

QUALITIES OF A SUPERSTAR COMMUNITY MANAGER



MULCAHY

Community Association
MINI Cheat Sheet®

BRINGING ANSWERS
TO COMMUNITY
ASSOCIATIONS

MULCAHY LAW FIRM, P.C.
3001 East Camelback Road
Suite 130
Phoenix, Arizona 85016
Phone: 602.241.1093
Toll Free: 877.206.7164
Facsimile: 602.264.4663
E-mail:
bmulcahy@mulcahylaw.net
www.mulcahylawfirm.net

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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

continued on reverse



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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!