

President's Corner

On Friday, January 15, 2010, the Board of Directors (BOD) met in Special Session. The BOD approved of the POA moving forward with the company GoodManagement for full-service property management with the following caveats: 1) that we can pursue a full service management company without it increasing our 2010/2011 fees; and 2) that they are willing to engage in a one-year contract. If either of the two conditions can not be met, the BOD will re-evaluate the options. The price of a full-service agreement is \$73,000. If all services can not be carried out within our proposed budget, the BOD will renegotiate the range of services provided to the POA. It will be important for the Board and the management company to agree about the way in which the association should be run from the start. Similar expectations, good communication, and quality work will ensure a smooth association/management relationship for years to come. There's much more work needed to make this "marriage work" but I believe we're headed in the right direction! The following is a range of services that fall into the category of "full service" management. Also included is information on the staff who will be working with us.

GoodManagement **Full Service at a Glance**

- Accounts Receivable
- Maintain Bank Accounts
- Accounts Payable
- Preparation of Financial Reports/Record Keeping
- Maintenance Fee Billing
- Audits
- Capital Planning
- Annual Budgeting
- Benefits Administration
- Ongoing Training Programs for POA Personnel
- Policies and Procedures
- Standards for Employment Practices
- Maintain Official Records
- Organization of Annual Meeting
- Attendance at Meetings
- Manager's Report/Agenda
- Assistance in the Enforcement of all Governing Documents
- Coordinate State/Federal Tax Filings in Accordance with CPA & Corporate Registration; Individual Membership General Correspondence
- Negotiation of Contracts
- Insurance Administration
- Association Liaison with Community, Attorneys, Professionals, Committees, etc
- Rental Program
- Grounds Maintenance
- Emergency Preparedness
- Information Management
- Toll-free Direct Contact Line

Introduction to GoodManagement

GoodManagement is located in Virginia. Their mission is to provide superior experience with friendly, efficient service; maximize the financial potential and aesthetic appeal of our clients' properties; and support talented and dedicated team members by providing principle-driven leadership and the training and tools needed to succeed.

Dale Goodman, RRP, CHA, is president. Before founding GoodManagement, he served as president of a regional company that managed 40 properties. He has experience in corporate administration, multi-unit operations, and ground-up development of hospitality products. An MBA from the College of William and Mary in Williamsburg, Virginia, he has also earned the American Resort Development Association's Registered Resort Professional designation and the American Hotel and Lodging Association's Certified Administrator credential. Dale is active on ARDA's Meetings and the Membership Committees. He serves on the Board of Directors and as treasurer of the Virginia Resort Development Association. He is active also in a variety of business, civic and church organizations.

Jeremy Grogg, CHA, is GoodManagement's director of operations. He is a graduate of Bridgewater (Va) College. He began his hospitality career while in college working up the ranks at one of the nation's largest timeshare resorts. After graduation he made a transition to the hotel industry and has directed operations at a variety of full and limited service properties. Jeremy has earned the American Hotel & Lodging Association's Certified Hotel Administrator credential and is working toward the American Resort Development Association's Registered Resort Professional designation.

Clinton Well, senior vice president, began his hospitality management career while still in high school at the property level in guest contact positions. He now manages financial reporting, treasury, and payroll functions for all GoodManagement properties. He has extensive experience dealing with multiple associations at a single resort. He coordinates the efforts of Certified Public Accountants and other professionals retained by managed entities for audits, tax returns, and special requirements, such as HUD reporting for senior-living projects.