

A Year in Review !

**How did
your HOA
Score this
past year?**



Is Your Association on Target?

Communication

Transparency

Follow NRS116
statutes

Maintenance of
common elements

Sense of
community

Notifications



Business Judgement

Overall Community Association

How does the community look as you drive into the area?

Are there any “eye sores” that can be fixed?

Is security pleasant to possible new purchasers?

Are there any park benches or recreational equipment needing repair?

Walk the association-look at parks, ponds, tennis courts, pools etc.

How are the trash levels?

Are the builds in good repair? Any safety issues?

Overall assessment of common elements

Compliance with NRS116 & NAC116 Statutes

Is the board current on NRS statutes?

Has the board used the educational resources on the Division website?
(www.red.nv.gov) (Power points, video's)

Do all the board members understand there are statutes which speak to the following:

Powers of the unit owners' association

Power of executive board

Elections

Meetings

Violations procedures

Removal of members procedures

Insurance requirements

Registration requirements

Reserve Studies

Towing

Flags

Requests for records

Compliance with NRS116 & NAC116 Statutes

NRS 116.31083 Meetings of executive board; frequency of meetings; periodic review of certain financial and legal matters at meetings

NRS 116.31144 Audit and review of financial statements.

NRS 116.31151 Annual distribution to units' owners of operating and reserve budgets or summaries of such budgets and policy for collection of fees, fines, assessments or costs; ratification of budget.

NRS 116.31152 Study of reserves; duties of executive board regarding study; qualifications of person who conducts study; contents of study; submission of summary of study to Division; use of money credited against residential construction tax for upkeep of park facilities and related improvements identified in study.

Compliance with NRS116 & NAC116 Statutes

NRS 116A.610 Requirement for community manager to disclose certain information to prospective client before entering into management agreement.

NRS 116A.620 Management agreement: Contents; requirements; community manager to provide executive board with evidence of insurance; community manager to provide executive board with copy; changes; termination or assignment.

NRS 116A.630 Standards of practice for community managers.

NRS 116A.640 Community manager prohibited from engaging in certain acts; exceptions.

NRS 116A.900 Administrative fine for engaging in certain conduct without certificate, registration or authorization; procedure for imposition of fine; judicial review; exceptions.

NAC116 Statute Requirements

NAC 116.453 Presentation and contents of interim financial statements subject to audit or review

NAC 116.457 Preparation, contents and availability of audited financial statements; qualifications of auditor.

NAC 116.461 Review of financial statements; qualifications of auditor.

NAC 116.425 Reserve study: Contents

NAC 116.430 Reserve study: Required disclosures.

Review of Others & Processes

Service Providers:

- Licenses, Education, Experience
- Emergency Contact Information
- Current technology
- Insurance –workman's comp

Community Managers:

- Ways to improve relationship
- Procedures- mailings, elections, records, violations
- Handling concerns of the unit owners
- Additional experts

Bids:

- RFP specific enough
- Hidden costs
- Delays
- Guarantee
- Education/Experience
- Insurance coverage

Review of Procedures

Legal:

Who contacts and for what types of situations

Who gives approval to contact?

How is board made aware of contact?

Quotes and pricing, contracts

Correspondence-email, phone

Violations:

Does the association send out courtesy notices

Verification of violations- sent pictures, send statutes or bylaw

How are the hearing dates determined?

How are errors in violations handled?

Is there any confirmation of closed out violations?

How does the association educate unit owners' to the rules?

Architectural approvals:

Are forms required?

Who is making decision?

Turnaround time?

Newsletters/Websites:

HOA site vs Management site?

Who determines information listed?

How often is information update?

Areas for review



Financial Health



Who has access to the funds?

Who is signing on the accounts?

Has the association been setup with a debt card?

% of uncollected debt? Brainstorm ways to decrease the %

Earnings vs Debt –is everything being paid on time?

Status of current budget –over budget or under budget

Any large projects on the horizon?

Do you know how to write up RFP (Request for Proposal)

Insurance policy review

Relationships



Unit owner with the board(how to contact, how many on the board, who are the board members)

Unit owner with the community manager (how to contact, when to contact, committee's, violations)

Unit owner with vendors(communication and concerns)

Board members with vendors (spokesperson, communication channel)

Neighbor to Neighbor-types of issues, goodwill suggestions

Association with the surrounding community

Common Courtesies-please, thank you, wait to speak, listen

Communication tools –email, twitter, Facebook, webpages

Relationships



Board Members Amongst Themselves

1. Welcoming
2. Open Communication
3. Learn from past board members
4. Code of conduct
5. Expectations of new members-reading emails
6. Ways to ease into the new position
7. Transparency of all material, “team”
8. Agree to Disagree
9. Actions speaks volumes
10. Positive atmosphere vs squabbling
11. Read the CC&R’s and bylaws!
12. Explain the board packets

Meetings



How is notices of meetings being shared? Agenda posted or most current copies will be available

How does the board alert the community if the time has to change or the meeting has to be cancelled?

Is the location convenient? Does it accommodate the whole community? (disabled)

Sign in sheets-how is the level of attendance?

Educate the attendee's to proper meeting etiquette

Climate of the meeting – positive vs negative

Communication to the board- at the meeting and after the meeting

Clear understanding how to request meeting minutes

Develop new ways to improve meetings

Records



Checklist of all association records

How are they being stored? (material on site vs offsite)

Can the records be scanned or saved to newer technology?

Review and remove outdated material (10 years statute)

Costs for storage, security of files –future technology

Maintenance of webpage vs creating own webpage

How are errors in information handled?

Proper recording of violations and outstanding balances

Access to records- answer who and how

Special software packages

Services



List of all service and vendor companies

License list of vendors

Emergency contact list-(whole board should have a copy)

Review of all contracts-term of service, add-on's

Communication channel-point of contact person

Calendar of contracts- example insurance, pool contractors

Request for Proposals-detailed, timeframes, scope of work

Rate the service-request changes to improve level of service



Concerns of the Community

Understand other's point of view, take to time listen, respect

Create forms to communicate with the board (two way street)

Architectural reviews-when needed, how to request, who actually makes the decision, turnaround time

How does the association give unit owners voice:(agenda items, additional periods to speak, educational learning opportunities)

Does the board listen and take action on concerns?

Create agenda item-ex "Review of community concerns"

Encourage unit owners to send in writing concerns and not to question individual board members as they cannot speak for the whole board



Education

Review how unit owners are educated to association rules

Meet and greet of new board members

Encourage unit owners and board members to visit www.red.nv.gov

Attend free classes offered by Nevada Real Estate Division

Budget and Reserve Study seminars

Encourage questions to the association-website or email address

Encourage volunteers with experience to join committee's

Work with experts



Future Plans



1. Upcoming elections
2. New projects –landscaping, building
3. Association events
4. New committee's
5. Calendar of meetings
6. New services
7. Seminars
8. Long term budget projections
9. Opportunities to volunteer
10. Express gratitude



Be Proud!

Spread Good News Comments to all the Unit Owners

- Share accomplishments
- Completed Projects
- Landscape Beautification
- Share photo's of community events
- Opportunity to remind unit owners why they moved to this association
- Improvements relating to families, pets, recreation
- Announce creation of any new committee's
- Introduce new staff
- Offer assistance to unit owners in need





Be Proud!

It is your community, make it the best in Nevada!

- Communicate
- Listen
- Ask questions
- Educate yourself
- Attend meeting
- Walk in another man's shoes
- Become involved –best interest of the association
- The board works for free!





Be Grateful

Board Members for their time and energy

Unit Owners for their time and energy

Community Managers/Management Companies

Staff workers

Maintenance workers-janitors

Laws to protect

Beautiful weather

Share a smile....they are free to give and free to get!



What if today, we were just grateful for everything?



Score

Unit owners and board members can score the community on a scale of 1 to 5 (five being outstanding) –review areas of weakness

1. Leadership
2. Meetings
3. Governance of Association governing documents
4. Common element maintenance
5. Communication ease with board
6. Vendor Services
7. Financial Budget
8. Treatment of Concerns
9. Committee's
10. Request for records
11. Request agenda items
12. Violation policy and notices
13. Association elections
14. Reserve Budget
15. Community manager services



Ways to share a year- end wrap up

End of Year Picnic/Potluck

Celebration Meeting

Newsletter Announcement

Letter to the Unit Owners

Association Video

