



The use of **AI tools** can improve the efficiency, transparency, and effectiveness of both board meetings and overall community management.

The term “artificial intelligence” (AI) refers to systems that can “learn” by recognizing patterns and can interact with humans using natural language. The technologies that AI provides gives computers the ability to see/hear, understand and transcribe/translate languages; quickly find and summarize information from multiple sources; analyze data; and make recommendations; and so forth. The numerous capabilities of AI are still being explored, and appropriate use of AI has the potential to revolutionize the way some associations conduct business. However, associations must always be mindful that AI is imperfect, and that any responsible use thereof requires caution, oversight and due diligence [\(2\)](#).

The following is a basic summary of some ways that AI can be used by associations:

Simplify and Automate Pre and Post Meeting Management

- **Immediate Transcription & Summarization of Meeting Minutes:** AI can transcribe board meetings in real time and generate accurate summaries and minutes, which can be quickly distributed to board members and residents. This reduces manual work and ensures precise record-keeping [\(2\)](#).
- **Scheduling & Notifications of Meetings and Reminders to Improve Communication:** AI platforms can automate the scheduling of meetings, as well as the sending of invitations and reminders, ensuring that board members and residents are kept informed and meetings are well-attended [\(3\)](#).

Note: *Notes taken by AI during a virtual meeting can be considered open Association records, and therefore, AI notetaking should be disclosed to owners if requested, pursuant to A.R.S 33-1804 (Arizona’s Open Meeting Law).*

Streamline Administrative Tasks

- **Document Management:** AI can automate the organization, filing, and retrieval of documents such as meeting records, financial reports, and homeowner requests, making information easily accessible and reducing administrative workload [\(3\)](#).



- **Task Automation:** Routine tasks like processing invoices, managing work orders, and updating records can be handled by AI

Enhance Communication & Resident Engagement

- **24/7 Resident Support:** AI-powered chatbots and virtual assistants can answer resident inquiries, handle service requests, and provide information about community rules or amenities at any time, improving responsiveness and satisfaction [\(3\)](#).
- **Automated Alerts:** In emergencies, AI can automatically send out alerts, coordinate responses, and provide real-time updates to residents [\(1\)](#).

Facilitate Data-Driven Decision Making

- **Provide Insight:** AI can analyze data from resident feedback, maintenance requests, and amenity usage to identify trends, recommend improvements, and help boards make informed decisions [\(7\)](#).
- **Identify Problems:** By monitoring data, AI can proactively flag recurring issues (e.g., maintenance problems or resident concerns) so boards can address them before they escalate [\(7\)](#).

Simplify Vendor and Financial Management

- **Vendor Selection:** AI can search for and recommend vendors based on specific criteria, streamlining the process of finding reliable service providers [\(2\)](#).
- **Financial Automation:** AI tools can automate accounts payable and receivable, generate budgets, and assist with financial forecasting, improving accuracy and reducing manual errors [\(5\)](#).
- **Vendor Oversight:** AI can automatically send reminders to management and the board of important vendor-related dates (e.g., insurance renewals, contract expirations and warranty expirations).



Enable Predictive Maintenance

- AI can monitor property systems and predict when maintenance is needed or reserve items need to be addressed, helping prevent costly emergency repairs and improving the longevity of community assets [\(2\)](#).

Zoom's AI Companion

- Zoom, one of the most popular video conferencing applications, has integrated an "AI Companion" tool to maximize the productivity and efficiency of virtual meetings and digital workspaces.

By utilizing some of these AI capabilities appropriately and thoughtfully, Arizona HOA and condo boards can run smoother and more transparent meetings, improve communication, and create a more responsive and well-managed community [\(7\)](#).

Resources

Set forth below are some AI Resources that may be helpful to our industry:

1. <https://www.cai-rmc.org/Blog/13415975> (10 Things AI Can Do for HOA Management Companies).
2. <https://www.workflowhoa.com/2023/08/02/board-meeting-automation/> (Board Meeting Automation).
3. <https://silvercreekam.com/transforming-hoas-with-ai-strategies/> (Role of AI in Community Management).
4. <https://www.vantaca.com/blog/how-ai-is-solving-the-biggest-challenges-in-community-association-management> (Solving Challenges in Community Association Management Using AI).
5. <https://www.vantaca.com/blog/how-ai-and-automation-are-revolutionizing-hoa-management-in-2025> (Before AI vs. After AI: Metrics).
6. <https://www.stan.ai/ai-for-condominiums> (AI for Condominium Associations).
7. <https://vinteu.io/hoamanagement/ai-tools-for-hoa-management/> (Benefits, Risks, and Best Uses).
8. <https://www.rosenbaumrealtygroup.com/property-management-blog/the-future-of-property-management-how-ai-and-automation-are-changing-the-game> (Arizona-Focused).
9. <https://www.eweek.com/artificial-intelligence/best-ai-meeting-assistants/> (Note-taking meeting assistant AI recommendations).
10. <https://www.avidxchange.com/blog/ai-for-community-association-management/> (8 Ways to Use AI).