

# Company History

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Rogal Management Group was founded in 1981 by Stuart S. Rogal as Century 21 Rogal Real Estate, Inc. with the intent of providing a full service real estate office offering both property management and residential sales. As the business grew, it became very apparent that the two entities would be better served if they were separated. Therefore, the Century 21 franchise was sold and Rogal Real Estate, Inc. operated strictly as a community association management firm in order to provide the best possible service to our clients.

Stuart Rogal PCAM, CMCA has been a practicing Real Estate Broker for over 35 years with the past 27 years of his experience in community association management. Stuart attended the University of Maryland and studied engineering and biochemistry, receiving his Bachelor of Science Degree in 1978. He completed study for the Graduate Realtors Institute (GRI) as well as the first of five courses in the Certified Commercial and Investment Member (CCIM) series issued by the National Association of Realtors.

Stuart was a member of the faculty of Prince George's Community College as an instructor for Real Estate related courses, in particular, Property Management courses. Of most importance to you and your Board of Directors, Stuart has twenty seven years of actual hands-on experience in the management of condominium and homeowner associations. Stuart is well informed and knowledgeable about construction, central plant operations (boilers, chillers, elevators and building control systems), contract management, Association Law and Practices, negotiations and specifications for Community Associations. Stuart has extensive experience with the oversight of fire restoration and insurance coordination, utility easement negotiations and eminent domain litigation.

It is because of our elevated levels of experience, service, and effort that has made us successful over the years, and we look forward to sharing those successes with you for many years to come.

# What sets us Apart

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## **Our Approach**

- Our staff and managers have a combined 70 years of property management experience ranging from residential and commercial properties to hospitality management and multi-family living. Our residential experience includes High-Rise, Mid-Rise and Garden Style Condominium Associations as well as Townhome and Single Family Home Owner Associations.
- As we begin each new partnership, we provide Board of Director training for success which encompasses homeowner's rights, board member responsibilities, code of ethics training, understanding and reading financial statements, and fair debt collection practices.
- As we continue to work together, we will educate our board members with legislative updates, reserve study management, governing document training and condominium/HOA owner insurance updates and risk management. We also offer an annual budget workshop.
- We foster long-term relationships and are proud that we have managed some of the same communities for a quarter of a century.

## **Financial Management**

- Our experience ranges from managing financially healthy associations to being hired to create a long-term financial plan that establishes a path of financial stability for associations in serious financial difficulty.
- Online access to digital copies of all invoices, with the ability to approve or reject payments is accessible to all Board members. A full invoice history and audit trail to simplify and reduce the cost of the independent audit process is also provided.
- Monthly financial statements, including accounts receivables and payables reports, income statements and balance sheets are provided online by the 6th of each month and bank accounts are reconciled by the 10th of each month, as timely financial reports are the key to making the best business decisions.

## **Community Management**

- Not only are your Board Reports timely with the ability to be customized, but we also have the ability to incorporate digital photos of violations with notices to owners.
- Website portals for your owners and board members, online access to individual accounts, work orders, violations and documents, online payments and more are other options available.
- One of our senior managers is assigned to each community, however, our entire staff is familiar with each property and trained so that they may respond quickly in the event of a problem.
- A 24/7/365 emergency system with backups is standard. An on-duty senior manager will respond to any emergency service within 20 minutes. We understand that your home is your greatest investment!

# Frequently Asked Questions

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**Q: What are the licensing and certification requirements for community association managers and management firms, and how experienced and qualified is your firm?**

A: The State of Maryland, currently has no such requirement, nor is there such a requirement on the federal level. The Community Association Institute (CAI) is the nationally recognized educational governing organization for our industry, and we have been a member of this Association, since nearly its inception. We stress education and credentials with our staff, and insist they participate heavily in CAI's Professional Management Development Program (PMDP) ensuring we stay far ahead of the curve. Our senior management staff currently holds at least one of the following prestigious industry credentials;

CMCA® (Certified Manager of Community Associations)

AMS® (Association Management Specialist)

PCAM® (Professional Community Association Manager)

The company has an AAMC (Accredited Association Management Company) designation to insure we follow the highest standards, maintain proper insurance and protect our client's interests.

**Q: Will your firm be available to us after hours or in case of emergency?**

A: The office is staffed from 9:00 am to 5:00 pm Monday through Friday except Federal Holidays. We schedule after hours appointments whenever necessary and we have a 24 hour 7 day per week emergency system with backups in place. There is always a senior manager on-duty who will respond to any emergency service within 20 minutes

**Q: What is your financial management expertise?**

All operations and bank reconciliations are done on a monthly basis. Our office has a great deal of experience in financial management and accounting and we successfully operate and report on Associations with budgets in excess of three million dollars. For Associations with employees, we process payroll and payroll tax deposits and reporting. For those without employees, we track and file 1099s and other tax documents as required. All association books and records are kept on an accrual basis as required by the AICPA for audit standards and we receive high praise from independent auditors on our record keeping, audit trail and financial management practices.

**Q: How are assessments collected and payments processed?**

A: We recommend using a lockbox system as money is directly deposited into the bank and it eliminates delays in processing payments. We are equipped to report to owners and Associations on a real time basis. We can prepare and send out monthly statements, customized coupon books or almost any other system that the Board chooses to utilize. We offer monthly direct debit and one-time payments by ACH or credit cards as well.

**Q: What process do you use to collect delinquencies?**

A: We make recommendations to the Board based on sound financial judgment and our proven track record for collecting delinquencies and improving cash flow to its clients. Our team coordinates all collection activity in accordance with the governing documents, and oversees all

legal issues in coordination with the Association's Attorney. This insures that all cases are handled efficiently and keeps the legal fees to a minimum.

**Q: What methods do you use for accounts payable?**

A: All invoice images, Board Member approvals and audit tracking are available through an online system and approved in accordance with association policies. All bills that are received are checked by the manager for the property against contracts or purchase orders and records prior to being submitted for Board approval. Payments are then made, and executed within 24 hours of the Board members approval.

**Q: What financial reports are provided to the Board?**

A: While customized to each property's specifications, at a minimum, it will include a balance sheet, income statement, budget variance report, disbursement journal/check register, copies of bank statements and reconciliations, owner receivable/pre-paid reports, which are reconciled monthly and tied into the general ledger and subsidiary journals.

# Scope of Services

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Rogal Management Group, as outlined below, will provide all of the following services to insure that you will receive the best management. Please feel free to compare these services to any other firm being considered, and we believe you will find our package to be very complete and competitive.

## Emergency Call Service

- Provide 24-hour per day Call Service, 365 days per year
  - For all emergencies, our office would contact the Board President or Management Liaison to determine if a manager is to be dispatched to the Community. Any emergency onsite manager would be at 3-hour minimum charge.

## Operations

- Routine inspections of the appearance and condition of the premises and common areas as well as any reported rules/architectural violations. We will work closely with your Architectural Control Committee to handle all correspondence regarding rules and/or architectural violations or architectural approvals.
- Oversee the maintenance of the common areas and grounds
- Prepare specifications for all competitive bids
- Solicit, Obtain and Review competitive proposals for the purchase of goods and services
- Closely supervise and monitor vendor performance. On site visits will be billed at the hourly rate.
- All contracts are selected by the Board of Directors with recommendations from our office
- Additional Site Visits will be billed at the hourly rate.
- An inspection report that includes a summary of all violations will be emailed to the Board of Directors

## Resident/Management Liaison

- Mediate unit owner issues with staff specialists
- Coordinate and provide input on community newsletter
- Keep information on pertinent State and local laws
- Maintain knowledge and understanding of the Articles and by-laws that govern your Association
- Attend up to 2 (two) Board Meetings, one (1) budget meetings and one (1) annual meetings per year at no additional charge. Additional meetings available at the hourly rate.

## Insurance

Competitively bid, place and monitor all liability and property insurance requirements to include:

- Directors and Officers Liability
- Workers Compensation
- Negotiate and follow up on all liability and damage claims to receipt of settlement check

## **Accounting, Budgeting and Cash Management**

- Maintain a generally accepted comprehensive system of records, books and accounts.
- Provide annual, semi-annual, quarterly or monthly payment coupons in book form, mailed annually.
- Diligently collect assessments and other fees. These services will be provided on an as needed basis and the costs associated with them will be billed to the delinquent homeowner. In the event that a delinquency still continues, we will work closely with the association's legal counsel to commence legal proceedings if necessary to collect those monies that are due.
- Permit free access and examination of accounting records by authorized representatives
- Furnish a complete monthly statement of receipts and disbursements including bank reconciliations.
- Furnish a budget performance report for both monthly and year-to-date comparisons
- Deposit and account for all collections in a separate account.
- Advise the Board of Directors of any excess funds at year end and recommend proper investment opportunities

**NOTE: All accounts will be fully reconciled with accurate sub-ledgers and documentation.**

## **Special Services**

These services are offered at additional cost and are only performed if required and approved of in advance by the Board of Directors.

- Construction & Major Project Management