



TECHNOLOGY MUST-HAVES

FOR ASSOCIATION MANAGERS

When it comes to the management of HOAs and COAs, technology can make a significant difference in how well you can handle management demands. That's largely because community association managers face a unique set of challenges. Most of the software available today doesn't account for these challenges, so workflows become an endless struggle and you waste precious time. Fortunately, there are ways in which technology can help you manage everything easily and efficiently.

Something as simple as a missed architectural review or untimely communication with the board can become a much bigger issue that as an association manager you may have to face at a later time. The last thing you need is to spend your afternoon calming down an upset homeowner or risk any possible legal ramifications that may occur.





The Need for Reliable, Focused Software

Software with a specific focus is very important for association managers. Without the right software and technology, management and owners can suffer from inefficiencies, such as time spent toggling between solutions, manual data entry, and having no easy way to communicate with each other. By having reliable technology built with the unique needs of associations in mind, daily workflows and overall business processes can be improved for managers and owners.

Things to look for in a technology partner:

- Consistent & reliable accounting features
- Award-winning customer support
- Free on-demand training
- Modern communication tools

5 Association Software Must-Haves

When choosing a software to run your HOA or COA, these are some of the most important features to look for. If the software you're evaluating doesn't include them, it should be a huge red flag. As a modern, efficient community association manager, you shouldn't settle for any less.





1. Online Association Dues Management

Homeowners make their association dues payments through their centralized portal, so the need for manual data entry is greatly reduced. As an association manager, you don't have to physically collect and record payments via check. With owners able to make their payments conveniently from their mobile device, on-time payments are more common, which makes everyone happy.

2. Bulk Email & Texting

The idea of emailing and texting is not new, but what changes the game is when your software helps deal with the volume of messages. A community announcement for 1,000 people would be a nightmare to coordinate without the help of a system of engagement or a system of record at your disposal. When you bulk email or text from modern software, you not only save a ton of time, but you also have a complete record of your correspondence for easy look-up if you need to reference it.

3. Violation Tracking

Association CC&Rs are important in maintaining a high-quality community, so when violations occur it's important to resolve them quickly. Software can track common violations like overgrown lawns, messy garbage cans, and improper vehicle parking to help managers follow up with fees and correspondence in a timely manner while also keeping track of the communication records.

4. Architectural Reviews

Board members can vote on architectural reviews via their online portal from their computer or mobile device — allowing for swift approvals that homeowners depend on to complete work to their homes.

5. Maintenance Management

The logging and monitoring of maintenance and inspections can be automated by modern software, allowing association managers and maintenance techs to log and track requests online for quicker resolution.



Automate Your Association Management

The right software is easy to learn and use, and can help you provide the highest level of service to your homeowners and streamline your entire workday.

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