TOTAL
ASSOCIATION

18 WAYS TO MAKE YOUR HOAS & CONDOS
MORE EFFICIENT

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1. ACCOUNTING

Common Problems:

Accounting in a condo association is necessary, as it helps to keep track of finances and record all transactions taking place throughout the year. When you don't have reliable accounting, your accounts become disjointed, financial reports are difficult to create, and budgets are inaccurate. Using a software that is not tailored to the needs of an association will cause more work, more costs and more aggravation for the management company.

Solution:

With Total Association, you can increase the association's operational efficiency and accuracy by automating your entire accounting process. Creating an accurate budget based on the last year expenses can be done in under 10 minutes. The Membership payments are automatically created and sent to the members. In addition, the reports are easily created and presented. The fines, sales, rental etc. are automatically integrated and a close eye on the expenses compared to the budget is kept. Total association allows even the basic administrator to do the accounting for the association.

2. PETS MANAGEMENT

Common Problems:

Pets is another extremely complicated issue for an association. The association has the fiduciary duty, by law, to make sure that the pets that exist in their association follow the laws and rules of the association and the municipality. As an example, if a dog bites somebody in the association and does not have the required vaccination by law, the association can be held liable for the bite and by extension the management company itself. Now ask yourself how will you monitor all the pets' vaccination, documentation, etc. Some of the vaccination and documentation has an expiration date. The amount of resources required to monitor, warrant, and make sure all pets' records are up to date is an extremely time consuming task. As a result, most associations leaves the subject unattended and therefore open their association, and themselves, to potential lawsuits.

Solution:

The total association system provides the solution for the pets including registration of the pet with its required documents as well as any required vaccinations. Every day the system checks if the pet is about to have a vaccination or document expire and starts warning both the management and the Pet's owner 30 days in advance. Once the pet is one of the prerequisite Expired and disables the pet and informs the management and the owner that the pet can no longer be in the association. It does all that automatically you would know need for the management to spend any time on it. Just like that one of the most complicated issues of an association is automates and streamlined to almost no involvement of the management.

3. FACILITIES RENTAL

Common Problems:

Many associations have facilities that are rented to the members. Some are rented by the hour, some per day, and some monthly or even annually. It is quite a task to book the rentals, document the rental, and even make a contract if necessary. It is also a stress for the person who wants to rent it. It needs to contact or even come to the office and that is white aggravation.

Solution:

With Total Association's software, the rental can be made in the members portal, without any work or intervention by the administration. The member can check availability, pick the time, and initiate the rental all by themself. they can even pay for the rental if a payment is due. The administration can implement restrictions and limits on the rentals. The result is a happier member with a lot less work for the administration and management.

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4. EMPLOYEES MANAGEMENT

Common Problems:

Just like any other business, employing various employees and managing them is an undertaking. Overlooking the employees' hours and what they done in those hours is a must, but it is easier said than done. Managing what the employees needs to do and the progress of the tasks is also a challenge. If the employees are not efficiently managed and/or informed of what they need to do, their productivity goes down, and when their productivity goes down the entire Association's efficiency goes down.

Solution:

Total Association has developed and implemented tools to efficiently manage the association's workforce, offering free hardware and apps for seamless control over employee work hours, task assignments, and activity tracking. Employees can easily punch in using the Total Association Punch Clock upon arrival, which automatically syncs with the CRM system. Managers can assign tasks by entering them into the department's to-do list and assigning them to employees, who can then use the app to record progress and daily logs. With Total Association, managers have complete control over the workforce, optimizing productivity and management processes.

5. DEBT COLLECTION

Common Problems:

When members fail to pay their dues, it poses a significant challenge for the association. As these funds are allocated in the association's budget, non-payment can result in a shortage of funds, potentially leading to serious financial difficulties. Typically, the association's first course of action is to seek legal assistance. However, legal services come at a cost and are often expensive. This can strain the association's finances further, as they may only be able to address one or two delinquencies at a time, with the lawyer consuming a substantial portion of the association's funds.

Solution:

Total association Partnered with Axela debt collectors. Axela Does not charge a single dollar from the association or the premium that is owed to the association. It makes its money from the delinquent members as per the local law. The integration between the two companies is seamless and once a member is delinquent for 90 days, Axela gets the information immediately and starts working. With the success rate of more than 95% before a property Gets foreclosed by the association, it is a no-brainer. The manager has real-time progress of the collection in the total association CRM. If Axela does not succeed to collect from the delinquent property they will prepare a file on that property that will be given to a lawyer To start the foreclosure process. At this point, most lawyers will take the case contingency. The result is more money that association with no cost for collection.

6. DIGITAL VERIFICATION

Common Problems:

Elections are a huge undertaking for an association. Letters, few notices, and balance have to be sent and at the end it is very difficult to get the 20% Votes required by law. Moreover, getting board members to sign checks, while seems simple, can take days. Board members are volunteers and usually have a day job to go to. Therefore, it is not easy to get them into the office in order to sign checks. The above tasks takes a big chunk of the management's time. It causes a strain on the office.

Solution:

Total Association's Digital Verification Package Allows for the secure, easy, and efficient election process Using the membrane portal as a voting apparatus. Once the manager initiates an election process on the CRM, the streamlined process will pretty much automatically take place by the system. It required notices will be emailed to each member with SMSs that will verify everybody's notified. The association can send mail notices as well if they so wish we'd only a few clicks. The voting is done by the member himself on the members portal with an SMS verification with the code Assuring it is the member himself who casted the vote. As to the signatures on checks, total sign, and module of total association, Allows for the approval and digital signature of checks from a proprietary app of total association. In the app The signing board member Can see the basic accounting numbers and the list of the checks he is to sign and/or signed in the past. These results in a fast, Secured, and comfort check signing process which means less time Spent by the manager for this task.

7. DIGITAL ELECTIONS

Common Problems:

Condominium elections pose a unique set of challenges due to their intricate nature and the diverse interests of residents. Balancing the preferences and priorities of a varied resident population requires careful planning, transparent communication, and equitable voting procedures. From ensuring the accuracy of voter eligibility to managing proxy votes and adhering to legal requirements, the complexity of these elections can often result in lengthy administrative processes. Moreover, fostering resident engagement and encouraging participation can prove difficult, especially when addressing conflicting viewpoints or apathy towards the election process.

Solution:

The Total Association's Digital Elections revolutionize the election process by streamlining every aspect, simplifying tasks that were once arduous and time-consuming. With its ability to automatically generate all necessary paperwork while ensuring compliance with legal requirements, the platform eliminates the hassles of manual paperwork and the risk of oversights. By transitioning to a digital format, it eliminates the need for postage, reducing costs significantly. Most importantly, the system's user-friendly interface empowers every member to cast their vote easily right on their portal, enhancing participation and engagement. What was once a complex and daunting task is now made effortless, saving valuable time and resources for associations while increasing member satisfaction by providing a modern, convenient, and legally compliant election experience.

8. MEMBERS NEEDS

Common Problems:

Taking care of the memberships needs, from paying a bill, verifying payments. declaring a guest, the renting a facility, takes a lot of time and effort from the management. In a lot of associations, this requires the association to

to hire a full-time employee or it is a current employee's main task. This process is not fun for anybody. Not for the member that needs to come to the office in order to complete basic tasks and not for the management that need to spend time, and therefore money, to accommodate him/her.

Solution:

Total Association has a portal for the members in the form of a web portal or a phone app. Within the app, any member can: Verify his/her basic information and ledger, Purchase any item or service for sale by the association, Manage his/her access control devices, Rent facilities, Manage his/her cars, See status of his/her packages, Ask the concierge for a task, See the restricted documents and, File-out forms and surveys, manage his/her fines and violations, and contact the admin. Having this tool and their disposal, allows them to conduct most of their needs on their own in an efficent way. As a result, the strain on the association is greatly reduced.

9. PUBLIC WEBSITE

Common Problems:

Most states require the association above a certain number to have a website for the association. For most people that are not computer programmers this task is far from simple, and maintaining the website proves to be difficult.

Solution:

Total Association developed a beautiful and comprehensive website customized for the needs of each association. While the template is set, all the images and text Are fully changeable within the CRM. Within 1 hour or so the association will have a fully-built website for the members to utilize and enjoy. It is also the entry to the members portal. Association management can also create public forums and surveys in order to obtain information from the non-registered Individuals. The application process also starts at the website. This represents great efficiency in the association's management.

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10. FRONT DESK AND CONCIERGE

Common Problems:

There are communities that have a front desk in the lobby of the building. Just like the front gate, the front desk must verify that all who pass into the building are approved to be there. Manually logging and calling each and every member's guest takes a lot of effort, time, and resources. The members are aggravated for calling them and if they cannot be reached at the moment, their guests are turned around.

Solution:

The Total Association High End Package comes with the front desk, concierge, and employee entry sections in order to accommodate the fast, secured, and hassle-free guest and employees' entry with the members declaring and/or approving guests on their app. All the front desk has to do is scan the QR code that is sent to the guest via SMS and take the guest's picture. The logging will be automatically done by the system. The concierge can accept tasks that are entered by the members via their app. The concierge is then able to enter into the system the progress of each task. Of course, the members can see the progress in their app as well as get an SMS notification to inform them that progress has been made. As a result, the management can do a lot more with the human resources they have in place with an increase in members' satisfaction.

11. SHIPMENTS AND PACKAGES

Common Problems:

Some high-end buildings, handle the incoming packages of the residents. In today's world, where most of our shopping is done online, the association can be overwhelmed with packages. That association needs to receive the package, if need's be to store the package, and deliver the package to the resident. The association also needs to inform the resident they received got a package, store it, and it was delivered to them. This becomes an infrastructure nightmare for the association and the management as one.

Solution:

The Total Association High End Package comes with the Packages section built into it. When a package arrives, the association personell will stick a QR code onto the package and enter it into the system. From that point on, this package is tracked and any information is sent to the resident. The residents can also go into their app, and see what is going on with their packages at any given moment. The system also allows the employees to enter storage units and shelves to easily and efficiently store the packages within the facilities. When it is time to deliver those packages, the delivery employee will know exactly which shelf holds which package. Every step is logged when performed. After using the system, you will wonder how you ever operated without it!

12. ROBUST CRM

Common Problems:

The basic task of an association management is to keep the information of the members and when this information is needed to dig it up and present it. Moreover, the management needs to make sure the information is up-to-date and current. The traditional way of doing it is by creating a file of documents for each property, get the documents, file them in the file and somehow track if it's current and to what date. A great example, is a rental agreement that needs to be renewed. Every time it is about to expire, the management needs to request that contract and if it does not get it to do something about it. Sounds simple enough but this process takes so much effort and energy that it is rarely done. Getting or filing information even a basic one requires so much work of going to the files, opening it, looking for the information, filing it, and refiling the file, that unless it's absolutely necessary, it is just not done!

Solution:

With total association, you are just a click away from accessing any information you need. Filing a document or changing information is a breeze with the built-in document upload and even document scanning. The property Info center Aggregates all the information regarding that property into a single page Presented in a well-organized format. A manager can even pick up his phone, and access any and all information including all documents in a matter of seconds. A more informed management with a much easier Filing method is by far more efficient and that efficiency Translates into Less hours work with much better result. Less I was work means less money spent and better results means happier clients.

13. APPLICATIONS

Common Problems:

Most associations do not allow just anybody to come and reside within them. Most have an application process that the new tenants or members needs to complete before they are even considered as candidates. The management Needs to collect the information from the applicant, make sure he paid for the application, get his credit information and criminal history, create the file to present the board or a committee to consider, and at the end process the decision. This is a time-consuming process that puts a strain on the management and takes a lot of time. Usually nobody's happy. The management is not happy with the long process that takes a lot of resources, and the applicants are not happy because it takes a lot of time for him to be processed.

Solution:

With total association the process is reduced to an online form. The applicant either Input its name and email address in an online form or the manager does the same over the phone. The form is then Emailed to the applicant and the applicants fill up the information on their own. They also make the payment online in order to continue the application process. But the automation does not stop there. Total association Goes and get the credit information and criminal history of the applicant and creates a complete file for the committee to consider, as well as tracks the application status at any given moment and presents it to the management. Of course, once the committee makes its decision the system will process the results and act accordingly.

14. PROCESS AUTOMATION

Common Problems:

Managing an association presents significant challenges, some of those challenges are time-consuming processes. As an example, transitioning an ownership of apartments. It requires disabling the previous owners and tenants, disabling their access control, disabling their car from the gate systems, closing the accounting for the property

and resetting it for the new owners. Now we have to register the new owners, their cars, pets, guests, security devices and more. That process can be complex and time-intensive, often spanning across multiple systems and requiring extensive paperwork, resulting in hours of work.

Solution:

Total Association's innovative automation capabilities revolutionize association management by drastically reducing the time and effort required for complex processes like property sales. Instead of hours doing this task manually, these processes can now be completed within few minutes through the software's integrated approach. Without the need for multiple systems, the process becomes streamlined by entering relevant information and scanning documents directly into the system, leveraging artificial intelligence to handle the rest. This not only yields significant time savings for management but also translates into cost savings for the association, ultimately leading to faster processes and higher member satisfaction.

15. INTEGRATED ACCESS CONTROL

Common Problems:

Maintaining an access control system as a separate entity from the Customer Relationship Management (CRM) platform presents significant challenges for associations. The time-consuming task of managing data across two distinct systems not only duplicates efforts but also increases the risk of inaccuracies and inconsistencies. This disjointed approach hampers operational efficiency and can lead to delays in granting or revoking access. Moreover, the fragmented setup raises concerns about security, as the lack of seamless integration between access control and CRM can potentially create vulnerabilities or access gaps that compromise the association's overall security posture.

Solution:

Incorporating the access control system within the CRM presents a holistic solution that revolutionizes association management. By merging these functionalities, time is saved by eliminating the need to manage data across two separate systems. Changes become instantaneously effective, ensuring immediate access updates and minimizing delays. Moreover, this integrated approach fortifies security by closing potential gaps between access control and CRM, ensuring a comprehensive and unified security strategy. The seamless integration also opens doors to process automation, allowing for efficient, rule-based workflows that streamline operations and enhance the

resident experience. In embracing this all-in-one solution, associations not only boost operational efficiency but also strengthen security measures while offering members a more seamless and convenient management experience.

16. SECURITY GATES

Common Problems:

One of the most challenging aspects of association management is the security. Especially guest gates security for large associations. Most association require that the security guard will check the guest's driver license, record it, call the residence the guest is visiting, and get permission to let the guest in. If a guard does the above. The guard takes an average of 5 minutes to do so per car. That means that they can only process 12 cars per hour. Since most associations and for sure large association has a lot more cars per hour than that, there is either a huge line at the entry, or the guards simply let everybody in. It is mathematically impossible to do the job correctly and keep the association secure.

Solution:

With Total Association's Front Gate Package the average that a guest car spend as the gates goes from minutes to seconds. The process is streamlined and automated so the guard records the entry with only a few clicks and a few seconds while obtaining and entering all the information about the car the driver and the authorizing member. The residence can declare a guest using the residence app with only a few clicks. The guest receives an SMS with a QR code the guard then scans. The car tag, color, make and model are automatically captured by the camera and the information is entered into the system. And ID scanner scans the ID of the driver and within 2 seconds, enters the driver information into the system. The result is a fast secured entry of guests into the association while maintaining the highest security standards.

17. FINES AND VIOLATIONS

Common Problems:

Not all members of an association follow the rules. Unfortunately, these problems are more common than not.

One of the most effective ways to tame a rogue member from interrupting the lives of the other members is to fine him/her for their actions against the association rules, or the local laws. Without setting repercussions for unacceptable behavior, the association will soon plunge into chaos. Yet, the action of assigning fines to an individual or a property is quite complicated with a lot of paperwork. As a result a lot of Managers just let Members do what they want without consequences, and as a result, the community suffersAs an example, transitioning an ownership of apartments. It requires disabling the previous owners and tenants, disabling their access control, disabling their car from the gate systems, closing the accounting for the property

Solution:

Total Association has a built-in incident log that if the outcome is a fine will start an automatic fine process including all the required notifications and the payment option for the offender. With total association enforcing the rules is just a few seconds away. It is no longer complicated. The system will initiate the fine and display the status of the fine at any given moment for the manager. It will also allow for the offender to dispute the fine with the finding committee as required by law. Total association Took a complicated issue like giving fines and streamlined it to a simple process!

18. COMMUNICATIONS (LETTERS, EMAILS, AND SMS)

Common Problems:

Informed Members of the association tend to complain less and be happier with their management. Uninformed members tend to be angry and a nuisance since they do not know what is going on and therefore cannot under-stand what they need to do. It is clear for every manager that informing the members is a must. But how can you mass inform the members? Sending each one a personalized email, not to talk about a personalized letter, is a huge undertaking, and can simply not be sustained.

Solution:

With Total Association, the association can use mass mail, email and SMS sending mechanisms to increase communication efficiency while lowering costs. Using email and being able to easily send out mass emails has made communicating between owners and board members more efficient. It will only take you 2 to 3 minutes to send a mass email or SMS to a targeted audience. From an individual, single property, single sub association, single building, to everybody with other filters available. You can even save and reuse templates with ease. Written letters work the same way, 2-3 minutes is all that it will take to create a PDF with personalized letters to your selected target audience. The system will even print the envelopes as well.

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