

## **Challenges Faced by Managers – Potential Educational Topics/Content:**

Insurance claims / reporting. Whose insurance kicks in when, who pays deductibles, claims involving neighbor to neighbor that do not involve common areas.

Board President involvement with staff circumventing Community Manager.

Board Members and Owners not fully understanding their roles and responsibilities / need to work together with the Management Company as a team.

Communication with owners – methods/frequency, etc.

Educate owners about the facts of living in a community association.

Time and task management.

Complaints and complaint tracking.

Human resources - management, training and development, especially when there is no HR department.

Rule enforcement

Collections of the few who do not pay."

Homeowners who don't seem to understand that they are living in an association and that certain rules must be followed.

Dealing with multiple bosses – board members, committees, owners.

Homeowner concerns/complaints/challenges

Juggling a heavy work load

Emergencies and problem solving especially with regards to new construction.

Keeping homeowners satisfied while following the community's rules & regs.

How to develop manager presentations for the annual meeting and how to make annual meetings more interesting.

Working with contractors that do not follow up on request of the management company and board.

Dealing with demanding residents.

Managing board members, who do not get along / dysfunctional boards.

Handling issues between owners and maintenance staff.

Juggling multiple projects and work load for portfolio managers. How to get it all done!

Micromanagement by Board members.

Rules violation procedures.

Methods to calm angry residents (not always owners) / situations.

Time management – managing board expectations.

The relationship between the Board and management.

Developing RFPs, identifying qualified contractors and professionals, dealing with L & I/permit offices.

Investment Units - Tenants who do not comply with the rules/Realtors that do not comply with tenant move in requirements/Owners that do not handle their investment units.

Petty member issues and strict interpretation of a rule or covenant for their personal agenda.

Financial Management

Setting expectations for Board members and homeowners.

Managing contractors.

Rules for the On-Site Manager to deal with unexpected owner walk ins demanding immediate attention for non-emergency issues;

Dealing with aging owners seeking help with issues not supported by the management association (in home help) and who no longer possess independent capabilities.

Balancing property workload, commitments, phone calls, emails, project deadlines with management company's additional duties = administrative reports or additional tasks.

Managing Staff - not showing timely for shifts, leaving early, changing with another employee and not communicating the change, etc.

Owners lack of knowledge of living in an HOA and understanding of their governing documents.

Board Directors not understanding meeting procedures.

addressing member concerns

Managing email.

Insufficient training, insufficient personnel to properly manage the property, unreasonable expectations of community members.