

Give Your Association a Checkup

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The following are ten performance measures to help determine the health of your homeowner association. In addition to self evaluation, the board may also want to encourage written and confidential participation by residents.

Simply score performance of each measure on a scale of one to ten. The results should guide the board and community to adopt measures that encourage improvement in management practices.

1. Manages the community according to the governing documents and in accordance with local ordinances, state and federal laws.
2. Maintains effective and consistent leadership through proper elections, volunteer appointments to committees and training.
3. Conducts meetings with notice, with agendas, with a quorum, in a timely manner and according to Robert's Rules (annual meeting, board and committee meetings).
4. Keeps assessment delinquencies to less than 5%.
5. Produces monthly financial reports, has financial fraud protection measures, and formally adopts a budget that avoids large annual increases in assessments.
6. Maintains adequate reserves and avoids special assessments.
7. Maintains all necessary insurance coverage.
8. Regularly conducts a site inspection to ensure compliance with the covenants which are fairly enforced with written notice, hearings and fines.
9. Has a maintenance program for common areas and other exterior responsibilities (such as painting, roofing, gutters, power washing, landscaping, etc usually found in townhome and condo communities). Awards contracts fairly according to a specification, bid, award, inspection, and warranty process.
10. Keeps residents informed with: a new resident 'welcome package' (covenants, by laws, rules, forms, contact info, rights and responsibilities, etc.); with websites, email distribution lists, and/or newsletters; and provides an opportunity for residents to address the board through a homeowner forum.

This article and many others can be found on <http://www.hoa-usa.com>.

HOA-USA is the most comprehensive website devoted to consumer education, support, and referral services for homeowner associations across the nation