

## QUALITIES OF AN A+ COMMUNITY MANAGER



### MULCAHY Community Association MINI Cheat Sheet®

BRINGING ANSWERS  
TO COMMUNITY  
ASSOCIATIONS

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- ★ **Communicate:**
  - Listen to homeowners who have concerns or problems with the association;
  - Return/respond to phone calls/e-mails within 24/48 hours (if possible);
  - Notify the board immediately regarding important information about their association; and
  - Apologize and make the necessary corrections when mistakes happen.
- ★ **Oversee Maintenance and Repairs of Common areas:**
  - Conduct inspections (weekly if possible); and
  - Investigate maintenance problems in a timely manner (i.e. floods/leaks).
- ★ **Create a Strategy and Plan for the Annual Meeting:**
  - Calendar key dates (notice calling for volunteers for the board, notice of meeting, date, etc.);
  - Use mail-in or absentee ballots;
  - Compute quorum or any other special voting requirements prior to the meeting;
  - Determine whether cumulative voting can be used and whether delinquent owners can vote;
  - Reserve and confirm the location prior to the meeting date;
  - Plan for registration 30 minutes prior to the meeting with several registration tables;
  - Bring sign-in sheets with names of all owners, returned mail-in or absentee ballots, pens, unused ballots, calculator, association documents, tally sheets and the list of delinquent owners to the annual meeting; and
  - Request appointment of “inspectors of elections” to oversee the voting and election count.
- ★ **Monitor Association Insurance:**
  - Calendar renewal date(s) at least 90 days before the renewal date;
  - Investigate other insurance policies, prices and coverage at least 60 days prior to expiration of the current policy;
  - Review insurance provisions in association documents to ensure that the association has proper insurance coverage; and
  - Report insurance claims promptly.
- ★ **File the Association’s Annual Report with the Arizona Corporation Commission Annually**

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- ★ **Carefully Monitor Delinquencies**
  - Create monthly status reports.
- ★ **Pay Association Bills on Time:**
  - Create a list of all association bills and due dates; and
  - Promptly review, get approval for and pay all bills.
- ★ **Keep your Boards out of Trouble with Good Advice**
  - Comply with federal and state laws; and
  - Consult with an attorney when necessary.
- ★ **Obtain 2-3 bids from Contractors for Capital Improvement Projects in the Association**
  - Use licensed and bonded contractors when appropriate.
- ★ **Maintain Accurate and Complete Association Records**
  - Lot/Unit files;
  - Correspondence files; and
  - Meeting minute books.
- ★ **Be Professional when your Relationship Ends with the Association**
  - Don’t burn bridges or sabotage;
  - Help the new management company with the transition; and
  - Move on – there is plenty of work for everyone!