Property Transition – Account Termination

OPERATIONS

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VERSION	EFFECTIVE	REVIEWED
1.0	March 2026	March 2026

POLICY

In the event the contractual relationship between Barkan and an Association is terminated, the following procedures must be followed. These are designed to support efforts to retain the management contract where possible or ensure a professional and complete transition of responsibilities and records to the incoming management company.

Procedure - Operations

1. Notification and Retention Evaluation: Notification of a client termination must be sent to the Vice President, Chief Financial Officer, assigned Account Executive/General Manager (AE/GM), and the Controller.
    a. The Account Executive/Vice President will verify that proper notice has been given as per the management agreement.
    b. A determination will be made regarding Barkan's intent to retain the Association.
2. Retention Strategy (if possible): The Vice President will contact key Board member(s) to:
    a. Arrange a lunch meeting to address concerns.
    b. Propose a 60–90-day period to "make things right."
    c. Coordinate an "all-hands-on-deck" response to improve service.
    d. Identify improvement areas and develop a written plan.
    e. Consider reassignment of the portfolio and/or community manager.
3. Transition Deliverables (if retention is not possible):
    a. Transition Coordinator provides:
    b. EIN
    c. Property Unit Listing with Assessment Rates
    d. Last Finalized Financial Statement
    e. Current Year Approved Budget
    f. Start-Up Funds check
    g. OneDrive folder with relevant SharePoint files after AE review (excluding management agreement, proposal folder, delinquency notices, or any Barkan confidential material)

  h. Vendor Listing and Contract Analysis
  i. Security Codes and Access IDs
  j. Violation Logs and Notices
  k. Pending Action Item List
  l. Building keys/key fobs (if applicable)
4. On-Site Employee Processing:
   a. AE/VP to notify HR regarding employment status changes (transfer, retention, or termination).
   b. Submit IT Helpdesk tickets to disable email and security access and update distribution lists.
   c. Coordinate with HR and Payroll on final paychecks and severance packages. (DC employees must be paid on their last workday.)
   d. Notify the Corporate Accountant to turn off Ramp Credit Cards if applicable.
5. File Management and Transfer:
   a. Complete the Transition Out Box Itemization Form (located on SharePoint under Barkan Administration – Forms/Templates).

Procedure – Accounting

1. Final Management Fees & Payroll: Accountant processes these (if applicable).
2. Document Forwarding: Transition Coordinator sends any invoices, payments, or documents received post-transition to new management.
3. Account Closures:
   a. Close operating account and transfer funds within 90 days.
   b. Schedule A/B Billing: All outstanding billing to be processed within 60 days of the transition date.