




September 2019 - The Sharper Focus

Thank you for reading our newsletter to all homeowners in Associations managed by Sharper Management. The goal of this newsletter is to touch on general ideas and helpful topics as they relate to living in a common interest community. We hope you find this information useful.

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Advertising Directory

We strive to continually add valuable content and resources in our newsletters. In 2019, you will see promotional ads from local businesses within the newsletter and on our website. Click the ads to view more from each business or view other promotions on our website, by [clicking here](#). We will be adding to the list throughout the year.



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Selling Your Property in an HOA

Does the recent cut in mortgage rates have you thinking about selling your home? The lower interest rates make it a great time to be seller with potentially more buyers on the market.

While spring and summer are known as the peak times in the market, the housing market doesn't hibernate when autumn hits. In these less frenzied months, motivated buyers and sellers tend to work toward straightforward, mutually beneficial transactions.

If you're considering selling your home, there are a few things to keep in mind regarding selling in an HOA.

A review of the Governing Documents for your Association is a good idea to know what kind of



questions may arise during the sales process. If you need an updated copy of your Governing Documents, they are typically available on your Association's website through Sharper Management.

As the seller, you will be required to provide resale disclosure documents about your HOA. These documents contain a wealth of information for a buyer that include things like:

- * Pending litigation about the association
- * Up-to-date information about assessments
- * The Association's financial status
- * Covenants and restrictions within the HOA
- * Any violations about the unit you are selling
- * Governing documents for the HOA

You may request resale disclosures through the Sharper Management website or visit this link directly to learn more go to <https://sharpermanagement.condocerts.com/resale/>

Location Change for October Board Training

October Session - New Location:

Tuesday, October 15th at 6 p.m. - "Financial Fundamentals and Simplifying Insurance"
Wells Fargo Plaza, 2nd Floor Training Room at 7900 Xerxes Avenue, Bloomington, MN 55431



The location for the October 15, 2019 Board training session will be held Wells Fargo Plaza, 2nd Floor Training Room at 7900 Xerxes Avenue, Bloomington, MN 55431. If you are a board member and planning to attend, please make note of this change!

All Board members from community associations managed by Sharper are welcome to attend.

Tuesday, October 15th at 6 p.m. - "Financial Fundamentals and Simplifying Insurance"

This focused session coincides with most association's end-of-fiscal year and insurance renewal seasons. Insurance and financials are always large and complex topics. Led by Sharper's two directors of community management, Candy Lee, CMCA, AMS, PCAM and Michelle Stephans, in addition to trusted insurance vendor and expert, Eric Skarnes, of Insurance Warehouse, this session will cover topics such as:

- * Defining Types of Insurance Policies & How they Interact
- * Insurance Claims & How They are Handled
- * Market Place Update
- * Basic Financial Reporting
- * Understanding Operating Cashflow & Reserve Savings
- * Budgeting Process & Methods
- * Replacement Reserve Studies & Requirements

January 2020 Session

If you are interested in attending a training session, but are not able to make the October session, we will be holding another Board Basics training in January.

Tuesday, January 14th at 6 p.m. - "Board Basics: An Orientation for Board Members"

This general orientation session will be led by Sharper's two directors of community management, Candy Lee, CMCA, AMS, PCAM and Michelle Stephans. Topics covered will include:

- * Defining Types of "Associations"
- * Roles & Responsibilities of the Board
- * Financial Fundamentals
- * An Overview to Governing Documents & State Statutes
- * How to Run Effective Board Meetings
- * Insurance Basics
- * Property Management Practices

If you are interested in reserving your spot, please email info@sharpermanagement.com

Sharper Rolls Out Client Care Center



Earlier this month, Sharper Management rolled out a new department designed to streamline communication efforts and increase customer service, and thus increase client satisfaction. The Client Care Center is a "call center" like setup where every call from homeowners, vendors, realtors, insurance agents, etc will receive a live body in the Sharper office. Perhaps more importantly, those staff members answering calls and emails are equipped with the information and tools to satisfy even the most difficult of questions, and to help facilitate resolution on just about any matter.

The reality is an overwhelming majority of the 75 calls received on average each day are very basic questions. Are pets allowed? What is garbage pickup day? How much are my monthly dues? Can you send me a certificate of insurance? All of these questions can be handled by the team of individuals making up Client Care. Such calls and emails need not be sent to a Community Manager or an Assistant Community Manager, interrupting their workflow, or worse, going to voicemail because they are unavailable to take the call or unable to respond to the email quickly. Even more difficult inquires such as maintenance requests (ex: a piece siding blows off) and even vendor service issues (ex: they missed my driveway when they plowed) can be facilitated directly by a Client Care team member.

Finally, another focus and purpose of the Client Care Center is to more thoroughly document communications. Actionable items such as maintenance requests can be put into a Task and our Task system can be better utilized. Call logs can be generated for association reporting purposes - and for important historical documentation record keeping. Overall, better administrative tracking will result from the Client Care system.

"At the end of the day, we recognize this is a customer service industry. We also realize that our overall goal is to help enhance property values for the clients that entrust us with management services for their association," said Matt Froehlich, owner and chief operating officer. "Our goals with the Client Care Center is two-fold. First, it clearly provides an enhanced customer service experience for the nearly 13,000 homes we are responsible for assisting. Secondly, it frees up our Community Managers and Assistant Managers to be working on bigger picture things like building budgets, getting bids, contract negotiations, and enables them to spend more time "in the field" focusing on things such as vendor and project management, site inspections and rule enforcement efforts. The Client Care Center will be a win-win for everybody and we are extremely excited about it."

Client Care is staffed by Sam Crowther, previously having spent the past year as the receptionist at Sharper and comes with a vast background in customer service positions - and Grant Peterson, having spent over a year as an assistant community manager at Sharper and whom also has significant background in communications and customer service.

Things to Do Around Town

We've highlighted some of the things we think will be fun to do this fall. We've also included a link to [Meet Minneapolis](#) and [Visit Saint Paul](#) for upcoming local events. Enjoy!

Minneapolis Institute of Art: Family Day

Join us for our free monthly event for families, kids, and the young at heart. On the second Sunday of every month, the museum is filled with hands-on art activities, live music, dance performances, artist demonstrations, family tours and more - all inspired by Mia's incredible collection.

Visit an Apple Orchard

Home to the Honeycrisp, Minnesota is one of the best places to get fresh and juicy apples straight from the tree. Browse [this list](#) of the top Minnesotan apple orchards to pick your favorite.



Many will include an opportunity to pick your own apples or enjoy them baked into pies, turned into butter or as a beverage at restaurants and breweries.

Twin Cities Oktoberfest

Don't put away your lederhosen just yet. Those who didn't get their Oktoberfest fix in September can soak in the Germanic experience at the 10th anniversary of this two-day celebration, Oct. 4-5 in the Progress Center at the Minnesota State Fair. Grab a general admission ticket or upgrade to a stein package for a free first fill of beer or cider while you enjoy traditional foods, performances, games and vendors.

Jack-O-Lantern Spectacular

The acclaimed Jack-O-Lantern Spectacular will return to the Minnesota Zoo this October 2019. This strolling exhibit placed along an enchanted forest nestled in the heart of the Minnesota Zoo uses individual pumpkins as the canvas. Over 5,000 illuminated pumpkins will be on display high up in the trees and along the ground. A variety of vignettes set to music and fog will provide the perfect date night and family friendly fall outing.

Need Help Renting and Managing a Townhome or Condo?

Think Advantage Home



A sister company to Sharper Management, Advantage Home helps homeowners and investors manage their single-family residences.

Since your Association is already affiliated with Sharper Management, renting your home through Advantage would have extra benefits you wouldn't find in another property management company. Those benefits include:

- A thorough understanding of Associations
- Information sharing regarding governing documents, rules, and regulations is efficient between Sharper and Advantage Home - Advantage is literally right down the hall
- The Sharper Management maintenance staff is already familiar with your Association's property
- Our emergency response team is fast and effective

If you or someone you know is interested in renting their townhome or condominium, have them contact jeff@advantagehomemn.com.

Learn more at advantagehomemn.com