

# Frequently Asked Questions

Common questions about Backstop Systems, our services, and how we work.

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Backstop Systems provides governance document analysis for HOA boards, community associations, small businesses, and legal professionals. The questions below cover what we do, how we verify our work, who we work with, and how to engage us.

## ABOUT BACKSTOP

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### What does Backstop Systems actually do?

We analyze governing documents — the declarations, bylaws, policies, procedures, and amendments that organizations are supposed to be operating by — and identify where the written system and the actual day-to-day reality have separated. We produce structured, documented findings with a source citation on every item, so decision-makers have a verified, organized starting point instead of a pile of documents and a set of unanswered questions.

### Who do you work with?

Our primary focus is HOA boards and community associations, but we work with any organization whose governance documentation has fallen out of step with how decisions are actually being made. That includes small and mid-size businesses building governance structure for the first time, organizations preparing for an audit or regulatory review, and legal professionals who need organized, verified document analysis as a foundation for legal counsel.

## SERVICES AND SCOPE

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### What is a Bronze diagnostic, and why does it come first?

The Bronze diagnostic is our foundational work product. Before any organization can address a governance problem, someone has to read every governing document, map the authority structure, find the conflicts, and document what exists. That work is slow, expensive, and often skipped — which is how gaps accumulate in the first place.

Our Bronze diagnostic produces a complete document inventory, a provision conflict register, an authority map showing who can do what and under which provision, a financial governance summary covering assessments and borrowing authority, and source citations on every finding. Everything traces back to a specific document, section, and paragraph.

Silver and Gold tiers build on the Bronze. Silver produces a prioritized remediation roadmap tied directly to the Bronze findings. Gold moves into implementation — drafting updated policies, resolutions, and governance documents that close the gaps.

## Do you give legal advice?

No. We produce analytical work product — organized, verified, documented findings. Legal interpretation, legal conclusions, and legal recommendations are the role of an attorney. We are designed to make that legal work faster and better-informed, not to replace it.

For clients who need both the analysis and the legal layer, we work through attorney partners who review and sign off on the deliverable before it reaches the client. The analytical work and the legal review are billed and handled separately.

## How long does a Bronze engagement take?

Once we have received your complete document archive, we will confirm a start date. The deliverable is typically completed within approximately three business days of that start date. The exact timeline depends on document volume and complexity and is confirmed at scoping.

We also offer priority placement for clients who need to move to the front of the queue. Priority placement is available for an additional fee — ask about availability when you contact us.

## What does it cost?

Pricing is based on document volume and engagement scope. We confirm pricing before work begins, in writing, as part of a signed scope agreement. There are no surprise invoices. Payment is required before work begins — not on delivery.

## ACCURACY AND VERIFICATION

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### How do you make sure the analysis is accurate?

Every deliverable passes through a documented verification process before it leaves our hands. We have identified nine specific ways that document analysis systems make errors — extraction errors, reasoning errors, context misalignment, omissions, anchoring, and others — and we have a documented detection method for each one.

At minimum, every engagement includes an independent verification pass where every data point is checked against the original source document and every citation is confirmed. Attorney-channel work adds a second independent verification layer. The deliverable you receive includes a verification statement that tells you exactly what quality control was applied.

A human reads every deliverable before delivery. That step is not optional.

### Can I check your work?

Yes, and you should. Every finding includes a citation to the specific document, section, and paragraph that supports it. You can verify any data point in the deliverable by pulling the source document and checking the cited location. We are designed to be checked, not trusted on faith.

### What if something goes wrong after delivery?

We carry professional Errors & Omissions insurance. If an error is identified after delivery, we document it, correct it, and re-deliver with a clear explanation of what changed. We do not minimize errors or obscure them. The correction process is part of how we operate.

## Do you have an example of your work?

Yes. We have published a sample Declaration Consolidation deliverable that illustrates the format and output structure of a Backstop engagement. It is a constructed illustrative example — not a redacted client file — but it reflects how an actual deliverable is organized: source document inventory, amendment reconciliation index, consolidated text with source citations, and flagged items for attorney review. See the companion download: Backstop Sample Declaration Consolidation.

### FOR HOA BOARDS AND HOMEOWNERS

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#### I'm an HOA board member. Why would my board need this?

Most HOA boards are operating with a document set that has been amended multiple times over many years. Amendments contradict each other. Authority provisions are unclear. What the Declaration says and what the board has been doing have drifted apart. That gap is invisible until someone challenges a decision — and then it becomes expensive.

A Bronze diagnostic tells you exactly where your governing documents stand: what conflicts exist, where authority is ambiguous, and what your financial governance provisions actually say. That is the foundation for making defensible decisions.

#### I'm a homeowner. How does this affect me?

Governing documents are the legal basis for everything your HOA board does — assessments, rules enforcement, capital expenditures, borrowing. If those documents are inconsistent or have been improperly applied, it affects every lot owner. Understanding what your governing documents actually say — not what someone summarizes them as saying — is the starting point for any governance question.

### FOR LEGAL PROFESSIONALS

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#### I'm an attorney or paralegal. How does this fit into my workflow?

We handle the document digestion — reading, cataloging, cross-referencing, conflict identification, authority mapping — and deliver a structured work product that reduces your research time and arrives ready for legal review. Every finding is cited to the source, so you can verify or challenge any item directly. We are the analytical layer. You remain the thinking layer.

We work under a formal partnership structure for attorney-channel engagements. If you are evaluating whether this is a fit for your practice, we offer a no-cost evaluation on one of your current client files. You decide if the output is useful before any commitment is made.

### GETTING STARTED

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#### How do I get started?

Use the contact form at [backstopsystems.com](https://backstopsystems.com) or send an email to [contact@backstopsystems.com](mailto:contact@backstopsystems.com). Tell us what you are dealing with. We will ask a few questions, confirm whether it is a fit, and give you a clear scope and price before anything else happens.

**Start with a conversation.**

No pitch. No pressure. Tell us what you are dealing with and we will tell you whether it is a fit.

[contact@backstopsystems.com](mailto:contact@backstopsystems.com) • [backstopsystems.com](http://backstopsystems.com)