# Highland Oaks Homeowners Association Structure and Operations

## How the HOA “Works”

Since we regularly have new residents in the neighborhood, we thought a summary of how the Homeowner’s Association is organized, and run would be helpful. Oftentimes we get questions or comments that indicates not everyone has a clear understanding of the structure, or operations.

## Organization

The Association consists of the 259 homeowners in the community. The organizational structure, governance activities and enforcement of community standards are defined by the Declaration of Covenants, By-Laws, and other Rules, consistent with the Covenants, established by the Board of Directors or committees. The primary governance is by a volunteer Board of Directors of homeowners who serve two year terms. Directors are elected at an annual meeting each year if there is a quorum of votes cast, otherwise volunteers for the board are appointed by the existing Board.

## Board Powers, Duties, and Responsibilities

The Board is responsible for the affairs of the Association, and “shall have all of the powers and duties necessary for the administration of the Association’s affairs”.

Specifically, the board has the power and responsibility to:

* Prepare and adopt the annual budget, including setting the annual assessment
* Provide for operation, care, upkeep, and maintenance of the common areas
* Select, hire, and fire personnel necessary for operation of the association
* Manage Cash, including collections and spending
* Establish any rules and regulations consistent with the Covenants
* Enforce, by legal means, the provisions of the Declarations

Because the administrative duties are numerous, time consuming, and board members are volunteers, the Board hires a professional community management company to manage the day-to-day activities of the Association.

## Management Company Activities

The Management Company, Association Management Advisory Group (AMAG) is currently contracted to be an agent of the Board and acts on their behalf. The Management company has no independent control since they are only implementing the policies and procedures as defined by our governing documents and the Board.

The current management company, AMAG replaced Liberty Management in 2021.

The Management Company, AMAG, performs many important administrative functions some of which are:

* Financial Operations & Bookkeeping – Banking, Collections, Payments, Tax returns, Financial Reporting, and Budget preparation
* Procurement – Vendor relations, including quotes, orders, receipts, and payments on behalf of the Association,
* Record keeping – minutes of meetings, association agreements and contracts, Accounting and financial records, Correspondence, membership records.
* Covenant Enforcement & Architectural Control (based on HOA published rules) - Community Inspections, Inspection reports, communications with homeowners
* Membership Notices and Communications – managing the Web portal, emails, letters.
* Board Training

## Summary

The community operates under the control of our Covenants, By-Laws, and published Rules. These are administered by the Board through a professional community management company who work for us.

Because we recently changed management companies, there is a period of transition as they learn the established operating principles of our community and we adapt to their established systems and processes.