

If You Believe in it You Will Achieve it

By Dianne Werbicki, BA



WHILE TIMING was against us, and Comfort Property Management's ACMO 2000 audit had not received final approval prior to CM's publication deadline, company president Gabriel Dolnicanu, RCM, was still enthusiastic about the 10-year-old certification program. While onsite, ACMO auditors commended Gabriel and his team on the excellent systems they have put into place – and practice.

Gabriel was quick to extend his high regard for Bill Thompson and John Damaren who are president and vice president respectively, at Malvern Condominium Property Management where Gabriel says he learned so much. "Malvern had very good processes in place."

Gabriel encourages owners to get all staff involved in the process. "Every one of our departments was in-

involved in creating the procedures." By keeping training in mind, staff do not feel as though they have to do this because someone is telling them to do it." If you believe in it [ACMO 2000], and are invested in creating the procedures, you will achieve it."

He acknowledged that the audit checklist is very well done but he cautions that the ACMO 2000 requirements should continue to raise the bar for the industry by being increasingly more multifaceted and therefore more challenging to achieve.

■ Make Meetings a Priority

Gabriel and staff held an internal meeting to explain the ACMO 2000 requirements. Each department was charged with creating procedures and used the checklist as a follow-up.

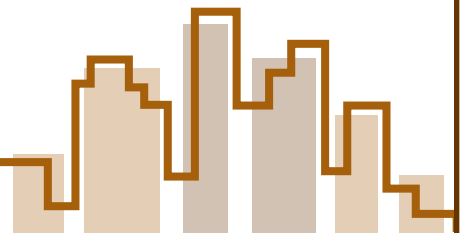
"The gap analysis encouraged and helped us understand that in some areas we were doing more than



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what was necessary, while showing other areas where we needed the most improvement and that we were on the same page as BDC” and its auditor Mike Nasser and Dick Oliver. Gabriel surmises that BDC in particular liked Comfort’s approach to problem solving and open communication.

■ Customized Customer Service

Comfort also prides itself on its ability to offer customized service based on each client’s needs. Each manager has the ability to customize services for Comfort’s current roster of 27 properties. He and his managers meet monthly to brainstorm ideas and challenges that include what they can do differently and what has gone right. Each manager is encouraged to bring ideas to the table. “The team gets the concept.”

Gabriel encourages all management companies to get their ACMO 2000 right away. “Delaying makes it harder,” he explains. “While it is difficult, it was not as onerous as we originally thought. Get everyone involved as this empowers your employees. Once your policies and procedures are in place, don’t just hand over your manual to new employees. Take the time to discuss each procedure, especially with junior managers. Make it a part of your internal training efforts.” ■

Dianne Werbicki is editor of CM Condominium Manager and ACMO’s Quarterly Report for members.



Photo: Kierstin Henrickson

Gabriel Dolnicanu, RCM

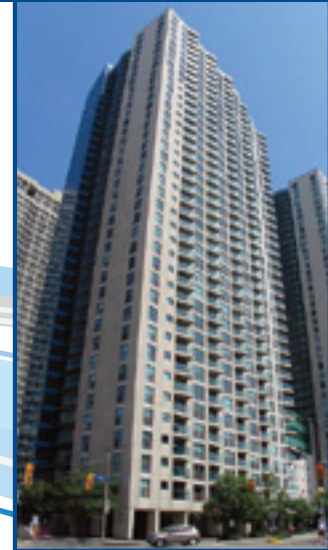
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