



USA MANAGEMENT
CONDOMINIUM, CO-OP & HOA SERVICES

WHAT CAN USA DO FOR YOU?

What you should expect from effective property management, how you can tell when it may be time to make a change, and how USA Management will exceed your expectations.

There are several significant issues that board members usually encounter when dealing with a sub-par management company. Here are some of the biggest signs that it's time to make a change.

Poor communication is one factor that weakens the relationship between an association and their management company. We hear from communities all the time who say their property manager fails to return their phone calls or reply to their emails quickly. They leave a message for the manager, but it takes several days for them to respond, if they respond at all. Homeowners and vendors have the same experience. When it comes to the management of any condominium, co-op or homeowner's association, communication is key. A quality management company will always strive to keep an open line of communication with its clients.

In some cases, the Association manager fails to complete projects. Whether the board has asked for a street light to be replaced, a water leak to be investigated, or bids from a new landscaper, it seems the community manager is continually putting off projects. The board ends up feeling stuck as they repeatedly bring up these concerns without making any progress.

Another common complaint we hear from board members about their property management company is that compliance inspections aren't being done consistently, violation letters are being sent to the wrong homes, or the management company isn't handling compliance in the way that the board has asked.

Additionally, we often hear from board members that they can't access the condo's financial reports online and on demand. We hear from boards that are getting incomplete financial documents; some boards request these reports and never receive them.

Property Managers

Besides the general difficulties outlined above, one of the most frequent complaints we get from Association management clients who call our office looking for a bid is that they had a great property manager, but then their management company gave them a new person, and then another person, and the current community manager isn't measuring up.

Property managers can make or break a management company. They are what separate the good companies from the less-than-stellar ones. They can make a board member's experience positive or negative. They are the reason you love the company you're with, are barely tolerating them, or can't wait to switch. Ultimately, there are several important differences between a great community manager and one that's mediocre at best.

Responsiveness is a key characteristic to look for in your community manager. First-rate property managers know that customer service largely comes down to responsiveness. They return emails immediately; they answer their phone and/or return phone calls; they want to get people the answers they need.

A great property manager also cares about their communities. They want their communities to look good, be safe, and for homeowners, board members, and vendors to all have good relationships with each other. They get upset by the same things that upset board members or homeowners.

Your property manager should also defuse situations instead of escalating them. Ideally, they go into every situation trying to defuse any tension, anger, or frustration that might exist. They know how to put people at ease, and help them realize that their management company isn't out to get them. They strive to help the board lead their community in a way that creates trust, confidence, and goodwill with homeowners rather than an adversarial relationship.

Training also factors into the effectiveness of your property manager. Excellent community managers can answer common questions from homeowners and board members. They aren't novices; they've studied and are licensed in Florida statues 718, 719 & 720 and have plenty of experience under their belts. No one knows all the answers, but a good property manager knows where to go and who to ask if they don't have the answer.

USA Management takes an approach that offers far easier and more effective management for your Association. For emergencies, our phones are answered 24 hours a day. Not by an answering service, not voicemail - but an actual USA Management supervisor, to handle anything that may be affecting your property.

We also create and host a custom website for your building, which features your latest meeting minutes, financial statements and governing documents. Your members can also find information about making their payments, connecting with other owners as well as reporting maintenance, janitorial or conflict issues to be handled immediately.

We invite you to review the services that we offer, and ask that you consider how USA approaches property management differently than anyone else in the business. We're sure that you'll find all the answers to the question 'What can USA do for you?'

✔ Homeowner Help

Whatever your homeowners' needs, we have them covered. We offer online tickets, email, and one-call resolutions, for better help, fast.

✔ Project Management

Eliminate the headaches of community projects by letting our team take the reins. You'll experience fewer delays with our 10-day turnaround, and you'll get efficiency and transparency along the way.

✔ Financial Transparency

We provide accurate financial reports on your community website, as well as via email on-demand, so they're always available when you need them most.

✔ Simple Communication

USA Management is available by telephone, email and in person in our offices, as well as giving our customers an easy to use website for instant support 24 hours a day.

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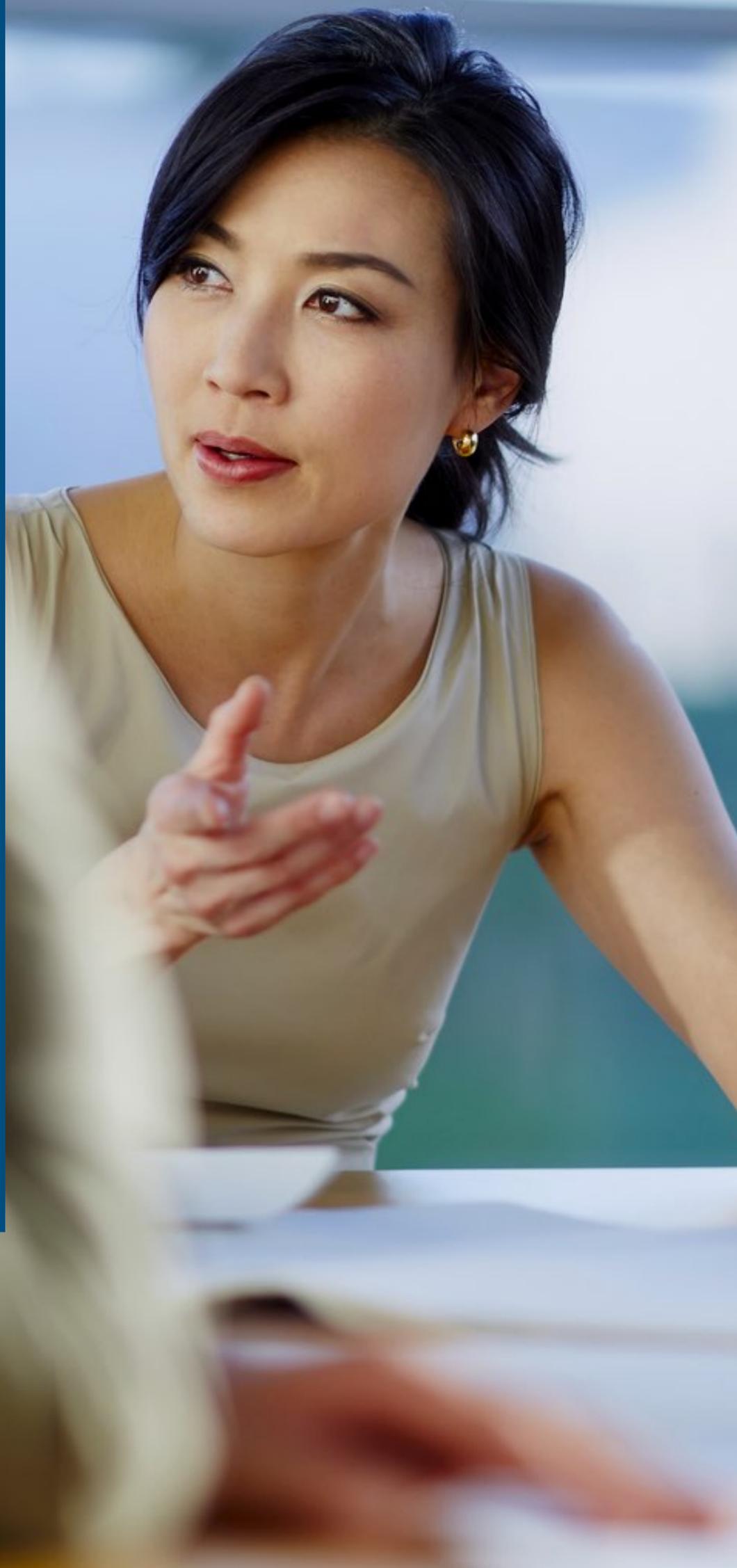


IT'S ALL INCLUDED!

Most management companies have a pretty low monthly fee - but then tack on lots of miscellaneous charges every month. USA Management will never surprise you like that. Our service includes all of those 'hidden extras', including additional and emergency meetings, photocopies, envelopes, quote and bid screenings, building visits, emails, telephone calls and more. And yes, we take minutes at your meetings. It's included in our price. The only fees outside of your monthly price is postage. You'll never pay a penny more with USA Management!

CAM LICENSED ON OR OFF-SITE SERVICE

Our licensed CAM property managers can work from full or part time on site, or full time at our offices and still manage and maintain our clients' associations with no problem at all. Even with offsite management, sometimes it's nice to see a familiar face. Your manager will visit your property on a regular basis, handling whatever issues come their way. We will meet with your board of directors on a monthly basis to review current issues and projects, etc. When your residents and owners need face to face communication be it something as simple as picking up a gate access sticker or replacing a mailbox key, it's nice to not have to go too far from home. Your manager will also handle other site-specific duties such as making drive-through violation inspections, arranging for equipment replacement or repair, collecting maintenance payments and managing your on-site janitorial and maintenance staff.



EFFECTIVE COMMUNICATION

CHANGING THE DYNAMIC BETWEEN THE BOARD OF DIRECTORS, THE PROPERTY MANAGER AND THE OWNERS.

WHY THE OLD WAY NO LONGER WORKS

Between Facebook, Twitter and good 'old fashioned' texting, the attention of your owners and residents is a highly sought after commodity. Who has time to read a mailer that showed up in the mailbox or a flyer taped to the common area wall? In the 21st century, getting (and keeping!) a reader's attention has become more difficult than ever. On average, Americans see close to three thousand advertisements, memos and papers that contain pieces of valuable information each and every day. How can a Board of Directors compete with that?

TWENTY FIRST CENTURY COMMUNICATION

Florida law demands that all critical communications from the Board to the owners must be sent on paper. So the first tier of our communication strategy is just that. We go out of our way to produce notices in bold print with larger fonts so it is easier to read and understand. We'll even print in Spanish, Italian or another language on the back if you request us to.

And, just like in an email subject line, people want a quick read to see what it's all about - we mark, in bold, colorful text right at the top of the communication, exactly what that notice is about. Just another way to help bridge the communication gap.

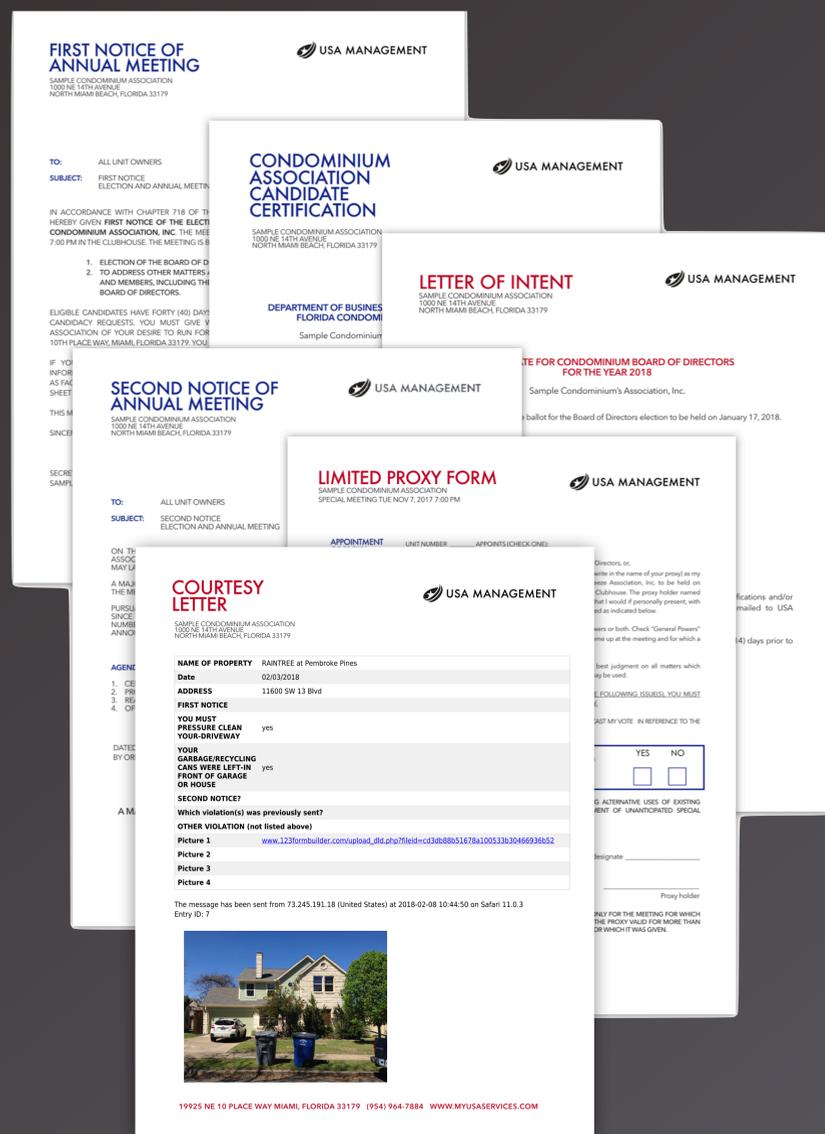
We take that one step further, adding technology to the mix. All critical notices, along with other communications about the association are available on your website. We will also send notices out via email at your request.

From notices and elections to screenings and monthly financial statements, the communication between USA Management and your owners is of utmost importance and are handled as such.

Of course, USA Management never charges for notices or bulk communications - that means you never see a bill for envelopes, copies or printouts. The only additional cost is the postage.

INSPECTIONS & COURTESY LETTERS

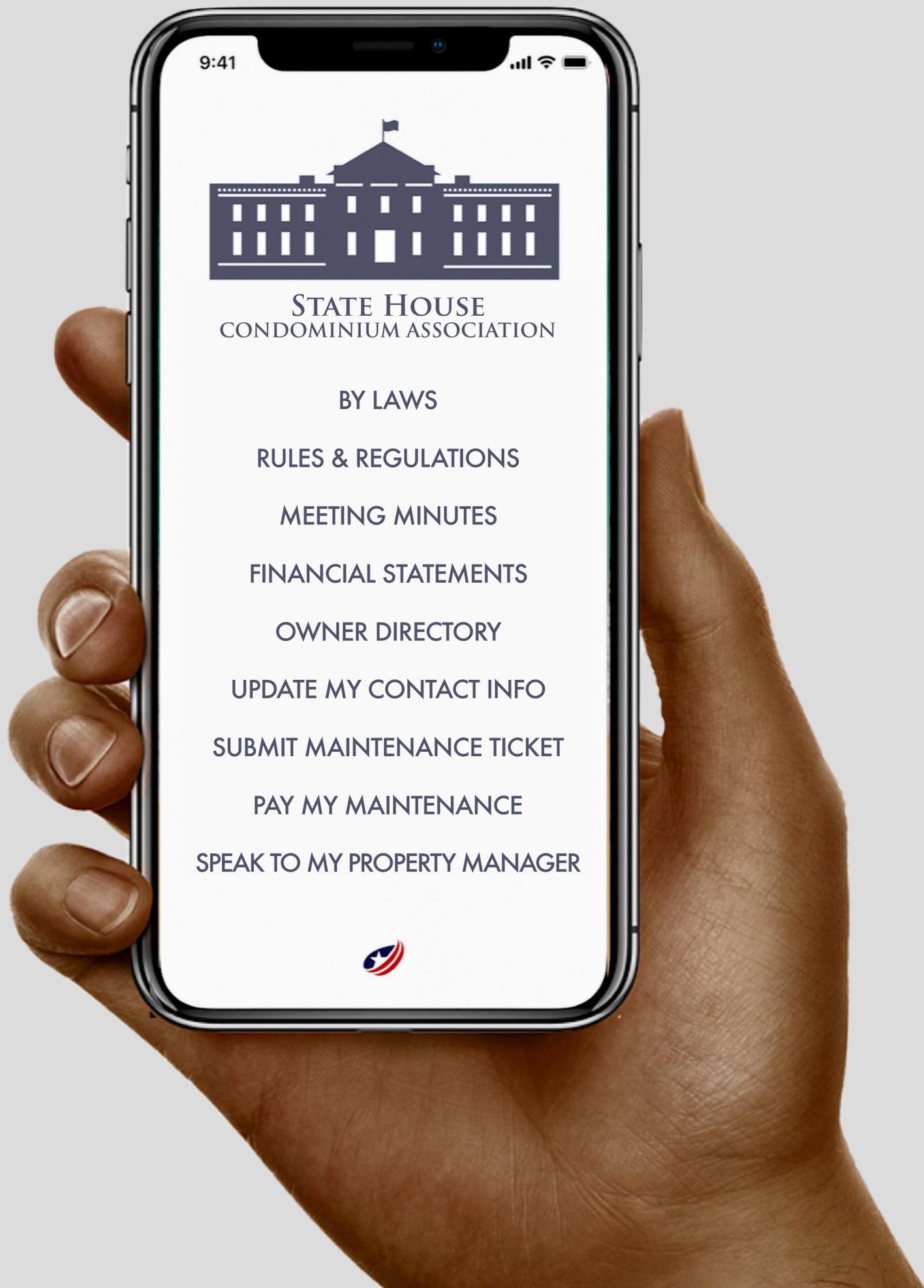
To keep your association safe and clean, we make regular inspections to your property to check to see that your owners and residents are keeping in compliance with your association's rules & regulations,. Should we find any violations, we send courtesy letters out to notify them as such. We find that a friendly approach gets a faster and better response to the violation.



A sampling of our paper notices, for clear and concise paper communication between your Board and your Owners.

YOUR ASSOCIATION IN THE PALM OF YOUR HAND

Very few property managers supply their clients a customized website - and have you tried using the ones that do? Convolved, difficult to understand and even harder to navigate. And let's not talk about how ugly they look. USA Management takes a different approach - a website you can take pride in. Easy to read, simple to understand and, to be honest, quite beautifully designed. Your association website offers timely and important information such as your governing docs, your latest financial statements and meeting minutes. You can also contact your property manager directly through the site, as well as submit maintenance tickets, resolve member conflicts and more. All designed and maintained free of charge.



ONLINE PURCHASE AND RENTAL APPLICATIONS

CREDIT & CRIMINAL REPORTING MADE EASY FOR YOUR BOARD AND APPLICANTS

We know, your current property management company has people go to their office to pick up a paper application to fill out when someone wants to buy or rent a unit. Or maybe they fax an old photocopy of an application they have on hand. You know the application - you get one every time someone new buys or rents a unit in your building. A photo copy of a fax, left half blank and what *is* filled out you can barely read. Inconvenient, old fashioned,

and the quickest way to allow fraudulent information into the mix. With USA Management, your applicant simply goes to our website to apply online. Your Board of Directors receives an application that cannot be submitted unless the required information is entered. Easy to read and understand, faster processing, and far more accurate, your future homeowners are screened properly, and best of all, the building makes money on every application that comes in, while making sure your new neighbors are perfect for your association.

THE STATE HOUSE
(A Florida Co-Operative Residential Adult Community)
RESIDENCY REQUEST FORM

This form covers Unit Sales, Rentals, Courtesy Visitors of the premises hereto known as The State House 2210 W. Apple Avenue Lake Boulevard, Hallandale, Florida 33009 and must be completed in full and presented to the Board of Directors for processing, approval, or rejection.
No unit may be sold, leased or granted use to any individual person, heirs or relatives of the owner or seller without the express approval (in writing) of the title of Paradise "C", Inc. Board of Directors.

Date: 02-27-2017
UNIT # 460
Present Leaseholder
Duration

Request For:
 Buy
 Rent
 Lease
 Visit

Applicant Name: Deborah J. Robb
Marital Status: Married
Current Address: 436 Sandbar Alamanda Drive
City: Hallandale Beach
State: FL
Postcode / Zip Code: 33009
Home Phone:
Business Phone:

Number and Ages of Children to Reside in Unit: 1 Kid 04 years
Monthly Income: USD 3,000.00
Proposed Monthly Rent:

Residency: Yearly
 Seasonal

Social Security Number:
Date of Birth: 05/07/1982

Driver's License Number:

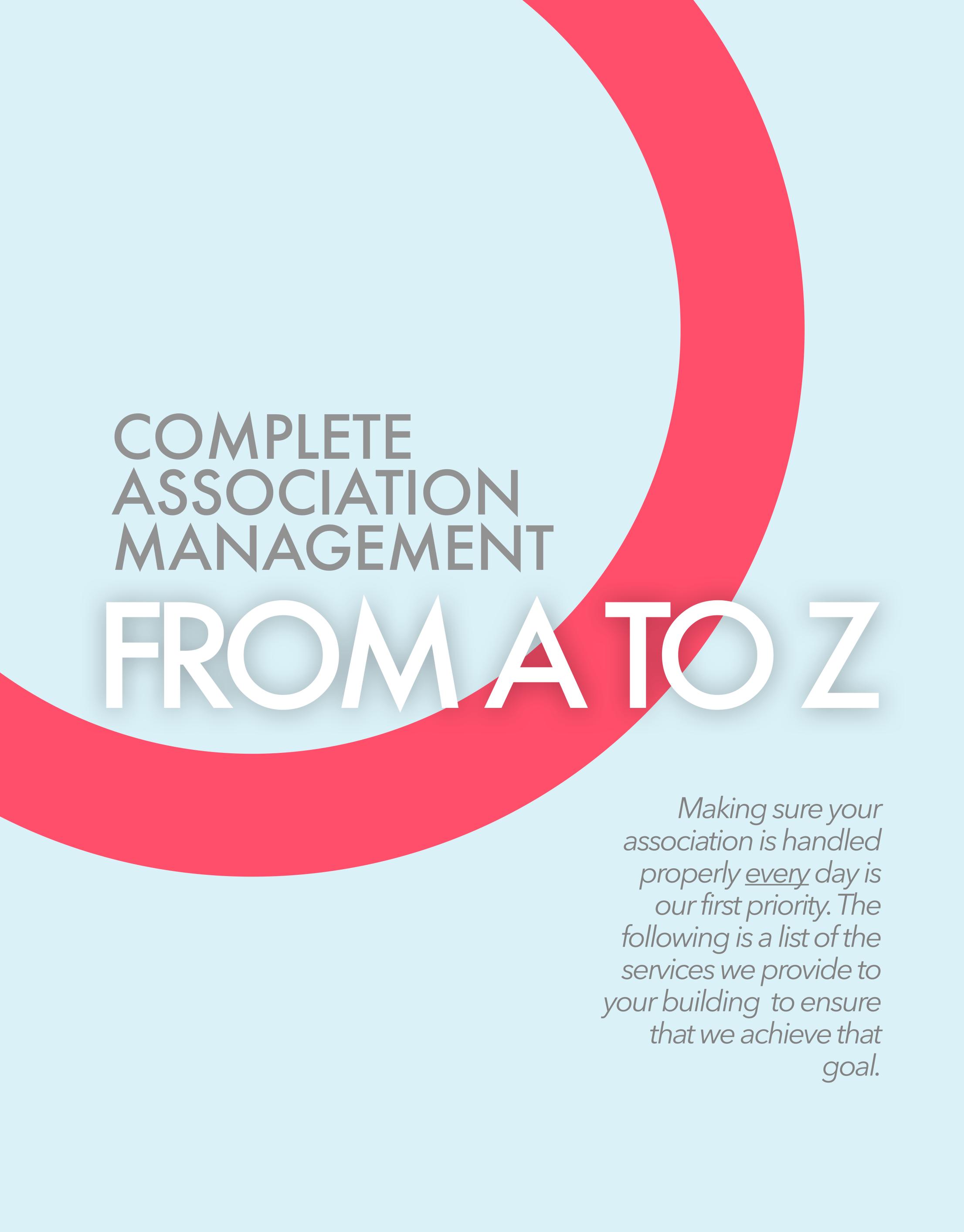
I authorize the named below to obtain a credit report, criminal report and or eviction check on me for Tenant screening purposes.

Personal References

REFERENCE # 1 NAME	RELATIONSHIP
HOW LONG HAVE YOU KNOWN REFERENCE?	REFERENCE'S PHONE NUMBER
REFERENCE #2 NAME	RELATIONSHIP
HOW LONG HAVE YOU KNOWN REFERENCE?	REFERENCE'S PHONE NUMBER

← PREVIOUS NEXT →

MacBook



COMPLETE
ASSOCIATION
MANAGEMENT

FROM A TO Z

Making sure your association is handled properly every day is our first priority. The following is a list of the services we provide to your building to ensure that we achieve that goal.

FINANCIAL MANAGEMENT OVERVIEW

Each month all Board members will receive detailed financial statement outlining all of the financial activity of your association, including delinquency tracking and payment updates.

MONTHLY FINANCIAL REPORTS

So you can confidently make decisions about and for your property, each month you'll receive a balance sheet, detailed general ledger, updated check register, profit and loss variance and fully reconciled bank statements.

ANNUAL BUDGET

USA Management will review your prior year actual expenses with current performance to establish a budget that is both fiscally responsible and will properly address future outstanding projects & 40 year inspections.

ACCOUNTS PAYABLE

USA Management maintains a superior accounts payables system that ensures your vendors are paid in a timely fashion, avoiding late fees.

ANNUAL TAXES

We will assist the Association in auditing the financial records and providing you tax returns each year.

SITE AND MAINTENANCE MANAGEMENT

Your property value is directly tied to the appearance of the common areas. We strive to implement effective maintenance programs designed to maximize appearance and Minimize cost impact. USA Management will implement controls to ensure work is completed correctly and efficiently.

MAINTENANCE PROGRAMS

Programs will be initiated with the current budget and needs assessment in mind. Outside vendors will be used as appropriate. The Board will be notified via frequent updates as to the status of on-going maintenance.

LEGAL AND COLLECTION

USA Management will send past due and demand payment statements and assist the Board in any legal proceedings. Collection letters are sent with no additional fee.

INSPECTIONS

Each maintenance program will be implemented with industry benchmarks and will be frequently audited to ensure delivery of goods. Your site manager will perform frequent site inspections to review progress or all projects.

MEETINGS

We will plan, coordinate, schedule and take minutes during Board of Directors meetings so you can be confident everything is fair, clear and legal.

HOMEOWNER CONFLICT RESOLUTION

USA Management has a set of escalation policies and will inform the Board of each complaint and a recommendation on resolution to maintain a peaceful neighborhood.

APPLICATIONS & ESTOPPLES

USA Management will handle all application processing and estoppel letters for your association and owners to ensure smooth sales and rentals.

ADDITIONAL SERVICES

USA MANAGEMENT HAS A SOLUTION FOR YOUR BUILDING'S EVERY NEED



We've been doing this for forty years and know the right companies to recommend to handle everything from large improvement projects to daily service needs.

Your Association requires many more services than you would initially assume. Beyond property management and accounting, the number of services a typical building uses can be intimidating.

USA Management has decades of experience with many of the businesses who serve the south Florida area, and because of our long-term working relationships can recommend the highest quality vendors at the very best pricing available.

Of course, if you have a relationship with a vendor you are happy with, you are never under any obligation to change. However, should you want to make a change, USA Management will be happy to get you multiple proposals and to give our professional advice when it comes to vendors.

And yes, we can get you better pricing - because we provide many jobs to each of the vendors that we work with, they return the favor by offering discounted pricing. That means your Association may pay less for the same job when using USA Management.

JANITORIAL/MAINTENANCE

LANDSCAPING/LAWN CARE

POOL SERVICES

PAINTING

PAVING/PARKING LOTS

ROOFING

LICENSED ELECTRICAL

LICENSED PLUMBING

ELEVATOR SERVICING

PRESSURE WASHING

GENERAL CONTRACTORS

PROPERTY INSURANCE

BUILDING SECURITY

OBSERVE • REPORT • PROTECT



The security of a condominium has many challenges. Just one break-in or violent assault can cause massive problems for your property. Security guards can be a valuable resource in addressing and preventing parking violations, noise violations, and other incidents that threaten the safety and comfort of your Association.

Your owners need to feel secure in their homes and their neighborhood. Statistics show that having uniformed patrol guards in a marked car can reduce burglaries by 33%, robberies by 24% and auto theft by nearly ten percent. USA can help.

USA Management offers uniformed, licensed and courteous nighttime patrol guards in marked security vehicles to patrol your property from dusk until dawn seven days a week. We monitor and submit daily reports to the property manager about the nighttime activity on the property, including front and rear view video capture from vehicle. This enables your building to adequately control parking that violates your association rules, and minimizes unscreened/unapproved residents from living in the building. Should anything questionable occur, they will contact your local Police Department for quick and professional handling of any incidents.

Contact USA Management today to put together a custom designed security plan for your building, be it as simple as a guard house attendant or as integrated as 24 hour roving patrol, and feel confident that you are partnered with a team that has your safety in mind.



Marked cars and uniformed personnel are the first and strongest deterrent to crime at your property.

*While video recording can be a valuable tool in identifying potential crimes or suspects to police, but USA Management makes no guarantees that any particular incidents will be captured by video surveillance.



USA MANAGEMENT

DOING THINGS *RIGHT* SINCE 1979