

Board Management

- How to have difficult conversations with boards and homeowners.
- How to manage a homeowner that is driving you crazy.
- How to successfully manage a to do list a mile long during budget or annual meeting season.
- What should a board expect from their management company?
- How often should a board meet?
- Dealing with board apathy
- Time management skills
- Pros and cons of board member term limits

Budget / Financial

- Budgeting & reserves
- Deep dive into budget management
- Reserves & capital project funding
- Understanding HOA budgets, operating, and reserve funds
- Understanding Bankruptcy
- Inflation and how it affects an association
- Investment management for HOAs

Communications

- Communicating with HOA members
- How to conduct yourself at meetings with residents

Dealing with Conflict

- Self-defense training
- Harassment from owners
- How to promote civility in HOAs when there are disagreements about what the elected board is doing
- Types of disputes and violations where the association board intervenes and handles the issue versus allowing covenants committee to handle
- Specific steps on how to best deal with and remove bullies from the board
- Conflicts between board members
- Performance management criteria to evaluate property managers and property management companies
- How to handle difficult members
- The board as an advocate and not the enemy – how to deal with in-fighting, tensions between board and owners
- Healing fractured communities

Diversity

- Importance of diversity & inclusion among HOA support staff and boards of directors

Governing Documents

- Follow your HOA documents
- Beyond Governing Documents – Building a Sense of Community
- Necessary Bylaw provisions
- Bylaws
- Updating rules and regulations for the 21st century
- Topics for the everyday operation of an association
- Process in which each governing document is changed at county levels

Insurance

- Directors and officers insurance for non-profits. Pros & Cons
- Insurance
- Fannie Mae regulations
- Explanation of different insurance needs and coverages

Legal

- Radburn decision
- How to ensure bylaws match Delaware laws
- Untangling the VERY complicated issue of Delaware laws to small (fewer than 100) pre-existing (pre-2009) HOAs. The law is written to make it as difficult as possible for volunteer, non-lawyers to comply. Help us achieve compliance with having to become – or hire – lawyers
- New regulations affecting HOAs
- Legal issues
- Fair Housing Act
- What to do when a board member sues or files an insurance claim against the association
- Speed controls on private community roads, speed bumps, electronic speed signs

Lobbying

- A day in the life of a lobbyist

Maintenance

- Facilities maintenance
- Plumbing issues in mid and high rises
- Windows, caulking, new construction versus replacement windows
- Specs for owners when approving exterior modifications
- Deferred maintenance such as deck replacement
- Property preservation on foreclosures in a community

Meetings & Elections

- Matters that can be addressed in board executive sessions.
- BOD election certification
- Elections

- Boards dos and don'ts – such as can a board president weigh in on voting? Should boards vote via email?

Policy Enforcement

- Violations
- How to effectively enforce the HOA conveyances
- Architectural review committees – enforcing community rules that are stated in the governing documents.
- What types of disputes are worth standing ground on
- Inspections/violations/resale certificates
- How to address rules not previously followed or enforced
- What happens / what can be done when something is done without prior approval
- Manager and attorney partnerships
- Manager role in collections process

Recordkeeping

- Records management: what is necessary to keep and for how long? How must records be kept (hard/digital copy)
- Importance of taking minutes (properly)
- Getting support for the functioning of the BOD (i.e. record keeping and filing)

Strategic Planning

- How to be a leader
- How to convince a community to hire a management company
- How climate change will impact building properties over the next several years and if there is anything associations should be doing proactively for building improvements, financial planning, etc. in recognition of climate change
- Simplifying the management of the HOA given the lack of volunteers, especially in resort communities with a lot of absentee owners
- Understanding the importance of Recorded Site Plans and how to read them
- The ongoing discussion of short term rentals and how other communities charge them, patrol them, and handle unhappy residents with the influx of them
- Stormwater management and maintenance
- Interactions with municipalities in aged and new communities
- Strategies for recruiting and retaining employees in this tough job market

Technology

- More about virtual and electronic options – it's the future
- Community association cyber exposures to loss
- Communications/marketing new tech, platforms used
- Apps that other managers use that help keep them organized? Is there a way to help manage emails so you don't lose sight of longer term items? What are other apps that make things easier?

Transition

- Turnover from the developer to the HOA
- Developer responsibilities during transition
- Transitioning from the developer

Vendors

- How to work with different vendors. Like landscapers for example- I'd love to hear things from their perspective. What is the best way to communicate with them? What did they wish managers knew? How do things work from their end?
- Communication with board members regarding vendors
- How to deal with a private business entity (restaurant/pool/clubhouse) located on the community property governed by an HOA

Volunteers

- How to impress upon HOA board members/committee members the definition of "volunteer."