

# CORPORATE PROFILE

## **Aegis Community Management — A New Paradigm**

Aegis Community Management Solutions, Inc. is a premier provider of community association management services for planned communities, homeowners associations, residential condominiums, commercial condominiums and cooperatives. Since 2006, Aegis has managed communities under the leadership of its founder and President, David L. Burman, AMS®, PCAM®. Local family ownership and management allows Aegis the distinct ability to meet the unique needs of each client community with a comprehensive and flexible suite of professional community management services.

The provision of accurate, efficient, and measurable management services is only part of the reason behind the success of Aegis. By employing common sense principles, exceptional client service and attention, industry proven practices, and advanced technology, Aegis represents the first true paradigm shift in the community management industry by recognizing that,

- Community associations are groups of people. The consideration of this intrinsic fact must be properly and effectively accommodated throughout all phases of management and community governance.
- Meaningful community success is derived in large part from positive homeowner perceptions of the leadership and governance structure. These positive perceptions coupled with owner enfranchisement must be cultivated during every interaction with the homeowners, both collectively and individually.
- All of the functions of leadership and governance must be seamlessly integrated and directed toward common community goals.

### ***Principal***

Principal David Burman is a veteran of the community association management industry having successfully guided community Board members since 1992. David is one of few state licensed managers in Central Florida who has also earned the prestigious AMS® and PCAM® designations from the Community Associations Institute in Washington, D.C. In addition, David has appeared in numerous nationwide publications on subjects ranging from community security, to alternative dispute resolution, to public relations for common interest associations. David's civic involvement includes the Boy Scouts of America, Rotary Club International, Auburndale Youth Soccer Association, and Junior Achievement.

Aegis utilizes results oriented systems and proven principles to bring a new definition of success to client communities.

### ***Administrative Policies***

While restrictive covenants do convey certain obligations to the Association, rarely do they set forth specific operating processes by which the Association can meet those obligations. For each client community, Aegis prepares operating policies relating to important Association tasks such as collections, covenant enforcement, and asset maintenance.

### ***Specialized Departments***

From an accounting department led by a licensed CPA(r) to an entire department dedicated to collections, Aegis offers specialized experience to fulfill the various responsibilities outlined by each management agreement. Further, Aegis team members are cross-trained to ensure the seamless integration of all management disciplines. For example, many accounting and administrative staff members are also state licensed Community Association Managers.

## Limited Manager Portfolios

Most management companies use an operational model that focuses on the workload that a Community Manager *can* handle. The Aegis model focuses on what the Community Manager *should* handle, therefore, promoting a healthy balance between the workplace, home and family. This operational methodology allows a Community Manager reasonable time to dedicate to each client community, along with the opportunity for true career success.

## Technology

The investment in hardware and software allows Aegis to offer Association members streamlined solutions for technological communications and operational support. These essentials such as interactive websites, Association web portals, mobile devices, bank lockbox services, ACH payments, an enterprise-based management and accounting platforms decrease costs, offer round-the-clock convenience and increase communications. These systems coupled with Aegis' proven principles of exceptional customer service provide unparalleled personal attention to each community.

## Licensed and Accredited Community Managers

In Florida, Community Association Managers are issued a license after a brief classroom session and examination. Trade organizations and advocacy groups such as CAI and IREM offer advanced courses, which lead to need-industry accreditations and designations. At Aegis, all staff is encouraged to pursue this course work and earn the accreditations that reflect a dedication to professionalism.

## New Owner Orientation

New homeowners embraced and welcomed to the community are more likely to develop a positive perception of that community. Aegis incorporates every reasonable effort to provide new homeowners with community information before and after the closing. Additionally, a *Welcome Package*, mailed to each new owner, can include supplemental information the Board may wish to enclose.

## Education

Believing that knowledge is the cornerstone of community success, Aegis offers educational training to Board and team members to improve leadership and management skills. The Aegis team also provides weekly meetings to review successes and failures, collectively learning the reasons for both. Further, Aegis encourages and funds ongoing educational opportunities for team members on subjects ranging from annual legislative updates to horticultural and pest control principles to insurance.

*Find out how Aegis can help protect and enhance the ownership experience in your community by calling today.*

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