Account Executive/Manager Transition Policy

OPERATIONS

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VERSION	EFFECTIVE	REVIEWED
1.0	March 2026	March 2026

POLICY

Whenever there is a change with an Account Executive or site Manager personnel within the Barkan portfolio, the following policy aims to provide guidelines and procedures for the smooth transition of an AE or GM from one property to another. The goal is to ensure a seamless transfer of responsibilities, maintain continuity in service, and uphold the satisfaction of The Board of Trustees, property owners and residents.

Account Executive (AE) Transition

1. Notification and Planning:
   a. The current property's Board of Directors, and residents will be informed of the impending Account Executive transition well in advance by the Vice President or Regional Director (Sample letter attached). In addition, the New Hire and Transition form should be signed by the Account Executive or Supervisor acknowledging the change.
   b. A transition plan will be created, outlining key tasks, timelines, and responsibilities for both the outgoing and incoming Account Executive. Ample notice should be given to the property of any change in personnel.
2. Knowledge Transfer: The outgoing AE is responsible for documenting key information related to the property, including but not limited to:
   a. Property details and specifications
   b. Important contacts (vendors, contractors, service providers)
   c. Ongoing projects and their status
   d. Resident concerns and preferences
   e. Emergency procedures and protocols
   f. Legal Matters
   g. Staffing roles/responsibilities and any pending matters such as vacations and extended time off.
   h. The current and former Account Executive should attend at least one Board meeting together as soon as possible.

   i. The outgoing Account Executive must remain available to answer questions and provide historical background.

3. Interim Support:
   a. During the transition period, an interim support system will be established to address any immediate concerns or emergencies.
   b. Personnel may be provided upon request and availability, to support the transition. These resources may come at an additional cost.
4. Introduction:
   a. The incoming AE will be introduced to the Board of Directors, residents, and key stakeholders.
   b. An introductory meeting or event may be organized to facilitate communication and build rapport between the new Account Executive and the community.
5. Confidentiality: Both outgoing and incoming Account Executives are expected to uphold confidentiality regarding sensitive information related to the properties and residents.

Note

This policy is a general framework and may need to be customized based on the specific needs and circumstances of the community.

Additional Logistics: The following apply to both an AE or GM transition

- Notify HR of any changes in employment status by completing the HR Action Form (HRAF) selecting ‘Change of Property’ in the ADP Forms library.
- Provide Support with a completed Change of Status form found in the ADP Forms library.
- Provide CINC and Strongroom New User Request form to Barkan Support if applicable or request updated association access on all platforms. Forms found in the ADP Forms Library.
- Contact appropriate IT personnel to update access, email addresses, passwords etc in any applicable web platforms. Establish email forwarding from previous Account Executive, if necessary.
- Contact the BEST program to get versed in energy/sustainability or new options.
- Notify Office Manager (OM) of transition date so that OM can update all records, SharePoint site details, notify Reception, APM team and emergency answering service (if needed).
- Obtain any keys, fobs, or access codes from outgoing Account Executive.
- Tour the property with current Manager, staff, Board members.
- Take inventory of any onsite equipment, maintenance contacts and schedules.

- Review the following documents related to the property:
- Current operating Budget
- Current year financial statements
- Condominium Documents
- Management Agreement
- Maintenance Calendar
- Reserve study (if applicable)
- Current service/utility contracts
- Capital projects
- Litigation documents (if applicable)
- HomeWise questionnaire
- Focus emergency call sequence
- Meet with site staff for introductions.
- Meet with Accounting and Administrative teams.

For General Manager Transitions only

- If Managers have a Ramp card, the home property will need to be updated via Support. In some cases, old cards may be turned in and new cards can be obtained through the Ramp card policy.
- Any petty cash being maintained should be deposited into the Association operating account, and petty cash should not be held going forward.
- Vacation transfer- Properties should be made aware of unused vacation time amount of the incoming Manager. Any unused vacation time will be transferred to the new property.