

What does your Association Manager do for your community?

- Your manager is essentially your association's personal assistant, answering all communications to serve homeowners and their needs.
- She is the first point of contact for the association and all neighborhood issues that arise.
- Your manager works directly with the Board of Directors, understanding all immediate needs and future goals, whether they are related to collections or common area improvements, and assists the association in achieving them.
- Your manager acts as the liaison between homeowners and the Board of Directors, relaying suggestions, concerns, or other items such as Architectural Control Requests.
- The manager is also involved in the vendor management process for the association, collecting quotes for needed services or projects to present to the Board for review and selection, as well as being aware of when contracts are approaching renewal and needing to be bid.
- Your manager collects annual insurance quotes for the association and meets with insurance agents and adjusters as needed.
- The manager attends and aids in facilitating meetings of the association and the Board of Directors, conforming with the association's governing documents.
- The manager is aware of the necessary procedures required to assist in enforcing compliance and collections per the association's governing documents and state laws and will work with attorneys as necessary to achieve the Board of Directors goals.

Other services provided by Magnolia Management Services

- Collections, including the invoicing and record keeping of homeowner balances.
- Financials, including accounts receivables and payables management, budgets, and monthly financial reports.
- The Association Manager and Assistant Managers communicate with title companies prior to home or property sales, providing information needed for homeowners to buy or sell in the neighborhood.
- Meeting preparation, including the booking of the space, if necessary, preparation and mailing of meeting notices to homeowners, record keeping of all meeting documents.
- Files the annual report for the association with the Secretary of State.
- The Compliance Manager visits the association routinely and prepares an inspection report for the Board of Directors' review after checking for new sales filed with the clerk of court. Included in the report are lists of open and closed CCRs, lists of homes for sale and recently sold, a site visit report, and pictures of neighborhood common area.
- The Compliance Manager may select the Yard of the Month or decoration contest winners, including placing the signs/flags in winning yards and mailing gift cards to the winners if necessary.
- The Compliance Manager also changes out any flags displayed in the neighborhood common area as needed.
- The management team will assist homeowners in placing work orders for items such as streetlight outages and other necessary parish work orders.