



## **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**



## **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!