

Topics Requested by Program Attendees

- 5407s
- A better understanding of financial reports, balance sheet.
- A follow up on the same re open topic. Soon.
- A follow up on the same topic in late April. During the presentation someone said things are changing fast & some recommendations would change in future.
- A follow up to the, “open amenities “ two months from now using any new information and actual experiences
- A presentation on why monthly meetings need to move from the nighttime, community based
- a property manager's role.
- A subject around Public Safety, specifically pros and cons of Act 235 and 3704.
- Addressing violations; mediation
- ADR in more depth
- Age Diversity & Communication.
- Alcohol Laws and Gambling Laws
- Amending covenants
- An Owners' meeting gone wrong
- An update monthly of this one.
- Are Home Owner Communities required to provide their residents with mailboxes?
- Best practices for walk through/inspections for townhome style units.
- Best way and method to communicate with members/residents
- Board fiduciary responsibility in regards to upholding the Governing Documents and ensuring that
- Board fiduciary responsibility vs. Manager responsibility
- Board governance issues.
- Board meeting alternatives (conf call, day time meetings) & effective meetings
- Board Members are upholding the docs as they apply to them as owners
- Board overall liability: big concern or who cares.
- Board/Committee/Resident and their roles/responsibility/liability
- Budget planning and in what type of financial accounts should associations have their money
- Bullying and non-sexual harrassment in the work place
- Capital Projects
- Capital Reserve and Funding
- Car Charging Stations
- CDC guidelines in an over 55 community with 80% vaccinated, do what extent do we anticipate outdoor guidelines changing
- Change in culture
- chip or to black top a road.
- Choosing the right service provider

- Cleaning equipment & entrance matting ROI
- Club Houses(what systems like Fire Card Access) are important and why.
- Clubhouse reopening guidance
- Collection Processes
- Collections Dealing with angry residents Road Repair/Drainage Issues
- collections, recreation, Board members, etc. it will also promote networking outside of the CAI
- coming/going on the passenger elevators.
- Committees and their responsibilities
- Community Involvement...getting residents engaged.
- community reserves in the stock market
- Compliance with City Codes
- Contract creation.
- Contracts
- Controlling difficult Board members
- Creating and maintaining a Service Culture
- Cyber Exposures and Risk Management of these exposures.
- Cyber Security
- dealing with "difficult" people
- Dealing with business partners and vendors.
- Dealing with cheap/frugal Association(s)
- Delinquencies and foreclosure/sheriff sale process (i.e. why it takes so long to collect on outstandin
- Delinquency accounts
- Dirt road maintenance, the best ways to fill potholes, improve road drainage and when to tar and
- Disaster recovery and how to handle a major loss from the disaster recovery, insurance, and
- discussion on CDC Guidelines - which and how to apply towards Associations, since there are none specific to our industry and we have to use some many different ones to meet all our needs.
- Discussion panel- when to draw the line. The board assumes you can and should do everything. Board's that don't respond. How to set ground rules and expectations with your board. We work for them, but managers need to tell them, reserve studies really should be done. Rules need to be followed. My job is to assist and advise, not to be the Board. Also, maybe a time frame for Board members to share their wants and needs from the managers
- Dispute between hourly staff member and resident over "rules" such as no large furniture
- dog waste and non leashed dogs
- Dogs and Common Area Enforcement Troubles
- Drainage, storm water, basins
- Easy way to rewrite/amend/update governing documents
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- Economic Forecast
- Educating Board Members as to their duties.
- Effective Meeting Facilitation

- Elections.
- Electronic voting, virtual meetings and other technology issues in Community association governance
- Event Programming
- Explanation of "CONDO" insurance master policies. How to understand well enough to be able to
- Exterior cleaning and sealing products.
- Fair Housing.
- FDCPA, Collections and bankruptcy laws
- Finance committee policies/best practices.
- Finding contractors.
- Fire prevention in wooded communities.
- For green or inexperienced manager(s) replacing a long standing prior manager(s): How to overcome and manage misleading expectations set by prior management?
- format to a daytime management company or public facility format. #Me To. Monthly meetings
- Gated communities - the legal do's and do nots
- Gated communities vs not gated
- Governance
- GOVERNING DOCUMENTS - Interpretation, ambiguity or non-specificity, of governing documents. I've had several issues come up where the answers are not found in the governing documents and it ends up being quite costly to get them from the attorney. Or to paraphrase a recent board member's question - why is it so important to have to get answers from the documents especially when the answer isn't there? Dissecting documents, what latitude a board has in making policy/interpreting the documents themselves, when you need to use an attorney, resolutions and amendments etc.
- Harassment between neighbors. Pets Social engineering safety Overall.
- having resident attend 'open meetings' with controversial topics
- Holding your management company accountable
- Home Business and CCR's/Zoning Issues
- Homeowners disputing violations, board members that like to bid everything out, homeowners
- How Boards should formally handle dealing with owners.
- How do we go back to operational normalcy AFTER the pandemic. What would a transition look like. Something along those lines
- How to attract and keep volunteers
- How to beat Compassion Fatigue
- How to better budget when there are several variable budget items. Example: snow removal and ro
- How to collect funds from an Estate.
- How to Collect on Delinquent Accounts Effectively
- How to compare Insurance quotes.
- how to deal with rogue board members and residents who are trying to take over a board
- How to de-escalate the behavior of a resident towards staff in a professional and effective manner.

- How to Delegate Effectively
- How to draft an RFP and contract to best protect a community.
- How to effectively deal with difficult vendors that the Boards hire.
- How to get homeowners to read, understand, and follow the Declarations and Rules documents.
- How to get members more involved with community matters.
- How to get members of the community more involved in committee work; too many seem to comp
- How to get owners more involved with their communities.
- How to handle an unreasonable homeowner
- How to handle pushback from residents when the Rules & Regulations change in an Association.
- How to manage rogue directors - for boards and managers alike!
- HR
- I would like to see a seminar solely geared to Board and/or community members to comprehend
- In depth transition from developer to homeowner control and the issues associated with it.
- Infighting Executive Board; Difficult Staff Member
- Inspections- How do you do them with tips and tricks for inspection reports and violations letter. How to decide what gets written up. Also, they aren't really inspections as I have no training in any form of construction or landscape.
- Insurance claims, how to read the policies, and what do we need to make sure is included in our po
- Introducing native plants to restore natural balance to developed neighborhoods: why, what, and h
- It would be nice to have another session like this with updates as things progress.
- Judiciary Committee structure and Alternative Dispute Resolution experiences
- lawsuits filed concerning COVID - how many re D & O claims for opening/closing amenities; how many alleged contraction of virus from amenities; any possibility of protections against claims other than keeping things closed
- Leadership
- Legal Case updates
- Legal collections.
- Legal issues and how do we handle them. Cyber security - are we responsible if the management
- Liabilities for HOA incase of Sued.
- Life after a Pandemic
- Long term roof maintenance
- Long-Term Rentals and FHA
- make it make sense to a confused Board.
- Making Residents wear mask after receiving vaccine
- Manager's Protection How to Create a Total Compensation Strategy
- Managing disgruntled members
- meetings

- MEETINGS: roberts rules of order; quorum and adjournment; proxy formats; voting options other t
- members that are so strict as dictorial whereby people are moving out.
- More client onboarding and client retention
- More on amenities and/or programs Recreation
- More on managing stress and fatigue
- More reopening of amenities discussion.
- need an upgrade and if we don't push for it, it will never happen.
- Neighborhood Safety.
- New board members, their role and fiduciary responsibilities. Including the importance of knowing their documents.
- of forms for each. Facade inspections - City license changes - fines etc.
- Office Technology
- Outside visitor/contractor trying to break the rules, maybe bribing the team to break a rule.
- Pandemic parameters and the effects on opening, which is already scheduled.
- people are using this as an excuse to get around the pet rules of a community.
- Pets seem to big a big issue with everyone having an emotional support animal. It seems more
- Picking up dog waste. Children in age restricted communities that visit and never leave. Board
- Planning Your Succession Plan
- Pool and common facilities, what laws/rules/ do we need to follow to open them this summer? Do we need to limit the number of people, how much should we clean? Items like that.
- Post covid situations and solutions
- Preventive maintenance for environmental areas like retention/detention. Ponds; Life Safety for
- Private vs public rules of opening and privacy
- process before undergoing a major renovation in unit
- program is hacked. Insurance responsibilities. Where does the buildings responsibility end and
- project management
- Proper repair and sustainability for existing asphalt shingle roofs.
- public adjuster standpoints. It is not always just high rises where major losses occur, including
- Public rentals of private community facilities
- Public Safety and the pros and cons of act 235 and act 3704
- Putting together a Powerful Presentation
- Race or gender inter resident conflict. Staff abuse by owner issues.
- Re opening amenities: updates on current legal/ lawsuits/insurance/
- Re opening is the most important for our community.
- Required education/certification for an existing or prospective board member.
- Resale Packets
- Reserve and deferred maintenance planning
- Reserve finance
- Reserve Finances
- Reserve funding
- Reserve Studies / Preventative Maintenance Analysis
- resident moving in at a time not allowed per rules 2. resident didn't go through the proper

- residents confronting and taking their anger out on property management staff in-person or over
- Residents confronting Board members in public spaces about community questions/issues - Irate
- RFP and comparing bids
- Risk management for water leaks between units in mid-rise and high-rise buildings
- Road maintenance
- Roof Replacement and Landscaping
- roof top deck options reserve planning
- Roofing
- Roundtables of best practices: Maintenance people gather together, same with Bookkeepers,
- Rule enforcement
- Short-Term Rentals and Enforcement Troubles
- siding options / brick maintenance
- Special Assesments- When to use them and how to sell the community on the need and importance.
- specific rules and regulations for home owners and best practices
- Technology such as access control, automation of systems, etc.
- that wont pay fees until things are done that they want done, Micromanaging board members
- The explosion of Airbnb's that have been popping up int he Pocono's and what an HOA can do abou
- The importance in updating governing documents.
- the phone.
- The role of community association security and what they can actually do and cannot do - good for
- the Unit owners begins. Service animals, assistance animals and companion animals with samples
- Time management
- total building losses.
- Training New Managers
- Transition
- Transition
- Transitions II - What happens when negotiations fail?
- Unsavory behavior toward management by Association members.
- update when vaccines & recovery equal herd immunity
- Updates on opening amenities
- updating rules and regulations and polices
- Use of Green Roofs for Stormwater Management
- Violation Enforcement
- Water damage claims and insurance
- Ways to increase member participation in community events, meetings etc.
- What COVID-inspired practices will likely continue post-pandemic? Electronic meetings?
- What you should know about running an HOA that you probably don't

- When to obtain a loan and when to raise dues to avoid borrowing funds. The risk of placing
- Where the next generation of managers is coming