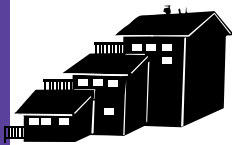


Home sweet HOA

Association living in planned communities can have many rewards, but sharing land with perfect strangers (at least when you first move in) has its trials. Creating a mediation team out of Board members and fellow residents can head off problems. Here are a few more suggestions continued from last month's list:

- Assign different people in the mediation team to different areas of concern so the residents of the HOA know who their go-to person is. For example, have someone on the team handle structure disputes, another person handle noise, and another parking.



- Create an informal meeting for a grievance outside of the monthly board meetings. Sometimes, bickering neighbors just need a third party (one board member on the mediation team) to hear each side out, without taking sides or making it a "board member" issue. If you include the grievance within the board meeting, it might make it too official and cause either party to feel the whole board is ganging up on the issue.

- Give action plans to resolve the grievances. If two neighbors are bickering over a parking space, through the mediation team member, determine steps to take to solve the parking issue amiably. Include a timeline for resolution.

Mediation: as to affect an agreement.

Quote

"Blessed are you who hunger now, for you will be satisfied. Blessed are you who weep now, for you will laugh."
— Luke 6:21

Q&A

Client: What does a Quickbooks (QB) Certified Pro Advisor mean to me?

BKC: It's a certification program through Intuit (maker of QB). You take online exams to test your QB knowledge. Caveat: Just because someone is a Pro Advisor does not mean they understand bookkeeping or accounting. Someone with QB and accounting knowledge will get the most out of your QB file and be able to train you properly.



KEEPING LEDGER

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ACCOUNT-ABLE

As we discussed in last month's issue, Borders didn't close overnight. Here are some more tips for you to look for in your own company and how to avoid sudden death:

- Slow Accounts Receivable. If your cash isn't coming in, you can't pay your company's bills. If you are invoicing customers monthly, change to bi-monthly to get your cash in sooner. If you are invoicing bi-monthly, change to weekly. The reason: If you invoice on say, the 15th of every month, you won't get payment from customers until 30 days out. What if you provided a service on the 1st of the month? Example: You provided a service on July 20th, you invoice on the 15th of the month, so you invoice on August 15th, and you don't receive money from the customer for 30t days, so until September 15th. You just waited 57 days for your July 20th work. By invoicing more frequently, you can get the money in sooner.

- Large payments to vendors is too hard a pill to swallow each month. Answer: Make smaller payments. If you have a large bill from a vendor, make installment payments. You usually don't have to ask the vendor's permission to do this. Payments



Calendar

Sunday, September 11th
Patriot Day and Grandparents Day
Friday, September 23rd
Autumnal Equinox

The Sound of Business (ACCOUNT-ABLE continued)



make it easier to digest the bill. Instead of paying one large bill for \$3500 in 30 days, make 4 payments, one each week for \$875. The vendor still gets paid in 30 days and now you have managed your weekly cash flow a little easier

- Bad prioritizing. When cash is really strapped, select the few vendors that must be paid (hopefully even then with a payment plan), including utilities (keep the phone turned on), payroll, payroll taxes. With the rest, call every single one and be up front with them. Let them know you are in a cash crunch and when you hope to send them a payment. Do your very best to *not* promise full payment; this sets you up to send too much to *one* vendor. Don't let the squeaky wheel get the money. Lots of vendors' accounting departments are conditioned now to complain the most so they will ensure they get paid first. If you pay that squeaky vendor, that means a more kind vendor gets pushed back further down the calendar and that is not fair. Find a balance and make sure everyone gets a piece of your cash flow pie.



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Follow us on [Twitter](#)

We have a blog post on Tuesday and Friday of every week!

www.business-keepers.com/blog

Important Websites:

<http://www.irs.gov>

<http://caioc.org> (Community Association Institute)

<http://edd.ca.gov>

<http://boe.ca.gov>

<http://www.katchtheday.com>

<http://www.business-keepers.com/blog>

www.meetup.com

<http://www.moonridgezoo.org/map/index.html>

Let us remember

9/11 and fly our flag!

Katch the Day

Some might think the mountains are only for skiing, but we discovered a (unintentional) well kept secret in Big Bear: Moonridge Animal Park. It feels like a small zoo, but it's more like a refuge hospital and sanctuary. The mission of this park is to take in injured animals found in the local areas, nurse them back to health and release them back into the wild.

Because of this cycle, the type and number of animals you see will vary. However, there are a few type of animals that have permanent residency here: 1) Animals that fall under the 3-strike rule (they have been in contact with humans three times and after that they would have been put down), 2) Animals whose injuries disqualify them from surviving in the wild again (such as an owl with a bad eye), 3) Animals who were abandoned (for whatever reason) when they were very young and have now imprinted (grown too attached) to humans as a replacement for nourishment and thus cannot survive on their own in the wild.

One particular group of animals worth the price of admission alone, are three grizzly bears who have called Moonridge their home since 1996. It is a mother (Tutu) and her now, full grown cubs. Tutu hit the 3rd strike roaming around Wyoming looking for food for her cubs. Moonridge held a fundraiser and took the family in. What a symbolic family for Big Bear Lake.

KATCH THE RESCUED ANIMALS AND LEAVE THE BUSINESS-KEEPING TO US!

