GHERTNER & COMPANY
SINCE 1968

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GHERTNER NEWS

A QUARTERLY PUBLICATION FOR GHERTNER & COMPANY HOMEOWNERS

CHECK OUT THESE RECENT HAPPENINGS



Partnering with Developers for Success



Day on the Hill



What Does G&C Do For My HOA?



Order Your Pool Key Today

FOLLOW US ON **SOCIAL MEDIA**

A TEAM APPROACH TO HOMEOWNERS ASSOCIATION MANAGEMENT EXCELLENCE

Ghertner & Company provides your HOA with a community association manager to work alongside your HOA Board and an entire team dedicated to serving your HOA with excellence. Our team includes administrative assistants, community associates, accounting, the Homeowner Service Center and Ghertner Maintenance & Remodeling.

ADMINISTRATIVE ASSISTANTS/COMMUNITY ASSOCIATES

Our administrative assistants and community associates are the right hands for our community association managers. If you've ever ordered a pool key, reserved a community amenity or received your community's annual meeting notice, an admin assistant had a key role in helping with that. Community associates help managers with onsite inspections, attend Board meetings and provide additional support with Board directed tasks. This additional support for our managers sets your HOA up for long-term success.

ACCOUNTING

With multiple years of experience in accounting/HOA management, our accounting team is ready to help homeowners with various billing questions and HOAs manage their financials. Our accounting team is in-house and local to Nashville and provides timely, accurate accounting to our customers.

HOMEOWNER SERVICE CENTER

One of the daily tasks Ghertner & Company handles for homeowners associations is answering common homeowner questions. Our Homeowner Service Center is available during normal business hours by phone and email to answer those questions or escalate them to the correct associate. A team of nine agents, along with one supervisor and one director, fields an average of 400 calls daily, with a 75% handle-in-place resolution rate.

GHERTNER MAINTENANCE & REMODELING

For over 30 years, our Ghertner Maintenance & Remodeling (GMR) team has helped HOAs with various maintenance issues, including emergency services and corrective, preventive and routine maintenance. GMR has various technicians, including licensed carpenters, plumbers, electricians, and support staff. Board members can talk with their community association managers to learn how GMR can serve their HOA.