



ASSOCIATION MANAGEMENT SERVICES, LLC

OUR MISSION

*To be the local leader
in association management
by providing the highest level of service
to all of our associations and their members.*

Newsletter - Issue 3, October 2022

COMMON ASSOCIATION PITFALL: VENDOR COMPLIANCE

Over decades of association management experience, we have found some common issues that may occur with associations. We share these common pitfalls to help our readers learn from our experience and gain valuable knowledge regarding various topics that are of concern to them. As an example, one common issue we have found is ensuring vendors meet their contractual obligations for associations they serve.



Our experience has taught us that having good working relationships with vendors and ensuring vendor compliance within their scope of work helps get the right work done in the right way. To assist with this, on an association's behalf,

our Community Association Managers (CAMs) deal directly with vendors. To make certain services are properly set up for an association, they also assist with negotiating bids and reviewing vendor proposals to ensure your maintenance fees are reasonable and directed properly.

In addition to reviewing and negotiating vendor services, our CAMs ensure vendor compliance by doing weekly or bi-weekly checks of common areas, which assists with ensuring lawn care, pool, or other service-related vendors are meeting their scope of work. Additionally, our association members can submit a work order request or complaint at any time via our online system, AppFolio, which will alert the association's CAM of any issues that need to be addressed. Our CAMs are also able to help find qualified vendors in the case of emergencies, as directed by the association's Board of Directors.

At Association Management Services, we are proud to have good working relationships with many high-quality vendors in the Panhandle, and we work with our associations to ensure vendors are doing what they need to do for our communities.

DID YOU KNOW?

Did you know that AMS has an in-house accounting department? Our accounting department handles all accounts payable and receivable for each association we manage. That means that your accounting is done right here, at our main office, and not outsourced like some other association management companies do. Having an in-house, experienced accounting department helps give financial peace of mind to our associations and their members.

HOW MANY?

When determining which association management company to assist your community, a good question to ask is: *How many associations do your CAMs manage?*

At Association Management Services, the number of associations a CAM manages depends on a few factors. For example, we take into consideration the size of the community, such as if the association is comprised of nine homes or units or 300 homes or units. As another example, we take into consideration the complexity of the association's needs. At AMS, if an association is very large and complex, the CAM may only manage one or two associations.

With more than two decades of association management experience, we understand the workload a CAM can successfully handle. During the proposal phase, we are happy to explain our process to our communities so they can feel at ease that their assigned CAM will be able to properly manage their needs.

EMPLOYEE SPOTLIGHT: PATRICIA JENNINGS

At Association Management Services, we have a family-like atmosphere. To help readers get to know our staff, we will periodically spotlight our team members.

In this issue, we're introducing you to Patricia Jennings, licensed CAM, who has years of CAM experience and has been with AMS for a year. In her role, Patricia inspects properties, stays in contact with the Board of Directors, provides financial updates to the Board of Directors, and communicates with vendors, Board of Directors, and homeowners in the association.



What are the top three things you enjoy most about working at AMS?

1. The friendly atmosphere.
2. Advancing my skills and potential by utilizing help offered.
3. The flexibility.

What do you do in your space time?

Spending time with my family, and relaxing in the quiet.

Anything else you'd like spotlighted?

I have been a licensed CAM for about 10 years, and I have a Bachelors degree in Forensic Science.

BUDGETING SEASON



Budget season is upon us, and many of our associations are revising and reviewing their budgets for the upcoming year. As we all know, costs of services and goods have risen in recent years and having a budget that matches the goals of your association while allocating the right amount of funds is vital.

At AMS, an association's assigned CAM assists with reviewing the community's budget and makes recommendations, as needed. Our experienced professionals help make budgeting recommendations based on each association's needs, trends we are seeing in our area, and our industry knowledge due to providing association management services for more than two decades.

We are proud to assist our associations in their budgeting process and understand the challenges they face with budgeting. We have found that having an experienced association management company that is rooted in the Panhandle and understands our area helps our communities plan well for the next year and into the future.

It's a good day to have a good day...