

HPHA Management Transition – July – December 2010

Holiday Park Property Manager Duties Trial Period, July-Dec 2010

(Per duties reviewed at HPHA Board Meeting, May 4th 2010)

Administrative: (approximately 3 hours/week)

- Monthly Board Meetings: prepare agenda based on input from President, send meeting reminders, attend meetings, publish notes
- Draft HPHA's annual budget, proxy, and meeting announcement for Board review
- Organize annual meeting, monitor voting for circle reps
- File Liens, attend court hearings, notarize signatures, as directed by Board
- Assist Board in developing or revising HPHA policies: fences, common parking areas, trailer / boat, shed policy, etc.
- Maintain Member database. Coordinate with directory volunteer for production and distribution as needed
- Prepare and update new member Welcome Packet. Coordinate with new member volunteer who will greet and deliver to new members.
- Make contact with new residents, if possible, prior to move-in or within 1 week

Maintenance, Security, ACC, and Violations: (approximately 4-5 hours/week)

- Coordinate any *paid* maintenance and repair of park facilities and Arapaho medians with volunteers who are monitoring and maintaining
- Storm damage - walk the park for tree damage/coordinate clean-up. Direct work/repairs
- Maintain HPHA's signage, replace old/missing signs
- Primary contact for security patrols with VIP group and Officer Peck. Share crime information with HPHA membership
- Monitor Street light maintenance, repairs
- Rear/Alley Walkway maintenance - monitor vendors/cleanups, maintain/repair lighting in coordination with volunteer
- Address park and private property violations: such as dogs/cats off leash, trespassers, vandalism, pool rules violations, car parking on grass, loud music, not mowing behind rear fence, etc.
- Attempt to resolve conflicts between neighbors, i.e. barking dog, parked cars blocking street, etc.
- Coordinate and supervise annual tree trimming in park
- ACC (Architectural Control Committee): lead review process, meet with residents, deal with violations, create monthly reports, walk the HOA
(currently out-sourced to Dan Robison)
- Help draft agenda, project list related to Park Fix-Up Day Spring and Fall, as run by volunteers
- Implement Board directives on fence policy, trailer/boat, and shed policy, etc.

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Treasury/Financial: (approximately 2 hours/week)

- Monthly Bookkeeping, Create/distribute statements, create P & L and balance sheet
(currently out-sourced to Amy Clasen)
- Vendor interface; acquire quotes, etc.
- Finance Committee: participated as needed regarding delinquent accounts, fee inquiries, etc
- Research insurance coverage and options, follow up claims
- Home Sales interface: Resale Certificates, fees, balances due, distribute pool keys, etc.
- Work closely with Treasurer on all of the above

Communication / External affairs / Events: (approximately 2 hours/week)

- Internal “on call” Point Person for responding to/sending individual emails and phone calls: such as crime reports, disturbances in the Park, landscaping issues (downed limbs, broken gates, etc), neighbor conflicts, lost pets or items, dog poop in yard, bulky trash dates, deaths/births, etc.
- Contact for external entities such as Shelton School, Crime watch/VIP, Police, NDNA, City of Dallas, and other community organizations as needed
- Create/Distribute park-wide announcements, reminders, flyers (emails and/or hardcopies), web-sight updates

Important Notes:

- All Property Manager duties are based on direction and decisions from the HPHA board.
- Property Manager to track all HPHA time and activity during trial period.
- Task time approximations are based on current officers tracking their actual time over several months
- Some aspects of Pool Management responsibility will not be taken on during trial period.