

SPRING

Issue 04

HOAMCO'S NEWEST TERRITORY:
CALIFORNIA'S CENTRAL COAST
AND WINE COUNTRY

Headed Out West

We have **new communities** in the
Central California Coast and Northern Utah!

Prepare for Summer!

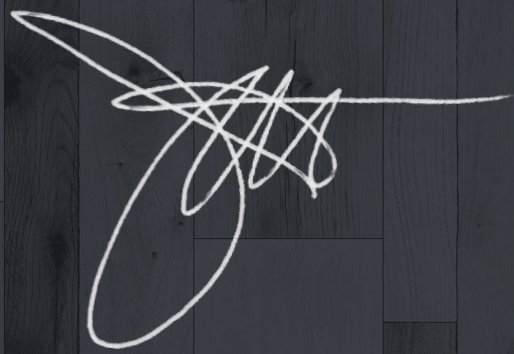
Pool season and warmer weather are right
around the corner, is your Association ready?

A NOTE FROM THE CEO

THE START OF A NEW YEAR is always a time that brings upon reflection — not only to analyze the ups and downs of the year prior, but to plan for the year ahead. Wrapping up our 30th year in business, we eagerly face 2022 with more experience and knowledge than ever before.

As our world has rapidly changed, so has the HOA Industry; meaning implementing technological innovations and adaptations that now reflect solutions for the day to day challenges our industry faces. From utilizing digital communication platforms, such as Zoom, to implementing new softwares to ease board member headaches, HOAMCO has continued its commitment to growth and greatness as we head-spear 2022.

We truly appreciate those who take the time to read this newsletter and we hope you enjoy this spring edition. We invite you to send any feedback you may have to our Chief Marketing Officer, Sarah Scott, at sarahscott@hoamco.com.



JUSTIN SCOTT, CMCA, AMS
CHIEF EXECUTIVE OFFICER

HOAMCO

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NOW SERVING UTAH & CALIFORNIA

HOAMCO IS EXCITED TO ANNOUNCE THAT WE HAVE EXPANDED OUR OPERATION INTO TWO NEW STATES



HOAMCO has opened a new management branch in the Central Coast region of California.

Word of our sterling reputation as a premier HOA Management company has quickly spread throughout the Central Coast, bringing about HOAMCO's expansion to the area. Known for their white-sand beaches, wineries, and laid back lifestyle, the demand for housing in the Central Coast is, to no surprise, booming; making HOAMCO the perfect fit for their HOA management industry. We are excited to grow our California territory as HOAMCO continues to expand in 2022.



HOAMCO has opened a new management branch in Northern Utah.

As HOAMCO expands into Utah, we are thrilled to focus on the Northern Utah region that combines mountains, lakes, and both pioneer and Native American heritages in Utah's largest cities. With an emphasis on outdoor activities from skiing, snowboarding, hiking and camping, it is also home to downtown centers embracing festivals and performing arts. Salt Lake City is ranked #1 in positioning a booming housing market and has the second largest percent growth in population in 2020-2021, and it continues to blossom. HOAMCO looks forward to our future of servicing Homeowner Associations in Northern Utah.



WE WELCOME TRILOGY AT MONARCH DUNES TO THE HOAMCO FAMILY!

In the heart of California's Central Coast wine country, about an hour north of Santa Barbara and just south of San Luis Obispo you will find Trilogy at Monarch Dunes. The beautiful, new, sophisticated homes in this golf resort community in Nipomo, California are close to the beach, hiking, mountain biking, and stunning natural scenery.

The focal point of the Trilogy at Monarch Dunes community is the 31,000 square-foot Monarch Club. Complete with one of the region's most desirable destination restaurants, Adelina's Bistro, as well as one of the Central Coast's favorite spa experiences, Sandalwood Spa. The Monarch Club also offers spectacular amenities, including an extensive local wine program, convenient fitness classes, a full gym and outdoor sports and activities like pickle ball and tennis for active adults and families alike. Welcome to HOAMCO, Trilogy at Monarch Dunes!





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Pet-Safe Gardening

Toxic Plants To Avoid To Keep Your Spring Garden Safe for Your Pets

WHILE SPRING MAY be nature’s way of saying, “let’s party”, not all greenery that inhabits your home allows your dogs the same freedom to “paw-ty”. It’s important to ensure your four-legged friend’s safety while doing your 2022 spring gardening, which is why we’ve compiled the “ulti-mutt” list of the top 5 toxic plants to avoid planting this spring:



Tulips

Best known for their brightly blooming spring colors, Tulips are unfortunately toxic to both dogs and cats, and one to be avoided by pet-lovers this season. All parts of these plants contain glycosides, which are extremely toxic to your pet; however, the bulb is where there is the highest concentrations of these alkaloids, making it the most toxic. Within hours of ingestion, tulips can onset vomiting, diarrhea, difficulty breathing, dizziness, drooling, and even tremors.



Aloe Vera

Toxic to dogs, cats, and horses, aloe vera is considered a purgative and can induce vomiting, lethargy, and diarrhea when ingested by your household pet. Aloe vera, however, has been marked safe for topical use on dogs and cats.



Sago Palm

A sago palm is a miniature version of a palm tree that is used as both an outdoor and indoor plant. These plants are extremely toxic not to just dogs, but all pets, and have been known to induce vomiting, diarrhea, and in rare cases, even death.

Ivy

While most types of climbing ivy are only considered mildly toxic to dogs, meaning they likely won’t result in death, all parts of the ivy contain toxic compounds invoking a reaction from your dog or cat. The most common side effects include diarrhea, vomiting, and distress.



Tomato Plants

While this one may have caught you off guard, the green part of tomato plants contain solanine, a substance found in the stem and leaves of a totem plant, which are toxic to dogs. A popular spring and summer plant that requires a watchful eye should you plant it with a dog in the household.

FOR MORE helpful landscaping and home improvement articles, check out the Blog on www.hoamco.com.



Some of the most common plants found in your local Lawn & Garden center are **toxic and harmful to your pets!**



Here are some **pet-safe alternatives** for you to try:

- PETUNIA
- SUNFLOWER
- ORCHID
- SNAPDRAGON
- AFRICAN VIOLET
- MARIGOLD
- PANSY
- THYME
- SWEET POTATO VINE
- ROSE





THE LESSON BEHIND

THE SURFSIDE CONDOMINIUM COLLAPSE

By **MICHAEL FRANCIOSI**,
HOAMCO VP of Operations

LAST JUNE, WE all watched the devastating collapse of a portion of the Champlain Towers South Condominiums in Surfside, Florida on television. While acknowledging the fact that a final analysis of the exact cause or causes of the collapse has not been determined, and may well be litigated for some time, it does seem clear from reporting that there were significant instances of deferred maintenance.

Jump ahead to December when HOAMCO became aware that there were some changes in lender questionnaires taking effect in 2022 that pertained to Fannie Mae. According to information from the National Association of REALTORS, the changes Fannie Mae is requesting are a direct reaction to the tragedy that happened in Surfside, Florida, killing 98 people, and certainly leaving countless others without a home. Fannie Mae is specifically looking for information pertaining to safety inspections and adequate reserve funding. While catastrophic failures of the magnitude that we saw with Champlain Towers South are fortunately rare, it does seem evident that mortgage lenders are going to be examining even more closely the building safety, soundness, structural integrity, and habitability of condominiums prior to their loaning money.

So, is there a lesson to be learned? While fortunately we don't believe that any of our condominium clients are in a situation of imminent catastrophic failure as we saw in Florida, we do strongly encourage all condominium associations to seriously look at their reserve studies and/or engineering reports, and to follow the expert recommendations. Funding the association's reserves adequately should be a top priority in developing a budget and should never be compromised in order to keep assessments lower. Addressing a pricey maintenance issue is rarely a problem when there are already sufficient funds set aside to do so.

PLEASE CONTACT Sarah Scott at sarahscott@hoamco.com if you feel your Condo or High Rise Community could benefit from HOAMCO's management services.

Please join us in welcoming
**these new
communities!**

THE WOODLANDS MASTER ASSOCIATION

CHANDLER AIRPARK GARAGE CONDOS

THE ESTATES HOA

ORCHARD SQUARE II

RANDOLPH RANCH COMMUNITY

AERIE CONSERVANCY

MEADOWOOD MANOR HOA

VISTA DEL REY

PRESCOTT REGIONAL AIRPARK

CHAMBERS INDUSTRIAL CENTER CONDOS

THE VILLAS AT DESERT HORIZON

MAIN STREET STATION

CYPRESS RIDGE

WHITES CREEK AT MONTE VISTA

LAKESHORE AT HUNTERS GLEN

QUAIL CREEK HOA

SANTA FE AVENUE CONDOS

GREY FOX HOA

VARIAN RANCH

CIELO ESTATES

LA LINDA RIO VISTA

PLACITAS MIRAMONTE

TB NORTH GARAGE CONDOS

WILDHORSE HOA





SUSPENDING

Common Area Privileges or Voting Rights

by JASON N. MILLER, Esq.

CAN AN ASSOCIATION suspend an owner's right to use the Association's common area facilities or an owner's right to vote on Association matters when that owner is delinquent in the payment of their assessments? Most people in the HOA industry automatically answer "yes" to this question, but the answer is not so simple. Because state statutes and case law do not specifically address the issue, the answer to this question is typically governing document specific. But, because all documents are different, the answer may differ for each and every Association. Fortunately, there are provisions in common to many associations. So being aware of these provisions and how they operate before an Association suspends privileges or voting rights is key to effectively exercising this authority (if you have it).

The first, and most basic, question to ask is whether or not your documents have a provision that allows the Association to suspend voting rights or the right to use the common area facilities. Many times you can find

this provision in the "Easement" article of CC&Rs, but sometimes it may also be found in the "General Provisions" article or "Association Powers" article, and occasionally in the Association's Bylaws.

Once you have found your suspension provision, look to see if owners' rights are automatically suspended after a certain time period (typically after the owner is 15 days' delinquent) or if the Board has to take some sort of affirmative action before the suspension can take place (such as providing notice and an opportunity to be heard within a certain time frame). Many times governing documents grant owners certain due process rights before their privileges may be suspended. If so, you need to be sure to strictly follow the requirements of the provision to avoid challenges to the Board's authority to suspend. Only when an owner's rights have been properly suspended, may you exclude their vote on Association matters or exclude them from using the common area facilities.



JASON N. MILLER

is a Shareholder with Carpenter Hazlewood Delgado & Bolen, LLP and has extensive knowledge and experience in the practice areas of community association law and business law.

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Welcome To Carpenter Hazlewood

Where The Client Is First

Carpenter, Hazlewood, Delgado & Bolen was founded in 1992. We are a full service law firm devoted to representing businesses, nonprofits, individuals and community associations. We have nearly 40 attorneys providing legal services to our clients. We handle a variety of practice areas and have the resources to handle nearly any issue encountered by our clients.

At Carpenter, Hazlewood, Delgado & Bolen we live by the motto, "Client First." We are responsive. We are always available. We are accessible and we speak in plain terms. We take the time to find out how we can help our clients in the most efficient way possible. We solely exist for our clients, and their needs always come first. We look forward to serving you.

Why Isn't My Neighbor Complying?

by Bryan Zdanowski
Executive Director of Management Services

HAVE YOU EVER wondered, **'Why does that violation keep occurring across the street no matter how many times I turn this complaint in?'**

Well, wonder no further. HOAMCO knows compliance can be frustrating, especially when you can't always see the work that's happening behind the scenes, which is why we've outlined the compliance process:

The Complaint

You've observed a violation — you know, the one where the trash can was left out front for 3 weeks — for some time now, and decide it's time to submit a complaint. Your complaint was received and respected by the Board and HOAMCO's compliance team is made aware of the violation, meaning the policy in place for that Association will go immediately into practice.

Courtesy Letter

The second step to resolving this violation is to inform the homeowner through a courtesy letter; this is an official documentation of the violation asking the homeowner to correct the issue in a timely manner.

Cure Period

As a member, having to look at this violation day in and day out becomes irritating. We want this member to cure the violation right away; however, many associations have what we call a cure period. A cure period is a period of time in which the homeowner is given an opportunity to resolve the violation. Let's pretend the cure period in this community is 21 days.



The Appeal/Resolve

On day 10 of the 21 day cure period, the homeowner decides to ask for an appeal, which the Board honors at a meeting in two more weeks; leading to a correction of the violation.

Now, as a neighbor, three weeks after you made your complaint, the trash can is still sitting there! You may be frustrated thinking the HOA is doing absolutely nothing. But, what's happened behind the scenes so far? The violation was observed, a complaint was submitted, a courtesy letter was sent, and the cure period for this association of 21 days started, on day 10 an appeal was made, and two weeks later the Board honored this appeal at their meeting. Finally, four weeks after your complaint was submitted, the trash can is finally taken in! It turns out the HOA, in fact, was following the process/procedures to resolve your complaint.

Please know that even if you cannot see the change, the process is actively in motion to be resolved. This is why we recommend homeowners reach out to their Community Manager during this process to, at a minimum; receive a timeline of when to expect change. Even during the most frustrating times, keep the faith that violations are taken seriously and a resolution is on its way.





CommunityConnect

THE NEW HOAMCO ONLINE COMMUNITY PORTAL

► Redefined Resident Engagement

► Effortless Online Assessments

► Streamlined Community Management

Connected Communities. Many Benefits.

HOAMCO CommunityConnect with FS Portal is the industry's most complete, connected, and homeowner friendly solution.

TAKE ADVANTAGE OF:

INFORMATION & EXPERIENCES

Enhance community engagement through newsletters, bulletins, and texts to keep residents informed.

MOBILE ACCESS

Convenient self-service for payments, amenities, and guest passes help residents get the most from association living.

COMMUNITY TRANSPARENCY

Clarity on work orders, violations and architectural change requests give homeowners confidence and improves response times.



HOAMCO CommunityConnect

websites are the most connected and appealing community management solution for HOAs. Keeping homeowners informed, engaged, and satisfied is often a full-time job. That is because traditional HOA technology was built to address issues when they arise, rather than proactively giving homeowners and Board members what they need, such as: instant, worry-free payments, event calendars and amenity reservations, and transparent work orders and architectural requests. Our Community Connect websites provide a platform to showcase all governing documents, agendas, meeting minutes, newsletters, events, architectural forms, community news, FAQs, and much more available 24/7 online and in a dedicated mobile app.

Contact Sarah Scott, CMO, at sarahscott@hoamco.com to learn more information.

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