



From fiber to cyber

Keeping up with association needs using technology

A community association is very similar to a self-contained city with the association providing services to the unit owners much like city government provides services to the residents of a municipality. In 2015, it's more important than ever for associations to transition from paper and snail mail to running the association by taking advantage of email, voicemail, computer software, smartphones and tablets and apps.

In today's technologically advanced society, keeping up with association business is much easier, faster and more reliable using electronic methods. Community association managers may order and pay for services online, stay in touch with service providers and track services electronically, inform unit owners of upcoming important dates and events or even that a package was delivered to the office while the unit owner was away.

Managers and service providers may keep up with job requests for the community on electronic calendars fully equipped with alarms and reminders that may also be synced to other record-keeping programs. Paper "ticker" systems are as outdated as a paper Rolodex. Alerts may be set up on a smart phone or tablet to remind of meetings, scheduled maintenance, or to schedule the collection of assessments.

Taking advantage of technology allows the association to better communicate with owners, increase productivity, track services and goods, make payroll, pay for services and other bills and collect assessments. Not too far into the future, an association that failed to make the change from fiber (paper) to cyber (electronic) to management its business may find it's unable to quickly catch up, which could be costly.