



## **Board Education Series**

---

**Working with a Professional Manager**

## **Working with a Professional Manager**

Many associations employ either a community management company or a professional community manager to direct association operations. It's essential that you find a qualified manager with whom you can work productively. A professional association manager will help the board preserve assets, maintain property values, establish continuity, and provide assistance with operational and financial matters.

### **PROFESSIONAL MANAGERS—RIGHT HAND OF THE BOARD**

The board sets policy and establishes a direction for the association, and the manager sees that the policies are implemented. Just a few of the ways professional managers assist boards include:

- Coordinating and supervising maintenance activities such as landscaping, repairs, snow removal, trash pickup.
- Alerting the board when legal assistance is needed.
- Advising the board of regulatory issues and compliance
- Coordinating member/board communication: preparing a newsletter, posting notice of meetings, arranging social events.
- Managing office operations: accounts payable and receivable, bookkeeping, filing.
- Managing association finances: budgeting, collecting assessments, analyzing reserves, pursuing delinquencies.
- Working with accountants and auditors to maintain the association's financial viability.
- Working with insurance companies to file or settle claims.
- Working with state and regulatory agencies as an advocate for the association.
- Carrying out delegated officer duties: taking meeting minutes.
- Preparing proposals and screening contractors

### **SELECT A QUALIFIED MANAGER**

The association's size, amenities, facilities, and budget determine the type of management your association needs. Whether you select an on-site manager or work with a management company, it's essential that you select a qualified community association management professional.

## THE MANAGEMENT CONTRACT

When the association selects a manager or management company, both the board and the manager will want a contract that specifies the terms of the agreement, including:

- The parties involved in the agreement
- Documents that govern the use of management services
- Amenities serviced by the management company
- Association management duties
- Manager's communications responsibilities
- Compensation
- Terms of the agreement
- Various definitions and guidelines for dealing with potential conflicts

The success of a community association depends largely on the board selecting a qualified manager or management company. It's important for boards to develop and follow a thorough selection process.

***Reminder:*** Hiring the least expensive management company is a false economy. It's important for the board to budget for quality service and the level of professional support it requires.