

SHOA Association Management Plan for 2019

Dear Neighbors:

The board has proposed an increase in dues to retain a company to help give our community the framework it needs for managing its affairs, staying current with the law, resolving issues, and increasing communication.

The challenge we are facing is that there is much work to be done each year –and it requires both time and some level of expertise. Administrative tasks – everything from collecting dues to sending notices about upcoming meetings, posting information online, and filing taxes; coupled with more substantive tasks like responding to and working through complaints and keeping up with state law, are more than can currently be handled effectively.

If we let it slide then we have no standing to resolve complaints, and our legal exposure – and costs – go up. This threatens the values of all homes in our community as there is no means to maintain minimum standards on items like property and views.

We have looked at many options and discussed them with you at our most recent meeting. Now we ask for your ratification of the proposal.

[Why and How does a Property Management Co. help?](#)

- Associa, the company that we are considering, is a nationwide management company with an office in Bellevue. They have professionals that have the knowledge, expertise and experience to help us address outstanding issues and to stay current with state and federal laws.
- The company will serve as the “back office” of the association. We have existing compliance gaps such as failure to file taxes and failure to perform annual audits of the books that would be easily resolved by a management company.
- We lack written processes and forms for addressing issues such as violations of the CCR’s and delinquent accounts. The company has all the templates for and forms for these. As part of the initiation period, they will review our CCR’s and tailor the forms to our needs. This will greatly expedite the process of attaining a fully functional level.
- The Property Manager assigned to the SHOA will perform most of the time-consuming actions we currently struggle with, such as sending notifications of dues, delinquencies, and violations and receiving and filing complaints on behalf of the board. They do not act independently of the board, and consult on the appropriate course of action. This will allow the Board to focus on decision-making.

- Associa has a website that can be customized for our neighborhood, and would serve as the portal for everything from neighbor notices to meeting minutes to dues payment. This will increase communication among all of us.

How much?

From \$100 annually in 2018 per household to \$250 for 2019. Dues can be payed electronically, and monthly, like any other subscription type service. Payments can be made via automatic payment, credit card and check. Property owners have access to their personal status on line. Although the increase is proportionately a large one, the new annual total is still a very low and reasonable level for homeowner's association of our size.

Are the annual dues going to continue to increase every year or stay at this level?

Not necessarily. The increase is primarily (but not wholly) due to the use of a professional property management firm. The contract and the budget are subject to review every year. Our plan is to try it for one year, and re-evaluate.

We know it is a lot to ask anytime dues are increased. We assessed all options and have realized that we need the help if we are truly going to be able to keep up with all of the changes in law, the requests for assistance that come to the board, and the administrative tasks that must be completed in a legal and timely fashion.

A well-run association has many benefits for all homeowners. By giving us the tools we need, we can confidently uphold our CCRs, protect home values, and ensure a strong, connected, and vibrant community for years to come.

We ask for your approval of this proposal so that we can try it for one year and then re-evaluate. Even just one year of this service should greatly increase our knowledge and give us better templates and processes for running the association in the years ahead.

I am happy to answer any questions you have – contact me or Julee Seibel at:

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