

10 Reasons to Choose Progressive Association Management



If you are thinking about changing management companies and have taken the step to interview new potential companies, you will hear a lot of promises and impressive vows to do a better job than your current company. You could interview 10 companies, and the promises will quickly repeat themselves: better service and technology; superior software and systems; but really, what are the material differences among these companies?

At Progressive we just don't make promises, you will experience tangible differences with our company. There are 10 distinct reasons boards choose our services and help explain our phenomenal growth. We are happy to share them with you here:

1

We Limit the Number of Communities our Community Managers Can Manage. Our Community Managers manage no more than 10 communities or 1,000 owners (whichever comes first). Most management companies, particularly the larger ones, require their managers to manage enough communities to cover not only their pay, but also the cost of their immense overhead. By limiting our managers to fewer communities, they can focus on providing superior customer service to our associations.

2

We Guarantee our Promises to Perform in Writing. We don't just promise to perform, we guarantee it. In every management contract, we include 4 Performance Guarantees. They include to limit the communities under management, a vendor guarantee, a guarantee to respond to all owners within 48 hours, and most importantly a service guarantee. At any time, if you are not satisfied with our company, you can cancel our contract with 30-day notice.

3

We Allow our Community Managers to Work Remotely. Being a Community Manager is a trying job. Many owners, and unfortunately some boards, blame the manager for issues facing their community. If that is true, which it is, we want our managers to perform their job from the best environment: their home. They live close to the communities they manage, and still come into their local office for support and training, otherwise, they can manage their communities from the comfort of their home.

4

We Have Hundreds of 5 Star Reviews. Every company will say their service is better, and they may hand pick a few board members who only have good things to say about them, but what do their Google reviews look like? We have over 270 five-star reviews and we expect our managers to continue with our commitment of exceeding the expectations of the communities we manage. Providing superior customer service is not optional at our company.

5

We are Your “Goldilocks” Company. This industry is increasingly dominated by very large companies who manage hundreds, if not thousands, of associations. Your community may be very insignificant to them. The small “mom and pop” companies have mostly vanished and if they still exist, don’t have the resources required to properly service a community. We manage 190 communities, so we have the resources and financial strength for any sized community, but not so large that we ignore any communities we manage.

6

We are Family Owned (and Will Stay That Way). Progressive Property Management, Inc. and Progressive Association Management are owned by Scott P. Brady and his son Garrett, who currently manages the residential division. Once Scott retires, which will not be any time soon, Garrett will assume total ownership. We are not some large, bloated corporation, with many levels of management. Every owner and board member has Scott’s email, and if for any reason you have an issue with our company, you can contact him directly.

7

Our Business is Completely Transparent. You may find that companies you initially reach out to you, need “more” information before they can provide a proposal. Why? Shouldn’t choosing a new management company be like shopping on Amazon where you can find everything you need to know on one site at your own pace? If you visit our website (Progressive-AM.com) you will find our contract, a map of all the communities we manage, the FAQs, links to our reviews and most importantly, a pricing calculator. You can input the number of owners in your community and monthly dues and see for yourself what our monthly management fee will be. It’s that simple and easy to explore our company.

8

We Prefer our Community Managers to be Proactive. We want our Community Managers to be Community Experts and Board Consultants. The board will have the cell phone number of their manager, and we expect our managers to respond almost immediately to any issue facing their community. But we also provide technology and other team members handle “transactional” issues (violations, budget preparation, onsite inspections, owner call, etc.) so they can be proactive, and laser focused on improving their associations.

9

Our Pricing is Easy to Understand. We will either provide a proposal to you, or you can visit our website and calculate the monthly management fee for your community. It is based on the number of owners and the total monthly dues. You have an option of “a la carte” where you enjoy a lower base management fee, and then pay for a few additional services and the cost of all mailings, or “all inclusive”, where for \$4 per owner per month (with a minimum community size of 50 owners), there are no other monthly or annual fees. It’s your choice.

10

We Care About Our Communities. There are two types of business owners in the association management industry: either they are an “opportunist”, looking just to make a profit; or a “missionary”, seeking to set a higher standard of excellence and make a difference in this industry. It is our goal to improve the lives of our owners, team members and board directors. To do that, we must care. We must care about the service we provide and our communities. In fact, it is right there in our slogan. Ultimately, the more successful we are, the more good we can do for those in our business sphere.