2016 Annual Board Seminar - Welcome

Michael Porter, CEO Melissa Hajostek, COO





Great group of speakers and topics

Main Ballroom The Trinity of Reconstruction: Reserves, Management & Planning

Speakers:

Larry Russell - Russell & Mallett, LLP

Murray Joseph - Murray Joseph & Associates Joe Garcia - Richard Avelar & Associates

Joe Garcia Michara Avelar & Associates

Tilden/Chabot Room Collections & Credit Scores--What's the correlation?

Speakers:

Lisa Chapman - United Trustee Services

Donny R. Disbro - Sperlonga Data & Analytics

Main Ballroom New Laws (and some old ones) that affect HOA's

Speakers:

Michael Hughes - Hughes, Gill & Cochrane, PC

Tilden/Chabot Room Emergency Preparedness - Developing solid communications & evacuation plans

Speakers:

Thomas J. Connelly - Connelly Consulting



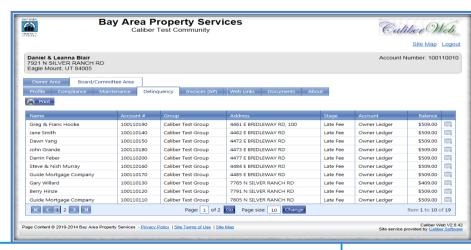
Caliber (trends, update, future, ???)

632 owners logged in October in 2016

Average 665 owner log ins per month in 2016

eStatements
Real Time Account Balance and Activity
Online Payments
Your Choice of Communication
Maintenance Requests
Compliance Tracking
Violation / Work Order Viewing
Document Library







Accounting Department

OUR LEADERS



Natalie Guerrero



Jeanne Kwok

These supervisors have reformed the accounting department and have it back on track again. We appreciate your understanding and patience during this transition.



We have you covered!

We have 8 dedicated customer service representatives taking care of your homeowners during the entire business day. We now have coverage during lunch so we are answering phones and emails all day long. Let's meet them:











Angela Malone Baraka Edwards

Dori Falmoe

Maddy Bonovich

Melissa Pynn













Salina Silva

Sara Lehman

Valerie Bendana

Vanessa Arroyo

Yvonne Ly



Want to save 10%?

Your community can save 10% of their management fees by switching to daytime Board meetings. Many have done this and love it. Here's the benefits and other positive things:

•Associations are saving thousands of dollars and using it for landscape and other curb-appeal projects.



- ·Board members are not tired after a long day at their "paying" job
- Board members and managers alike are more alert (and happy)
- Meetings are more business-like and efficient
- Board members are home for dinner and their favorite shows.



Just one of many things we are working on---

Video Conferencing

We already have Skype products in our main conference room along with telephone conferencing but we have Scott our tech guy researching the best options for use at Board meetings. The law does require a central location, which could be our conference room. This way, any Board members and homeowners could log on a video conferencing. The key is moderating the meeting and members, plus still actively participating as a manager. This will be not only efficient and convenient but is a considered part of the "green" movement as folks are not driving to meetings. Of course, nothing beats walking across the street should your community have a clubhouse.

LET'S GET ON WITH THE SHOW...

