

## HOA Property Management RFP Response Tool

### Management Company Overview and References

#### 3.1 Average Size of Properties Managed

#### 3.1 Median Size of Properties Managed

#### 3.1 Years in Business

#### 3.1 Number of Employees

#### 3.1 Number of Clients Served

#### 3.1 Annual Revenue

#### 3.1 Number of Associations Managed

#### 3.1 Average Load Factor for Property Manager (# of HOAs managed)

3.2 References (Please provide 3 client references for associations of similar complexity and size to <ASSOCIATION NAME>)

### Fees

Fixed Base Management Fee (Monthly)

Fixed Base Management Fee (Annually)

Incremental Fees

Fee #1:

Fee #2:

Fee #3:

Fee #4:

Fee #5:

Fee #6:

Fee #7:

Fee #8:

Fee #9:

Fee #10:

Total Anticipated Annual Management Cost

### 2.1 Accounting and Financial Responsibilities

Reporting Frequency (Monthly, Annual, etc.)

Reporting Types (PDF, Direct Access System, Hard Copy, etc.)

Reporting Examples (Executive Summaries, PowerPoint, Graphs, Excel, etc.)

Expense Code and General Ledger Auditing

Does reporting emphasize variances and trends?

What kind of financial technology is being applied?

Accounts Payable Process: Approvals

Reserve Fund Disbursements and Account Transfers

Accounts Receivable Process

Delinquency and Collections Procedure

Guarantee for failures to process disbursements appropriately?

Special Assessments included with base fee?

Loan Accounting included with base fee?

Liens and Foreclosures included with base fee?

1099 Processing included with base fee?

Annual Auditing

Annual Tax Filing  
Supplementary Reserve Analysis  
Investment Options Recommendations  
Bank Management  
Annual Operating Budget Preparation and Forecasting

### **Records Management and Disclosures**

Where and how are records stored?  
How are records provided to the Board and to homeowners?  
What fees are involved?  
How is continuity maintained upon termination of the relationship?  
Records Disclosure Process  
Document Retention Policy

### **Communication**

Demonstrated Written Communication Skills  
Examples of Written Communication  
Application of Technology  
Guaranteed Response Time?  
How is the Board engaged?  
Emergency and After-Hours Coverage / Answering Service?  
New Owner Information Packets  
Formal Notices  
Unique / Special Mailings  
HOA Member Disclosure Packets

### **2.2 Administrative Responsibilities**

Meeting Attendance  
a) Board Meetings  
b) Committee Meetings  
c) Annual Meetings  
d) Special Meetings  
e) Vendor Meetings  
Meeting Coordination  
a) Board Meetings  
b) Committee Meetings  
c) Annual Meetings  
d) Special Meetings  
e) Vendor Meetings  
Meeting Minutes  
a) Board Meetings  
b) Committee Meetings  
c) Annual Meetings  
d) Special Meetings  
e) Vendor Meetings  
On-Site Visits and Inspections  
Owner Ledger Maintenance

Violation Correspondence and Hearings  
Demonstrated Commitment to Proactive Communication  
Strategy, Documentation, Execution and Follow-Up

### **Contracting, Purchasing and Vendor Management**

Knowledge of Applicable Vendors  
Knowledge of Contract Laws  
Reasonable Limits on Contracting and Purchasing Authority  
RFP Authorship  
RFP Response Review  
Project Supervision  
Work Order Management

### **Personnel**

Hiring and Termination of CAMs  
Supervision of CAMs  
Human Resources Policy and Personnel Handbook  
Personnel Management Metrics

### **Governance and Enforcement**

Knowledge of Applicable Statutes  
Knowledge of Legislation / Impacts  
Knowledge of Robert's Rules of Order  
Knowledge of Neighborhood and Built Environment (homes, buildings, streets, open spaces, infrastructure, etc.)  
Knowledge of Best Practices, Policies and Procedures  
Commitment to Read, Comprehend and Apply Governing Documents  
Legal Liaison (within scope)  
Commitment to help community improve its governance  
Knowledge of Davis-Stirling Act

### **Ethics and Accountability**

Disclosure of Conflicts of Interest  
Disclosure of Pending Lawsuits  
Demonstrated Adherence to Ethics and Standards of Practice  
Client-First Satisfaction Guarantee  
Explicit Remedies for Service Failures

### **Insurance**

Knowledge of Insurance Requirements  
Knowledge of Insurance Market and Brokerages  
Facilitation of Knowledge Transfer with Insurance Vendors  
Damage, Destruction, Loss Handling and Insurance Claims Processing

### **General Duties**

Thought Partnership  
Organizational Development

Management Report Frequency  
Management Report Composition  
Governing Documents Enforcement  
Operational Oversight  
**SUMMARY COMMENTS**

**<COMPANY NAME A> RESPONSES**

**<COMPANY NAME B> RESPONSES**









**<COMPANY NAME C> RESPONSES**