



Community Web Sites Benefits to the Property Manager

The goal of offering community web sites is to reduce the workload in the management office while offering a valuable service to the communities that Board members and residents will come to utilize and rely on as a source of information and prestige for the community.

Key Web Site Feature	How This Benefits You
<ul style="list-style-type: none"> • Residents can look up: <ul style="list-style-type: none"> ▪ Name and Address on file--submit ▪ e mail change of address ▪ Current Owner Account balance ▪ Last Payment Info ▪ Open CCR Records ▪ Open Work Orders 	<ul style="list-style-type: none"> • Reduces calls to the office
<ul style="list-style-type: none"> • Online Payments 	<ul style="list-style-type: none"> • Reduces A/R procedural time by providing a global lockbox file of all transactions.
<ul style="list-style-type: none"> • Online AP Approval 	<ul style="list-style-type: none"> • Improves communication between property management staff and Board; reduces time spent getting Board approval on invoices.
<ul style="list-style-type: none"> • Downloadable documents: <ul style="list-style-type: none"> ▪ Declaration & Bylaws ▪ Rules & Regulations ▪ ACC Request Forms 	<ul style="list-style-type: none"> • Reduces call to the office • Gains compliance to rules lessening enforcement action
<ul style="list-style-type: none"> • Board Member Only Area <ul style="list-style-type: none"> ▪ Chat Room ▪ Message Board ▪ Current Financial Statements 	<ul style="list-style-type: none"> • Reduce meeting time by giving Board Members a place to go to discuss issues and review financial statements before meetings
<ul style="list-style-type: none"> • Create E Forms <ul style="list-style-type: none"> ▪ Maintenance Requests ▪ Service Requests ▪ Questions & Inquires ▪ ACC Requests 	<ul style="list-style-type: none"> • Creates an e mail to you. Unlike phone calls which disrupt your work day, e mails can be responded to at a time which is convenient to you giving you more productive time
<ul style="list-style-type: none"> • Board Meeting Schedule 	<ul style="list-style-type: none"> • Reduces calls asking for this info
<ul style="list-style-type: none"> • Activities and Events Calendar 	<ul style="list-style-type: none"> • Reduces calls asked for this info
<ul style="list-style-type: none"> • Builds stronger ties between the management company and the community since the data is uploaded from your TOPS Software and the web sites are hosted under the management web site. 	<ul style="list-style-type: none"> • Contract security for the management company and job security for management employees