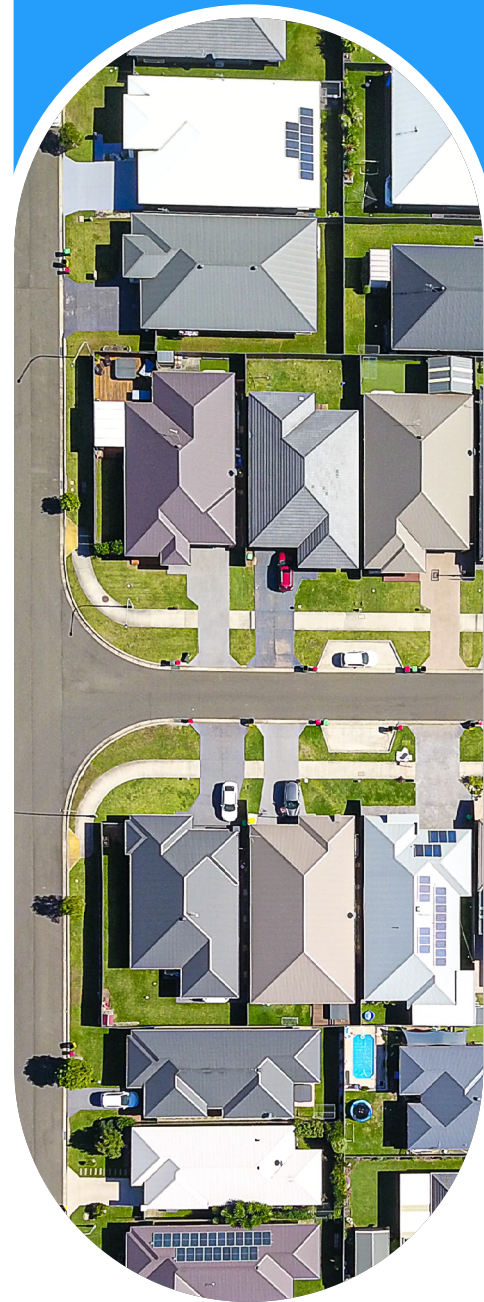




## CASE STUDY

# Winter Haven Resort Reduces Association Administrative Tasks by 75%



# Anytime, Anywhere Access



Winter Haven Resort is a self-managed first-class community dedicated to the Winter Texan and retiree. A property owners association owns and manages the Resort's common property and works to provide a leisurely lifestyle.

Prior to Enumerate Central, Winter Haven Resort struggled to manage the growing number of disparate systems used to collect payments, assure resort quality, and provide transparency with management, the board, and residents. Using Central, Winter Haven consolidated multiple digital and physical tools used to manage the community. Immediately, they realized a 75% reduction in administrative tasks in the management office.

**“Using Enumerate Central, Winter Haven consolidated multiple digital and physical tools used to manage the community.”**

## Winter Haven Resort



Winter Haven Resort is a Five-Star, gated, senior (age 55+) community in Brownsville, Texas. Approximately 25% of the more than 500 residents live their full time, and 75% are seasonal residents utilizing a mixture of custom-built homes, manufactured homes, and several pull-thru RV sites available for sale or for rent at weekly, monthly, and seasonal rates. Winter Haven Resort offers residents a full slate of amenities, including heated pools, a clubhouse, and putting green. They also provide a complete calendar of social events, including fitness and sports, arts and crafts, games, and religious services. Winter Haven Resort has 13 full-time employees, an active Board of Directors, a thriving committee structure, and dedicated resident volunteers who help manage day-to-day operations.

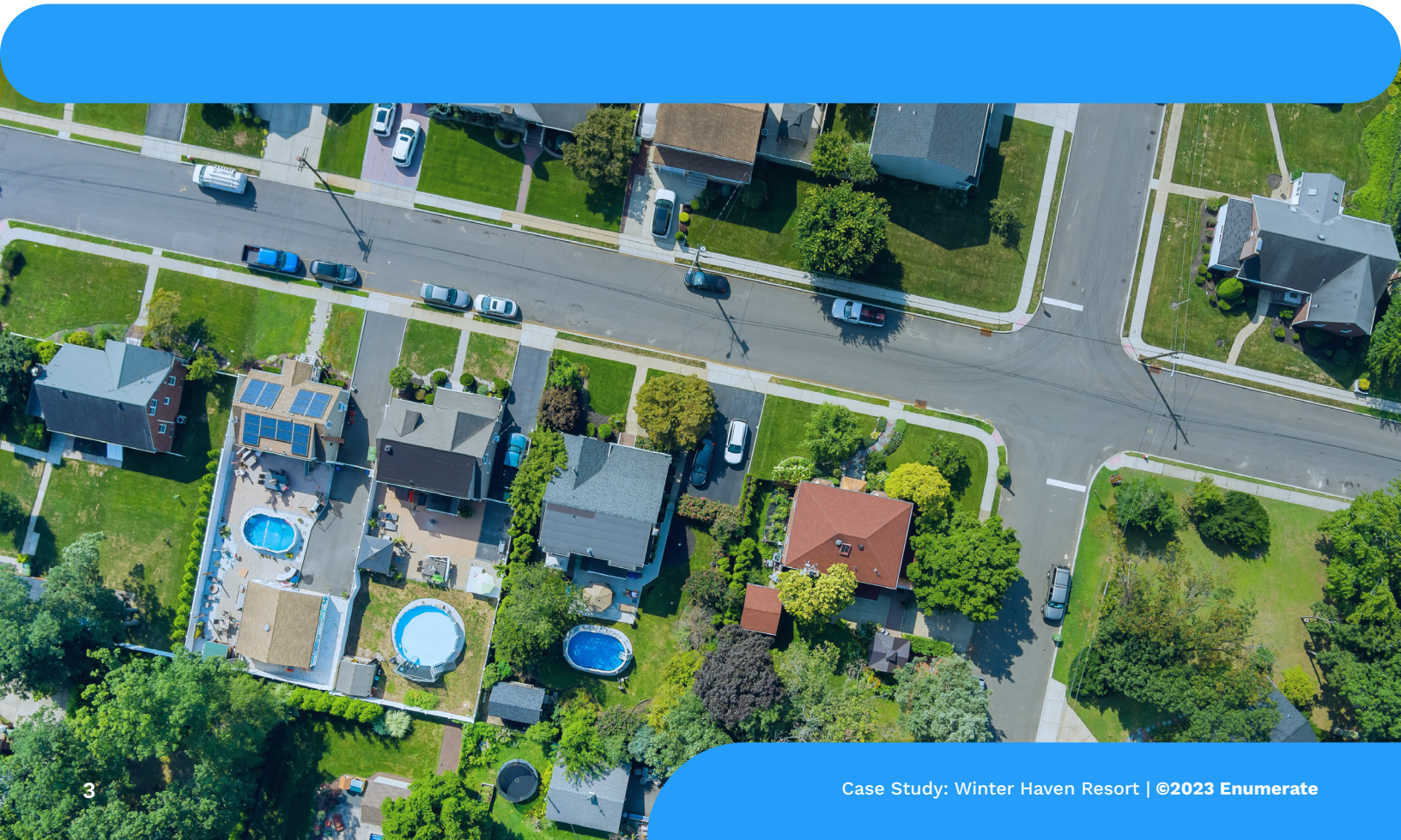


# The Growing List of Challenges

Before Enumerate Central, Winter Haven relied on an unwieldy QuickBooks system to manage resident accounts and resort finances. Outside of sending invoices, nearly all other Resort operations were managed manually in different spreadsheets. These disparate systems included reporting violations, fines, managing resident contact information, document retention and distribution, and tracking other resort services. To complicate operations even more, QuickBooks was limited to a single user, which created a backlog and lacked transparency when residents questioned account charges. Documented support for services was never readily available.

## Enumerate Is Cloud-Based

The majority of residents prefer having online access to community and account information over calling or walking into a community office. Enumerate is cloud-based, allowing Winter Haven staff, Board Members, volunteers, and residents to use the software from any device at any time based on a predetermined set of permission levels.



# Enumerate Provided a Single Solution

## Resident Benefits

Using Enumerate Engage, Winter Haven Resort residents can access all account information and see charges as they occur. A particular benefit for seasonal residents is clearly seeing the date services start and stop billing. Residents are ensured that they only pay for water and other services used while actually there. Payments can be made online, avoiding the need to visit the office. A continuously updated website informing on membership is available to everyone, and details on booking services or other amenities can all be managed through Engage. Residents can instantly report maintenance issues in the community and include pictures of the problems. Changes to banking information or other personal information is done through the app. Engage manages the process for appeals on violations or disputed charges.

## Board Benefits

All Board Members have access to board documents when and where they are needed. Enumerate Central provides unprecedented levels of transparency on Resort operations, finances, and accounts payable. Supporting materials for audits are instantly available whenever needed.

## Management Benefits

Winter Haven Resorts operates more efficiently with Enumerate Central. Invoicing for rent and other services is automated. Violations can be documented with photographs on mobile devices at time of inspection. Next steps and communication can be customized with the communities policies and automated. Enumerate Central provides an accurate accounting of all resident accounts at any time. The entire system is secure and protected, eliminating the need for time-consuming daily backups.

# Enumerate Scales to Meet Winter Haven Resorts Growing Needs

Winter Haven Resort utilizes a growing number of options to increase the effectiveness in communicating with residents. From document management features to creating templates for community announcements. Enumerate Central is a single resource for self-managed associations. Enumerate Payments provides an option for recurring payments which reduces



late payments and grants access to funds faster. Interactive reporting assures the right information is available to those who need it. Management, Board Members, and Residents are segmented to receive only the information they need, increasing transparency for everyone. Changes made to any Winter Haven report records are instantly replicated across the system for immediate use.

# Enumerate for Self-Managed Communities

## One Community, One Solution

30%-40% of Communities in the US are self-managed and Enumerate Central is made to make self-management easier than ever. From large communities to small ones, from HOAs to Condominiums, Central gives any type of community all the tools it needs to be self-managed. Accounting, Communications, Maintenance, Rules Enforcement, Reporting, and Resident Engagement are all included in Enumerate. Best of all, Central is a secure and collaborative web application that reduces the workload for you and your staff and can be accessed from any web-enabled device.

## Complete Transparency

Managing an association requires teamwork! Central allows you to keep track of all actions, messages, and notes related to the association. This ensures you and your team are always in the know. The real-time activity feed and dashboards lets you see who did what and when.

## Association Accounting Engine

The core of Enumerate Central is our fully customizable accounting engine. Designed exclusively for Community Associations, Central gives you the platform for managing all financial aspects of the community. Regardless of whether your association has 50 homes or 5,000, Central can be tailored to precisely fit your needs!

## Take Care of your Owners

Homeowners today want the flexibility to perform key functions online and on their time. Central allows your Owners to request service, make payments, and access community documents online 24/7! Upgrade to Enumerate Engage to give them even more tools and to empower your Board Members.



# Experience Enumerate for Self-Managed Communities

Get a first-hand look at these capabilities with a free demo by calling 727-293-4599 or learn more at [goenumerate.com](https://goenumerate.com). We can tailor the Enumerate experience to meet the specific needs of your selfmanaged community. You will immediately experience how Enumerate improves community management, increases productivity, decreases costs, and creates a delightful experience for owners.

**“We try to leverage technology, and Enumerate plays such a critical role in that. We so focused on evolving and better leveraging technology, our software provider has got to have that same mentality, and the leadership at Enumerate shares that vision.”**

**TOM SINYARD**

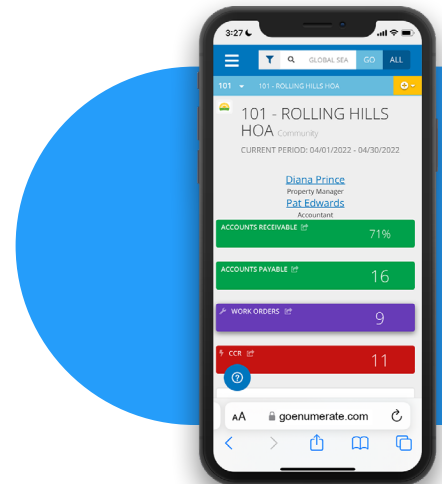
WINTER HAVEN RESORT PROPERTY MANAGER

# Whether You Manage a Single Community or an Entire Portfolio – You Can Do More With CENTRAL...

## Central Is an Easy to Use Software That Is Trusted by Thousands of Property Managers and Accountants

Your life is a windstorm of details: accounts payable and receivable, collections, violations, homeowner relations, service requests, vendors, work orders – you know the routine.

You need a solution that's designed specifically to help you better manage your community.



### Get Funds Quicker

The powerful accounting features of Central makes Account Payables and Receivables effortless and it is completely customizable. It also includes Enumerate Payments which allows you to accept recurring payments safely and securely.



### Easily Lookup Owner Info

The incredible management tools of Central gives you a quick snapshot of your entire portfolio. Within seconds, you can explore each community and easily access key information.



### Reduce Phone Calls by 15%

Central provides state of the art communications through our Enumerate Engage. Homeowners can get updates on tickets, send questions, or review their account which reduces phone tag and saves you hours.



### Save Up To 40 Hours Per Month

You can automate your workflow which reduces hours spent on manual processes. Handle violation management quickly and easily, right from your mobile device.



### Do Your Job from Anywhere

Since Central is in the cloud, you can enjoy more freedom from the office. Central also allows you to collaborate with your entire team at the same time from different places.



### Impress Your Board Members

Our reporting engine allows you to create dozens of detailed reports quickly and efficiently. You can easily share documents with board members, staff and residents.



# Let us count the ways.

You don't need five different solutions to manage one community. The Enumerate Suite has everything you need in one place.

## Award-Winning Support at Your Fingertips.

In addition to the amazing features of Central, Enumerate 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 trusted Enumerate more than all other community management software companies combined. If you are looking for a technology partner that's dedicated to your success, then Enumerate is the clear choice.

## Get a **FREE** Consultation. Call today at **727-293-4599**.

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.