

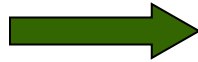
# CCMC Profile

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## CCMC is a Professional Community Manager for the new millennium

### Manager

- Trusted Advice
- Proactive Plans
- Quality Service
- Financial Prudence
- Predictable Results



### Association

- Market Value
- Financial Health
- Property Beauty and Functionality
- Operational Efficiency
- Homeowner Involvement

## CCMC provides a Full Range of Services with Flexible Value Pricing

### Manage Existing Communities

- Financial Management
- Property Management
- Communications
- Governance
- Board Operations
- Member Service
- Special Projects

### Consult on New Construction Communities

- Budget and Dues Estimates
- Insurance Estimate
- Declaration and Bylaws, Rules and Regulations
- Homeowners Association Structure and Policies
- Maintenance Responsibility: HOA vs HO
- Advise on Property Design
- Buyer Guide (suitable for marketing)

## CCMC can help achieve your Goals



# CCMC Value

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## **CCMC is dedicated solely to Association Management**

- In some companies, Association Management is in addition to Rentals and Sales
- Association Management is not part of our business, it **IS** our business, since 1982

## **CCMC is dedicated to our Profession**, achieving professional designations:

- Professional Community Association Manager (PCAM)
- Certified Manager of Community Associations (CMCA)
- Association Manager Specialist (AMS)
- Community Associations Institute (CAI) Hall of Fame since 1991

## **CCMC is dedicated to our Clients Satisfaction**, as demonstrated by our:

- 99.5% client retention rate
- Use of the latest business technology – tools - best practices
- Internal financial controls
- Use of independent contractors
- Adherence to the Golden Rule



# Goals and Roles

	<b>HOMEOWNERS (Customer)</b>	<b>BOARD OF DIRECTORS (Executive)</b>	<b>ASSOCIATION MANAGER (Administrator)</b>
<b>Goals</b>	Harmony Community Service Consensus	Market Value Return on Investment Financial Health	Property Beauty Property Functionality Operational Excellence
<b>Roles</b>	<b>Volunteers</b> - Requirements - Priorities - Ideas and Funds - Time and Energy	<b>Leadership</b> - Decisions - Strategy / Direction - Goals and Objectives	<b>Management</b> - Recommendations - Implementation (Plans / Methods / Processes) - Enforcement - Achieving Results
<b>Decisions</b>	Participative Mgmt Board Election	Long Term Strategic Without Precedent New Policies	Short Term Tactical Within Precedent Current Policies
<b>Accountability</b>	Bylaws and Declaration Policies / Procedures Architectural Controls	Board Election Goals versus Actual Fiduciary	Mgmt Contract Plan versus Actual Fiduciary



# *Crystal Coast Management Consultants*

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## **Experienced Professionals**

Expertise and Experience

Licensed and Certified

Over 40 Years of Industry Experience

Over 30 Clients with over 2,000 Homeowners

## **Latest Technology**

Website for Company and Homeowner Associations

Website for Homeowner Account Log-in and Payment On Line

Latest Technology – Tools - Techniques in Association Management

## **Traditional Values**

Service Delivery 24 x 7 with Fast Response, Quality Results, and Honorable Dealings

Community Goals of Value – Beauty - Harmony

Client Satisfaction as Focus

## **Flexible Offerings**

Full Service Company

Value Pricing

***CCMC – a Community Association Manager for the 21<sup>st</sup> Century***

