

Qualities of an A+ Community Manager

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.
- Give a weekly update (email every Friday) to board members on accomplishments for each week.

Oversee Maintenance and Repairs of Common areas:

- Conduct inspections (weekly if possible); and
- Investigate maintenance problems promptly (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 before the meeting;
- Determine whether cumulative voting can be used and whether delinquent owners can vote;
- Reserve and confirm the location before the meeting date;
- Plan for registration 30 minutes before 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 before the 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 to the board so the board can determine the appropriate action to take.

File the Association's Annual Report with the Arizona Corporation Commission Annually

MULCAHY Community Association Cheat Sheet BRINGING ANSWERS TO COMMUNITY ASSOCIATIONS

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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!