

Update from Steiner Ranch Board of Directors – Partnership with POMS – July 16, 2018

Yesterday, July 15, 2018 the Steiner Ranch Master Association (SRMA) Board of Directors voted unanimously to partner with professional onsite management services (POMS) company GrandManors/RealManage to provide various community management services to our community in conjunction with our existing onsite HOA staff & leveraging best in class technology. These include all back office operations, accounting, HR, payroll, & training. They will also implement user friendly integrated community management software(ICMS) called CiraConnect technology to automate & streamline all HOA internal operations for staff, board, vendors, residents & more importantly improved transparency, process controls, real-time access of accounting & financial information & service contracts.

Residents will see improved service levels leveraging latest technology that is also mobile friendly. Residents can continue to walk into the HOA office, staffed by current onsite team, or call in or use internet even better mobile technology for managing all community management related activities.

Yesterday's unanimous board decision to partner with POMS company is a continuation of a unanimous board decision made at the end of May 2018 open board meeting to move from self-managed to Hybrid POMS model. This decision was reached after significant due diligence conducted by board directors including new directors by interviewing the POMS, reviewing contracts, proposals, cost/fee structure analysis, consulting current staff leadership, checking references & discussing with independent consultants. The Board will continue to retain full authority & control (as it is today) on decision making in all aspects including budgets, annual assessments, contracts, HOA staff hiring/termination, & salary-benefits.

The overall transition is expected to take 60 to 90 days. Further details on partnership & CiraConnect technology will be demonstrated on August 28 at the board meeting. We will continue to provide periodic updates to our community in monthly meetings & also via email as necessary in between meetings.

Our sincere thanks to HOA staff, committees, volunteers, residents & service providers for their contributions, support & cooperation. Please don't hesitate to reach out to us with any questions as we continue the journey of continuous improvements in our operations, service levels & much needed investment in our amenities.

Thank You,
SRMA Board of Directors

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