

Case Study

Fair Oaks Ranch Cuts Phone Calls by 50%, Saves Hours on Manual Tasks with TOPS [ONE]



TOPS

Time for a Change



When Judy Bordman took on the role of business operations manager at Fair Oaks Ranch Homeowners Association (FORHA) in 2019, she brought a wealth of accounting experience to the job. Over the past 30 years, she has worked as a city treasurer, a hospital CFO, and even the treasurer of her own HOA.

In her new position, she and an assistant community manager were the only full-time staff serving FORHA, a self-managed association that oversees 3,910 single-family homes on more than 8,000 acres north of San Antonio, Texas.

As its name implies, it was a former ranch. Eventually the ranch's owners decided to turn their property into a residential community and founded FORHA in 1975. Later, the community was incorporated into a city, and it overlaps three county lines.

Since she's the member of a small staff supporting an all-volunteer board and a large community, Judy knew she had to establish efficient processes to save time. And as an experienced accountant, she recognized that the right property management software could help her achieve that goal. With an eye toward the future, Judy decided that it was time for Fair Oaks Ranch to make a change.

With an eye toward the future, Judy decided that it was time for Fair Oaks Ranch to make a change.

Business Profile:

Fair Oaks Ranch
Homeowners Association



Fair Oaks Ranch Homeowners Association oversees 3,910 single-family homes on more than 8,000 acres north of San Antonio, Texas. Founded in 1975, the organization has an all-volunteer board and two full-time employees to manage operations. Judy Bordman, the business operations manager, encouraged the board to upgrade from TOPS IQ to **TOPS [ONE]**. The conversion to the cloud-based software platform has reduced phone calls to the office by 50% and saved the staff hours in manual tasks. It has also enabled seamless bank reconciliations, easy online payments for residents, better communications, and automated reporting.



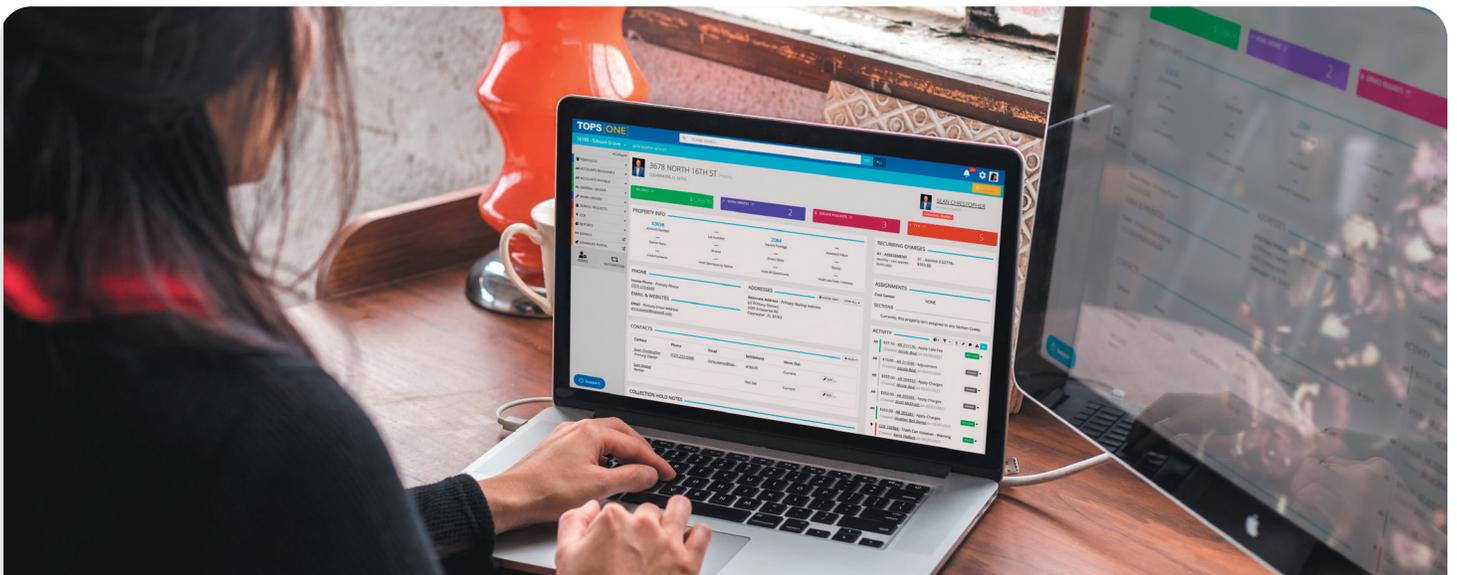
From TOPS IQ to TOPS [ONE]

When Judy arrived at Fair Oaks Ranch, FORHA was using an older version of TOPS software, TOPS IQ, a Windows-based system. In the past few years, however, advances in technology have far exceeded the capabilities of older software. “It was probably good in its day when it first came out,” Judy said, “but we needed to upgrade our technology to better serve our residents and board members.”

She recommended to the board that FORHA upgrade from TOPS IQ to **TOPS [ONE]**, a cloud-based software platform that is more user friendly and offers more features. With the board’s approval, the conversion to the new system began.

“I knew that there would be a lot of work required in converting our data to the new system, but I also knew that the benefits would far outweigh the work. I only wish we’d done it sooner,” Judy said.

“I knew that there would be a lot of work required in converting our data to the new system, but I also knew that the benefits would far outweigh the work. I only wish we’d done it sooner.”



A Game Changer for Fair Oaks Ranch



With the upgrade in place by the fall of 2019, Judy and the Fair Oaks Ranch community immediately reaped the benefits.

For Judy, TOPS [ONE] has saved her time and streamlined processes. For the residents, the new owner access portal, a feature of the TOPS [ONE] platform, has offered tremendous convenience. Judy sums up the benefits in two words: game changer.

Seamless Reconciliations

TOPS [ONE] includes TOPS Pay, an accounts receivable and payable feature that has proven to be a big time saver for Judy.

The older TOPS version required too many steps to verify when a payment was posted. Judy used to spend half a day on bank reconciliations every month. Now, with TOPS [ONE], the process is seamless, and bank reconciliations take Judy less than an hour.

“The great thing about TOPS Pay is it’s clear when the payments are posted in the system,” Judy said. “Plus, I get a report each day on which payments are made and posted. I’m able to reconcile my bank statements so much faster, because what’s in TOPS Pay exactly matches what hits my bank.”

**75% TIME SAVED
ON MONTHLY BANK
RECONCILIATIONS**

“The great thing about TOPS Pay is it’s clear when the payments are posted in the system”

**25% MORE
RESIDENTS
PAY DUES ONLINE**

Easy Online Payments

Judy also appreciates the convenience that TOPS Pay offers homeowners. TOPS Pay plus the built-in owner portal enables residents to pay their dues online through recurring credit card payments or ACH direct debits. Since the launch of TOPS [ONE], about 25% of Fair Oaks Ranch residents now use the owner portal to pay their dues.

This is significant for Fair Oaks Ranch, which for a long time had mostly retired residents who still preferred to pay by check. Now younger, more tech-savvy families have moved into the community, and they are taking advantage of online payments.

Improved Communications with Residents

The owner portal doesn't just facilitate payments. It also eases two-way communications among the board, the staff, and homeowners. Residents use the owner portal to make service requests as well as access the document library to view the property's bylaws, member directory, and the board's monthly agenda and financials.

Before **TOPS [ONE]**, Judy used the FORHA website to post documents, although a public-facing website wasn't a good solution for a private community. She also used a third-party HOA system. However, the streamlined processes and time saved Judy experienced with **TOPS [ONE]** eliminated the need to use those other systems for homeowner communications.

"The document library on the owner portal has really helped us a lot. The owner portal, TOPS Pay, and the document library have cut down the number of phone calls to our office by 50%."

Reports Generated in a Flash

Judy loves the automated reporting capabilities of **TOPS [ONE]**. With TOPS IQ, she couldn't print reports. Instead, she had to pull out the information she needed and then cut and paste everything into a PDF.

The manual task of creating reports was a lot of work and increased the possibility of errors. But with **TOPS [ONE]**, Judy can generate a report in a flash and feel confident that it's accurate.

"Being able to generate a statement on demand and just email it to the homeowner is a really nice **TOPS [ONE]** function," she said.

AUTOMATED REPORTS
REDUCE HOURS OF
MANUAL TASKS

50% DECREASE
IN PHONE CALLS
TO THE OFFICE

"The owner portal, TOPS Pay, and the document library have cut down the number of phone calls to our office by 50%."

Judy also finds the **TOPS [ONE]** general ledger reports super helpful to review architectural fees, charges, and late fees. One particularly useful report for Judy provides information on resales and transfers. This is when a home is sold to a new homeowner. The seller pays a fee for the resale packet, which includes governing documents and other items that will be delivered to the new homeowner. And the new homeowner pays a fee once the packet is transferred to them.

Prior to **TOPS [ONE]**, these fees were tracked as miscellaneous income. Judy had to take extra steps to account for these fees and report them to the board every month.

Now resales and transfers are easily accounted for in an income statement in the general ledger, saving Judy time.

Simplified Overview of Properties

Using the **TOPS [ONE]** portfolio view, Judy has a great overview of Fair Oaks Ranch's 3,910 units.

The portfolio view, which is customizable for communities both big and small, comes in handy for Judy, especially when there are proposed changes to unit restrictions.

Fair Oaks Ranch has 65 different types of units with 65 different types of restrictions. These restrictions run the gamut, from outbuilding requirements to setbacks. Some units allow horses, while others prohibit dogs. RV parking restrictions vary, too, allowing some homeowners to park an RV on the property while others must hide their RVs from view.

When there are proposed changes to those restrictions, it's a snap for Judy to communicate via email within **TOPS [ONE]** to all the homeowners of a particular unit type.



The portfolio view makes it easy to get information, whether it pertains to one unit or a mass change to multiple units," Judy said. "I can create letters for that unit type, send out an email, and let everyone know of the proposed changes.

JUDY BORDMAN
BUSINESS OPERATIONS MANAGER
FAIR OAKS RANCH

The Future Looks Bright – with **TOPS [ONE]**

Upgrading to **TOPS [ONE]** has made a huge difference for Fair Oaks Ranch. It has saved Judy time in multiple ways, from report generation and bank reconciliations to fielding phone calls and communicating with the board and homeowners. **TOPS [ONE]** has also streamlined processes for the board, with easy access to monthly agendas and financials and as well as quick turnarounds on reports from Judy. And the community's residents have the convenience of TOPS Pay, document access, and online service requests. Judy definitely called it right – **TOPS [ONE]** has been a game changer.

Other companies sell property management software.

We invented it.

"Since 1985, TOPS Software has helped community associations and property management companies increase property values and maintain a sense of community through transparent accounting practices, modern technology, and award-winning customer service. TOPS applications are used by thousands of organizations to manage millions of homes across the United States."

- Mike Hardy
CEO, TOPS



Award-winning support at your fingertips.

In addition to the amazing features of [ONE], TOPS offers our clients the industry's smartest and most helpful customer service:

- Industry-exclusive Customer Success Team staffed with PCAMs.
- A Quality Assurance team made up of CAM professionals.
- A dedicated, expert in-house Support Team.
- A standalone Implementation Team.



Other companies sell property management software.

We invented it.

Since 1985, more CAM professionals have used TOPS Software than all other industry software companies combined. If you are looking for a technology partner that's dedicated to your success, then **TOPS is the clear choice.**

Get a FREE Consultation. Call today at 727-339-6281.

Are you looking for an easier way to do your job?

Then you're a perfect candidate for a free phone consultation. We'll listen carefully to your needs and problems. Then we'll come up with expert ideas you can use right away to make improvements, boost productivity and banish your worries.

- We promise not to spam you.
- There's no obligation.
- It's 100% FREE.

