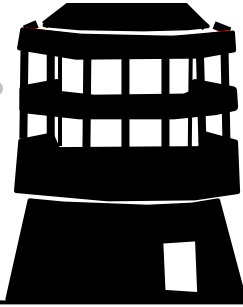

THE Board Beacon

"Exclusively for those who serve the community"



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FEATURE PRESENTATION

At HCMS and at any association management company, the Board's main contact is with the Association Manager serving that association. In order to maintain the highest possible quality relationship for both the management company and the association, both HCMS and the Association would desire to retain a top-notch professional manager on a long-term basis who knows the community.

At times, however, this goal is challenging for any number of reasons, some of which we are detailing below (portfolio management, night meetings, solutions). We, at HCMS, share the frustration felt by our association clients when a manager reassignment becomes necessary.

PORTFOLIO MANAGEMENT:

Management companies are in the business of managing a "portfolio" of accounts. Each manager is assigned a portfolio of community associations. All managers must continually balance many priorities on a daily basis, as each account will have different projects in process at any given moment.

NIGHT MEETINGS:

In the portfolio business, a manager can potentially have 8-10 night meetings per month. Additionally, each association requires an annual meeting for an additional 8-10 meetings per year. Mathematically, the Association Manager could spend over half his/her week in nighttime meetings, not to mention the requirement to work day time hours to meet with vendors, talk to homeowners, coordinate with the office staff, and be available for emergency situations.

Continued on page 3



WELCOME ABOARD

NEW CLIENT COMMUNITIES

The Park on Clear Creek
HOA

NEW EMPLOYEES

Wendi Owens

Marianne Nelson

Staff Achievements

Congratulations...

Manager **Beverly McCoy** for earning the AMS (Association Management Specialist) designation from Community Association Institute (CAI).

Service Anniversary Awards...

Alfonso Orosco – 19
Barbara Haynes – 18
Sara Livingston – 10
Oliver Smith – 7
Aly Long and Libby Hodges – 6
Christina Gray and
Lisa Mushinski – 5
John Black, Belinda Tyler and Chrystal
Conwill – 4
Francis Dunn, Karen Lopez and Marion
Brown – 3
Krissy Bishop – 2
Cheryl Copeland, Eddie Ray and
Barbara Scott - 1

Groundbreaking News

March 2005 brought the grand opening ceremony for Tuscan Lakes. Johnson Development's official ground breaking for Tuscan Lakes marks the beginning of another impressive master planned community for the city of League City.

Tuscan Lakes is a 900 acre mixed use, master-planned community, the design of which will showcase architectural elements of the Tuscany region of Italy. Tuscan Lakes will include approximately 1,850 new homes with an estimated 8,000 residents.

Residents will enjoy custom designed resort-style pools, private and public golf courses, beautiful lakes including water features, miles of green belts with walking and jogging trails, parks, along with premier commercial frontage.

Meeting Manners Matter

"The problem with meeting manners is people don't realize that they matter."

-- Anonymous

"We should restore the practice of dueling. It might improve manners around here."

-- Edward Abbey

The benefits of good manners are obvious. They make your professional relationships more productive and increase the likelihood of effective problem solving in teams. A recent US World and News Report poll indicated that rudeness had increased so dramatically that society was experiencing a "profound social breakdown." 89% of the individuals polled said that it was a serious problem in today's society. Only 10% confessed to ever being rude! Common sense tells us that at least a few more people out there are being rude, but as I like to say, "There's nothing common about sense." There are just some times when we don't realize that our manners are not as good as they could be. Below is a list of common manners that are often forgotten:

Say Hello/Introduce Yourself. Greet each participant. Introduce yourself to people you don't know. Make eye contact and smile.

Arrive On Time. Be considerate of other peoples' time.

Pagers/Beepers/Cell Phones. Turn off cell phones and put pagers on vibrate.

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HCMS Book Club



Building Community Proven Strategies for Turning Homeowners into Neighbors

By: Drew Mulhare

"Restraining oneself from staking a pink flamingo in the front yard does not constitute community spirit," so says community manager Drew Mulhare, CMCA, AMS, LSM, PCAM in the newest offering from Community Associations Press. What is community spirit and how do homeowners find it? Find out how to build stronger, more active, more caring communities by following the simple advice offered here by the nation's top experts on community associations and the people who lead them.

Feature Presentation

Continued from page 1

SOLUTIONS:

One idea is to consider the concept of daytime meetings. Day meetings are far more productive for conducting association meetings. Most of us operate on a Monday-Friday, 8am-5pm schedule that is dedicated to work and business activities. What about trying a breakfast board meeting once a quarter? Tell your manager of your interest and the first breakfast is on HCMS. Many board members are willing to attend on their way to work. Another idea is to change the meeting time to start at 4pm or 5pm, rather than a start time after 6pm. That way, everyone still has a chance to get home at a reasonable hour and spend time with his or her family. The question always arises about homeowner attendance at daytime board meetings. In most associations, member attendance at board meetings held at night is generally low. With that being the case, a change of meeting time might not cause a hardship on the membership at large. However, if you have an association where member attendance at a board meeting is high, you may want to consider a balance of dates/times for your board meetings. It is important that we, as your management company approach you, our association client, about the growing trend of manager burnout and communicate directly with you on some ideas on employee retention. As our clients, we are very interested in your personal regard with this important matter.

Courtesy of LMRI

Meeting Manners Matter

Continued from page 2

Grooming/Posture. Dress for the meeting, not for yourself. Your clothing and posture create an impression. Try to create a positive one! (Don't put your feet up, lean on the table, or snap your chewing gum.)

Pay Attention. Don't read e-mail, memos, or other items when someone else is speaking. Don't carry on side conversations. Twisting paperclips and doodling gives the impression that you really don't care.

Avoid Foul Language and Sarcasm. Remember why you're there.

Be Prepared. Don't make yourself look like the kid who got caught not doing his or her homework.

Don't Interrupt. It's an annoying speaking habit and you don't want to miss out on everyone else's good ideas, do you?

Don't Leave Early. If it can't be avoided, tell the others at the beginning that you will be leaving at a specific time and apologize in advance for any inconvenience this may cause.

Clean Up After Yourself. Throw away your discarded papers and any soda cans and trash you may have generated. Do not assume that someone else will clean up your mess.

Adopting good manners can help any meeting run smoothly and allow you to make a good impression on others. At a Meeting, you're working as a team for the betterment of your community. Remember actions speak louder than words and irritating your neighbors is NEVER a good idea!

Article courtesy of Association Times

Community Websites

HCMS, an *Associa* company, offers community websites! Visit your community website or the sample site by going to www.houcomm.com, click on community websites.

Communities are signing up every day for this wonderful resource. It's never too late to set up a website for your community.

Associa Newsletter Program

Your associations can now receive a professionally prepared COLOR newsletter with Associa Living advertisements at no additional cost above your local office cost for black and white copies!

Send us your unformatted, plain text content ... in 3-4 days, we will send you a color PDF (read-only) to review and approve. When you say you are ready, we will print it!

Whether the association has 50 or 1,050 units/lots/homes, Associa will ship the completed COLOR

newsletters to the local office for processing! The association will still be responsible for the costs of mailing the newsletter to owners. •

HCMS Maintenance Department

SPRING CLEAN UP TIME

Now is the time to take a look at all your common areas. Are there items that need repair, painting or power washing? HCMS Maintenance Department has the ability to handle odd jobs at a reasonable price. Contact your manager today.

AssociaSM ...
The Leader in Community
Association Management

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