

SUMMER 2020

IN THIS EDITION

- Message from COO, Chris Harrison
- Goodwin supports Petite Pantry
- Heroes Night Out Program
- Laptop Donation for Scout Robotics
- Employee Spotlight
- Goodwin & Company Leads in Client Webinars
- Goodwin & Company using state-of-the-art systems for our employees and clients



Goodwin & Company Supports **PETITE PANTRY**

Inspired by the Little Free Pantry in Arkansas, Petite Pantry provides small cupboards to put outside your church, business or home free of charge. Recognizing that more than 16% of Travis County residents face hunger Goodwin & Company is proud to support Petite Pantry. You can learn more about what the fantastic organization is doing at www.petitepantry.org.

Message From Goodwin's Chief Operating Officer, **CHRIS HARRISON**

As we find ourselves well into a summer none of us likely expected I would like to thank all of our clients for your understanding and partnership as we navigate an ever changing time together. We have learned how to use Zoom meetings together, make tough decisions related to swimming pools and other common areas and ultimately find a new normal for just about everything we do together. We have seen many improvements made at homes in the communities we manage with people having time at home to make them and we have gone from working in the office, to working at home, to working back in the office again.



Rest assured that Goodwin & Company remains committed to being the leading management firm across the Lone Star State. We have used this time to make significant improvements to our business. These improvements include expanding our live customer service hours into the weekday evenings and even on Saturdays as part of our new normal. We are in the middle of building out new state of the art facilities in Dallas, Austin and Houston to better serve our clients and employees along with looking to add executive meeting space with a by appointment location in Fort Worth. Additionally, we have invested in new phone systems that will be implemented in the 3rd quarter across all of our offices. The Goodwin & Company team has grown by more than 40 new employees since the first of this year. This means that as we continue to grow we add people to make sure our service levels keep up with growth.

Lastly, because of your support we are able to invest in new technologies like our new phone system but more importantly we are able to invest in our people. During the Covid-19 pandemic and in the midst of preparing to go to a work from home environment Goodwin & Company continued forth with our merit raises for employees and we granted each employee an additional week of paid time off to aid them in caring for themselves or their families. While other companies in our industry were laying off employees we continued to hire and invest in our people because of your support of Goodwin & Company. **We sum ourselves up in one sentence that reads "At Goodwin & Company people matter, we enjoy what we do, we do what's right, and when it comes to the job at hand, we've got this!"**

GOODWIN & COMPANY IS A PROUD SUPPORTER OF THE HEROES NIGHT OUT PROGRAM



You can learn more about
Heroes Night Out at
www.heroesnighout.org



Heroes Night Out offers a number of services and activities including peer-to-peer groups and activities, individual/family rehabilitative activities, an on-site Licensed Psychologist, a Counselor from the Vet Center, a Veteran Service Officer (claims/benefits), VA Loan Specialist and representatives from the Texas Workforce Commission.

Heroes Night Out hosts multiple weekly activities like their Donuts & Coffee twice a week, their Veterans Support Group and has a family room filled with toys and activities for veteran's families to enjoy. Through these gatherings many veterans and service members find a new "family", a job and an answer to some of their problems.

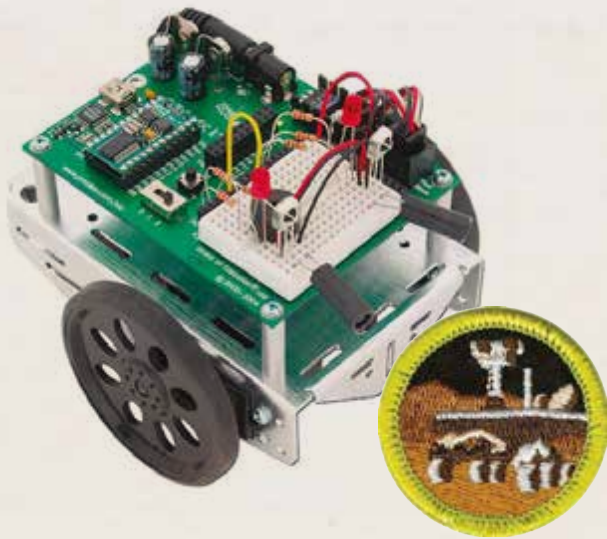
Inspired by the passion of Goodwin Partners, Chief Operating Officer Chad Williams, Goodwin & Company has become a proud supporter of the Heroes Night Out Program. Chad serves as the Chairman of Heroes Night Out and Goodwin & Company recently was a sponsor of the Silver Shells Skeet Shootout. We look forward to further opportunities to support this incredible program.

Heroes Night Out is a non-profit community based organization that is dedicated to providing resources and services to Veterans, Service Members and their families in a safe, family friendly environment; which is immersed with peers and battle buddies. Through this model of peer-to-peer interaction, Heroes Night Out is able to quickly address the unique situations that service members, veterans and military families experience by creating a trusting relationship more immediately.





GOODWIN & COMPANY SUPPORTS SCOUTING WITH LAPTOP DONATION FOR SCOUT CAMP ROBOTICS PROGRAM



In June 2020 a need was identified through a local contact at the Circle 10 Area Council that the scout camps serving youth from all over Texas were needing new computers to fill their computer labs supporting merit badge research and a robotics program. Goodwin & Company answered the call by purchasing and donating 10 brand new windows 10 laptops to supplement the computer labs at Camp Constantin, Trevor Rees Jones Scout Camp and Camp James Ray. The Circle 10 Area Council serves more than 56,000 youth across 20 counties in Texas and 4 counties in Oklahoma.



EMPLOYEE SPOTLIGHT



CHRIS LARSEN Director of Community Management - Central Texas

With a long spanning career in community association management, construction, and disaster and insurance restoration Chris Larsen brings a wealth of knowledge to Goodwin & Company's leadership team. Chris's community association management experience began in Los Cabos, Mexico where he oversaw a large management company for a number of years that included some of Cabo's most notable areas like Palmilla and Pedregal. Chris oversaw 4 offices spanning the entire Baja peninsula from Tijuana to Cabo and worked hand in hand with local community managers to bring professional management to the communities he was responsible for. In addition to his extensive community association management experience Chris also has worked in construction management, disaster restoration supporting communities after hurricanes and has built many types of commercial and residential buildings over the years. Chris loves all things to do with the water, whether it is fishing with his family and friends, surfing or just being near to water.



LISA LEMMOND Director of Community Management - DFW

Lisa Lemmond has more than 20 years' experience in the community association management industry. Prior to joining the Goodwin & Company team Lisa worked with Cornerstone Association Management in the DFW area supporting their operations and growth from start-up to merger with Goodwin & Company almost 20 years later. Cornerstone was one of the leading management companies in the DFW area when they became a part of Goodwin & Company in 2019 and some of their best practices have become standard at Goodwin & Company as best practices for serving our communities today. Lisa is well versed in all aspects financial accounting, community management and leadership and she always brightens others days when working with her. Tough and fair, Lisa expects our clients to receive the best service all of the time. Lisa is dedicated to her family and friends, she loves to travel and watch college football.



SAMUEL JOHNSON Director of Community Management - Houston

Taking on his first summer job as a file clerk for a small management company in Texas, Sam became involved in the community association management industry at an early age. Over the next two decades, his proximity to and involvement with the industry has evolved from Information Technology Director, Operations Manager, and eventually CEO of Community Asset Management, Inc. In early 2020, Sam was given the opportunity to join the Goodwin & Company family and help expand their services to the Houston market by merging Community Asset Management's 60 associations and 20,000+ homes with Goodwin & Company.

As a veteran of the hospitality industry, Sam brings with him a passion for providing value to service. Always looking for ways to improve and change, he is no stranger to fast paced challenges both big and small. A former native of Nashville, Sam is an alumnus of Belmont University and Middle Tennessee State University. He is the proud father of three foster dogs and enjoys spending time both coaching and driving high performance vehicles at racetracks across the south.



GOODWIN & COMPANY LEADS THE INDUSTRY WITH NUMEROUS WEBINARS FOR OUR CLIENTS:

Led by Mitch Krauss, Vice President of Community Management at Goodwin & Company and local experts in various fields, Goodwin & Company has committed resources and time to bringing valuable educational and training resources to our clients. Hosting numerous webinars in 2020, Goodwin & Company has raised the bar for the resources provided to our clients. Our webinar series has included topics such as:

- **THE 1 HOUR BOARD MEETING**
- **BOARD MEMBER 101 – AN INTRODUCTORY WEBINAR FOR NEW BOARD MEMBERS**
- **BACK TO PLAY – REOPENING OF COMMUNITY AMENITIES & RESUMING COMMUNITY OPERATIONS**
- **SOCIAL MEDIA – POLICIES FOR COMMUNITY ASSOCIATION LEADERS**
- **COVID-19 – LIVE Q&A**

The 1 Hour Board Meeting

Struggling with long and unproductive Board Meetings? Join us for a webinar to learn how to get the most out of your meetings.

Featuring
Adam Pugh, Esq.
Law Offices of Cagle Pugh

Thursday, July 9th
11 AM - Noon CST

**GOODWIN
& COMPANY**

COVID-19 LIVE Q&A

For Community Association Leaders

Featuring Adam Pugh, Esq.
Attorney, Cagle & Pugh

Thursday, April 9th | 11 AM CST

**GOODWIN
& COMPANY**

SOCIAL MEDIA

Policies for Community Association Leaders

Featuring Adam Pugh, Esq.
Attorney, Cagle & Pugh



Back To Play

Join us for a live Q&A webinar addressing the reopening of community amenities and resuming community operations.

Featuring
Alex Valdez, Esq.
Winstead PC

Thursday, May 7th
11 AM CST

**GOODWIN
& COMPANY**

Board Member 101

An Introductory Webinar for New Board Members

Featuring
Clinton Brown, Esq.
Roberts Markel Weinberg Butler Hailey PC

Thursday, May 14th
11 AM - 1 PM CST

**GOODWIN
& COMPANY**

SUMMER 2020



GOODWIN & COMPANY INVESTS IN A NEW STATE-OF-THE-ART PHONE SYSTEM:

As part of Goodwin & Company's continued improvement processes we are focused on bringing best in class tools and resources for our employees and clients to use. As such we have executed the agreements to begin a full phone system upgrades with RingCentral® starting in early Q3 of 2020. RingCentral provides one intuitive platform for voice, video meetings, team messaging/collaboration, and contact center. From click-to-dial functionality to one-click video conferencing, everyone readily accesses the same must-have digital tools through a single, easy-to-use platform that seamlessly works across office sites and mobile devices. Setup, deployment, and adoption is also easy and IT can manage it all from anywhere.

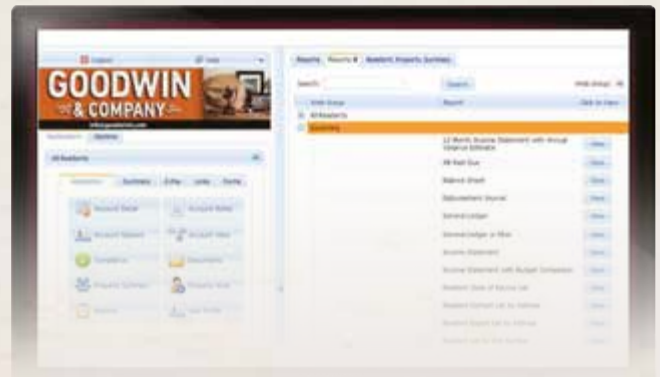
GET EASY-TO-ACCESS HOA RESOURCES ONLINE!

- Request a Management Proposal
- Pay My Assessment
- Order a Resale Certificate
- Report a Deed Violation
- Request Maintenance
- Ask a Management Question
- Join Our Team

GOODWINTX.COM

GOODWIN COMMITS TO USING VMS CLIENTCONNECT:

VMS ClientConnect offers online access for both Association Managers and Board Members to detailed owner ledgers, delinquency activity and real time reporting which includes live financial reporting as well as owner lists.



Additionally Association Managers will have the ability to review and approve vendor invoices from a desktop or mobile device when they are out in the field. If there is a need for correction or rejection Managers can submit the request to our AP Depart straight through ClientConnect.

