



ELITE MANAGEMENT ASSOCIATES, INC.

Issue 3 – January 2016

Newsletter

Periodically, we like to reach out to our customers in an open format and talk about our business and industry. Most importantly, our newsletter supports our business method of keeping things simple. Read on to learn more about what’s happening at Elite Management and around the industry.



Many Thanks to our Customers

10 Years ago, this business was started with a lap top computer and not much else. Today, we work with over 30 associations and 1500 units. We feel very good about the strength of our team and we continue to grow consistently, but not aggressively. We are currently focused on refining our processes in order to continue to deliver for our customers. Our goal is to provide personalized customer service and thorough communication to our associations. Our management system ensures strong partnerships with our communities. We thank all of you for your business and we look forward to the future.



Improved Website and Technology

At the end of 2014, we launched our new management services website. Since then, we continue to make tweaks and changes to make the site more user friendly and efficient. Our big addition in 2015 was our “E-Forms” tab. This tab includes electronic forms for ACH, property variances, owner info sheets, proxies, and board nominations. Since adding this functionality in November of 2015, over 200 owners have used the system to submit the various forms. We believe that making the forms easier to submit increases overall association participation.

One Big Thing

So many things to discuss...so little time. We always pick one thing to elaborate on. In our last issue, we discussed how an association is a business, and that it can be dangerous to compare one association to another. We have seen many board members and owners alike show greater understanding for how their association’s work. We appreciate the time each of you has invested.



Get on Board

We eluded to this last year, but if you find yourself complaining about your Association, consider getting on the board. In our experience, if someone really wants to be on the board, they usually get there.

Joining your Association board has many benefits, and here are a few of our favorites:

1. One will receive greater clarity on finances and operations. At one time or another we have all heard an owner say, “Where does all the money go?” One rarely hears that question from a former board member that has seen the operation up close and understands the challenges.
2. Your experience and ideas are valuable, bring them to the table. We love when other business owners, financial experts, architects, etc. join our boards. A great team working together makes great decisions, and drives a great future for their community.
3. It is a great investment of your time, not just financially for your real estate asset, but socially. Our managers have fun working with their boards. We laugh together and develop relationships. Try it, you may surprisingly enjoy!

We hope everyone enjoyed our 3rd Edition of our annual newsletter. If you ever feel something has not been handled to your satisfaction, feel free to email me directly at bkovel@elitemgt.net.