



The Elite Insider

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Please plan to attend the 2016 Spring Fling on Tuesday, April 26th from 5:30 PM -8:00 PM. The event will be held at our main office at 4112 Blue Ridge Road, Suite 100, Raleigh, NC 27612. Please RSVP to dawn-hatcher@elite-mgmt.com. We have an amazing lineup of speakers for this event.

Laura M. Forrest with Hedrick Gardner
 Laura is an attorney in the firm's Raleigh office. Her practice focuses in the areas of civil litigation,

motor vehicle negligence, premises liability, insurance defense and community association law.

Doug Holste with Triangle Landscape Group
 Serving communities and HOA associations for the past fifteen years, TLG is capable of handling every landscaping need that a community may encounter. Every community has a budget and concerns, and "canned" landscape maintenance won't always get the job done. Their goal is to work with your community manager and Board to achieve the

specific goals for your community.

Kayla Holland and Tia Bethea with Google Fiber
 Kayla and Tia are part of the Google Fiber team in the Triangle area. They understand the installation process and the challenges associated with the complex project of bringing this new service to our area. They will help you understand what to expect from beginning to end of the installation process and services provided into the future.

Controlling Mosquitos In Your Backyard

By: Horry County Stormwater Management

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Office Hours
 Mon.-Thurs. 8:30-5:30
 Friday 8:30-1:00

Mosquitoes are a public health concern, as they can transmit diseases to humans, their pets, and their livestock. Common mosquito-borne diseases in the U.S. include West Nile virus, Chikungunya virus, eastern equine encephalitis, St. Louis encephalitis, LaCross encephalitis, and dog heartworm.

Protect yourself! Put a barrier between you and mosquitoes, such as window screens (keep in good repair) and mosquito-proof clothing and bedding. If you're going to be outdoors, use insect repellent and avoid common hiding places such as high grass and dense underbrush. Avoid wearing perfume and scented products and wear light-colored clothing. All mosquitoes need water to pass their early life stages. Only female

mosquitoes bite, as they need a blood meal to produce eggs. Mosquitoes lay their eggs in water-filled containers, permanent standing water, and floodplains that are occasionally inundated by floodwaters. In general, water must be standing for 7-10 days to produce mosquitoes.

The most common breeding sites for mosquitoes near homes is water-filled containers. Mosquito larvae do not survive in flowing water and natural predators limit mosquito breeding in ponds, lakes, and even ditches. Examples of common containers that produce mosquitoes around homes are: play or ornamental pools, buckets, boats, bags and tarps, birdbaths, clogged gutters, and yard drains. For example, recently in our region, a plastic

grocery bag harbored 3,000 mosquito larvae.

To eliminate breeding sites around your home or place of business, look for any place that standing water can collect. Empty water-filled containers regularly, such as pet dishes or birdbaths. Turn containers upside down or remove them from exposure to rain.



Should HOAs have an 'audit' or 'review'?

By: Courtney LaLone



If you are a board member of a homeowners' association, chances are you have had the discussion of whether to have an "audit" or a "review" of the financial statements. Almost all HOA boards mull over the two options.

In North Carolina, a planned community is not required by the [N.C. Planned Community Act](#) to have the association's books and records compiled, reviewed, or audited. The law only mandates that an association make an annual income and expense statement and balance sheet available to all lot owners at no charge within 75 days after the close of the fiscal year.

The bylaws of many associations specify either an audit or a review of the annual financial statements by an independent certified public accountant, and boards should follow their association's bylaws when it comes to the level of assurances related to the year-end financial statements.

It is important to understand the differences between the levels of assurance a CPA can provide when it comes to the financial statements. An audit is the highest level of assurance an inde-

pendent CPA can provide for a set of financial statements.

At the end of an audit, the CPA will issue an opinion over the financial statements. This is the purpose of the audit. No CPA can provide this opinion without following the required audit procedures as outlined by the industry's regulatory body. The audit to the association's board can provide evidence of the board's fiduciary responsibilities relative to the financial statements and financial process of the association.

It can also provide comfort to the members that the financial statements are free of material misstatement. An audit opinion will never say that financial statements are free of fraud, stealing, or misappropriation of assets. An audit's purpose is to opine on the financial statements and whether those statements are free of material misstatement.

Another option is to have an independent CPA perform a review. A review is far less in scope than an audit. When providing a review, a

CPA is only giving limited assurance over the financial statements.

In some cases, however, a review can be very effective for an association depending on its size, scale, and complexity. While an audit will include looking over vendor invoices, cleared checks, and tracing and vouching transactions, a review will consist solely of inquiry and analytical procedures. For example: multiplying the number of homeowners subject to paying dues by the annual dues and then comparing this total to the actual annual results. Any difference can then be reviewed and discussed.

Choosing between an audit and a review can precipitate a lengthy board discussion. There are no established guidelines that would tell a board to do an audit "if this" or a review "if that." The best answer will be discovered by better understanding the needs and purpose for the external financials, following the bylaws, and discussing with a CPA firm that performs these services for HOAs.

Calendar of Events and Office Closings



APRIL

April 26th– Spring Fling

MAY

May 30th– Memorial Day All Offices Closed

JUNE

June 30th– 6:00– 8:00 pm- **Board Education Seminar** held at Elite

Management Professionals Raleigh Office

Come join us to review the important role of serving on the Board, how to review the financial statements, governing documents and review your community websites. Please contact Dawn Hatcher to register.

JULY

July 4th– All Offices Closed

SEPTEMBER

September 5th– Labor Day All Offices Closed

September 29th– 2016 Fall Festival

NOVEMBER

November 24th and 25th– Thanksgiving Holiday All Offices Closed

DECEMBER

December 6th– Holiday Open House

December 23rd and 26th– Christmas Holiday All Offices Closed



Pressure Washing: What, Why, and How

By: Southern Outdoor Restoration

Pollen is in the air and talk of Spring Cleaning is starting.

Mildew and algae are the two major containments of exterior surfaces, and for the sake of simplicity, we will refer them collectively as 'organic growth' in this article. Organic growth brings both aesthetic and structural concerns to surfaces such as siding, trim, concrete, and masonry. To observe organic growth, look for tiny gray spots (mildew) or green patches (algae) around your home, clubhouse, or entry monuments. This organic growth can retain moisture and accelerate the breakdown of paint as well as the cracking of concrete/brick. Pressure washing, done properly, is one of the best ways to maintain exterior surfaces through the removal of this organic growth.

Understanding The Process

The cleaning of siding, trim, soffits, gutter faces and other painted (or vinyl) surfaces are done with water volume and detergents, not water pressure. Organic growth is by its nature basic (low pH) and requires an alkaline (higher pH) cleaner to combat it. The detergent used to clean those exterior surfaces is a combination of an alkaline mildewcide and a pH neutral surfactant. The pressure washing machine itself is simply used as a means of mixing this detergent solution with water and applying it to the exterior facades of a home or building efficiently. The surfactant in the detergent helps the solution stick to the siding and also foams up, acting like a rag to grab pollen, cobwebs, and loose dirt. After the solution dwells for a few minutes, the organic growth breaks down. Then, the solution and all of the containments are rinsed off from the top of the structure down to the foundation.

This low pressure, soft wash, process protects the wood, Hardie-plank, or Masonite as well as the paint coatings on those surfaces. Vinyl siding is cleaned the same way.

Avoiding Common Problems With Pressure Washing Projects

"My wood is destroyed, and there are streaks all over my siding." This issue is simple to avoid. If the work is completed with a low-pressure, soft wash process, all structures will remain fully intact and have a uniform outcome.

"The pressure washing company hooked up to my spigot and then washed all of my neighbor's houses." Agreements can be made with the bulk water divisions of each municipality to access water through the hydrant systems. Special applications and fees apply, but the effort/dollars pay off ten-fold in terms of resident and community manager satisfaction.

"There are soap streaks and white spots on my windows now." For the same reason, your dishwasher uses hot water to clean your dishes, your pressure washing company should use hot water to rinse your siding and your windows. Heat brings additional cleaning capacity in the form of entropy to the process and helps to agitate anything (dirt, pollen, soap, minerals, etc) off the surface being cleaned.

"I don't know when the crew is coming, and I don't know how to prepare my home." Schedules need to be set and communicated to the residents before the project starts along with preparation in-

structions. Schedules can be influenced by a number of factors and can sometimes change throughout the course of a project. Having a schedule available online that is updated in real-time eliminates the need for continuous and often "noisy" communication via email, word of mouth, or paper flyers.

"Can you ask the pressure washing company if they can wash my driveway for an additional fee." Add-on services to an association sponsored wash project can be a huge win-win for the resident and the contractor. Coordinating that offering, communicating scheduling information, and collecting payment can be overwhelming. Leveraging technology to automate this process ensures a smooth solution to this request. Online order forms for add-on services are on the same community-specific web page as the wash schedule through www.southernor.com

In Summary

Pressure washing is an essential and predictable maintenance service for townhome and condo communities as well as single family community amenities. Experience, technical expertise, and modern technology are BIG contributors to a smooth wash project.

