

Lockeridge Farms Home Owners Association

The Purpose of our Community Management Company

Presented by the Lockeridge Farms Board of Directors – July 2017

President • Treasurer • Vice President • Secretary

*Revised 10/2018 to replace Texas Management Company with
Clarity Consulting Corporation.*





What?

What is a Community Management Company?

“Community Management Company” (CMC) is an umbrella term. It refers to the professional management of a homeowner’s association and all of the various intersections between its elected board of directors, its resident membership, its contractors, and the legal management requirements described in the association bylaws. A lot goes into a well-managed HOA – and your role is critical!

Who?

Who is the Lockeridge Farms Homeowners Association (HOA)?

You Are.

We have elected 3 members to be our volunteer HOA Board of Directors, but there are 188 of us members in our Homeowners Association (HOA).

Who.

You Are The HOA. [Click here to see your role...](#)

Clarity Consulting Corporation is our current community management company (CMC)

Office: 25211 Grogans Mill Rd - Suite 220 - The Woodlands, TX 77384 - (281) 528-4833 • All Mail: 3431 Rayford Rd, Ste. 200-119, Spring TX 77380



Why?

Why does Lockeridge Farms contract a CMC?

(Community Management Company)

Why.

We elect a Board of Directors to govern our association
We contract with a CMC to administrate our association

Our Lockeridge Farms Homeowners Association is recognized as a legal, non-profit association. It is bound by certain state laws and by a set of Lockeridge Farms HOA Bylaws that are filed with the Montgomery County Courts.

Our bylaws dictate how our association is to be governed and managed. Our bylaws require our association to be governed by a volunteer board of directors.

[Click here to read your bylaws...](#)

Obviously, no association can function without staff to administrate the business. Since the directors are not paid and our association has no staff, our bylaws authorize our association to contract the necessary services to enable our association to achieve its purpose.

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Who?

Who is our CMC?

(Community Management Company)

Our current contracted community management company is:



When.

The Lockeridge Farms Board of Directors began our annual contract with Clarity Consulting Corporation in October 2018

How.

Clarity Consulting Corporation is paid via our annual association property assessments. Owners may request contract details upon written / email request to the Board of Directors.

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What?

What exactly does a CMC do for us?

(Community Management Company)

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Association Finances

- Accounts Receivable
- Accounts Payable
- Budget Planning
- Budget Preparation / Publication
- Audits and Reconciliation
- Bank Accounts Management

Assessment Processing & Booking

- Office, Mail, Online Payments
- Late Assessment Administration
- Corporate Legal Liaison
- Collections / Payment Plan Liaison

Resale & Transfer Management

Association Records Management Portal

- Online Board Portal
- Online Owner Portal

Insurance Management

- Rate Comparison / Negotiation
- Premium Payment Management
- Claims Management

Owner Communications

- Issue Resolution Calls & Emails
- Issue Resolution Office Walk-ins

Association Taxes (Non-profit)

- Annual Tax Preparation
- Audit Facilitation

Meetings Administration (Delegated)

- Plan & Attend Quarter Meetings
- Plan & Attend Annual Meetings
- Capture Actions, Votes, & Publish
- Agendas / Attendance Tracking
- Board/Owner Packet Preparation

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What?

What exactly does a CMC do for us?

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Architectural Control Facilitation

- Liaise Architectural Requests
- Board Decision Publication
- Send Response to Owner
- Official Record to Owner Account

Dedicated Community Manager

- Single Point of Contact with Board
- Expedites Board Requests

Community Property Inspections

- Electronic Inspections with Pictures
- Bi-monthly Property Inspections
- Violation Letters, Fines, Escalation

Supply Chain Management

- Contract Requests
- Contract Review
- Contractor Work Orders
- Work Fulfillment Verification
- Invoice Verification

Amenities

- Access Management
- Contract Periodic Inspections
- Contract Maintenance
- Contract Security Systems
- Contract Landscaping

Law Enforcement Advocate / Liaison

... and more.

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Who?

Who measures CMC performance?

(Community Management Company)

Our community management company is contracted to serve our **entire community** of homeowners. Their performance will impact our home values directly. Therefore, it is imperative that we all, as a community, provide them with considerate feedback about what they do well, as well as, those areas where improvement may be needed. The relationship is mutual – we honestly need each other to preserve our home values, maintain our safety, and keep our community attractive.

Who.

The measurement of the services rendered belongs to YOU, the Board, and all of our neighbors in Lockeridge Farms.

The enforcement of the community management contract is the responsibility of the elected Board of Directors accompanied with your feedback.

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What?

What recourse do we have if our CMC performance is suffering?

(Community Management Company)

While changing contractors is always an option, it should be the last option. Building a strong partnership that exceeds expectations over time is the best option. Of course, its not the only option.

First

Is the issue a CMC issue, or is it an association issue?

A CMC cannot control these:

- A homeowner's choice to care about our self-imposed rules
- A homeowner's choice to care about their property
- A homeowner's choice to pay their assessment

A CMC can control these:

- The CMC choice to fulfill the contracted agreement
- The CMC choice to remain engaged with our community
- The CMC choice to remain engaged with our board

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