

# **CERTIFIED MANAGEMENT OF AUSTIN, LLC**

## **OUR ROLE IN MANAGING YOUR ASSOCIATION**

Listed below are many of the tasks performed on a regular basis for the Association – all decisions made for the Association are made by the Board of Directors. It is this Board and the Management Agreement between CMA, LLC and the Association, that guides the actions of your property manager and the other staff members involved in the oversight of your community.

- Maintain Owner Records/Roster for all homes within the Association – this includes the update of homes sold as information is provided by the Title Company.  
(New owner information is typically received within about two weeks after the escrow closing takes place. Upon receipt of this information, new owner records are set up and welcome packets sent to the owner.)
- Maintain Owner Accounts for assessments due to the Association. This includes the collection of both current and delinquent assessments as necessary.
- Drive and inspect the Association community at least once/twice monthly to cite violations of the restrictive covenants.  
(Note – violations may be submitted at any time between inspections by contacting, in writing, our officer. Please be sure to include as much information as possible regarding the violation such as address, description, and date violation was observed.)
- Obtain bids under the Board direction and prepare comparison sheets.  
Examples of bids obtained would be the landscape contract, pool-care contract, miscellaneous repair to association amenities such as tennis courts, etc.)
- Answer and return incoming telephone calls, correspondence, and email messages relating to the Association.  
(Note – our phone is answered 24/7. You may call our office at 512-339-6962 any time to report issues or concerns. You may also email our office at [frontdesk@cmaaustin.com](mailto:frontdesk@cmaaustin.com) Please provide as much information as possible when leaving messages or emailing questions or concerns.)
- Monitor and coordinate payment of Association operating expenses in accordance with approved Association budget.
- Prepare and submit monthly financial packages that include: balance sheet, statement of revenue and expenses, statement of changes in reserve fund balance, cash flow report, detailed check register, and delinquent status report summary.
- With the Board of Directors, prepare annual budget of the Association.
- Prepare an insurance schedule and ensure proper coverage in place for the Association.
- Attend Board meetings and annual meetings of the Association membership.
- Prepare, if requested, Board meeting packets to each Board Member before the Board Meetings.
- Prepare annual meeting proxies, notices, ballots, agendas, etc.
- Negotiate some contracts, oversee contractor activity and mediate contract disputes.
- Work with the Board and Association legal counsel on matters of legal consequence to the Association.
- Correspond with owners and contractors as directed by the Board.
- Submit evaluations, policy resolutions, committee charters and other reports as requested by the Board.
- Keep Board members abreast of current legal and legislative issues.  
(Managers attend seminars to keep abreast of changes in their field, such as accounting, legal, landscaping, construction etc.)
- Review and dispute common area tax appraisal values, attend meetings with the Review Board as necessary.