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**ASSOCIATION CHANNELS OF COMMUNICATION**

Every association has a team with their specific property; a Property Manager and Associate Manager. When you call into the office you will be directed to the associate manager for assistance. If the associate manager is unable to provide you with that assistance requested they will reach out to the property manager for further follow up or assistance.

The associate manager handles all incoming calls to the office regarding work orders, violation reports or follow ups, and basic account questions. The Property Manager works with the Board of Directors and Contractors to carry out annual maintenance and responsibilities as well as visit the properties as needed through out the year.

**PROPERTY MANAGER, handles:**

* BOARD MEETINGS and CORRESPONDENCE –
	+ All correspondence to the Board of Directors from owners, associate manager, contractors, and vendors should be sent to the property manager.
	+ Prepares bids, contracts, and provides financial information for review at each meeting as necessary.
* CONTRACTORS –
	+ All correspondence and bid requests with Landscape, Snow Removal, Pest Control, Insurance etc.
* MAJOR PROJECTS –
	+ obtains bids for the Board of Directors,
	+ schedules with Contractors,
	+ provides Notice
	+ reviews after completion
* PROPERTY INSPECTIONS –
	+ Completes Spring Inspection of the entire property,
	+ reviews completed work orders as able,
	+ Visits the properties twice a month for overview.
	+ Creates a list of work orders or violations for the associate manager to follow up on.

**ASSOCIATE MANAGER Handles:**

* OWNERS WORK ORDERS – when you have a maintenance item
	+ Call in 216-664-1919
	+ submit on-line https://portal.continentalmgmt.com

**ASSOCIATE MANAGER continued:**

* OWNERS VIOLATION REPORTS – when you notice someone breaking the association rules and regulations. Or if you have questions regarding a letter you received.
	+ All violations must be in writing (they can not be called into the office)
	+ fax to 216-664-1980
	+ send via U.S. mail to Name of your Association C/O Continental Management 20545 Center Ridge Rd. LL 20 Rocky River OH 44116
* OWNERS BASIC ACCOUNT QUESTIONS
	+ Provide information to owner regarding their current account balance
	+ Please note any account in collections (i.e. lien or foreclosure) must contact the law offices of Kaman and Cusimano for up to date balance information or to discuss payment options
	+ Question regarding automatic payments or payment processing, will be directed to the accounting department

**CONTINENTAL MANAGEMENT GENERAL INFORMATION**

Our office is open Monday through Friday from 9 AM to 5 PM except lunch hour (12:00 to 1:00).

The telephone numbers are (800) 525-3404 and (216) 664-1919.

 **After hours an answering service is available for emergency** follow the prompts when you call our regular office line for the emergency service; or our machine will direct you to press the appropriate numbers to leave a non-emergency message.

Our business is the professional management of Community Associations.

* Continental Management Company manages all of its associations in accordance with the governing Documents and the Code of Ethics of the Community Associations Institute (CAI).
* Our Property Managers report directly to the Board of Directors. The Board Members can rely on the professional approach and expertise developed over the forty years we have been in business. We provide the expertise to assist Board Members in making good business decisions for the Association.
* We perform all of the accounting services in-house which results in a high degree of accuracy and up-to-date information for our clients. We believe that financial management is one of the most important responsibilities of Board Members and the Management Company.
* We take a great deal of pride in each of our managed properties. While Community Associations have many things in common, each property has its own unique personality and resident lifestyle. We personalize our services to meet the needs of Board Members and residents.