



Community Association Management

LELAND MANAGEMENT

"The management company you don't have to manage"

The Leland Insider



Insider Edition Highlights

Leland Corporate Training
Continuing Education

Welcome Wagon News
Our Newest Communities

Tips of the Trade
Collections

Kudos Korner
Employee Welcome and
Promotions

Community Corner
Featuring Ridgemoor Master
Association- Tampa
Grand Isle Fashion Show

Best Places to Work



We are committed to providing
outstanding service!

Continuing Education Provider

In keeping with Leland's ongoing education and training efforts, we are proud to announce that we have been approved as a Continuing Education Provider with the State of Florida. This approval will give us greater opportunities in training our team members as well as strengthening our existing Board Orientation programs which have been extremely well received.

Within the next few months, we will also be introducing the newly approved condominium Board member training program which will satisfy the State requirement for Condo Board member training. This will be at no cost to our clients.



Welcome Wagon News

Rebecca and David Furlow, along with the members of the Leland Management team, would like to welcome the following communities:



- Emerald Isle
- Grand Isle
- Harbor Pointe
- Serena Point
- Willow Ridge
- Lakes Village East
- Bridgestone at Legends
- Cross Tie Ranch
- Lake Dora Villas
- The Villas of Wedgefield
- The Greens of Orlando
- Stone Crest Pinellas
- Bayboro Tower
- The Courtyards of Suntree
- Cypress Bend
- Flora Ridge North
- Waterford Trails Phase 3
- Bella Tuscany
- Bella Foresta
- Residence at Renaissance Square Condos
- Lakewood Shores
- Whitehall Neighborhood at Kings Ridge

Welcome to the Leland Family!

“High expectations are the key to everything.”

Sam Walton

Tips of the Trade: Collections



According to a recent New York Times article about the current excess in mortgage foreclosures, it could take 10 years to complete the backlog in Florida.

Early in the downturn when foreclosures were proceeding at a faster pace, the most common strategy for dealing with delinquent accounts in mortgage foreclosure was to wait for the completion of the foreclosure. This was done so that legal fees would not be wasted pursuing the association’s lien foreclosure when the bank’s foreclosure would likely be completed before or soon after the association’s action.

Based on the increasing delays in mortgage foreclosures it is apparent that community associations must take a more aggressive approach toward delinquent accounts that are in mortgage foreclosure. Most associations cannot afford to take the risk of waiting years for a mortgage foreclosure to resolve a delinquent account as losses continue to mount.

When homeowners are delinquent, their neighbors must make up the difference or services and amenities must be curtailed. Making the owners that are paying pay more is an issue of fairness. Reducing services can lessen the appeal of the community and erode property values.

It is important to remember that homeowners choose where to live, and by choosing to live in a community association, they accept a legal responsibility to abide by established policies and meet their financial obligations to the association and their neighbors.

Many communities are now completing the lien foreclosure process as quickly as possible and taking title to the unit. These units are then being leased and/or marketed for a short sale. Although the association owns the unit it has no responsibility for payment of the mortgage. This means that all of the net lease proceeds can be used to maintain the property, pay current assessments and help offset losses incurred on other delinquent units. We agree with this approach.

New to the Team

Derek L., CAM	Nadia Y., Accounting
Hayley P., CAM	Richard D., CAM
Lauren C., Admin.	Traci B., CAM
Lisa C., CAM	Venessa R., Admin.
Megan T., Assessments	Vivian C., CAM

Team Kudos Korner

Martha Ledford, CMCA has been promoted to Division Director for the Ocala Office. The Ocala Division has seen steady growth over the past several years and we are confident that Martha’s wide range of experience and drive will further strengthen the division. “Martha brings a wealth of experience to the job and we are excited about her new role at the company” stated Rebecca Furlow, President. Martha joins a strong team already in place and will focus on client relationships that have made the Ocala Division stronger.

Christy Borden, CMCA, AMS, PCAM has been promoted to the position of Senior Association Manager. Christy joins the team of senior managers and directors dedicated to assisting the communities we manage. Christy brought eight years of management experience and an extensive background in customer service to the team in 2010. Christy’s expertise in association management, in addition to her passion for quality work product, will expand our companywide commitment to excellence.

Jeff Braswell is the new Director of Leland’s Information Technology Department. We appreciate the importance of technology for many of the initiatives that we have undertaken. Jeff brings 18 years of experience to the department and will be focusing on the technological advances in the industry. "The expansion of our IT Department further strengthens our ability to meet the needs of our customers," noted Rebecca Furlow, President. "Jeff’s comprehensive understanding of the changing technology of our industry will greatly benefit Leland and the Associations we manage."

RIDGEMOOR MASTER ASSOCIATION

Lisa Dixon

The active community of Ridgemoor is located in North Pinellas County, Palm Harbor, Florida. The community was built in the early 1990's with careful attention to detail in laying out the home sites, while still maintaining a sense of warmth and sincere appreciation of the natural beauty.

Ridgemoor Master Association is responsible for the common elements shared by 1,196 homes and 19 sub associations. Each neighborhood shares the same care and concern for the upkeep and standard of living the Ridgemoor Development enjoys.

The development contains lighted perimeter walls and decorative aluminum fences, 13 intercom gates, lush landscaping, 42 ponds in which 12 of them have lighted fountains. Decorative community signage and light poles and fixtures continue along all main roadways traveling into each sub association.

The community park area includes tennis courts, basketball courts and a playground area the association is currently upgrading. The community also has many nature trails for walking or biking.

Many original homeowners continue to participate in the community and are active as directors on the board or community volunteers. A twenty-four hour Security Patrol company adds safety and security to the community as well as two community Sheriff Deputies.



Mary Fritzler, from Leland's Tampa Division, is the Community Association Manager for Ridgemoor and meets regularly with the Board to ensure the community continues moving forward. Mary works closely with the vendors of the community to make sure all amenities and maintenance issues are constantly monitored for peak performance and the natural beauty of the community is maintained. The Board of Directors along with Mary and Leland Management stay vigilant in maintaining the necessary daily community operations in order for all residents to enjoy living in Ridgemoor.



Fashion Show, Jackie Hoskins, Social Events Committee Chairperson

What happens when you mix 142 women, 9 Grand Isle husbands, 4 student volunteers, a delicious lunch and 60 door prizes? Well, a very successful Grand Isle Fashion Show raising \$6,000 for the American Cancer Society. They also donated \$800 worth of supplies to the Armed Forces. In the six years of the Grand Isle Fashion Show event, Grand Isle and their guests have raised approximately \$26,000. Supporting us this year with donations were M & M and our new management company, Leland Management.





Best Places to Work

Hundreds of companies were nominated by their workforce as the Best Places to Work; however, not all companies made it. On August 12, 2011 the *Orlando Business Journal* announced the finalists and winners for its 2011 Best Places to Work awards. Leland Management took one of the winning spots in the large company category (151 – 300 employees).

Leland strives to foster a positive atmosphere when it comes to the workplace environment and culture. Very few companies offer team members the perks of our privately held Community Association Management Company.

Companies were scored based on the results of team members completing a survey which was conducted by a third party survey company, Quantum Workplace. The survey consisted of 36 questions to see how companies would stack-up against other same-size employers. Team members were asked to evaluate the company in these areas: Team Effectiveness, Retention Risk, Alignment with Goals, Trust with Coworkers, Individual Contribution, Manager Effectiveness, Trust in Senior Leaders, Feeling Valued, Work Engagement and People Practices.



The positive comments received on the survey were amazing. Leland's overall score was 91.68% making Leland Management one of the "Best Places to Work." Congratulations!

Office Locations

West Florida

Tampa Bay
24701 US Highway 19N
Suite 110
Clearwater, FL 33763-4053
Ph. 727-451-7900
Fax 727-451-7901
Tampabay@
lelandmanagement.com

Tampa Bay
1101 Channelside Drive
Suite 244
Tampa, FL 33602
Ph. 813-283-0077
Fax 813-283-0078
Tampabay@
lelandmanagement.com

“Action is the foundational
key to all success.”
Pablo Picasso

Central Florida

Orlando Corporate Headquarters
6972 Lake Gloria Blvd.
Orlando, FL 32809-3200
Ph. 407-447-9955, Fax 407-447-9899
Orlando@lelandmanagement.com

Brevard
1215 Admiralty Blvd.
Rockledge, FL 32955
Ph. 321-549-0953, Fax 321-549-0954
Brevard@lelandmanagement.com

Ocala
7750 SW 60th Avenue, Suite A
Ocala, FL 34476-6472
Ph. 352-620-0101, Fax: 352-620-0465
Ocala@lelandmanagement.com

Volusia
1540 Cornerstone Blvd., Suite 200
Daytona Beach, FL 32141-7144
Volusia@lelandmanagement.com

Northeast Florida

Jacksonville
10175 Fortune Parkway, Suite 906
Jacksonville, FL 32256-6755
Ph. 904-223-7224, Fax 904-223-1212
Jacksonville@lelandmanagement.com

Flagler/Palm Coast
309 Moody Blvd., Suite 101
Flagler Beach, FL 32136
Ph. 386-439-0407, Fax 386-439-0207
Flagler@lelandmanagement.com

St. Augustine
2802 N Fifth Street
St. Augustine, FL 32084-1837
Ph. 904-821-8263, Fax: 904-223-1212
StAugustine@lelandmanagement.com

“Nothing will work unless you do.”
Maya Angelou