

WINTER

Issue 01



HOAMCO IS A MILE HIGH

HOAMCO is excited to announce that we have expanded our operation to Colorado.

Winter is Here

Winter takes its toll everywhere - find out how you can keep tabs on the ways winter affects your community.



A NOTE FROM THE CEO

Here we are, beginning the new year and a new decade at that.

During this time each year, people tend to look around at what they've accomplished over the last year and make goals for the new year. This year, those reflections and goals seem even bigger as the start of a new decade brings with it an energy of change and possibility.

As we reflect and set goals, we remember that no business can continue to succeed the way HOAMCO has without a constant commitment to greatness and growth. That's why we make it our goal to provide every opportunity for clients to be candid with us and we take those conversations to heart. It's why we formed a separate architectural review department, developed responsive proprietary community websites, and made it our goal to ensure that all of our services are tailored to the unique community's needs.

Within this issue, I hope you'll find useful information you can take with you into the new year. Thank you for reading our publication. I'm grateful, as always, for the chance to connect with you.



Justin Scott, CMCA, AMS,
Chief Executive Officer

HOAMCO®

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What's Happening at HOAMCO®

EXPANDING TO COLORADO

HOAMCO is excited to announce that we have expanded our operation with two new locations serving the Denver/Colorado Springs and Thornton areas.

Denver, Colorado, the "Mile-High City", cast in the foothills of the breathtaking Rockies is one of the fastest growing cities in the U.S. -- a hub to iconic ski-resorts and world-class attractions, and now home to HOAMCO's newest office. HOAMCO, as one of the largest management companies in the Southwest, is expanding, reaching further, ready to serve CO, the Greater Denver Area, and Thornton with our 29 years of experience in the industry. In such a relaxing, gorgeous area: why spend time worrying over stressful management? Leave it to HOAMCO, and go enjoy 300 days of sunshine and everything else the Denver area has to offer!



COMMUNITY SPOTLIGHTS

Todd Creek Village

Todd Creek is a unique community where families can stretch out and enjoy the open space. Todd Creek Village has also planned for the future in two important ways: ALL residents benefit from the strategically-engineered infrastructure of an advanced dual-use water system that does not compromise Colorado's limited water resources. HOAMCO is proud to manage this stunning community out of our brand new office in Denver, CO.



Torreón

Woven into the rustic fabric of Eastern Arizona's White Mountains is the stunning golf course community of Torreón. Located in Show Low with an elevation of 6,200 feet, Torreón is a four-season haven and the perfect escape from the hustle and bustle of daily life, and a desirable break from warmer southern locations. HOAMCO proudly manages this premier community from our Show Low, AZ office.



4 WAYS WINTER CAN TAKE ITS TOLL IN A COMMUNITY LIKE YOURS

Winter takes its toll everywhere, but Community Associations have a special responsibility to their Residents to keep tabs on the ways winter affects their communities.

Even if you live in an area with little snowfall, freezing temperatures or a small storm can invite unwanted damage and wear-and-tear into even the most prepared HOAs.

It's the time of year that Communities across the country begin to dust off their winterization, snow removal and winter-revitalization plans, so if you haven't formed one already, it's never too late to put a practice in place to make sure that all Residents remain safe, happy and snow-free.

But even for those who plan ahead, winter can present some unique situations in your Community. Fixtures break more easily with dropping temperatures as snow melts and freezes unexpectedly, and Residents can find themselves in sticky situations very quickly.

So how can you avoid potential issues? Here are 4 key areas to take note of this winter to avoid winter mishaps.

LANDSCAPING

In the dead of winter, it can be difficult to gauge how landscaping has been effected by snowfall, snowplows and other elements. It's important to stick to your winterization plan, because changing snow storage locations, winterization plans or snow removal contractors mid-winter can have unforeseen effects on the surrounding landscaping.

If any potential damage is noticed, take note of the location during your Board meetings for inspection when things begin to thaw.

COMMON AREAS

Common areas are often hit hardest during wintertime. Snow removal becomes the top priority when snow starts to fly, since it can rapidly present safety concerns for many residents. But it's also important to ensure that curbs, walkways and roads maintain their integrity through it all.

Take note of new pothole formations, sidewalk cracks and worsening frost heaves throughout the winter so that you can quickly take action on any damage when spring arrives.

LIGHTING FIXTURES

The long nights of winter place added strain on your Community's lighting. Lights will be on longer, cold temperatures can cause failures and fixtures can accidentally become damaged by snow plows or vehicular incidents.

This can present a safety issue for many residents, so be sure to stay on top of failed light bulbs and fixtures to ensure that everyone maintains their intended visibility outside of their home this year.


HIGH TRAFFIC AREAS

Highly frequented areas such as community centers, clubhouses, dog parks and meeting facilities can quickly become problematic during the winter months. You may want to place extra attention on keeping these areas free from snow and ice by keeping snow melt ready and by maintaining snow-free paths and walkways at all times.

These are the key areas to keep front of mind this winter. Remember, stay safe, have a plan, and continue to improve your plan as the years go by.

If you have any questions about the execution and formation of your winter weather plan, feel free to contact your community association manager from our website at hoamco.com.





HOAMCO + SmartWebs = **BETTER** **ARCHITECTURAL** **REVIEW**

At HOAMCO, we realize the value of having a streamlined architectural process and it is always our priority to make the lives of Board and Committee members easier. That's why we have a dedicated architectural review department and on-staff licensed architect. It's also why we've recently partnered with SmartWebs to bring our clients SmartArchitecturals, the complete online solution for the architectural review process.

With SmartArchitecturals, homeowners can submit their architectural review requests online and have 24/7 access every step of the process. Their cloud-based technology lets your Association review and vote on architecture requests from anywhere, then automatically notifies the homeowner of any progress. The software sends status updates through email and automated letters - utilizing exclusive Zero-Touch Communication - keeping the homeowner, board and/or ARC, and HOA management all in-step. And, with automated and cloud-based record-keeping, all documents are archived and easily accessible for your management team.

With SmartArchitecturals, everyone can easily access and process architecture requests in your HOA community.

Features include:

- Online Application Submittal
- Review & Vote from Anywhere
- Status Update Emails
- Expiration Alerts
- Zero-Touch Communication
- 24/7 Online Access
- Real-Time Data
- CC&R References
- Cloud-Based Technology
- Customized Reporting

To learn more about SmartArchitecturals, please contact your HOAMCO community manager.



smartwebs

HOAMCO is hosting a **free seminar** somewhere near you in **2020!**

We pride ourselves in being an excellent education resource for Board Members. We have put together a robust calendar of free educational seminars for clients and prospects touching on a range of topics including legal issues, accounting, board basics, and more.

In 2020, we are holding seminars in a city near you!

Prescott, AZ

Las Cruces, NM

Scottsdale, AZ

Los Alamos, NM

Flagstaff, AZ

Santa Fe, NM

Show Low, AZ

Albuquerque, NM

Sedona, AZ

Denver, CO

Bullhead City, AZ

Visit [hoamco.com](https://www.hoamco.com) to stay up to date on current and future seminar offerings!





Proficiency Practices FOR BOARDS

PLANNING FOR THE FUTURE

IN YOUR COMMUNITY

Creating a long-term Community plan can be a contentious point for many HOA Boards because it brings with it many new ideas about what's possible. Some of those ideas will add value, while some will not fit into the vision for the Community that Members feel is right.

So how can an effective plan be crafted without falling into a counterproductive series of negotiations, meetings and drafts?

We've put together our best tips on how you can create an effective, far-reaching plan for your Community, without getting bogged down in the minutia.

Step 1: Audit Your Current Plan's Effectiveness

It can be helpful to take stock of how well your current plan is performing. Doing this every couple of years is ideal, since Boards change, community standards increase and the nature of Communities is always to improve and innovate.

Here are a few questions during your audit stage:

Where is it working?

Which areas of your current plan or systems are really working well? It's a question that is often forgotten about, but it's vital to celebrate the areas of your Community plan that are working well right now within your HOA. The elements of your plan that are working now are things that attract and retain Residents currently, so it may be helpful to accentuate those in the future as well!

Where is it failing?

Failure within a plan is often the most talked about since it generally comes with high emotions and frustration. Of course, it can be very eye-opening to dig into the areas of your plan that are currently not succeeding as well as intended. Take time to address the shortcomings within the current plan, and plot a course to fix them.

Is it creating long term value?

Your plan should be designed to hedge against potential problems, but it can be very beneficial if it also considers the importance of creating value within your Community over the long term. Think of what you want your Community to look, feel and be perceived like over the next 5 years, and brainstorm some ways you can accomplish this consistently.

Step 2: Where You Want To Go -- How You Want To Get There

At the heart of every great plan for the future is a vision of where you want to take your Community and some actionable steps for how you can get there. Start with some high level concepts using tools such as a vision statement, a Community slogan, and basic branding principles to define what you want your Community to look like, feel like, and be recognized for. After these things have been agreed on, chart a course with 3-5 action steps that can be measured over the duration of your plan.

Step 3: Get Buy In & Make It Official

Lastly, it can be helpful to make your plan official and public to everyone involved with your HOA. Plan on how you will actively engage your Residents in achieving your goals and communicate often when goals are met as the months go by. When everyone feels that they are taking an active role in making your Community a better place, while taking part in a long-term plan, you can truly create a place in which everyone loves to live.

We hope these tips help! Creating a plan for your future should be a living, breathing process that your Residents and Board Members alike can be proud of. If you don't currently have a plan, don't hesitate to create one today! And if you've had a plan in place for years, don't be afraid to check in with it to make sure each element of it is moving your Community into a better future.



THE FINER POINTS OF VENDOR CONTRACTS

One of the biggest mistakes an HOA can make is to hire vendors for specific work, without crafting and executing the essentials of a proper vendor contract.

Vendors sometimes speak their own industry language, and it's not always easy to get a clear picture of what work will be done and who's responsible for what areas of the job. Miscommunication and gaps in the scope of work can leave you feeling frustrated and dissatisfied with your vendors, so we would like to offer 14 of the most common vendor contract elements to help you protect your HOA from costly mistakes in the future.

1. TIMELINE

Be very specific about when the work begins, how long the project should take, and a guaranteed date of delivery of your vendor's services.

2. WARRANTY

A written description of the start and duration of the work and details of how the warranties will be delivered to the HOA.

3. NAMED PARTIES

Clearly list both the Contractor and the Association on the vendor contract.

4. DESCRIPTION OF WORK

Define the scope of the work very clearly in writing. This includes very specific details of what the work is, where it's to be done, and how it will be completed.

5. INSURANCE

Each subcontractor you hire should present documentation that they are sufficiently covered to performed the desired work.

6. CODE COMPLIANCE

Ensure the subcontractor will comply with all state and local codes and regulations throughout the entirety of the work.

7. GOVERNING LAW

The contract should list the state of which jurisdiction would prevail should a dispute arise.

8. BUILDING PERMITS

A statement that describes which party (contractor or HOA) is responsible for obtaining and paying for required building permits.

9. PAYMENT TERMS

Be sure your contract clearly defines payment milestones for the work, these can include down payments, progress payments and final payments.

10. INDEMNIFICATION

A great contract should strive to define both the association's indemnification of the contractor and the indemnification of the contractor from the association.

11. RECOVERY OF ATTORNEY'S FEES

A provision of attorney's fees by the winning party in case either party decides to take legal action while under contract.

12. TERMINATION

Define what termination of the contract would look like and how a proper termination would come about.

13. AMENDMENTS

Things change, so it's important to have information about how the contract can be amended.



COMMUNITY WEBSITES

REVITALIZE YOUR COMMUNITY'S ONLINE EXPERIENCE

Introducing HOAMCO Web Services!

Modern websites have evolved to seamlessly blend technology, design and functionality together in a way that increases overall user experience and engagement online.

Communities and Associations now have the power like never before to use these web solutions to simplify many of the processes that are vital to your community and keeping things running smoothly in your community.

But it's not always easy to navigate the online landscape with all its various forms of technology.

As an HOA, there are a lot of technologies your community just doesn't need. We've narrowed it down with a web service tailor-made to get your HOA's online presence modernized this year.

How Websites Serve HOA's in 2020

Still on the fence about modernizing your website? Web services can increase communication frequency and quality, lower operating costs and increase the rate of implementation within your community.

Some of the major benefits include:

- Post meeting minutes online review in a secure area for Members
- Eliminate newsletter postage using email bulletins
- Avoid extra fees by making dues payments online
- Increase ARC form processing rate & compliance
- Get the word out immediately about activities & events
- Eliminate printing costs of community documents and directories
- Reduce emails, calls and letters with online customer service FAQs

So What's The First Step?

We've made it quick and easy to get started. Just contact us at web@hoamco.com to inquire about our website services for more information.

Make 2020 the year you modernize your site, and maximize your community's potential.



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NEW OFFICE!