



**Maximizing our Clients'
Property Values
Since 1972**

FINANCIAL

ADMINISTRATION

PROPERTY MAINTENANCE

STAFF DEVELOPMENT

PROPERTY RENOVATIONS

PURCHASING

Members of a condominium or community association's Board of Directors are vested with the responsibility to preserve and enhance the community's property values. To meet that obligation, those Directors must ensure that their community is well maintained, operates effectively, and is financially sound. In most cases, this challenge can only be achieved with the assistance of an experienced and knowledgeable community association management firm.

At COMPASS Property Management, we have assembled the financial controls, customer service systems, purchasing power, property maintenance and staff development - providing our clients with the operational foundation for their stewardship success and *maximizing their property values*.

We pride ourselves on responsiveness, creativity, advocacy and unfailing dependability in providing our clients with the finest quality of services they have ever experienced.



FINANCIAL

- **Annual Operating Budgets** – Detailed estimate of revenue and expenses
- **Long Range Plan/Reserve Study** – Estimate useful life, project replacement
- **Monthly Financial Reports** – Balance sheets, payables and receivables
- **Revenue Collection** – Regular monthly assessments, late charges and fees
- **Tax Returns and Annual Audits** – Coordinate information and records



ADMINISTRATIVE

- **Meeting Notices** – Distribute documents, agendas and notices
- **Boards of Directors and Annual Meetings** – COMPASS personnel to attend
- **Association Records and Files** – Maintain records and financial data
- **Insurance Claim Administration** – File, monitor, negotiate and resolve claims
- **Board Advisory** – For strategic planning, rules and regulations



PROPERTY MAINTENANCE

- **Proactive Management** – Property inspection, repair/replacement program
- **Service Request Administration** – 24 hour response for homeowner requests
- **Supervise Service Contractor Performance** – RFP's, reviews negotiate contracts
- **Emergency Service** – 24/7 immediate response



STAFF DEVELOPMENT

- **Selection of Qualified Staff** – Interviewing, screening, and hiring
- **Training** – Regular scheduled training seminars
- **Performance Coaching** – Positive employee reinforcement and reviews
- **Payroll and Benefits Administration** – Health, 401(K), life and disability insurances



PROPERTY RENOVATIONS

- **Capital Improvement Administration** – Of bid process, review designs, construction, bonds and insurances, and coordination of all parties
- **Fire/Property Damage Remediation** – Emergency response, repairs, insurance notifications of all parties, and property protection



PURCHASING

- **Property Insurance** – Develop specifications, identify qualified insurers, negotiate and award contracts
- **Equipment and Supplies** – Establish approved vendor lists for repairs and maintenance
- **Contracted Services** – Send requests for proposal, review bids, secure bonds