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New England Professional Management strives to improve the bottom line of condominiums

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New England Professional Management (NEPM), an up-and-coming management and consulting company, is taking an innovative approach to successful property management. The focus of its dedicated, enthusiastic team is top-quality service and a fresh approach to improving the bottom line of each and every condominium community.

Clients that sign on with New England Professional Management can draw upon the company's vast knowledge of the field and exemplary work ethic. The company specializes in condominium budget analysis; operations assessment; capital needs assessments; capital improvement and repair projects; and both on and off-site management.

Key to the company's profile is a flexible approach and a willingness to tailor services to each condominiums needs. Lisa Doran, owner and president of New England Professional Management, said, "We offer a la carte services, which sets us apart from other companies. We can customize the services for each individual association, with their particular needs in mind. Our portfolio is about applying a personal touch." Doran is certain that flexibility and customization go a long way to bringing about not only satisfied clients, but also contented communities.

NEPM's commitment to good community starts at the very beginning, with the condominium developer. "NEPM's construction quality control and consulting division is extremely knowledgeable and experienced in the closing phase of new construction/rehab projects," said Doran. "We perform buyer walk-throughs of the newly built homes or condominiums, and we work with the general contractor to be certain that new units are ready for timely closings. We also offer an effective warranty work management program to lessen the burden on the developer throughout the developer warranty period to new buyers. Then our property management division lends its skills to new developments by successfully setting up the newly formed trust, coordinating move-ins, putting critical vendors in place to effectively maintain the new condo buildings, and managing the property through successful turnover of control at the first homeowners meeting."

Once transition has taken place, Doran encourages her communities to invest in educating homeowners about how their communities work to ensure that boards and homeowners are making informed decisions. She backs up that encouragement by offering on-site educational seminars. "Many of today's condominium buyers have no previous experience in condominium living and the inner workings of a condominium association," she said, "and therefore they do not always know what they can expect. This lack of understanding can lead to misconceptions and frustration." NEPM's educational seminars serve to ensure that the properly educated community can be a happy and prosperous one.

To further the effort to build strong community, Doran also endorses an open and comprehensive model of communication. "Communication is critical, and we're committed to that," she says. To

underscore that approach, she encourages homeowners to contact her team via whatever form of communication they prefer when the need arises. "Admittedly, e-mail communication is faster and more cost-effective, but a good management company can't be committed to e-mail alone," she notes. "Some homeowners prefer the personal touch and are more comfortable talking on the telephone. We're open to whatever the homeowner needs."

Part of the company's flexibility is a willingness to consider creative problem-solving to deal with issues both large and small. "We allow and encourage more informal meetings than the typical once-a-month board meeting that is usually required by condo documents. Those extra gatherings give interested homeowners a chance to be more involved in solving the day-to-day problems facing their community." NEPM also works closely with both homeowners and boards to tailor the rules and regulations for each individual association to meet their needs.

One of the thorniest issues that can face a condominium is making up a budget shortfall without raising fees or levying special assessments. To solve this problem, the pros at NEPM can bring their experience to bear. For instance, says Doran, "If common area is available and not effectively utilized for the common good of the homeowners, why not find ways to put it to good use to better the community, while perhaps generating additional income for the association? It's inexpensive for the association, but value-added for the community."

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