

# General Questions

*Questions about Homeowner Associations*

Q: How long has BBCAM been in business?

A: Kristie McKitterick started Balanced Bookkeeping in 1981.

Q: What are your office hours?

A: 7:30 a.m. to 4:30 p.m. Monday thru Thursday; 8 am to 2 pm Friday.

Q: What after hour service does BBCAM provide?

A: Emergency service is available after hours seven days per week. This service is emergencies only. While we are away from the office we have limited ability to look at balances or discuss issues. The emergency phone number is 719-629-7864.

Q: All communities are different with different needs. Will BBCAM customize our services to fit our needs?

A: Absolutely, we will base our contract of services on your HOA's needs.

Q: For questions, complaints or compliments, whom do we contact?

A: Kristie McKitterick, Owner. Email at [Balbookacc@aol.com](mailto:Balbookacc@aol.com) or call 719-593-9811.

Q: