



The Elite Insider

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Elite Management Professionals, Inc. AAMC
•1401 Sunday Drive
Suite 116
Raleigh, NC 27607

Find us online at
www.elite-mgmt.com,
Facebook and Twitter
Phone (919) 233-7660
Fax (919) 233-7661

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

Emergency Maintenance
Number (919) 634-4545

Planning a Successful HOA Annual Meeting

Is your annual meeting just around the corner? Begin planning now because successful meetings don't happen by themselves.

1. Send notice early and often.

Check your governing documents for your association's notice requirements for an annual meeting. Pay attention to election details. Send out a call for board candidates early. Also set a closing date for nominations so you can send out a biography of the candidates with the formal notice. Recognize that the board will allow nominations from the floor.

2. Plan the meeting around an event.

You might say you're going to have a party at the annual meeting. Plan an ice cream or pizza social afterward.

3. Allow residents to meet board candidates.

The more opportunities your residents have to meet candi-

dates for your HOA board election, the more likely they'll become invested in the process. You may consider having a candidate forum prior to the election to allow members to come out and talk to candidates and hear what they have to say.

4. If there's a hot-button issue, educate early.

When annual meetings go haywire, most often it's because of a lack of preparation. The number two reason would be when there's an amendment on the ballot that's a hot topic. If something is going to be a hot topic, the board should really be involved in communicating what's involved to the membership well in advance. That will help the meeting go smoothly.

5. Consider giveaways, but be careful.

Some associations use giveaways to draw people to meetings. Sometimes it's little food, and sometimes it's little

trinkets. You may also have a raffle for a gift card. However, gauge whether that will sit well with your members first. Sometimes you can't anticipate the reaction of your residents. You think you're doing something fun, and it turns out to be bad.

Some people don't want their assessments to go out to people who should be attending without being enticed.

6. Always have positive information.

The most important thing is to have some positive items on the agenda, such as recognizing the efforts of your committee members or giving out an award. Also consider having a guest speaker come discuss a topic of homeowner interest. You may invite your local police officer or one of the association contractors that could fill in homeowners on important facts affecting them. Plenty of preparation and planning, and you will have a great meeting.

2011 Fall Festival

Mark your calendars for the 2011 Fall Festival Tuesday, October 4. We have a very experienced, exciting line up of speakers for the Fall Festival this year.

Reserve Advisors As the nation's largest provider of reserve studies, they deliver detailed reserve budget planning tools to guide their clients in fulfilling their fiduciary

responsibilities for the maintenance, operation and longevity of their properties.

Petway Mill Pearson their firm provides attestation and assurance services (audits, reviews, agreed-upon procedures, audits, reviews, agreed-upon procedures, write-up or compilations) tax preparation, peer review and management advisory services that are focused toward not-for-profit organizations.

Bartlett Tree was founded in 1907 and is the world's leading scientific trees and shrub care company.

We have a great event planned for you!

Plan to attend! It will be held at the Elite Management Office from 5:30-8:00. We will have dinner and great industry speakers.

RSVP to dawnhatcher@elite-mgmt.com.

Remembering 9/11



Remembering, Honoring, and Serving; 9/11 Ten Years Later

By Katie Dominello

With the ten year anniversary of September 11th we reflect on a day that none of us can and should forget. With the images of tragedy and grief we can vividly recall those of help, support and service. Whether it was those who jumped in to dig from the rubble of destruction, serving in the armed forces or those who gave blood hundreds of miles away; so many did anything they could to help.

September 11 has been designated as a National Day of Service and Remembrance. The September 11th National Day of Service and Remembrance was established into

law by the Edward M. Kennedy Serve America Act in 2009, and is consistent with President Obama's overall call to service, United We Serve. This year, more than 1 million Americans are expected to serve in their communities in honor of 9/11. Service projects will range from food drives and home repairs to neighborhood cleanups and disaster preparation activities.

As community leaders you serve and give back so much to your community. One of the many challenges that face the board is finding volunteers to help. Always remember that even the smallest actions can make a difference and inspire others. For ideas to

start in your community please visit www.serve.gov.

In remembrance of September 11th Elite Management Professionals will be collecting donations for victims of hurricane Irene. We will be collecting canned food, bottled water, hygiene items, baby products (diapers, formula), cleaning supplies and/or monetary donations. Please feel free to drop off any of the above items to our office through October 4th at our fall festival. Thank you for all that you do, all that you have done and all that you continue to do.

Association Website Corner

Almost all of the associations have set up the new websites or have a link from their existing websites to the site so homeowners can take advantage of the great benefits of being able to access their account information, property information and make payments online.

If you have not visited your Association website go to www.elite-mgmt.com and click on Communities. Select your community and then register to get started taking advantage of the many features your website offers.

Did you know???

Language Translator-

Your association has the option to use a Language Translator. If you would like for your community to show this function just let your Elite Management Community Manager know. This translator allows your homeowners to have the web page translated to many other languages. The Language Translator would be visible in the footer of the website pages.

Web Calendar eMail

Notifications-

There is a new feature for your homeowners that will allow them to opt-in to an email notification for calendar events. The homeowner can opt-in to a 1 to 10 day notice for the upcoming event.

This is a great feature to remind homeowners to attend the annual meeting, special meeting or social functions.

There is also the ability to set up a global calendar category for events that all owners may be interested in. These global event are only editable by the management company.

Process for Bidding and Contracting (Part 2 of 2)

One of the most important part of the contract process is to make sure you have thorough bid specifications

Bid Specifications should include the following:

- ◆ Name, address and phone number of the association
- ◆ Detailed description of the work to be done
- ◆ Key dates and deadlines
- ◆ Contact information for questions
- ◆ Where to submit bid
- ◆ 3-5 references from previous jobs
- ◆ Warranties and terms

Process for evaluating bids:

- ◆ Review each bid for conformance with bid specifications
- ◆ Check references
- ◆ Eliminate bids that are unacceptable
- ◆ Compare on terms of pricing- this is not to be understood that selection of lowest bidder is necessarily the right selection.

Execution of contract- make sure the contract has these elements:

- ◆ Parties to the contract clearly outlined with contact information
- ◆ Scope of Work agreed upon is outlined- to include that contractor conforms to code, standards or manufacturers specs.
- ◆ Contractor provide sufficient employees necessary to perform the scope of work.
- ◆ Contractor must clean up and restore the common elements .
- ◆ Exact location where work is to be performed
- ◆ Provisions for tools and equipment storage while work is commencing
- ◆ Material- quality, type, quantity etc.
- ◆ Job site safety requirements
- ◆ Compensation – total agreed upon amount, when payments are to be made and how they will be made

- ◆ Time period- the contract should state when the work is to begin and when is must be completed.
- ◆ Standard of Performance.
- ◆ Warranty
- ◆ Restoration
- ◆ Indemnification and Default
- ◆ Insurance
- ◆ Licenses and Permits
- ◆ Notices
- ◆ Termination
- ◆ Financial Protection- does this project require performance, payment bonds or waiver of lien

Final review of work and performance of contractor is to be completed before final payment is rendered for any project.

Elite Management Professionals will walk you through your large projects and contracts. Get ready for 2012 now by starting the process to prepare a strong accurate budget!



Its Budget Time!

Make sure to spend the proper time preparing the specifications for your contract. It may be the most important part of the process!

2011 Calendar of Events

Friday, Sept. 23

CAI-NC Chapter Fall Conference.

All Board members are invited to attend this informational conference being held in Raleigh. Contact your Manager to sign up.

Tuesday October 4

Fall Festival!

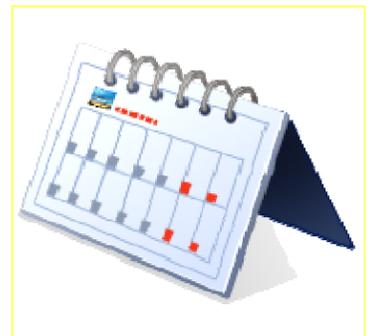
We have a great event planned for you! Plan to attend our event held at the Elite Management Office from 5:30-8:00 for dinner and great industry speakers. RSVP to dawnhatcher@elite-mgmt.com

Saturday, October 29

Triangle Walk to Cure Diabetes in Raleigh. Go to JDFR.org for more info.

Monday, January 9, 2012

at 6:30
Board Member Seminar and Orientation- Please contact Dawn Hatcher to register.



New Monthly Newsletter Feature.

Association Website Corner- Tips for getting the most of your Association Website