



**Associa<sup>®</sup>**

Association Services of Florida





## THE INDUSTRY LEADER

Building successful communities for more than 30 years, Associa is North America's largest community association management firm and serves its clients with local knowledge, national resources and comprehensive expertise. Based in Dallas, our 8,000+ employees operate more than 150 branch offices in the United States, Mexico, and Canada.

**A**t Associa, we pride ourselves on providing management as it should be: professional, polished and pioneering. From accounting services to full-scale, fully staffed management, including on-site personnel and facilities maintenance, we custom tailor our management solutions to fit your every need so that you can live life...better.

### OUR EXPERT TEAM OF FLORIDA PROFESSIONALS OFFERS:

- Exceptional customer service
- Budgeting, planning, and financial services driven by the industry's most rigorous financial standards
- Innovative technology that automates, connects, and empowers homeowners
- Comprehensive training and educational programs for both staff and board members
- Specialized offers, products, and services available only from Associa

## 4 FLORIDA BRANCHES AND 8 OFFICES TO BETTER SERVE YOU



## ■ CUSTOMER SERVICE

### **When only the best will do.**

Our emphasis on customer service begins with the selection of only those professionals qualified to oversee the finest residential properties. To accommodate your community's needs, Association Services of Florida (ASF) offers a host of experts in all related fields – from accounting, administration, and technology; to horticulture, building maintenance, and engineering. No matter the unique specifications, we have the expertise to meet them.

In addition to our specialized staff, ASF provides an enhanced level of service for those communities that demand, and deserve, the very best. Always professional and attentive, our expert team is available 24/7 to provide you with convenient, reliable customer service. Our staff of management and hospitality experts devotes uncompromising attention to every facet of residential operations and is always more than happy to help.



## ■ INDUSTRY-LEADING TECHNOLOGY

**The future is now.**

ASF is proud to provide the most technologically advanced service for our clients. From custom websites and online management solutions to electronic statements and financial portals, we always seek to improve your quality of life through cutting-edge technologies.

We offer our homeowners real-time, 24/7 technology through personalized services, including:

**ONLINE PAYMENTS** – Homeowners can pay their assessments by setting up one-time or recurring payments online.

**ASSOCIA ACCESS** – Comprehensive web portal access to HOA account details for homeowners and boards.

**ACCOUNTS PAYABLE** – In depth payments processing tools designed to streamline invoicing, automate approvals, and allow for enhanced data security.

**COMPLETE CONTROL FOR COMMUNITIES (C3)** – Association management software that connects the association's financial accounting with covenant enforcement and maintenance work order tracking, capable of producing 250+ customized financial reports.



## ■ EDUCATION AND TRAINING

**Best-in-class education and training for employees, managers, and boards.**

At Associa, we ensure that the professionals working on your behalf are equipped with the resources, skills, and training they need to meet the complex range of demands that face your community. We offer unmatched training and educational resources for our community managers, as well as for your board members and homeowners.

Many of our community managers hold the Professional Community Association Manager (PCAM®) designation from the Community Associations Institute (CAI), the industry's standard-setting organization with more than 31,000 members worldwide. Plus, we go the extra mile with our own Associa University, the most dynamic corporate university in the business, designed to equip your community for success with more than 500 courses for employees, as well as an online video library with related coursework for both homeowners and boards.

## ■ COMMUNICATION

**When silence isn't golden.**

Clear, concise communication is the foundation of any successful community association. That's why our certified and trained management professionals are effective communicators, uniquely skilled in relationship management, negotiation, conflict resolution and problem solving. Whether to your homeowners, to vendors, suppliers, or public officials, our communication philosophy extends to all who come into contact with your community.

What's more, we offer communication tools and technologies designed to connect and empower you. From community websites to update and inform your homeowners; to neighborhood newsletters that deliver your community news to each doorstep; we go the extra mile when it comes to getting the word out.



## ■ LIFE, LIVED BETTER.

We believe living better means more than just management, which is why ASF offers clients a wide array of programs and services:

**ASSOCIA ADVANTAGE** – Leverage the purchasing power of Associa’s two million households to save up to 65% on commercial goods and services from national retailers and local suppliers.

**ASSOCIA ONCALL** – Get the peace of mind that comes with knowing that maintenance issues can be solved with a simple phone call.

**ASSOCIALLIVING** – Access living, lifestyle and entertaining resources from our one-of-a-kind online magazine.

**ASSOCIATIONTIMES** – Review relevant governance issues faced by associations and tap into industry knowledge via our online resource.

**ASSOCIA GREEN** – Encourage sustainability and help homeowners live a “greener” lifestyle through programs that promote environmental awareness.

**ASSOCIA SUPPORTS KIDS (ASK)**– Help children lead healthier, more active lifestyles through educational programs, safety tips, and athletic sponsorships.

**ASSOCIA CARES** – Assist families and communities in crisis through Associa’s non-profit organization, developed to aid those suffering as a result of natural and man-made disasters.



Our four Florida companies and eight branch offices put exceptional community management to work in all that we do, with the integrity, reliability, and security your community deserves.

**Contact us today to find out more.**

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*Delivering unsurpassed management and lifestyle services to communities worldwide.*