

TIME TO SPEAK AT BOARD MEETINGS

In community associations, owners are permitted to speak on topics related to the agenda. It is not unusual for owners to wander off topic and air a grievance they have with management, board members, projects, landscaping, pest control and a number of other association matters with which they are dissatisfied.

It is their time to speak. The board should allow dissenting voices to be heard in the public forum of an open board meeting. There are rules limiting the amount of time the owner is permitted to speak, record or even videotape the meetings, but silencing an owner is not going to help. They will find another way to be heard. Please don't talk while the owner has the floor. It is disrespectful, and it reinforces the notion that the board does not represent the member's interests.



WE WOULD LOVE TO HEAR FROM YOU!

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"MEM PROPERTY MANAGEMENT HAS BEEN AN EXCELLENT CHOICE FOR OUR COMMUNITY. MARTY HAS BEEN "HANDS ON" AND ENGAGED WITH THE MANAGEMENT OF OUR COMMUNITY. THE SERVICES ARE SUPERIOR TO ANYTHING WE HAVE EXPERIENCED IN THE PAST. MEM EXHIBITS SUPERIOR CUSTOMER SERVICE AND GETS INVOLVED WITH HOMEOWNER MEETINGS, VENDOR SELECTION AND BOARD MEETINGS. MEM IS RESPONSIVE TO ALL REQUESTS AND ACTS AS AN ADVISOR BY MAKING SUGGESTIONS FOR BEST PRACTICES. OVERALL, I AM 100% SATISFIED WITH THE SERVICES PROVIDED BY MEM PROPERTY MANAGEMENT."

TRICIA C.



MAY 2017

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HOW TO INCREASE ANNUAL HOA MEETING ATTENDANCE



One of the biggest problems HOA boards have with annual meetings is keeping a decent attendance. "No matter what you do to try and reach quorum, it can be really difficult to get people to come," states Martin H. Laderman, President of mem property management. Most community members just aren't interested in hearing from their HOA board or management company, mostly because they probably don't think much of the meeting content will apply to or impact them.

There's a way to make the information more appealing. For example, you could turn to some creative outlets, such as: booklets to hand out before the meeting to give owners an overview of the meeting and who was involved in yearly actions by the association, a video that shows the projects completed this year -- complete with some upbeat music, or schedule the meeting around a popular community event, like a movie night or concert.

MEM VOTED TOP PROPERTY MANAGEMENT CO. BY NJBIZ

mem property management, a top-rated New Jersey property management company, recently was named a Top Residential Property Management Company by NJBIZ, New Jersey's leading business journal.

NJBIZ produces a weekly print edition, as well as 24/7 business news coverage through its NJBIZ.com website and multiple daily e-newsletters. It is owned by BridgeTower Media, a leading provider of business-to-business information, research and marketing solutions. For over twenty-five years, mem property management has been providing New Jersey's top associations and residential communities with a range of services.

Through a series of strategic acquisitions and attracting many of the most experienced property management professionals in the region, mem has become one of the fastest growing private companies in the country recognized in the prestigious Inc. 5000 list, while retaining the personalized touch and customized, hands-on approach that has contributed to its success serving multi-family properties in New Jersey. In 2013, mem property management was invited to join the Better Business Bureau (BBB) as an Accredited Business, and has maintained an A+ rating for its proven record of trustworthiness, ethics and commitment to outstanding client service.

MEM TO SPONSOR NEW JERSEY COOPERATOR EXPO



mem property management recently announced its corporate sponsorship of The New Jersey Cooperator's Condo, HOA, Co-op & Apt. Expo, the leading real estate trade show in New Jersey.

The Expo will take place Wednesday, May 3, 2017 from 10:00AM to 4:00PM at Meadowlands Exposition Center in Secaucus, New Jersey.

Visitors to the mem property management Booth (#607 and #609) can learn more about the company, its leading role in the New Jersey property management marketplace and the suite of professional services it offers to board members, homeowners, property managers and apartment building owners, including: vendor management and contractor supervision; property inspections and maintenance needs analysis; accounting services and association budget preparation and review; and the day to management and oversight of its property portfolio while servicing inquiries from board members, residents and others.

"We are excited to return to The New Jersey Cooperator's Expo and highlight how we are able to deliver best in class property management solutions to associations throughout New Jersey," said Martin Laderman, founder and president of mem property management.

There will be a variety of seminars offered throughout The New Jersey Cooperator's Condo, HOA, Co-op & Apt. Expo. and informative educational programs relating to apartment management, board development, property insurance, construction litigation and association bylaws.

"THE EXPO IS ONE OF MOST HIGHLY ANTICIPATED EVENTS ON OUR CALENDAR. WE'RE LOOKING FORWARD TO MEETING BOARD MEMBERS FROM THE TOP BUILDINGS IN NEW JERSEY AND EXPLAINING HOW MEM PROPERTY MANAGEMENT HAS BEEN ELEVATING THE LIFESTYLE OF HOMEOWNERS AND RESIDENTS THROUGHOUT NEW JERSEY FOR THE PAST TWENTY-FIVE YEARS."



MARTIN J. LADERMAN
FOUNDER & CEO

MEM ANNOUNCES EXPANSION TO RIDGEFIELD PARK

Exceptional growth over the past several years has caused mem property management to grow beyond its current location to require a larger space for its experienced property management team. "with a state of the art Voice over IP system," says founder and CEO Martin Laderman, "in addition, we are very excited to announce that vice president Matthew Laderman will be relocating to the new Ridgefield Park offices to provide additional management support." mem property management was founded in 1989 with a singular vision – to increase property value through solid, experienced management. Through a series of strategic acquisitions and attracting many of the most experienced property management professionals in the region, mem has become one of the fastest growing private companies.



IMPROVE DECISION-MAKING FOR YOUR HOA BOARD



Many of the decisions we make on a daily basis are so simple that we almost make the decision on autopilot. But, making a decision isn't always easy. It becomes more complex when your Board needs to make a decision because the consequences affect the homeowner association. Gathering input from the Board members can be challenging. As the saying goes, put three people in a room, and you'll often get four opinions.

Decisions made by your Board must cater to the need of the association. You have to choose carefully, especially if it affects HOA finances or results in major changes. Tackling decisions in a systematic way can help clarify issues before making a final decision. Thus, you're more likely to make the right decisions.

Understanding how best to approach decision-making for your Board is an important skill.

On the left are some key steps that you can help. At first, they may seem complicated because you're consciously going through each step. Yet, many people follow this same decision-making process intuitively in their personal and professional life.

- DEFINE PROBLEM
- DEVELOP ALTERNATIVES
- EVALUATE ALTERNATIVES
- MAKE DECISION
- IMPLEMENT SOLUTION
- MONITOR SOLUTION