

## **Misconceptions-Versus-Facts on the ManageCASA eVoting Election Process for the PIPOA – R McGinley, Executive Director**

**Misconception:** “ManageCasa election process appears to be geared only toward changes to subdivision governing documents and covenants.”

**POA Response:** ManageCASA (MC) was initially configured to retain each subdivision’s identity. This feature is a benefit to both the POA and the community in that it allows us to easily track voting or polling results by subdivision. In the case of a general board-member election all subdivision eVoting results are combined into a summary file to get the overall POA-wide results.

MC collects each subdivision’s unalterable eVoting results and produces a voting report as either an Excel or PDF document. The POA, in turn, consolidates each unique eVoting report into a summary document, in Excel format, for eventual public release. The summary document is further sorted by “Voted” or “Not Voted” and a quorum result is calculated from the “weighted votes” field of the spreadsheet. Once the summary report is completed, the POA staff performs a data quality check to reconfirm a voter quorum was met and each subdivision’s vote totals were correctly annotated within the summary sheet before the results are released to the community.

To facilitate audit, all subdivision voting reports and summary reports are retained within MC for at least 7 years or as directed by the board. These archived files contained within MC cannot be altered in any way.

**Misconception:** “It is not appropriate in a board election to see the voting percentage given to each candidate during the course of the election.”

**POA Response:** When you get your eVoting ballot in MC it contains interim voting results for your subdivision only; not the entire POA. Think of it in light of National elections where your favorite news network displays the vote tallies while the polls are open. The good news is this is a selectable feature that can be turned off for the next election. The board will make this decision for the next election.

**Misconception:** “The voting information above is for each subdivision and not for the PIPOA at large. This indicates that the creators of ManageCasa assumed that board elections would be handled by an independent body and not through Managed Casa.”

**POA Response:** This is simply not a statement of fact. The creators of MC made no such assumption. Secure eVoting is a major feature and benefit of this application. It was incorporated into the MC design to save budget-strapped communities from the expense of third-party voting services.

**Misconception:** “Obviously to vote on ManageCasa, one must sign up. However, joining ManageCasa is not compulsory.”

**POA Response:** It is neither obvious nor correct. We have previously discussed this issue during numerous board meetings and on social media posts when we released our voting plans for this past election. It is true MC is currently not compulsory, but pending an upcoming legal review, that may change before the next election. What is also

true is that you may easily vote in MC by completing a paper ballot worksheet whether you are registered in MC or not. When the paper ballot worksheet is completed by the property owner the POA staff uses the owner's name and property information to essentially enter their vote in MC on their behalf. The name on the worksheet must match our MC property records for us to complete that transaction.

**Misconception:** "At the last election, members were encouraged to come to the PIPOA office to be helped by the office staff. Concern over employee involvement was the reason the PIPOA went to independent voting some 6 years ago."

**POA Response:** Yes, indeed. We did offer to let members come into the POA office for eVoting assistance. We've also helped a lot of members get registered for MC so they could vote on their phones, tablets, or computers. We now have approximately 1100 members registered in MC. Here's what actually happened when we assisted someone by voting on their behalf:

The POA staff member took their ballot worksheet and compared their name and property address on the worksheet with the property address contained in MC. If there was a match the staff member recorded their worksheet voting information in MC. In turn, MC recorded the vote and the name of the staff member who recorded it on behalf of the property owner. This manual input information was recorded in the final voting report produced by MC.

At the election close, POA staff members had acquired a number of auditable, permanent files:

- The MC-produced, auditable eVoting Reports that could not be altered within MC

- The Excel-formatted summary report that contained the weighted vote totals, the quorum report, and total vote tallies
- A non-editable pdf containing all of the paper ballot worksheets
- A non-editable pdf containing all of the uncountable votes because the property owner failed to provide the necessary vetting information

If you have credible evidence the POA staff intentionally mishandled this information in any way we encourage you to bring the proof to the board or to your attorney as appropriate. State statues only required that people handling the ballot worksheets could not also be running for election or have family members running for election.

**Misconception:** “ManageCasa sent an email ballot to one spouse and mailed a paper ballot to the other. Confusing? Only one ballot per lot!”

**POA Response:** MC sent out email information about electronic voting to all members with a valid email address whether they were registered in MC or not. When the electronic polls were opened, MC emailed registered owners to remind them they may log in and vote anytime as long as the polls were open. If you got the email and were not registered, MC provided additional instructions on how to register and vote. MC also sent out paper ballot worksheets to all property owners who did not have a registered email on file within MC. The paper ballot must have been completed by a property owner and returned to the POA office before the polls closed.

To make this process a little smoother for the next election the POA is doing an all-property (5024) audit of our MC records against the Nueces County property records. We are correcting any inconsistencies in actual ownership while we can locally perform that task. Once the

eVoting polls are open the POA cannot update property or voter information. This is one of the many built-in security features.

**Misconception:** “ManageCasa could not be used if the member did not have an email on file with the PIPOA. This is not compulsory, so ManageCasa is not used by most members.”

POA Response: This is absolutely not true. All votes recorded in the last election were processed through MC whether owners had registered email or not. If they didn’t have an email on file, we sent them a paper ballot worksheet to the property address. MC voting reports for each subdivision record who got ballots and at what address they were mailed to. These reports clearly show voting status as either Voted or Not Voted.

**Misconception:** “There are possible count and fraud problems, even in state and federal elections, when multiple voting systems, ( in our case mail, ManageCasa direct, email, and ManageCasa staff assisted) are used.”

**POA Response:** The PIPOA only has one voting system: ManageCASA. As addressed in our published voting plan, you have several ways to vote using this single system:

- You may log in and vote electronically – the preferred method
- You may complete the paper ballot worksheet and mail it back to us (or bring it back to us), and we will enter it in MC on your behalf

If we assisted you by voting on your behalf, the POA staff member who completed that irreversible transaction got their information

embedded in the permanent MC voting report. In all cases members were notified by mail, including email, of the upcoming election and their voting options. This information was also posted multiple times on our website and our Facebook page.

Again, if you have any evidence of actual fraud or misuse of MC, we encourage you to either bring it to the board or to your attorney. The system we have put together for low cost, secure electronic voting is more secure than any system we have used in the past.

**Misconception:** “In a special election (the last one), mail is the only type of ballot permitted by state law.”

**POA Response:** We agree. That’s why we used a combination of email and USPS mail to get the ballot information out to all association members. There was no walk-in voting conducted.

**Misconception:** “ManageCasa failed to produce a quorum for both the Annual Membership Meeting and the last Election. This has never happened before.”

**POA Response:** ManageCASA is a secure, software application used by the PIPOA to manage 5024 properties including all associated billing and accounting tasks. In January 2025 we made the requisite announcements about the upcoming board election. For 30 days we attempted to get qualified candidates to identify their intentions to run for a board seat. We got nothing. When the annual meeting rolled around, we announced we were willing to continue our effort to conduct an election, so we opened up the application process for another 30 days. 29 days into a 30-day process we got three, last

minute candidates to run for two open board seats. Within a week or so after the registration period closed, we conducted what turned out to be a minimally attended candidate “meet and greet” event.

After leaving the polls open for two weeks we only received 424 votes out of the required 502 we needed for a quorum. The voting reports for all subdivisions show exactly who received a ballot, voted, and also who opted not to vote at all. That’s hardly the fault of ManageCASA.

But to the specific claim: MC doesn’t produce quorums; candidate community engagement does. If the candidates wanted more membership participation in POA elections, they might have tried being more visible within the community beyond social media posts.

**Misconception:** “ManageCasa should not be used for board elections. A return to mailed paper ballots and an independent election company should be implemented immediately.”

**POA Response:** During September 2024 the board made a conscientious decision to implement a modern, secure property management system to reduce operating costs and improve day-to-day efficiency. In October we began a formal evaluation of MC after concluding a market survey of what products were available that could handle very large property owner associations with unique billing requirements and fractional voting weights per property. The selling point for us was that MC was the only product at the time that could fully support property management requirements, web hosting services, all accounting functions including billing calculations, and eVoting all from a secure cloud-based service. In January 2025 we achieved our initial operational capability with MC, and we

immediately launched into our first CAM fee billing cycle with the new system. At the same time, we developed the eVoting ballot and its paper equivalent in anticipation of the upcoming election.

So not only should MC be used for elections but conducting elections via MC was (and is) essential to cutting POA operations costs.

**Misconception:** “The election costs savings promised by ManageCasa will not be fulfilled.”

**POA Response:** This is also incorrect and misleading. MC has already achieved the savings we anticipated for 2025. We previously briefed these projected savings twice last year, most recently at the annual meeting. We further anticipate additional savings for 2026...details to follow.