



Quest for Better Management

Committee Status
March 17, 2021

Agenda

- Committee's Process
- SBCA Objectives
- Direction
- Sources

Committee's Process

- Step 1 – Define Our Objectives
- Step 2 – Decide on Direction
- Step 3 – Pick a Source for Selected Direction
- Step 4 - Make a Recommendation to the Board



We are here now

Step 1 – Objectives

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

Cost Savings

- Lower Contract Pricing
- More Productive Maintenance Staff
- Competitive Insurance Rates
- Reduction in Legal Expenses
- Proactive Cost Saving Ideas

Continuity of Operations

- 12 Months a Year
- From One Board to the Next
- As Employees Change

Better Owner Experience

- Consistent Policy Enforcement
- Timely Issue Resolution
- 24/7 Emergency Response
- Fair & Unbiased Owner Treatment
- Better Communication
- Access to Owners' Own Records

Useful Association Records

- Records of:
 - Owners/Renters
 - Buildings, Grounds, Landscape
 - Equipment
- Accessible for:
 - Communications (addresses, emails, phones)
 - Planning Long Term Needs
 - Tracking Warranties
 - Project Planning

Better Project Management

- Accountability for Projects
- Quality Contractors
- Timely Project Status
- Timely Completion

Better Board Experience

- Well defined Board Roles & Responsibilities
- Reduction in Board Effort
- Reduction in Personnel Issues
- Keeping up with changes in Florida laws
- Minimize Board Legal Liability

Step 2 - Decide on Direction

- Formulate Options
- Evaluate Options Against Objectives
- Select an Option

Options

- Do Nothing (Status Quo)
- Hire a Community Association Manager
- Hire a Management Company

Decide on a Direction

Option Evaluations

	Importance	Current			Hire CAM Full Time			Management Company				
		Comment	Score	Wt-Score	Comment	Score	Wt-Score	Comment	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	\$ 3,000	10	60
Accounting Fee	2.0	\$	1,000	10	20	\$	1,000	10	20	\$ -	0	0
Maintenance Personnel	8.4	\$	3,900	9	78	\$	3,900	9	78	\$ 4,193	10	84
Health Insurance	1.0	\$	-	0	0	\$	-	0	0	\$ 495	10	10
Property Manager	10.0	\$	-	0	0	\$	5,000	10	100	\$ 2,795	6	56
Office personnel	1.2	\$	600	10	12	\$	-	0	0	\$ -	0	0
Annual Increase	5.0	\$	-	0	0	2%	7	33	3%	10	50	
Extra Fees	0.6	\$	-	0	0	\$	-	0	0	\$ 300	10	6
Costs	Total ->			110			231			266		
Value				4.4			6.4			8.6		

Step 3 – Pick a Source for Selected Direction

- Establish Selection Criteria
- Identify Potential Sources
- Request Proposals from Potential Sources
- Evaluate Sources Proposals

Pick a 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	8.3
Web Site Support		10	10	5		10	7.3
Sharing Knowledge	5	5			3		2.7
Branch							
Capacity		10	2				2.5
Locality		8		9	5	1	4.8
Support Skill Level	2	1	10	10	7	1	6.5
Support Depth		10			7		3.5
Experience	10	10	8	10	7		9.4
Established Business Processes		10	8	10	10	10	10.0
Personalization		5		10		5	4.2
Assigned CAM							
Skill Level	7	7		10	10	10	9.2
Experience	8	7		10	10	10	9.4
Personnel Management	7	6		9		7	6.0
Time on-site		3		8	8	9	5.8

Potential Sources

- Castle Group
- Casey Management
- DellCor Management
- Sentry Management

Source Evaluation

- Evaluate Each Source Against our criteria
- Evaluate each Source's Costs
- Calculate each Sources Value
- Check References of the Sources with the Top 2 Values

Step 4 - Recommendation to Board

- Recommendation - TBD
- Can we afford it
- Responsibility for Management

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
- We do not plan to recommend any change in maintenance fees this year

Responsibility for Management

- Section 4. **Powers & Duties of the Board of Directors** Paragraph 4.8 **Contracts** states:
 - The Directors may contract for management, maintenance, and operation of the Condominium.