



What does changing management firms look like?

Angel-Marie Reiner, President

How is ONYX different? Why consider a change to Onyx, and what does that look like?

We believe there are two types of board of directors. Operational and governance. Which type of board are you today and which would you like to be?

Operational - This style of board is hands on and not because they want to be, but because they have to be. This is due to a lack of feedback, support and forward movement from their property manager.

Governance - This style of board ensures policies, procedures and rules are being met by all community members by way of Onyx. They ensure the contracted services of Onyx are being met.

Onyx knows the steps needed and has the focus to get your board to a governance board.

The Onyx Standard

What you can expect from Onyx.

- Same day acknowledgement.
- Accurate, easy to understand financials.
- Prompt payments to vendors.
- Rules are enforced.
- Annual calendar.
- Quarterly check-in by President.
- After-hours calls are answered and dispatched within 15 minutes.
- Annual building audits to ensure all resident information is accurate.
- Tenant management intervention

The Turnover Process

- Notice sent to outgoing firm providing contracted notices (usually 60 days).
- Onyx provided corporation files within 15 days (required by law).
- Onyx organizes all files, prioritizes open tasks, walks the property and creates a building manual.
- An Onyx welcome package for the community
- Onyx and the board develop goals for Onyx to achieve within the first 90 days.
- Early trust built with the board of directors and the community.



When is it time to consider hiring a new management firm?

Angel-Marie Reiner, President

You may be wondering when is the right time to switch to a new property management firm is, and what the process will look like?

The answer lies within your pain points. Are you struggling to get a timely response? Are vendors complaining they are not being promptly paid? Are rules being broken with no consequences to unit owners?

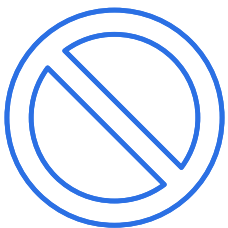
The following are the most common concerns that a board of directors may have with their property manager. If you answer yes to any of these, it is time to consider working with a new firm. Let us help you understand what the process will look like.



Are you frequently, and sometimes repeatedly, having to follow up with your property manager or firm to acquire updates and answers? Indeed, some tasks take longer than others, but we believe that acknowledgement is key. You should not be left wondering if your property manager has received your message. Whenever possible, Onyx responds to all messages within 24 hours. Even if to say, “I do not have the answer right now, but I will circle back.”



Are you seeing coding errors and misallocation of payments, paying reserve expenses from operating? Has it been a while since your property manager provided you with options for your investments? Are your vendors being paid promptly? Finances are the foundation of your corporation. They should be accurate and timely every month.



Remember that rules are not meant to be broken. Is your firm promptly following up on rule violations, and are there consequences for offenders? Rules are in place to keep a community thriving. Imagine a beautiful community with all black doors. Mrs. Smith from unit 207 paints her door red, it took two weeks to get a notice to her. In that time, Mr. Jones believed he was allowed to paint his door because after all Mrs. Smith did and paints his door yellow. Early intervention is key, and all violations should be responded to within 24 hours.