



HOA Management Services

Full-Service Community Management

To learn more or get started, call (317) 682-0571 or visit us online at www.yourhoahelp.com



Full-Service Community Management

How We Can Help You.

Your HOA Community Management provides full service management for Community Associations. Our goal is to establish a working relationship with the Board to ensure that the Communities we represent are able to thrive. Administratively, the following items are included with all Management Relationships.

✓ Meetings

Management assists the Board in setting regular meetings; which include assisting with scheduling, notice/agenda distribution, meeting attendance, and minute recordation. A Board packet is also prepared for the meetings, so the Board has access to all appurtenant information during the meeting, including a detailed management report for each department.

✓ Consultation

Management assists Boards with resolving existing or potential problems and has access to professionals and specialists in related fields including attorneys and vendors to further assist in giving the best possible solution for your association.

✓ Online Owner/Director Portal

Management services include access to the online portal that provides real-time access to individual account information for each owner. The service includes access to financial/violation/work order reports and documents to the Board without having to contact Management.

✓ Homeowner Correspondence

When owners contact the office, Management ensures that there is a prompt reply for assistance. Trust in Management is built through the continued ability to be in contact with the representative who can best assist with the need of the owner.

✓ Bids and Proposals

Management obtains proposals for work per onsite inspections and recommendations or the Board's expressed direction and is only obtained from qualified professionals who can provide services.

✓ Mailings

Should there be a need for mailings to homeowners, Management assists by preparing letters, notices, newsletters and/or duplicating, folding and stuffing envelopes and mailing the correspondence.



Full-Service Community Management

✓ On-Site Inspections

Regular inspections of the property are completed by Management to ensure that maintenance items are addressed with the proper contractors and enforcement of the governing documents is continued, per the Board's expressed direction.

✓ Rules / Violations

Management will team up with the Board for handling rules and regulations enforcement. This may include the formulation of rules and regulations and a fine policy as well as the adoption of enforcement procedures and mailing of warning letters, violation notices and/or final notices. Management will track and monitor any violations of association rules and architectural guidelines.

✓ Budgeting

Management will assist the Board in preparing and adhering to an annual operating plan that includes the goals and objectives of the Board of Directors, Management, and the Association.



HOA Refinance & Resale Processing

How We Can Help You.

Your HOA Community Management will handle the paperwork required by lenders and escrow companies for a change of ownership. The Closings Department ensures that the association provides all required information necessary for refinances or sales of units within the association.

Upon the close of escrow, an introductory letter will be sent to the new buyer along with payment instructions.

- ✓ **We'll handle all the paperwork.**
- ✓ **Streamlined process.**
- ✓ **The latest tools and practices.**
- ✓ **Industry leading partnerships.**

Our team is dedicated to bringing the latest tools and practices to the community association industry and affiliated professionals. We offer a streamlined process for the order and delivery of community association resale and lender documents.



Financial, Accounting, Bookkeeping

How We Can Help You.

One of the benefits of working with Your HOA Community Management is our experience with the local financial industry and our accessibility for our HOA Board of Directors to make easy decisions when needed. Financial Services are available to all of our Financial Only & Full Service Management communities.

✓ Assessments

Billing Statements, Credit Cards or ACH (Automatic withdrawal of Homeowner Assessments) are methods that can be used to collect assessments.

✓ Late Notices

We will mail a late notice shortly after the association's late period to all homeowners who are delinquent. A late fee will be assessed to the individual delinquent homeowner per the association's delinquency policy.

✓ Budget Preparation

We will prepare a preliminary budget for associations upon request. These budget and financial statements provide the Board of Directors with the necessary information to compare their performance against their anticipated budget projections. Having a clear understanding of your financial position assists the Board in making sound financial decisions.

✓ Financial Statements

Each month, Your HOA provides a clear, concise financial statement. These can be customized to meet any association's specific needs. The basic reports include a balance sheet, an income statement which shows month-to-date and year-to-date figures with budget comparisons and variances, a check distribution report of services provided, and an accounts receivable report which includes a status line for delinquent accounts over 60 days. Additional reports or lists can be provided to your association as required.

✓ Collections

Your HOA will take action on delinquent accounts according to the association's collection policy. A collection letter will automatically be sent at the proper time notifying delinquent homeowners of the time period before a suit will be filed. The Board of Directors will be provided a list of delinquent homeowners that require a lien. With approval from the Board of Directors, Your HOA will send the file to the association's attorney. A collection fee will be charged to a delinquent homeowner at the time of turnover. These charges are in addition to attorney fees and are not paid by the association.



Financial, Accounting, Bookkeeping

✓ Audits

Your HOA can assist associations with obtaining bids from CPAs to perform an audit. We will also prepare all of the necessary financial records at the end of the fiscal year for the selected auditor. Associations should perform a full audit of their books at least every few years, whether or not they are required to. Regular audits can help to ensure the association's financial records are being properly kept, and allow the Board of Directors the opportunity to review these records in a more in depth way.

✓ Income Tax Preparation

Your HOA will prepare the required reports and tax forms for governmental agencies, including:

✓ *Federal Income Tax Returns*

✓ *Indiana Income Tax Returns*

✓ *Business Entity Reports*

✓ Payment of Bills

Your HOA will pay bills from the Association's checking account or reserve account. The accounts are established in the association's name: the Board of Directors will designate Your HOA as signers. Your HOA will pay all recurring bills (utilities, landscape, refuse removal, etc.) automatically. In the case of non-recurring bills such as plumbers, electricians, and emergency repairs, payment authorization will be required by a Board member, manager, or other authorized person.

✓ Reserve Studies

Reserve Studies are recommended at least every three years. They are an important part of maintaining an association's annual budget, and completing them regularly will ensure your HOA is prepared for the future. Reserve Studies are also an effective way to identify all of an association's assets and amenities, determine how much funding is required for maintenance and upkeep each year, and to establish a timeline and distribution of funds for capital improvements.

✓ Special Assessments

Special assessments are an important factor to consider when determining your association's annual budget. Emergency funds might be required throughout the year for building repairs, building restorations, renovations, or community improvements, and it's essential that your association is financially prepared for such emergencies.



Builder-Developer Services

How We Can Help You.

Our services help builders and developers in Indiana by assisting at early stages in development as managers on an as-needed basis and by keeping association fees down. We have successfully dealt with virtually all issues that present themselves during the initial stages of the HOA through the transition of the HOA from the developer to the homeowners.

We understand what you as the developer are looking for and expect from an HOA management company for new communities in Indiana, and our goal is to make your job easy and to assure the new homeowners in the community receive the same high quality customer experience from our company that they received from yours.

- ✓ **We work to make your job easier.**
- ✓ **Proven problem solving skills.**
- ✓ **Keep association fees down.**
- ✓ **High quality customer experience.**

From operational audits and community maintenance planning to organizing a Board of Directors and enforcing community association policies, we pay close attention to every issue to ensure a smooth transition for you and your homeowners.

As your community management partner, we can leverage our vast association management experience to reduce costs and eliminate potential issues that can occur post-occupancy. As homeowners begin to buy, we'll provide signature developer services that will streamline your operations and help to sell homes.

Larger projects usually have a longer period before all the units are sold and typically the builder or developer is involved in the management until the majority of the units are sold.

About Your HOA

Who We Are.

Your HOA Community Management is a premiere Homeowners Association Management company in Indiana designed to maximize efficiency, reduce overall management costs, and provide customizable, flexible management services for HOAs.

Every Homeowners Association requires management services; whether it's accounting or bookkeeping assistance or administration help. We saw a great need for customizable, à la carte services in the industry – a company that can take care of all different forms of management for associations.

Over the years, our Executive Team has cultivated not only an in-depth understanding of HOA and manager needs, but we've built an efficient and effective system for dealing with all types of potential issues regarding HOA management.

Meet Our Executive Team



TIMOTHY A. PLUNKETT
Chief Executive Officer (CEO)



JENNA L. PLUNKETT
Chief Financial Officer (CFO)



TIFFANY N. HEINY
Chief Operations Officer (COO)

Hear From Our Happy Clients ✓

"Your HOA is a fantastic HOA management company. As a board member I am 100% pleased with Your HOA Community Management. Your HOA was chosen primarily as the management company due to the financial savings they offered, however, once they started managing our community, it became clear their value far exceeds the cost."

- Michael B. - HOA Board Member

"Tim and his staff are very knowledgeable and friendly. The office is always open and the staff is always helpful. This is a great company! Tim is always available to answer any of my questions! Highly recommended!"

- Kim D. - HOA Board Member

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