

2016 Annual Board Seminar - Welcome

Michael Porter, CEO
Melissa Hajostek, COO

BAY AREA



PROPERTY
SERVICES



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

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

View Compliance Details

Details for Violation # 2014-CTC-00013

Lot Number: 1016
Primary Owner: Steve & Nish Murray
Unit Address: 4484 E BRIDLEWAY RD

Violation #: 2014-CTC-00013
Inspector: Melissa Pynn
Inspection Date/Time: 4/8/2014 1:12 PM

Category: Plants/Landscaping
Item: Dead Plants

Status: Past Due
Follow-up By: Next Action: Notice 2 Verifiable
Pending Fine: \$0.00 (total amount fined to date: \$0.00)
Appeal Date: Hearing Date: 5/8/2014


Required Action: Replace dead plants with the same or other approved plant.

Notes:

Actions: (4/8/2014) Created open violation.
(4/8/2014) Ready to send 'Notice 1 Verifiable' letter.
(5/8/2014) Ready to send 'Outcome of Hearing' letter (manual).
(5/8/2014) Sent 'Outcome of Hearing' letter.

Applicable CC&R:

Close



Bay Area Property Services
Caliber Test Community

Caliber Web
Site Map Logout

Account Number: 100110010

Daniel & Leanna Blair
7921 N SILVER RANCH RD
Eagle Mount, UT 84005

Owner Area Board/Committee Area

Profile Compliance Maintenance Delinquency Invoices (AP) Web Links Documents About

Print

Name	Account #	Group	Address	Stage	Account	Balance
Greg & Franc Hooke	100110190	Caliber Test Group	4461 E BRIDLEWAY RD, 100	Late Fee	Owner Ledger	\$509.00
Jane Smith	100110140	Caliber Test Group	4462 E BRIDLEWAY RD	Late Fee	Owner Ledger	\$509.00
Dawn Yang	100110150	Caliber Test Group	4472 E BRIDLEWAY RD	Late Fee	Owner Ledger	\$509.00
John Grande	100110180	Caliber Test Group	4473 E BRIDLEWAY RD	Late Fee	Owner Ledger	\$509.00
Darrin Feber	100110200	Caliber Test Group	4477 E BRIDLEWAY RD	Late Fee	Owner Ledger	\$509.00
Steve & Nish Murray	100110160	Caliber Test Group	4484 E BRIDLEWAY RD	Late Fee	Owner Ledger	\$509.00
Guide Mortgage Company	100110170	Caliber Test Group	4485 E BRIDLEWAY RD	Late Fee	Owner Ledger	\$509.00
Gary Willard	100110130	Caliber Test Group	7765 N SILVER RANCH RD	Late Fee	Owner Ledger	\$409.00
Berry Hinze	100110120	Caliber Test Group	7791 N SILVER RANCH RD	Late Fee	Owner Ledger	\$509.00
Guide Mortgage Company	100110110	Caliber Test Group	7805 N SILVER RANCH RD	Late Fee	Owner Ledger	\$509.00

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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...

BAY AREA



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