

Restoring a Townhome Community with CAMS' Project Management Advantage Program (PMAP)

OVERVIEW

A North Carolina townhome community, once a CAMS client, returned to our management team with a serious challenge. One of the units had been unoccupied for more than five years due to extensive damage and repair delays caused by mismanagement from the previous company. The situation even escalated to legal action, leaving the board overwhelmed and searching for solutions.

That's when the board partnered with CAMS and chose to take advantage of our Project Management Advantage Program (PMAP). With the expertise of a dedicated project manager, the community's long-standing problem was finally put on track toward resolution.

PROJECT SCOPE AND REPAIRS

- Exterior façade and sliding doors were taking in water.
- The front of the unit had deteriorated to the point that it was down to the studs.
- Repairs required significant coordination, service provider management, and ongoing oversight.

HOW CAMS DELIVERED

- Coordinated all aspects of the project, including gathering bids and hiring the approved vendors.
- Conducted weekly site visits to ensure progress stayed on track.
- Immediately addressed issues by requiring vendors to return and make corrections when needed.
- Managed the workload during a particularly challenging time when the board president resigned mid-project, creating approval delays.

THE RESULTS

- Repairs were completed in just three months, significantly faster than projected.
- Billing hours came in under the original estimate, saving the community money.
- By using PMAP, the board's stress was alleviated, allowing them to focus on governance rather than construction oversight.
- The homeowner of the once-damaged unit was so impressed with the process and outcome that she decided to run for the board herself.

CONCLUSION

Through the Project Management Advantage Program, CAMS provided the leadership, structure, and expertise needed to complete a highly complex project that had stalled for years. By combining consistent oversight with vendor accountability, CAMS not only restored the unit but also restored confidence in the community's board.



Does your community have the guidance it needs? Call for details.



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