

Local Management Company Knows How To Lead Successful HOA Communities

By Marie Gilmore

It started with a volunteer position. Pamela Pinner volunteered to sit on the Board of her family's self-managed, HOA community in Riverview. Over time, the volunteer Board became overwhelmed with day-to-day issues, deadlines and the infinite details required to properly manage its community. The community decided to hire a professional management company and after learning the association's needs, Pamela, a mother of two, thought it was a good time to combine her background in commercial property management and the skills of her IT tech-savvy husband, Doug, and start a company to manage the community. McNeil Management Services, Inc. was born and, after 10 short years, the company has grown to successfully manage 26 local HOA communities. Its offerings give peace-of-mind to voluntary boards so that the homeowners can enjoy the deed-restricted communities they call home.

"We handle all of the day-to-day operations of the HOA," described Doug. "We take care of all face to face contact with the homeowners, assessment payments, inspections, letters, financial and activity reports, etc."

"We have inspection teams that drive each community to verify that homes are in compliance. We work with association attorneys, CPA's, and



McNeil Management Services provides HOA management to 26 local communities. Owners Doug and Pamela Pinner started the business more than 10 years ago.

other vendors. From a business standpoint, HOA's are responsible for large budgets and we try to remind the boards that they are making decisions for multi-million dollar corporations. Keeping up the curb appeal of the entire community enhances property values."

Pamela, whose background aids in her experience in the industry, agreed, "We are here to empower the HOA boards to make the best decisions for the community. Most of our clients are in Brandon, Valrico, Seffner and Riverview. We specialize in HOA communities with as little as 150-200 homes up to those with 1,000 plus homes."

Doug Pinner is a native Floridian and Pamela moved to Florida from

Kentucky in 1985. The couple met at Seminole Heights Baptist Church in Tampa while playing church volleyball and now have two teenage children who attend Bloomingdale Senior High School.

In addition to being locally owned and operated, other



staff members also live and work in the community they serve. Marketing Manager, Brandon DeHart, has been with the company for three years and lives in Riverview with his wife and young family.

"We are a management of communities and homeowner associations and everything that requires," said DeHart when describing what his company does. "Meeting people, working with homeowners and boards, and their different passions and personalities from community, to community keeps our job interesting."

One of the 26 communities currently managed by McNeil and under

its watchful eye since late 2009, is the Brandon/Valrico community of Brentwood Hills. Board president, Tom Leavitt, couldn't be happier with McNeil's services and management of its 1,040 home community. "Just four years ago, our community had fallen way behind on routine maintenance and had almost nothing in reserves," described Leavitt. "Today, we have refurbished tennis courts, upgraded security, a new playground, miles of new fence going up, well-maintained facilities and more than \$300,000 in reserves. We credit these accomplishments directly to the management we have with McNeil. The owners Doug and Pamela and all of the staff at McNeil, work directly with us on our vision for the community and are just outstanding and professional in everything they do."

"I have dealt with five other management companies and McNeil is by far, the best company I have ever worked with." He described that in addition to an upcoming pool renovation, the Board continues to move forward with the vision of making Brentwood Hills the premier community in Brandon/Valrico. "McNeil has been instrumental in supporting both our HOA Board and our homeowners with our vision of continued improvement and we are very proud of what we have and what we have to offer."

For more information about McNeil Management Services, Inc., visit www.mcneilmsi.com or call 571-7100.