

EBOOK

This is CAMS

Our Story, Our Values, Our Team



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A LETTER FROM THE CEO

Hello CAMS Team,

This e-book offers a look at where we started, how we've grown, and, most importantly, the people who have shaped our journey. Our story is one of learning, adapting, and growing together.

Whether you've been with CAMS for years or just joined the team, this is your story too. Thank you for the work you do every day to support our communities, our clients, and each other.

Here's to the next chapter!

Dave Orr

Dave Orr
CEO



OUR STORY: HOW CAMS BEGAN

CAMS was founded in 1991 in Wilmington, North Carolina, by former owner Mike Stonestreet. At a time when community management was still a relatively new industry in the Southeast, Mike quickly developed deep expertise and insight. He understood what it would take to build a strong, successful company and positioned CAMS to become an industry leader.

Dave Sweyer, former co-owner and CEO of CAMS, joined forces with Mike in 2003. Dave was integral in shaping CAMS and growing the business through his innovative ideas, focus on technology, and a keen sense of how the industry would continue to evolve. He also founded Vantaca, the software we use every day to do our jobs.

Together with steady leadership, they kept the company grounded while encouraging innovation and the adoption of new technologies and trends. Most importantly, they established a “people come first” philosophy that continues to guide CAMS today.



Fun fact: The company started by managing just 10 communities. Today, CAMS serves more than 1,200 communities throughout North and South Carolina.









OUR PARENT COMPANY: ASSOCIA

In 2022, CAMS became a member of the Associa family. Associa is a privately held, family-owned-and-operated parent company, overseeing a diverse network of service and software companies serving HOAs and homeowners.

This structure allows CAMS to maintain our strong local identity and our unique culture while benefiting from the national resources and expertise of a larger organization. Since joining Associa, CAMS has been recognized as one of its top Independently Branded Management Companies (IBMC).

Associa at a Glance





-  **Founded:**
1979 by John Carona in Dallas, TX
-  **Growth:**
Expanded beyond Texas in 2001
-  **Advocacy:**
Associa PAC serves as the company's Political Action Committee, dedicated to advocating for pro-community association legislation across the U.S.
-  Visit [The Associa Book](#) to learn more

-  **Corporate Responsibility:**
Associa Cares is a 501(c)(3) non-profit charity that assists families and communities in crisis due to natural or man-made disasters. Associa Green is dedicated to increasing the environmental well-being of the communities we serve.
-  **Global Presence:**
Now an international organization with operations in the United States, Canada, Mexico, and Brazil.



WHAT WE STAND FOR: OUR CORE VALUES

Our core values guide how we serve clients and how we treat one another:

-  **We take ownership** – At CAMS, taking ownership means holding yourself accountable to your colleagues and clients. It involves setting clear expectations, timelines, and deadlines, and staying committed to completing your tasks and goals.
-  **We use good judgement** – Using good judgement doesn't mean you never make a mistake; it means that you think before you speak or act and ask questions when needed. When you're about to do or say something, practice the pause and make sure you're using your best judgement.
-  **We are here to serve** – Our product is service. Each day we serve our clients, vendors, and colleagues. Great service starts with empathy, the ability to put yourself in the other person's shoes. This allows you to truly connect with clients and coworkers.
-  **We are here to learn and grow** – Every situation presents a chance to learn something new. At CAMS, we are constantly seeking opportunities to better ourselves both personally and professionally.

Fun fact: We take these core values so seriously that each year we hand out individual and team awards to the people who most embodied them throughout the previous year!



GROWING WITH PURPOSE: EXPANSION & ACQUISITIONS

CAMS has grown through a commitment to exceptional service and strong relationships. Referrals from employees and satisfied clients, strategic leadership, focused business development, and consistent brand presence have fueled our organic growth.



Fun fact: In 2022, CAMS was featured on *Inc. Magazine's* Inc. 5000 list of fastest-growing private companies in the U.S.



GROWING WITH PURPOSE: EXPANSION & ACQUISITIONS (CONT.)

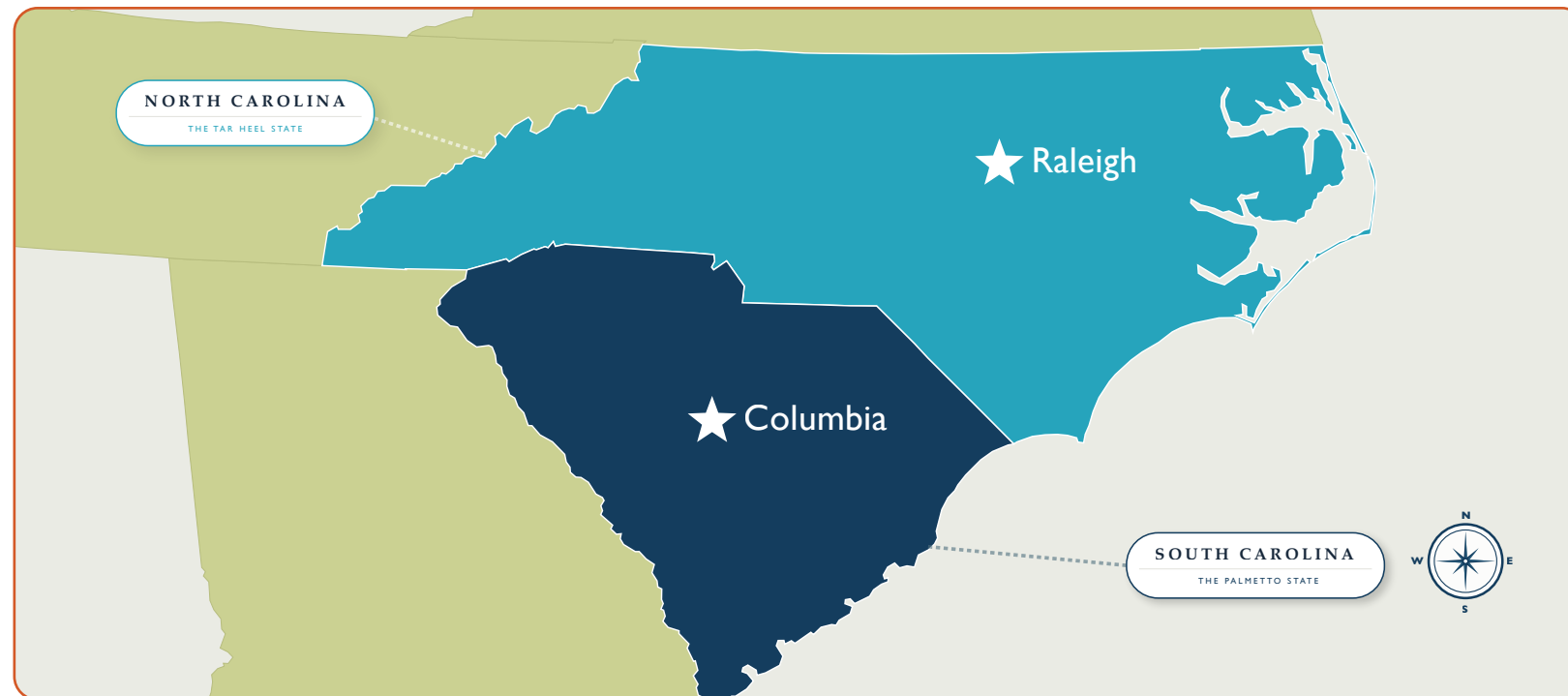
We've also expanded by welcoming like-minded management firms into the CAMS family, strengthening our reach and the value we deliver.

Acquisitions Over the Years

- › Property Management Professionals (2006, Wilmington & Brunswick County, NC)
- › Tetterton Management (2010, Morehead City & Topsail, NC)
- › Duvall Group (2011, Charlotte, NC)
- › York Properties (2013, Morehead City, NC)
- › Benchmark (2015, Myrtle Beach, SC)
- › Southern Community Services (2019, Columbia & Charleston, SC)
- › Goldsmith Management (2020, Greenville, SC)
- › Kohn-Ell (2022, Raleigh, NC)
- › Halcyon (2022, Columbia, SC)
- › JTL & PRG Management Companies (2024, Raleigh, NC)
- › Entered the Asheville and Piedmont-Triad, NC, regions (2025)

CAMS TODAY: WHERE WE SERVE

CAMS proudly serves communities across North and South Carolina.
View [all regional offices here](#).



Fun Fact: In 2016, CAMS managed around 350 communities.
That number nearly quadrupled over the last 10 years.

THIS IS CAMS: OUR STORY, OUR VALUES, OUR TEAM



THE PEOPLE BEHIND CAMS: WHO'S WHO

CAMS succeeds through strong teamwork and collaboration. We are made up of teams focused on specific regions or areas of expertise. By sharing knowledge and working together, we deliver exceptional service to our clients and to one another.

CAMS Teams Include:

Corporate Team

- › Senior Leadership Team
- › Corporate Finance
- › Human Resources
- › Training and Development
- › Business Development
- › Marketing Department
- › IT Support

Regional Client Services

- › Senior VPs, Regional VPs, and Regional Directors
- › Community Managers and Assistant Community Managers
- › Trusted Service Provider Program (TSP) Director
- › Project Management Advantage Program (PMAP) Director
- › Lifestyle Division Director
- › Regional Director of On-site Communities and New Development Management



THE PEOPLE BEHIND CAMS: WHO'S WHO (CONT.)

CAMS Teams Include:

Client Accounting Services

- › Accounting (Financial Production, Banking/ Finance services)
- › Accounts Receivable and Delinquency Management
- › Accounts Payable & Vendor Payments
- › Closings & Resale Processing

Client Support Services

- › Community Support (CS - Call Center)
- › Customer Experience (Insurance team, Vantaca System Admin, Survey Admin)
- › Onboarding Team
- › Administrative services (Violations, ARC, Mailroom, & Election Buddy)



FROM FAX MACHINES TO ONLINE PORTALS: TECHNOLOGY AT CAMS

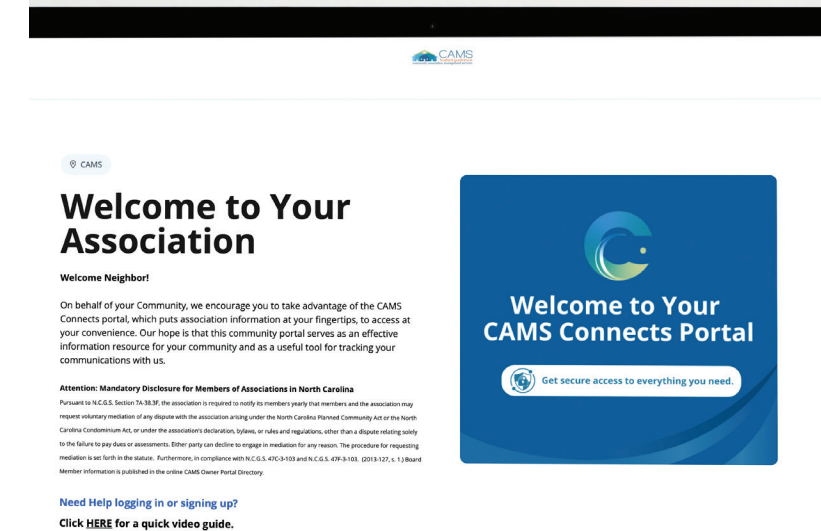
In 1991, HOA management looked very different. The online conveniences we now depend on didn't exist yet.

Today, CAMS uses Vantaca, a high-tech management software platform founded in Wilmington, NC, by former CAMS co-owner Dave Sweyer. We're dedicated to developing and maintaining secure, modern, and user-friendly software solutions so our employees and customers work better together. Our focus on emerging technologies, like AI, drives innovation and efficiency and enables our teams to excel.

Vantaca also powers the [CAMS Connects™ Owner Portal](#), which allows clients to make payments, submit requests, and access community documents anytime.



Fun fact: When CAMS first opened, the most cutting-edge communication tool was the fax machine.



THE HUB: YOUR CAMS COMMAND CENTER

The Hub is your go-to resource for all things CAMS, from announcements and CAMS Way™ documents to processes and company updates. Hub highlights are shared company-wide every Wednesday.

If you're wondering where to find something, [the Hub should be your first stop.](#)



GIVING BACK TO THE COMMUNITY: CAMS CARES




Our company-wide volunteer initiative, CAMS Cares, connects CAMS teams with local nonprofits in the regions we serve. Every region chooses a cause, and even remote employees can participate.





INVESTING IN OUR PEOPLE: CAMS ACADEMY

CAMS Academy is our internal education program, offering classes and seminars throughout the year on HOA-related topics. Many sessions are taught by your fellow teammates.

These sessions include:

-  **What Would You Do:** Our Senior Vice Presidents answer your questions about community management and what to do in various situations.
-  **Manage Like a Pro:** These sessions focus on specific topics that are relevant to the time of year. They're presented by Regional and Senior Vice Presidents.
-  **Vantaca Unplugged:** Join our Operations Manager as she gives tips and best practices for using Vantaca and answers your most pressing questions.

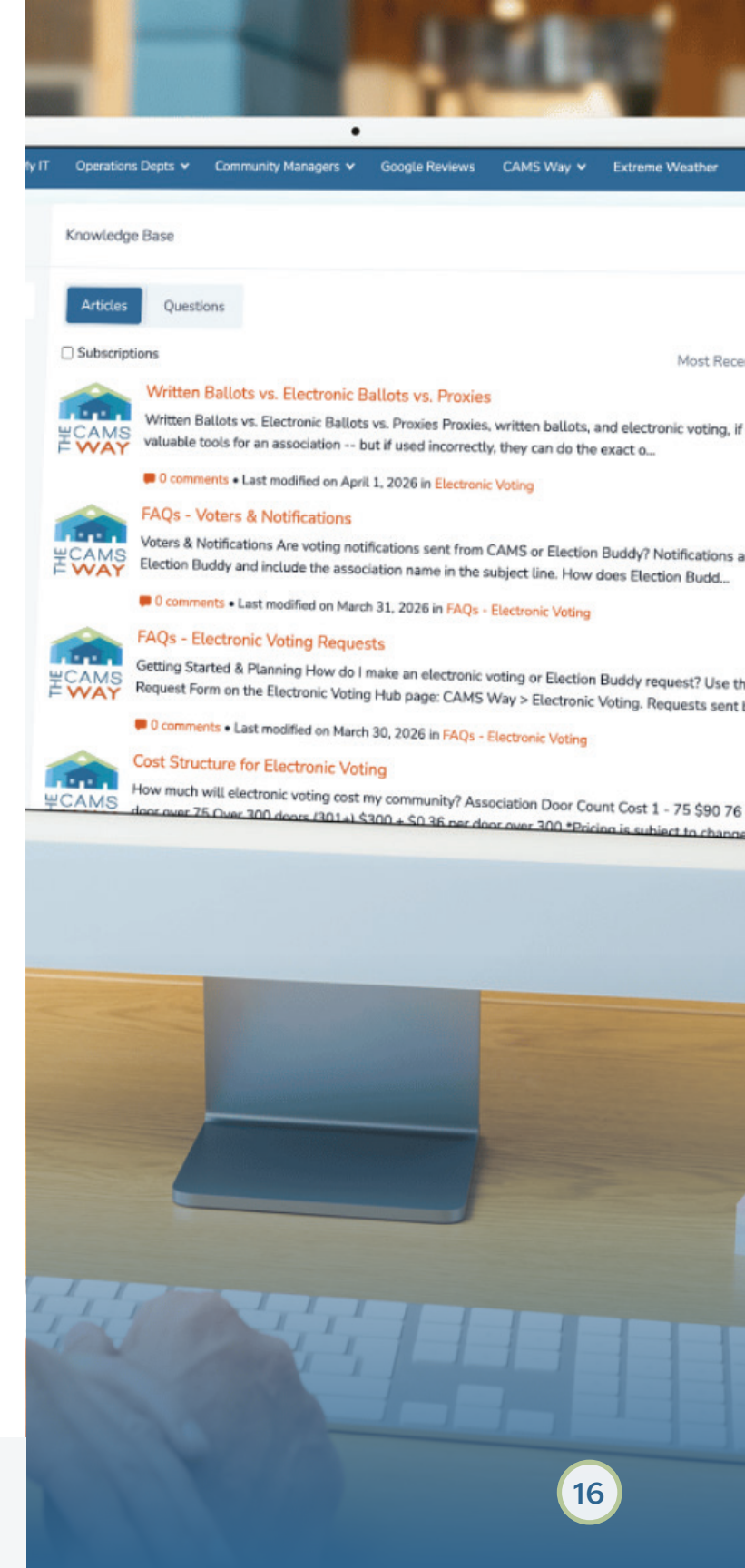
-  **Projects Unmasked:** Our service provider and project management experts provide real-world examples of how their programs can help make your community projects easier.
-  **Skill Certification Programs:** Throughout the year, certification programs are available for employees to enroll in. These sessions are offered quarterly and touch on topics such as time management, dealing with difficult people, strategic thinking and planning, and Reality-Based Leadership.

We also support external education through The Community Associations Institute (CAI) and encourage our team to pursue industry certifications such as CMCA®, AMS®, and PCAM®.

STREAMLINING OUR PROCESSES: THE CAMS WAY™

The CAMS Way™ documents outline how we do things at CAMS, and they are your blueprint to success. These internal [resources live on the Hub](#) and are paired with board-facing resources known as CAMS Trusted Guidance for Boards of Directors.

The CAMS Way™ sets us apart from other management companies by ensuring consistency, clarity, efficiency, and operational excellence across all teams and in our service to clients.



GET INVOLVED: CAMS INTERNAL COMMITTEES

Want to connect with coworkers beyond your day-to-day role? [Committees are a great way to get involved.](#)

Opportunities to Connect:



Wellness Committee:

From step challenges to friendly competitions, this group keeps us moving.



Social Committee:

Creates opportunities to connect in person and virtually.



Special Events Committee:

Helps plan company-wide celebrations and events.



Community Service Committee:

Organizes community volunteering opportunities throughout the year



THE CAMMYS: CELEBRATING OUR WINS

The CAMMY Awards are our annual virtual celebration recognizing individual, regional, and departmental achievements from the previous year. Expect laughs, awards, and plenty of prize drawings!

[Recordings of previous events](#)
are available on the hub!



EDUCATING OUR CLIENTS: BOARD MEMBER RESOURCES

We believe informed boards make stronger communities. CAMS provides a [Resource Hub](#) on our website filled with educational materials, including:



[Blog articles](#)



[Case studies](#)



[Video library](#)



[Monthly "Ask the Experts" webinars](#)



[E-books](#)

We also provide the following resources:



[Board Member Handbook:](#)

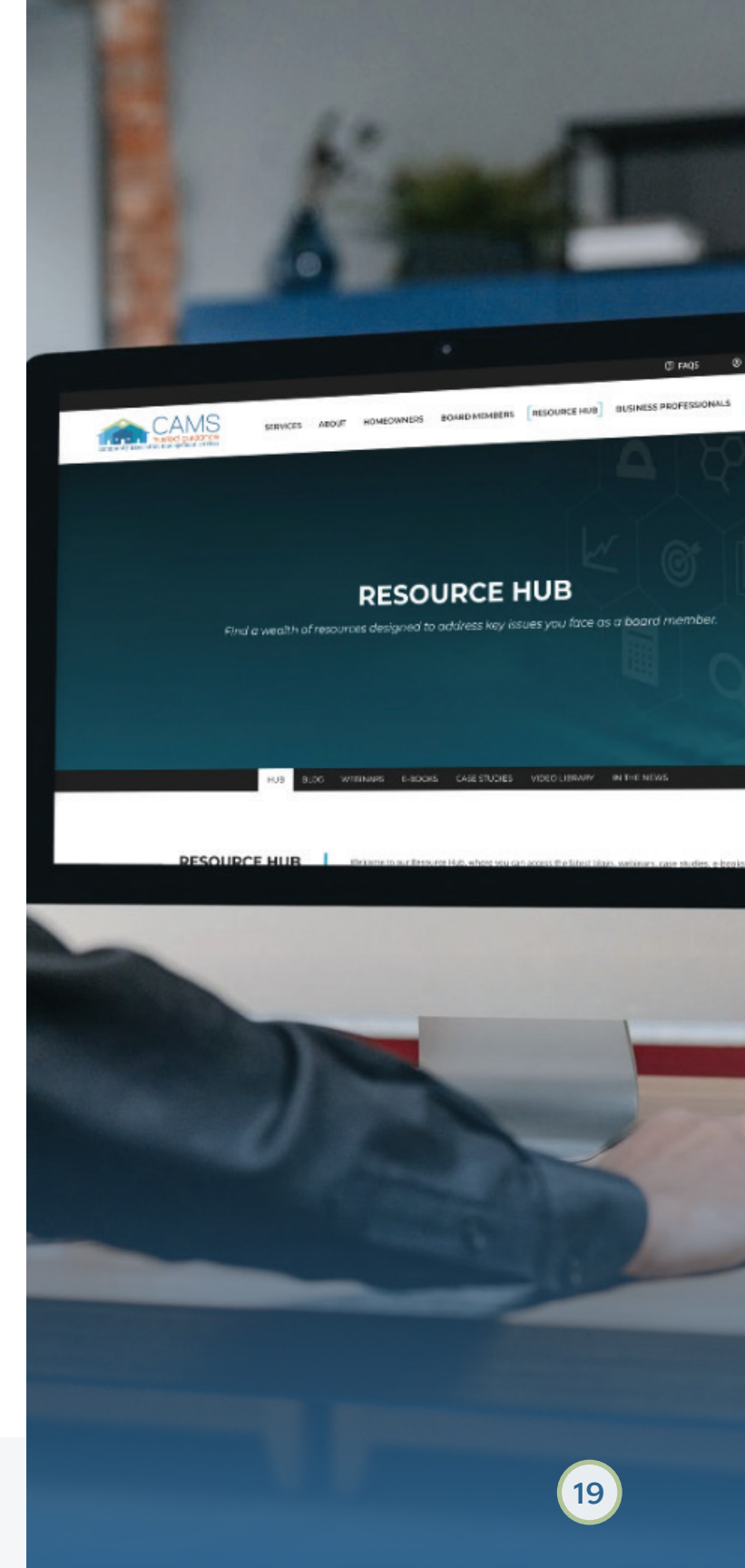
Your go-to resource for information essential for board members to know. The handbook is available to our board members in their owner portals.



[Extreme Weather Website:](#)

Find resources, evacuation routes, and other important information related to severe weather events.

Fun fact: Between 1996 and 2000, CAMS managed nearly \$100 million in hurricane damage during four major storms (Bertha, Fran, Floyd, and Bonnie) impacting the NC coast.



SUPPORTING COMMUNITIES: CLIENT AND MANAGER RESOURCES

We offer an array of programs and services that fall outside the standard management agreement that our clients and community managers can choose to take advantage of.

Programs & Services:



PMAP (Project Management Advantage Program):
Supports large-scale projects and insurance claims.



TSP (Trusted Service Provider Program):
A vetted, invitation-only network of service providers.



HOW WE OPERATE: EOS AND REALITY-BASED LEADERSHIP AT CAMS

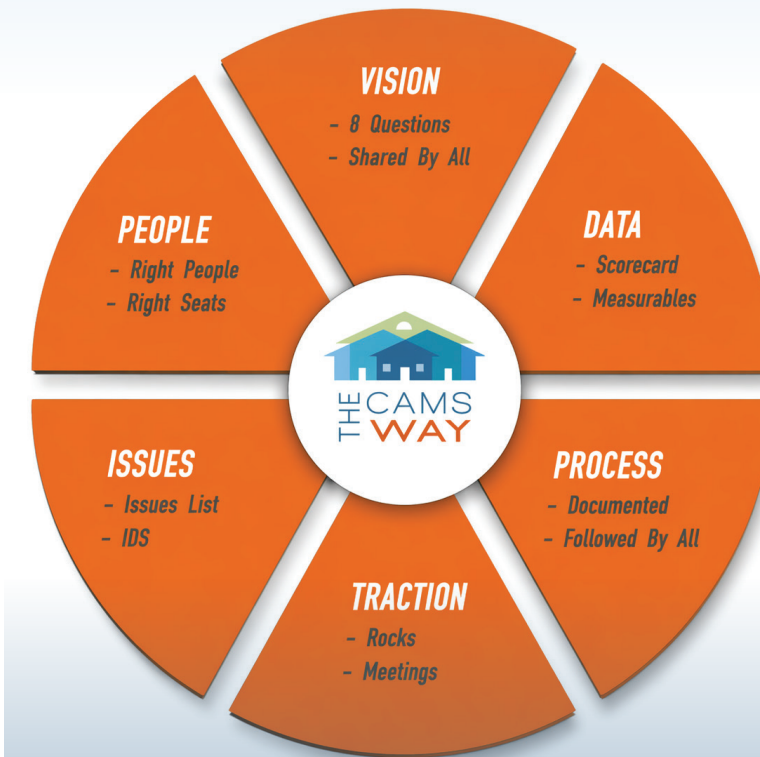
CAMS uses the Entrepreneurial Operating System (EOS) to set goals, run meetings, and plan strategically. EOS comes along with its own jargon, so don't be surprised when you see the terms "rock" or "L-10".

A key EOS principle is Right Person, Right Seat, ensuring employees are positioned to grow and succeed.

[Reality-Based Leadership](#) is a program that empowers every team member to build strong leadership skills and encourage personal growth. It helps everyone align their behaviors with our core values of ownership, good judgement, service, and continuous learning and growth.

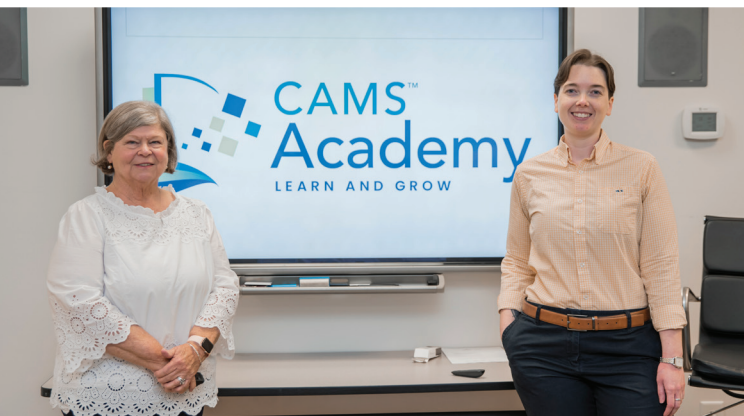
The Communities We Manage

From condos, high-rises, and master-planned communities to townhomes, marinas, single-family communities, and even units inside the Charlotte Motor Speedway, CAMS truly manages it all!



LOOKING AHEAD: THE NEXT CHAPTER

CAMS' first 35 years reflect the outcomes achieved by a team working together and focused on people, purpose, and progress. The next chapter will be written by you.



Accredited Association Management Company (AAMC®)
CAMS Has Provided Local, Trusted Guidance
For Community Associations Since 1991.

www.camsmgt.com