

## NJ COOPERATOR EXPO A GREAT SUCCESS

For mem property management, one of the fastest growing companies in New Jersey, The Cooperator New Jersey Expo., which took place in May, was attended by nearly 1000 board members, homeowners, property managers and apartment building owners, provided a unique opportunity to highlight how their customized property management services can benefit prospective homeowners associations and residential communities all across New Jersey. The Expo is a vibrant forum to communicate with building service professionals, attend educational seminars and discover what's new in the housing community.

"We were able to speak to hundreds of board members throughout the day and introduce the people who have made us a top-rated property management company to a highly-targeted audience of decision makers," explained Martin Laderman, founder and president of mem property management, "it is one thing to advertise why someone should choose mem property management, but there is no substitute for a personal connection."



## WE WOULD LOVE TO HEAR FROM YOU!

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I ONLY HAVE WONDERFUL EXPERIENCES WITH MARTIN & HIS TEAM. MARTIN & ROSA ARE ON TOP OF EVERYTHING. MEM MANAGES MY CONDOMINIUM BUILDING AND THEY DO A FINE JOB OF HIRING THE NICEST AND MOST PRODUCTIVE EMPLOYEES. THEY GO ABOVE AND BEYOND THEIR JOB. I HAVE SUCH A HUGE RESPECTFUL FOR THE EMPLOYEES IN THE BULGING AND WHAT THEY DO EVERYDAY. RECENTLY I HAD AN ISSUE AND MARTIN AND HIS TEAM HANDLED IT WITHIN HOURS. I COULDN'T BELIEVE THIS WONDERFUL CUSTOMER SERVICE STILL EXISTS; IT'S A RARE FIND. I HIGHLY RECOMMEND MEM MANAGEMENT TO ANYONE AND EVERYONE. IF YOU'RE LOOKING FOR A RELIABLE, CLEAN AND EASY TO REACH MANAGEMENT COMPANY WITH OPEN LINES OF COMMUNICATION LOOK NO FURTHER. THANK YOU MEM!!

NANCY J.



JULY 2017

# memoranda

## GRILLING SAFELY IN THE SUMMER SEASON



This summer, you want your cookouts to be memorable for all the right reasons. Follow these few simple tips to ensure many safe summer nights out with your grill:

First, the placement of the grill is crucial for safety. You'll want it five to ten feet away from your home or deck. You also don't want to place it in the middle of foot traffic, or in any areas where children or pets might be playing.

When you're spending a day out with your grill, treat it with respect. Once lit, a grill should never be left unattended. Even after you're finished cooking, know that the grill can remain hot for an hour after use. Keep your distance and wait for it to cool sufficiently before trying to move it.

When it comes to grilling safety, the grill is only half of the equation. Pay close attention to food that's left out, because it's an open invitation for bacteria to grow. And, when food is on the grill, use on a food thermometer to ensure it is properly cooked, because color is not always a dependable indication of preparedness.

Keep things clean and in working order before and after using your grill to ensure it's operating properly. Remove grease or fat buildup, and if you're using a propane grill, check for leaks at the start of every grilling season.

## SUMMER PLAYGROUND SAFETY TIPS

For children across the U.S., school is now out for the summer. This means that the playground equipment in parks and recreational areas of HOA communities will be full of children having fun in the sun. Before the playground equipment in your homeowners association fills with the sound of small voices; however, be sure to perform the following maintenance checks and property assessments to ensure that playground areas are safe for the presence of kids.

Ensuring that the playground areas in your community are ready for children is relatively easy, however, you have to be vigilant about performing property assessments and maintenance checks. Ideally, the assessments and checks should be performed monthly to ensure that the equipment and the ground on which it stands is safe.

**INSPECT PLAYGROUND SURFACES**

**INSPECT NUTS AND BOLTS ON EQUIPMENT**

**INSPECT EQUIPMENT FOR INSECT NESTS**

**HAVE SAFETY SIGNS CLEARLY POSTED**



## TWO NJ PROPERTIES CHOOSE MEM PROPERTY MANAGEMENT



mem property management was recently selected as the new property management company by the Timberline at Edison Homeowners Association and the Edison Manor Townhouse Association.

Timberline at Edison offers sought after recreational facilities, including a swimming pool, clubhouse, playground and tennis courts. Timberline at Edison residents appreciate an easy commute to New York City or Philadelphia, convenient highway access and excellent public transportation options, including Amtrak and New Jersey Transit.

Consisting of 218 units, Edison Manor is an attractive residential community featuring central heating, washer and dryer in each unit, modern kitchens and spacious bathrooms. The windows

offer abundant natural light and each apartment has premium wood flooring. For the convenience and security of the buildings' residents, each unit includes a deeded parking space that belongs to the homeowner.

Edison, New Jersey, was recently voted one of America's Best Places to Live according to Money Magazine. This 32-square-mile township of more than 100,000 residents, has a rich history, from colonial times to the present, and is the home of Thomas Alva Edison's famed Menlo Park laboratory where the incandescent light bulb was perfected and sound was first recorded. Rutgers University and Middlesex Community College are located nearby and the area has attracted major employers, such as John F. Kennedy Medical Center and Johnson & Johnson.

**"EDISON IS ONE OF THE MOST DESIRABLE AND DIVERSE COMMUNITIES IN NEW JERSEY AND OFFERS RESIDENTS TREMENDOUS CONVENIENCE IN A WONDERFUL NEIGHBORHOOD. WE LOOK FORWARD TO WORKING CLOSELY WITH THE BOARD FOR BOTH PROPERTIES AND DELIVER THE EXPANDED SERVICES AND SUPPORT THAT PEOPLE HAVE COME TO EXPECT FROM MEM PROPERTY MANAGEMENT."**

**MARTIN J. LADERMAN  
FOUNDER & CEO**

## MEM OPENS NEW OFFICE IN MARLTON, NJ

mem property management is excited to announce the grand opening of our new office in Marlton, New Jersey. Located at 10000 Lincoln Drive E. at One Greentree Centre, the new Marlton office location, along with the company's Galloway location, will

serve properties located in South Jersey. "The new offices allow us to continue to offer the personalized touch and customized, hands-on approach that has contributed to our success," explains mem founder and CEO Martin Laderman.

## 5 MOST COMMON HOA BOARD MISTAKES (AND HOW TO AVOID THEM)



Many condo and HOA board members have never served on a board before.

However, they find themselves responsible for the value of the most important personal asset that their association members own: Their homes.

Amateurs usually mean well, but they make amateur mistakes, too – mistakes that can lead to poor accounting practices, inefficiency, increased liability, and beyond.

Here are the 5 most common HOA board mistakes that we see in the condo and association world – and how to avoid them.

**1 Being slow to collect overdue fees.** Everybody wants to be liked. However, once you take on the fiduciary responsibilities of being a board member, you have to put personal feelings aside and collect overdue fees promptly, professionally, and without fear nor favor. If you let one owner slide, you are being unfair to everyone else whose interests you represent—and who have a right to expect you to conduct yourself fairly and in the interests of the association.

This means that you shouldn't become a board member unless you are 100% ready, willing, and able to vote to pursue legal action against your best friend in the complex, right on schedule. Sometimes, you might have to confront your tennis buddy and kick his family out of the common areas he hasn't paid for. Don't ignore the standards and precedents that you set—because if you do, you could endanger the entire association's cash flow.

**2 Failing to review financials.** As a board member, it ultimately comes down to money. Your mission is to safeguard your association members' hard-earned money, ensuring that it's invested in their best interests and accounted for to the last dollar. In our recent posts on HOA fraud and embezzlement, you can see how easily a thief can make off with tens of thousands of dollars—or more—in association funds. Board members need to examine every transaction with a gimlet eye. Fraud often comes from the treasurer, accountant, or bookkeeper. It's your job to provide oversight over these functions.

**3 Failing to ask for professional help.** Often, board members are highly intelligent, educated, and successful attorneys and doctors. However, these kinds of professionals tend to overestimate their own abilities when it comes to acting as board members. They often resist bringing in specialized assistance when it's needed most. In the short run, this may save a few dollars (or your pride); in the long run, it's disastrous.

Few garden variety board members have any personal expertise in, say, putting together a capital plan for a large real estate development. Few are contractors or security experts themselves. Few are well-versed in forensic accounting. Don't be afraid to bring in a new set of eyes and brains from time to time—especially when it comes to accounting and money management.

**4 Holding closed meetings.** Generally, all board meetings must be publicized ahead of time and open to all association members. The only exceptions should be meetings to privately discuss collecting dues from or enforcing rules against a specific homeowner or staff member. Technically, two board members stuck in an elevator together can't discuss association business lest the conversation be construed as a closed meeting.

The board is subject to a quorum that must be met (and documented) before any issues related to the association are discussed. The meeting must be publicized in the method specified by the association's bylaws, and items can only be added to the agenda via an approved process known to all members. At meetings, always have the president or secretary send around a sign-in sheet to document the presence of the required quorum.

**5 Failing to maintain standard insurance coverage.** Insurance screw-ups are at the root of many legal actions against board members. Problems often arise that could have been avoided with standard insurance coverage. Boards need to take special care to review insurance policies; understand lapse dates and renewals; and review coverage amounts to ensure they're accurate. Otherwise, you'll have to break the news to your association members that they're getting a special assessment.