



**August 14, 2017**

**Meet Ben Bar of Allstate HOA Management**

“Today we’d like to introduce you to Ben Bar.

**Ben, can you briefly walk us through your story – how you started and how you got to where you are today.**

Our firm is a condominium association management firm, established in the year 2000. It was established to manage a condominium building built by an acquaintance. For years the company ran as a solid, reputable, “mom and pop” sized business.

Several years ago, I bought out my associate. We have since enjoyed meteoric growth, typically only seen in the hi-tech industry. The company has grown to 16 times the size it was when I took over in 2011!

We are the highest rated company in our field in Los Angeles.

Our success and growth are primarily attributable to the quality of the personnel in our office: their knowledge, integrity, commitment and care. We are engaged in a challenging, multi-faceted business which allows for automation only in certain areas.

Solid inter-personal relationships are critical. We have grown our staff to accommodate the needs of the associations who are our clients.

Everyone within our firm knows that we are not a “revolving door” business. We won’t allow business to be lost with the expectation that new business will automatically replace it. Every client is valued and its needs are promptly addressed.

Our goal is sustained growth and individual and collective improvement, both for us as a company and for the buildings and complexes we serve.

**Great, so let's dig a little deeper into the story – has it been an easy path overall and if not, what were the challenges you've had to overcome?**

Condominium management deals with three main areas: financial management, physical/facilities management and administrative management. Each of these is a unique and very large field. Additionally, we benefit from the services of numerous professionals – whether they be attorneys, accountants, consultants, contractors or plumbers.

We work with thousands of individuals, each of whom owns the unit he resides in, (as opposed to an apartment building in which all the units are occupied by renters), and each with his/her own priorities, sensitivities, agendas, proclivities and issues. Every day there are new challenges.

If our managers are not quick on their feet, ready and equipped to address issues, the outcome can be messy and costly: It can be a matter of diffusing inter-personal matters within an association, or it can be a matter of dealing with building crises such as burst pipes or other malfunctions. It can be threat of litigation or handling insurance claims.

Condominium managers must wear, and look good wearing, many hats.

There isn't a point when we can say "we have seen it all", or hope matters will resolve themselves.

**Alright – so let's talk business. Tell us about Allstate HOA Management – what should we know?**

Allstate HOA Management exclusively manages condominium buildings and complexes. This has been, and continues to be, our sole focus.

Many management firms include in their client portfolio a disparate array of properties. The needs of an apartment building are distinctly different (and governed by different laws) than the needs of a condominium complex. The needs of commercial tenants are different from those of residential tenants, and so forth.

As a company, we like to work with specialists in their respective fields. Allstate HOA Management is a specialist in our field. We possess the knowledge, facilities and tools necessary to provide exceptional management services. We benefit from continuing education provided by the professional associations to which we belong. We make no pretense as to being error-free or infallible, but we address issues, don't shy from obstacles, and continually explore and adopt ways to improve as a company, and better serve our clients.

**Is there a characteristic or quality that you feel is essential to success?**

In the long run, the cream rises to the top.

We function with integrity, knowledge, commitment, care and empathy. Our clients' needs are respected and addressed. We don't engage in popularity contests or favoritism. We don't believe that one-size-fits-all. We don't engage in self-preservation but provide honest opinions – even if they are unpopular.

While we may not be the only condominium management firm in town, we are light years ahead of some, and continually look for ways to improve.

We hire staff not just based on their claimed experience, but more so on their desire and aptitude. The saying that 10% aptitude, plus 90% attitude, equals 100% of one's altitude, has proved itself repeatedly."