



Associa is the nations leading manager of community associations. We are a group of community management companies across the nation. We share ideas in an effort to continually enhance and improve the services that we all supply to our clients. We try to use our volume of members to your advantage by seeking volume discounts on services provided on a national basis. We offer on-line newsletters and advice for our clients as well as a means of networking for our managers. We all strive to be the best the industry can offer. •

Associa Newsletter Program

Your associations can now receive a professionally prepared COLOR newsletter with AssociaSM 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. •

dialUp Associa

Internet access for only \$9.00 a month! Sign up at www.houcomm.com, click on Shop at Associa Living, then click on dialUp Associa! •

AssociaSM ... The Leader in Community Association Management

Phone: (281) 333-5173
Fax: (281) 333-4475
Web Site: www.houcomm.com

THE BOARD BEACON
Houston Community Management Services
18333 Egret Bay Blvd., Suite 445
Houston, TX 77058

PRSRRT STD
US POSTAGE
PAID
WEBSTER, TX
PERMIT NO 48

THE Board Beacon

"Exclusively for those who serve the community"

VOLUME 7, ISSUE 7

OCTOBER 2004

Inside This Issue

FRONT DOOR MAGAZINE COMING SOON	1
HCMS CUSTOMER CARE	1
WELCOME ABOARD.	2
WHERE THERE'S SMOKE, THERE'S MONICA(S)	2
2004 BLUE SANTA DONATION BOXES	2
HCMS MAINTENANCE SERVICES	3
HCMS BOOK CLUB	3
ACCOUNTING CORNER ...	3
CONGRATULATIONS	3
ASSOCIA NEWS	4



HOUSTON COMMUNITY MANAGEMENT SERVICES
18333 Egret Bay Blvd., Suite 445
Houston, TX 77058

The Board Beacon is published quarterly by Houston Community Management Services for our associates. We welcome your questions, comments or story ideas.

Office: (281) 333-5173
Fax: (281) 333-4475
E-mail: info@houcomm.com

EDITOR
PATTY REGISTER
ASSISTANT EDITOR
RHONDA MAJOR

Front Door Magazine Coming Soon



will be launching a magazine in November of this year. This publication will be simply titled "FRONT DOOR" and will feature stories on travel,

As a part of our ongoing effort to better serve every resident, we

gardening, landscaping, home improvement, entertaining, food and drink and more. FRONT DOOR, exists to promote the positive aspects of community association living and will foster a sense of neighborliness and community spirit by speaking directly to the unique needs and interests of homeowners living in community associations. The magazine will be published quarterly and you will receive all four issues, which will be delivered to your door, free of charge. •

HCMS Customer Care

Successful organizations must have one common central focus: customers. It doesn't matter if it's a business, a professional practice, a hospital, or a government agency, success comes to those and only to those who are obsessed with looking after customers.

Toward this end, HCMS has been busy this summer developing our very own HCMS Intranet and populating it with an

incredible amount of information to better serve our homeowners. The new HCMS Customer Care Department handles all resident service requests and inquiries.

The Customer Care Representative will provide the needed information, or generate a work order to the appropriate party. The manager will receive email notification of the caller, the request and the action that

continues on page 2

CARE continued from cover

was taken. All calls will be logged by the system and available for retrieval and review at any time.

Each of the Customer Care representatives have completed the Associa Consummate Customer Care Program.

We are currently developing the Manager portion of the intranet which will include some excellent new administrative tools for the Association Manager and the Board of Directors as well.

Stay tuned for more! •



WELCOME ABOARD

NEW CLIENT COMMUNITIES

Village Grove East HOA

El Lago Committee

Pine Meadows HOA

Tuscan Lakes

Eldridge View HOA

Lanai POA

Autumn Lake POA

University Green Patio Homes

Where There's Smoke, There Monica(s)

While driving through Summer Winds, a single family subdivision in LaPorte, Texas in mid-May of this year, **Monica Lowth** and **Monica Warford**, or just "The Monica(s)", as we call them, were on the last street on their regular inspection route. Approximately mid way down the block, Monica Lowth noticed smoke rising from around one of the breezeway fences toward the back of one of the homes.

Screaching to a halt, the Monica(s) went into action working as team, one headed for the front door to alert the occupants and the other followed the smoke to the source of the fire and with the help of a garden hose, the fire was extinguished with minor damage. The elderly resident could have lost her home, or worse, without the attention to detail and quick action on the part of the Houston Community Management employees. You go girls! •

2004 Blue Santa Donation Boxes

EXPECTED ARRIVAL TIME IS NOVEMBER 8TH

Houston Community Management is pleased to announce that the 2004 Blue Santa Donation boxes will be delivered the week of November 8, 2004. HCMS has participated in this worthwhile program for several years now. This program is administered under the careful eye of the League City Police Department Community Outreach Division. The LCPD compiles a list of needy families and children who without donations would have little to celebrate during the holiday season. These donation boxes will be located in

our conference rooms for employees, board members, residents and contractors wishing to make donations to this worthy cause. Associations not meeting in the HCMS office that wish to participate are invited to bring donations to their monthly meeting and your property manager will place them in the donation boxes. Donations are also taken to purchase holiday dinner gift certificates, those wishing to donate to this program can do so in the same manner. Thank you for participation in this great program.



HCMS Maintenance Services




Houston Community Management Services would like to take this opportunity to introduce you to HCMS Maintenance Holiday Decoration Services, a new maintenance division of Houston Community Management Services.

HCMS Maintenance Holiday Decoration Services offers installation of existing decorations, but will also help with the design and installation of new decorations.

Holiday Services Provided:

- Installation of Outdoor Lighting
- Installation of Indoor Lighting in Common Areas
- Installation of Window & Doorway Lighting
- Installation of Fencing Decorations
- Installation of Miscellaneous Yard Signs and Decorations
- Help in the Design, Purchase and Installation of New Decorations



A Division of:

HOUSTON COMMUNITY MANAGEMENT SERVICES
An Associa® Member Company

Associa® ... The Leader in Community Association Management

18333 Egret Bay Blvd, Suite 445
Houston, Texas 77058
(281) 333-5173 tel / (281) 333-4475 fax
www.houcomm.com



HCMS Book Club

Reinventing the Rules: A Step-by-Step Guide for Being Reasonable

BY LUCIA ANNA TRIGIANAI, ESQ.

Rules do more to enhance property value and promote community harmony than any other factor. They can also cause negative coverage on the evening news and create division in a community. Written specifically as a

companion to *Be Reasonable*, our HCMS Book Club pick earlier this year, this new look at rule making and compliance is every community's guide to getting it right. Available www.caionline.org/bookstore •

Accounting Corner

- 1. For properties with monthly assessments,** HCMS can now set up recurring automatic drafts for any interested homeowner.
- 2. Annual billings** - For most communities, November is the month that your annual billing goes out. For those communities with websites through HCMS, homeowners will be able to view their current balance online via the website.
- 3. CPA as a Contractor** - Whether preparing a full audit or just a tax return, retaining the same CPA helps to provide a better financial review each year. •

Congratulations

Congratulations to HCMS Managers for earning the AMS (Association Management Specialist) designation from Community Association Institute (CAI): **Jenny Day, Libby Hodges** and **Brandi Phillips.**

Congratulations to HCMS Manager **Martha Marsters** for earning the CMCA (Certified Manager of Community Associations) designation from Community Association Institute (CAI). •