



Not BBB Accredited

Business Profile

Certified HOA Management, Inc.

HOA

Contact Information

17011 Beach Blvd Suite 900  
Huntington Beach, CA 92647-5998

[Visit Website](#)

[\(714\) 655-9031](tel:(714)655-9031)

Customer Reviews



Average of 1 Customer Reviews

[Read Reviews](#)

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Customer Complaints

2 complaints closed in last 3 years

1 complaints closed in last 12 months

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BBB Rating & Accreditation

A

THIS BUSINESS IS NOT BBB ACCREDITED

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Years in Business: 3

Customer Reviews are not used in the calculation of BBB Rating

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### Related Categories

[HOA](#)

### Business Details

#### Location of This Business

17011 Beach Blvd Suite 900, Huntington Beach, CA 92647-5998

**BBB File Opened:** 10/29/2020

**Years in Business:** 3

**Business Started:** 10/1/2020

#### Business Management

Mr. Owner/ Manager

#### Contact Information

Principal

Mr. Owner/ Manager

Customer Contact

Mr. Owner/ Manager

#### Additional Contact Information

### Customer Complaints

2 Customer Complaints

#### Most Recent Customer Complaint

**Complaint Type:** Problems with Product/Service

**Status:** Answered

02/08/2021



\*\*\*\*\* N\*\*\* (co-owner of Certified HOA Management) was charged with managing our association and was our primary contact for business and board meetings. She was previously employed at our former property management company before soliciting our association for the contract while still employed by them. In an email/newsletter from...

### Customer Reviews

### 1 Customer Reviews

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#### Most Recent Customer Review



Marion S



03/18/2021

I am an owner at \*\*\*\*\* \*\*\*- which is under the HOA management of Certified HOA Management. I emailed Kimber N\*\*\*, \*\*\*\* \* \*\*\*\*\* with my concerns regarding maintenance etc. that was not being taken care of although we pay \$355 a month in HOA fees. She began to give me reasons as to why these matters were not handled. I requested that she ask board for a clearly outlined plan (to be transparent) about the planned maintenance. She proceeded to become irate and yell. When I confronted her with her unprofessionalism and the fact that she was not an owner at the property so these matters should not be personal to her. Kimber proceeded to justify her behavior indicating that I was rude and disrespectful to her. I additionally asked for the owner of the companies information to discuss this more directly with them- someone that would hear me out with out personalizing. Kimber is not paying HOA fees at \*\*\*\*\* \*\*\*- why is it that she is making my request personal to her. I would appreciate a call back from the owner or someone in upper management that would be able to help me understand what the plan to move forward.



**Certified HOA Management, Inc. Response**

03/19/2021

The budget and reserve study is sent every year to each owner. The Association has spent over \$500,000.00 in 2020 in improvements. In 2021, we have budgeted to spend an additional, \$400,000.00. There is a wood repair, painting project, exterior light fixtures, upgrades to landscape, a new spa, etc. After I received her email, I called her at 5:45 pm (after hours) wanting to assist her with her concerns and the history of the community. I did inform her that I had a meeting at 6:00 pm after I respectfully greeted her. The below is an email exchange of her first email. Hi Kim, I've been at \*\*\*\*\* as a owner for almost a year now and am really concerned about where my HOA fees are going. ?My response: The Association has been in construction the entire time you have resided at the community. The wood repair, painting project of all buildings, new spa , two new roofs, new gutter installation, and electrical upgrades have been performed during the time of your one-year residency. I do not see any of the regular required manicuring and maintenance being done. My patio is rarely groomed, the gutters are filled, and pine cones are constantly rolling down my roof. My response: The patios are exclusive use, and the owners are responsible for cleaning their back patios. It's not an Association responsibility or expense. The Association is continuing to trim all pine trees. It is a two-month project to trim over 400 pines. It would behoove the Association not to clear the roofs at this time since all pine trees are being trimmed at this time. The pinecones will consistently drop throughout the year due to over 400 pine trees on the property. The Association is a forest like setting with a complete eco system. There are over 1000 trees will drop their leaves throughout the year. The outside of the condos on my side still need to be painted. My response: ?To reiterate our conversation last evening, The Association is completing all Bayside structures. and then the wood repair and painting will begin on Edgewater. Help me please understand what is the required maintenance schedule. When will the outstanding things that the HOA is responsible for occur? My response: The required maintenance is in process. The Association has spent over a million dollars in the past three-years on improvements. Is there a plan or a schedule that will help me understand when I can expect to see some changes. My response: The new spa, the wood repair and painting of all buildings on Bayside, the landscaping, new light fixtures, installation of new water heaters etc. there has been massive work completed. We pay one of the highest HOAs I have ever seen- \$355 per month \$4260 per year. These are minor expectations from my perspective. My response: Other streamlined communities with pool and spa within 20 miles of \*\*\*\*\* . Monthly maintenance fees are \$383.00, \$465.00, \$480.00, and \$689.00. Please advise if not you, who I need to reach out regarding these things. Please do not refer me to a board because frankly, what I have just outline should happen with or without them. ? My response. Noted. Marion S\*\*\*\*\* , MPA, MSW Upon my reflection of my conversation with Ms. S\*\*\*\*\* , I believe the way she spoke to me was condescending, demeaning, unwarranted, and unnecessary. The Association has over \$1,000 trees for 195 units, a stream system with a small lake throughout the community. Ms. S\*\*\*\*\* purchased her condo one-year ago through a program I pursued and implemented and that was \*\*\*\*\* . If it were not for my work product, Ms. S\*\*\*\*\* and many owners at \*\*\*\*\* would have to finance conventional loan which would have cost tens of thousands of dollars more in a down payment. I would like to make the point if the community were not being properly maintained, then what attracted her to purchase in the community one-year ago? The Association and I have been completely transparent by sending the budget, and reserve study to all owners every year. Those items were emailed to her this morning.

Yesterday, my conversation with Ms. S\*\*\*\*\*, I felt I was being treated in a demeaning way with her tones, the raising of her voice, and words. I did not believe I took anything personally. I am regretful to say that I was not permitted to speak due to being treated with significant verbal aggression. I understand in the COVID 19 climate, owners are working from home, there is a frustration level within all of us. I take this into consideration since I am the property manager and the majority of owners are now residing at their property 24/7 for a year, and their frustrations with the country's current climate, it is often I am on the receiving end of their frustration with their circumstances. I do not know how much more improvement any condo owner is expecting when the Association is completing a wood repair, an entire community being painted, a new jacuzzi/spa being upgraded and installed, replacement of all Association owned exterior light fixtures, new landscaping, new roofs with a new gutter system. In the past 11 years the Association dues have been raised from \$295.00 to \$355.00. That is an average of an increase of 1.5% in 11 years. I did not give her reasons why it was not handled because there has been nothing that hasn't been "handled.". I clearly stated all of the improvements are quite extensive, tangible, and visible. If they were not, the property values would not have increased to the highest they have ever been. In closing, I am very hopeful that Ms. S\*\*\*\*\* enjoys the community in which she lives in.

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