flood capabilities are in your county and neighborhood.
- Make sure the alert system is enabled on your phone so you can receive warnings issued by emergency alert systems.
- Be alert to the weather, especially during storm seasons and never make assumptions about the seriousness of a storm.
- If a warning to stay out of a certain area or to leave your home has been issued, listen.
- Even if you think you'll never have to use it, pack an emergency go bag filled with supplies you can use for you, your family & your pets in case you are ever asked to evacuate.
- Never ever enter a flooded bridge or any flood waters. It doesn't take much moving water to knock you off your feet and carry you away and you never know what debris might be in the water.

Please join us in welcoming
these new communities!

Brookfield Villas

Homeowners Association

Charter Point

Homeowners Association

Hutchinson Acres

Homeowners Association

Lone Mountain Ranch

Homeowners Association

Mesquite Springs

Homeowners Association

Prairie Hill

Homeowners Association

Scottsdale East

Homes, Inc.

Sedona Gardens

Homeowners Association

Toy Barn on Cave Creek

Garage Condo Association

WELCOME
HOAM

How to Get the Most out of Your Vendor Contracts

“Is our community getting the best value we can out of our vendor contracts?”

This is one of the most common questions asked by Boards of Directors when it comes to the vendors chosen to perform work for their Associations—and it’s a fair question.

When we start talking about the value of vendor contracts your mind might automatically go to the question, “is this the cheapest price we can get?”

Although price is very important, there are several other things that should be considered to ensure that you are getting the highest value from your vendor contracts, and a lot of them begin before a contract is signed.

Set clear goals.

Each community has specific needs and that is true even with the most common vendor services like pool maintenance and landscaping. It goes without saying that all vendors are not created equal so, it’s not safe to assume that you will receive the same level of support no matter which vendor you choose. For example, a Board may assume that a landscape company who provides an estimate for basic landscaping services will also provide weed treatment. In reality, that may be a separate charge. Discussing what the Board expects to receive from each vendor contract and putting those expectations into a scope of work is an excellent first step in the right direction to getting the most out of your contracts.

Do your homework.

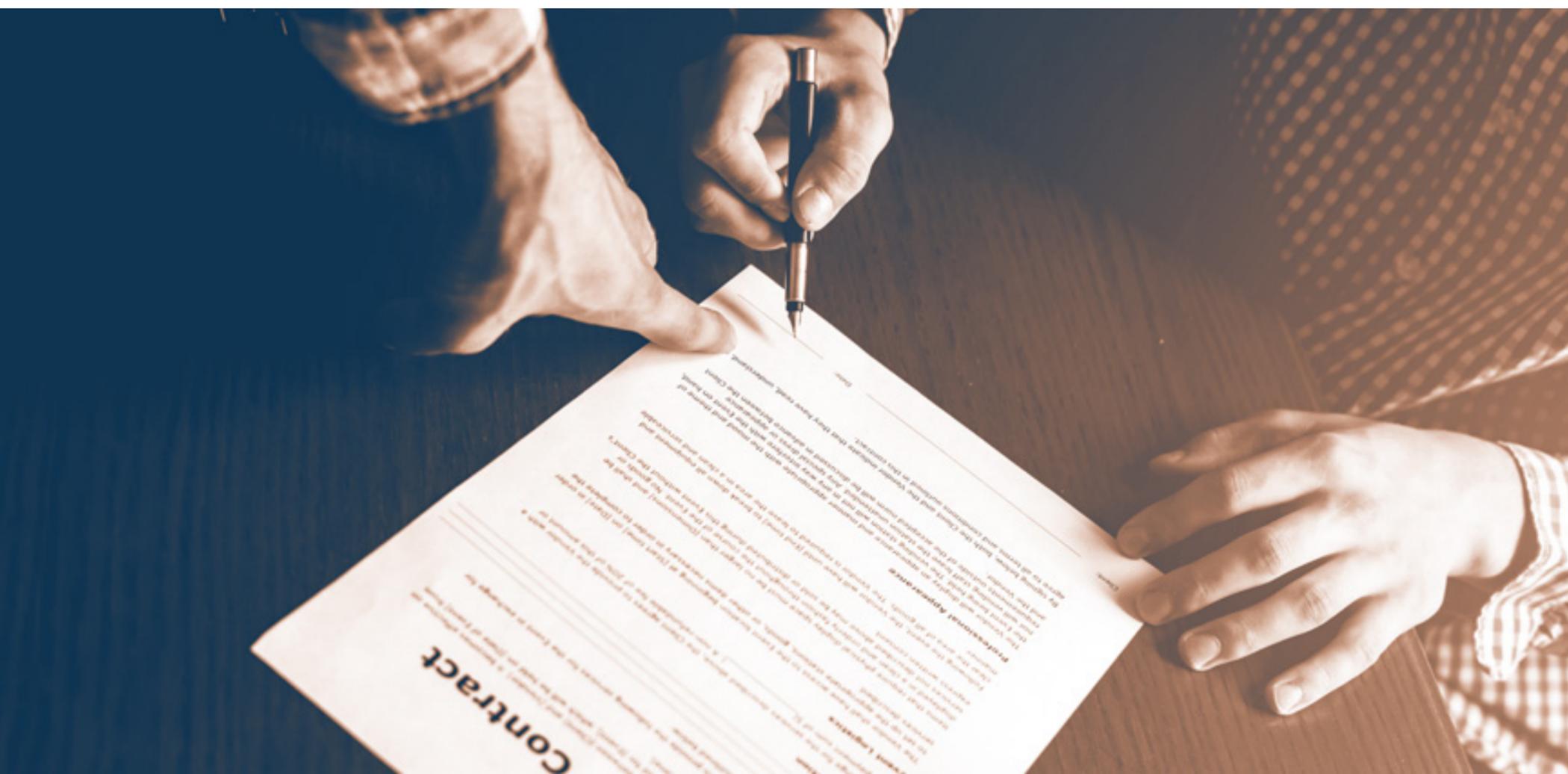
Now that you have a clear scope of work that accurately represents the true needs of your community, you can start looking for the right vendor to fill those needs. But before you send out invitations to respond to your RFP, let’s take a look at the list of vendors you are inviting. Doing homework on your potential partners is the second step you need to take. This list of requirements for your vendors should include the obvious things like proper licensing and insurance but it should also ask what is the vendor’s specialty, do they sub-contract work or self-perform, are they familiar with this neighborhood? These things can make a difference in the type of care your community receives post contract signing.

How many bids are too many?

There is no right or wrong answer when it comes to how many vendors are invited to respond to an RFP. But a generally acceptable number is between 3-5. Getting multiple bids, all built around the same scope, will help to ensure that you are getting the most value for the price. If each of the responses includes the requested scope and there are no substantial differences in dollar amounts, that’s a good indication that you’re in the ballpark with regard to cost.

Contract Management

Effective contract management is one of the most critical components to realizing the full value of your vendor contracts. Check out our website www.hoamco.com for a blog post discussing this in greater detail.



Dog Bites in HOA Common Areas...

Who's to Blame?

Years ago, most states practiced what are commonly called "one bite" laws regarding dog bites. In essence, this law allows the owner of a dog one "free" dog bite incident before the owner of a certain dog was held legally liable for the actions of their pet.

As years passed and dog bites became more common, probably because of the increase in population in urban areas, some states began practicing "strict liability" in dog bite cases. Strict liability means that the owner of a dog is implicitly liable for their pet's actions regardless of the circumstances, if the victim of the bite was legally allowed to be in the place where the bite occurred and there is evidence that the victim did not provoke the dog.

When it comes to dog bites that occur on city or state run land or private property, the liability is fairly straight forward. But, what if the dog bite occurs in your HOA's common area? Would the Association be held liable for damages?

The answer is: it depends! If a dog bite ever occurs on HOA common area, the likelihood of the Association being named in a law suit would probably come down to whether the owner of the dog was properly insured against a bite incident and whether the owner of the pet can be determined and or found.

What can you, as a Board Member, do to make sure that your Association is protected if a dog bite ever occurs in your community's common area?



Know the law! Make sure that you and other Board Members are up to date on current dog bite laws for your state. Your Community Manager can help you research this issue and if necessary, you can always call an HOA attorney who can help interpret the law for the Board.

Check your insurance coverage to see what language, if any, it contains regarding dog bites that occur in common areas. If your insurance coverage does not include dog bites, ask your Community Manager to speak to your insurance provider about your options.

Communicate the rules regarding pets in common areas to the residents of your community in several different ways. If the Board sends out a newsletter to residents, make sure that it contains reminders about pets in common areas in more than one issue a year. If the Association has a website, add an area to post the rules and restrictions for pets. It's also a very good idea to post signs in common areas, reminding residents to keep their pets on a leash or others pet reminders that pertain to your community.



Preparation is the key to keeping your Association covered in the event that a dog bite does occur in a common area. Contact HOAMCO today with any questions about this information.

**Laws about dog bites in public places and who is liable for them differ from state to state. This article contains general information not intended to be taken as legal advice. If your Association is currently dealing with a dog bite that has occurred in a common area, we encourage you to seek the advice of a qualified HOA attorney in your area.*

Cultivating Community:

HOAMCO's New Philanthropy Program

We at HOAMCO are not only invested in our client's happiness, but also the happiness and well-being of our employees and local community.

HOAMCO has launched a new philanthropy program, Cultivating Community, that serves to enrich the lives of our employees and local community through the support of 501(c)(3) charities that provide assistance with healthcare, children, animals and veterans. Through this program, HOAMCO employees have the opportunity to donate to great causes and have their donations matched by HOAMCO, dollar-for-dollar.

This year, we have already partnered with multiple organizations in hopes of making a difference in the community that has supported HOAMCO since 1991.



2018

PARTNER ORGANIZATIONS:

Make-A-Wish:

Grants the wishes of children with life-threatening medical conditions to enrich the human experience with hope, strength and joy.

Now That I'm Safe Equine Rescue:

Dedicated to saving, rehabbing and finding great homes for horses, donkeys and mules that have been starved, abused or abandoned.

Soldier's Best Friend:

Provides United States military veterans living with PTSD or TBI with Service or Therapeutic Companion Dogs, most of which are rescued from local shelters.

People Who Care:

Provides assistance to adults who are unable to drive because of physical limitations.

HOAMCO LOCAL OFFICES

hoamco.com

Prescott

(928) 776-4479

3205 Lakeside Village
Prescott, AZ 86301

Scottsdale

(480) 994-4479

14861 N. Scottsdale Road
Suite 201
Scottsdale, AZ 85254

Flagstaff

(928) 779-4202

523 N. Beaver Street
Flagstaff, AZ 86001

Sedona

(928) 282-4479

35 Bell Rock Plaza,
Suite A
Sedona, AZ 86351

Show Low

(928) 537-1067

3350 Sugar Pine Way,
Bldg. A, Suite 100
Show Low, AZ 85901

Albuquerque

(505) 888-4479

8700-A Education PL NW
Albuquerque, NM 87114

NEW ADDRESS!

Albuquerque East

(505) 224-2074

10555 Montgomery Blvd,
NE Bldg. 1, Suite 100
Albuquerque, NM 87111

Santa Fe

(505) 954-4479

1421 Luisa St, Suite R
Santa Fe, NM 87505

Las Cruces

(575) 523-1337

201 N. Church Street,
Suite 202
Las Cruces, NM 88001

Los Lunas

(505) 865-6102

2206 Sun Ranch Village Loop
Los Lunas, NM 87031