



Quest for Better Management

Committee
Recommendation
April 9, 2021

Management Committee

- Committee was formed on Feb 8, 2021
- Members
 - Terry Harp E-34 (Chairman)
 - Wayne Oehlerking I-35
 - Suni Byrns O-22
 - Ellen Hughes L-7
 - Bob Shea I-3
 - Rod Harp L-27
- The Committee's Charter was to look into ways to improve the Management of the Association
- The committee has followed a process and put a lot of time and effort into its findings:
 - We have met 1-2 times a week
 - Spent a lot of time doing research in between

Committee's Process

- Step 1 – Define Our Needs
- Step 2 – Define Our Objectives
- Step 3 – Decide on Direction
- Step 4 – Select a Source
- Step 5 - Make Recommendation to Board



Definition: A CAM is a Community Association Manager

Define Our Needs

- Managing Current Owners/Renters
- Managing New Owners
- Managing Finances
- Managing Assets
- Managing Communications
- Managing Meetings
- Managing Employees
- Managing Emergency Situations (24-7)
- Managing Association Equipment
- Managing Licenses, Fees, & Permits
- Managing Annual Contracts
- Managing Maintenance Projects
- Managing Legal Issues

Define Our Objectives

- Cost Savings
- Continuity of Operations
- Better Owner Experience
- Useful Association Records
- Better Project Management
- Better Board Experience

Decide on Direction

	Importance	Current		Hire CAM Full Time		Management Company	
		Score	Wt-Score	Score	Wt-Score	Score	Wt-Score
Objectives							
Cost Savings	8.2	3.6	150	3.8	158	9.4	386
Continuity of Operations	9.0	1.3	37	8.3	235	10.0	270
Better Owner Experience	9.3	1.8	106	5.8	338	10.0	560
Useful Association Records for Board	8.5	1.3	42	6.3	214	10.0	340
Better Project Management	8.3	3.3	109	8.8	284	9.5	310
Better Board Experience	8.4	1.0	42	5.8	241	10.0	420
Objectives	Total		486		1470		2286
Costs							
Monthly Management Fee	6.0	0	0	0	0	10	60
Accounting Fee	2.0	10	20	10	20	0	0
Maintenance Personnel	8.4	9	78	9	78	10	84
Health Insurance	1.0	0	0	0	0	10	10
Property Manager	10.0	0	0	10	100	6	56
Office personel	1.2	10	12	0	0	0	0
Annual Increase	5.0	0	0	7	33	10	50
Extra Fees	0.6	0	0	0	0	10	6
Costs	Total		110		231		266
Value			4.4		6.4		8.6

Selected Direction: Management Company

Can We Afford It

- From the Proposals we have so far:
- The most a management company may cost us is \$8 per unit per month (~4%)
- We have other unapproved cost savings that will reduce the cost even more

Source Selection Criteria

Criteria	Objectives						Importance Score
	Cost Savings	Continuity of Operations	Useful Association Records for Board	Better Owner Experience	Better Project Management	Better Board Experience	
Company							
Back Office Systems	2	5	10	8	7	8	8.9
Web Site Support		10	10	5		10	7.8
Longevity	5		5	9	9	9	8.2
Knowledge Base	5	5			3		2.9
Branch							
Capacity		10	2				2.7
Locality		8		9	5	1	5.1
Support Skill Level	2	1	10	10	7	1	6.9
Support Depth		10			7		3.8
Experience	10	10	8	10	7		10.0
Established Business Processes	5	10	5		5	8	7.3
Personalization		5		10		5	4.4
Assigned CAM							
Skill Level	7	7		10	10	10	9.8
Experience	8	7		10	10	10	10.0
Personnel Management	7	6		9		7	6.4
Time on-site		3		8	8	9	6.2

Select a Source

- Castle Group
 - Medium Sized Company
 - Operate in Texas & Florida
 - Cater to High End, High Rise Communities
- Sentry Management
 - Large Company
 - Operates Nationally
 - Credit their success on their Systems
- DellCore Management, Inc.
 - Small Family-Owned Company
 - Local Company (a lot of communities around IMG)
- Casey Condo Management
 - Small Family-Owned Company
 - Local Company (primarily around Lakewood Ranch and westward)
 - Call themselves a “Boutique Management Company”

Select a Source

Criteria	Importance	Castle Part Time			Castle Full Time			Casey			DellCore			Sentry		
		Comment	Score	Wt-Score	Comment	Score	Wt-Score	Comment	Score	Wt-Score	Comment	Score	Wt-Score	Comment	Score	Wt-Score
Benefits																
Company	6.9		10.0	278		10.0	278		8.0	223		8.8	248		9.8	270
Branch	5.7		9.3	310		9.7	323		9.1	311		9.3	316		9.6	319
Assigned CAM	8.1		8.5	287		10.0	324		8.5	287		8.5	287		8.5	287
Benefits	Total			874			925			820			850			876
Costs																
Monthly	6.6		6.7	247		7.6	291		5.3	186		5.6	204		7.4	216
One-Time Costs	2.7		3.3	40		3.3	40		3.9	27		8.3	60		2.5	23
Other	5.0		5.0	50		5.0	50		5.4	54		5.4	54		10.0	100
Costs	Total			337			381			266			318			339
Value	Benefits / Cost			2.6			2.4			3.1			2.7			2.6

Recommendation to Board

- Responsibility for Management
- Source Selection Recommendation
- Financial Impact

Responsibility for Management

- Section 4 of our Bylaws: **Powers & Duties of the Board of Directors** Paragraph 4.8 **Contracts** states:

The Directors may contract for management, maintenance, and operation of the Condominium.

Source Selection Recommendation

Casey Condo Management

Financial Impact

- Casey Condo Management will cost us approximately \$4 per unit per month (~2%)
- We have other unapproved cost savings that will reduce the cost even more
- We expect Casey to help us reduce other costs as well
- We do not plan to recommend any change in maintenance fees this year