



SVHOA, General Responsibilities of Berkeley Property Management Staff

Office Manager (Michelle Johnson)

1. Answers all e-mails sent to manager@southernvillage.org
2. Handles work orders and assignments to vendors
3. Sets up on-site inspections
4. Returns and answers phone calls during office hours (M-F from 10am-2pm)
5. Sends out any written correspondence
6. Collects mail and disseminates it to staff members
7. Manages the files and association records
8. Directly supports the ARB Chair, so that monthly ARB meetings are successful
9. Compiles Manager's Reports, Work Order Reports & Complaints Reports

Field Manager (Patsy Smith)

1. Manages all aspects of landscaping (common areas, townhomes & courtyard homes)
2. Visits the community to inspect grounds, ponds, parks & alleyways weekly during spring, summer & fall; monthly in winter
3. Handles all communications with landscape, street tree & pond vendors (Ruppert Landscape, Bartlett Tree, Dragon Fly) and approves appropriate invoices
4. When needed, inspects various (usually larger) repairs to townhouses or HOA property

Finance Manager (Tara Furze)

1. Works closely with the treasurer to make sure financial obligations are met
2. Pays community bills
3. Collects dues
4. Sends out delinquent notices
5. Prepares monthly financial reports
6. Prepares year-end financial reports and share with tax preparer

Community Manager (Tony Smith)

1. Works closely with Board President
2. Is the primary link between the Board President and the staff of Berkeley
3. Creates annual budgets & 5-year spending plans; then share with treasurer
4. Attends Board meetings and facilitates any action items
5. Manages all aspects of HOA alleys, including annual spring inspections & repairs
6. Manages large projects from bidding to completion
7. Serves as the emergency contact for after-hours HOA emergencies
8. Oversees the Manager's Reports, Board Agendas and other requested items



SVHOA, General Responsibilities of Berkeley Property Management Staff (continued)

Vendors

We want to clarify the way vendors are chosen. We have several trusted vendors whom we have used for many years. All have liability insurance. We welcome members suggesting good vendors, but a certain procedure needs to be followed. First, you need to discuss the situation and the vendor with Berkeley staff. We can then contact this vendor to determine if they have liability insurance. If sample work is available, we can look at it or get references. Once we have the COI, the committee wanting the work can discuss exactly what is involved and bring the recommendations to the Board. We then execute the approved plans. We may need to get other bids for large projects. It is very important for the Board and for Berkeley that all vendors are covered sufficiently.

Committees

We recommend that the Board really work on using committees to make the organization run more effectively. The committees can investigate ideas that the Board wants to pursue. One important point is that all work that committees recommend has to have the approval of the President and/or the full Board before Berkeley can proceed with the project.

Other Board Members

The Community Manager will be the primary contact for the President of each HOA. Other board members are encouraged to go through the HOA President directly rather than contacting Berkeley. The Board President and the Community Manager will be in close contact when the need arises. An important part of an effective organization is that the Board President be entrusted to make those day-to-day decisions without having full Board approval in advance.