

Association Essentials Series

Helping you manage your association



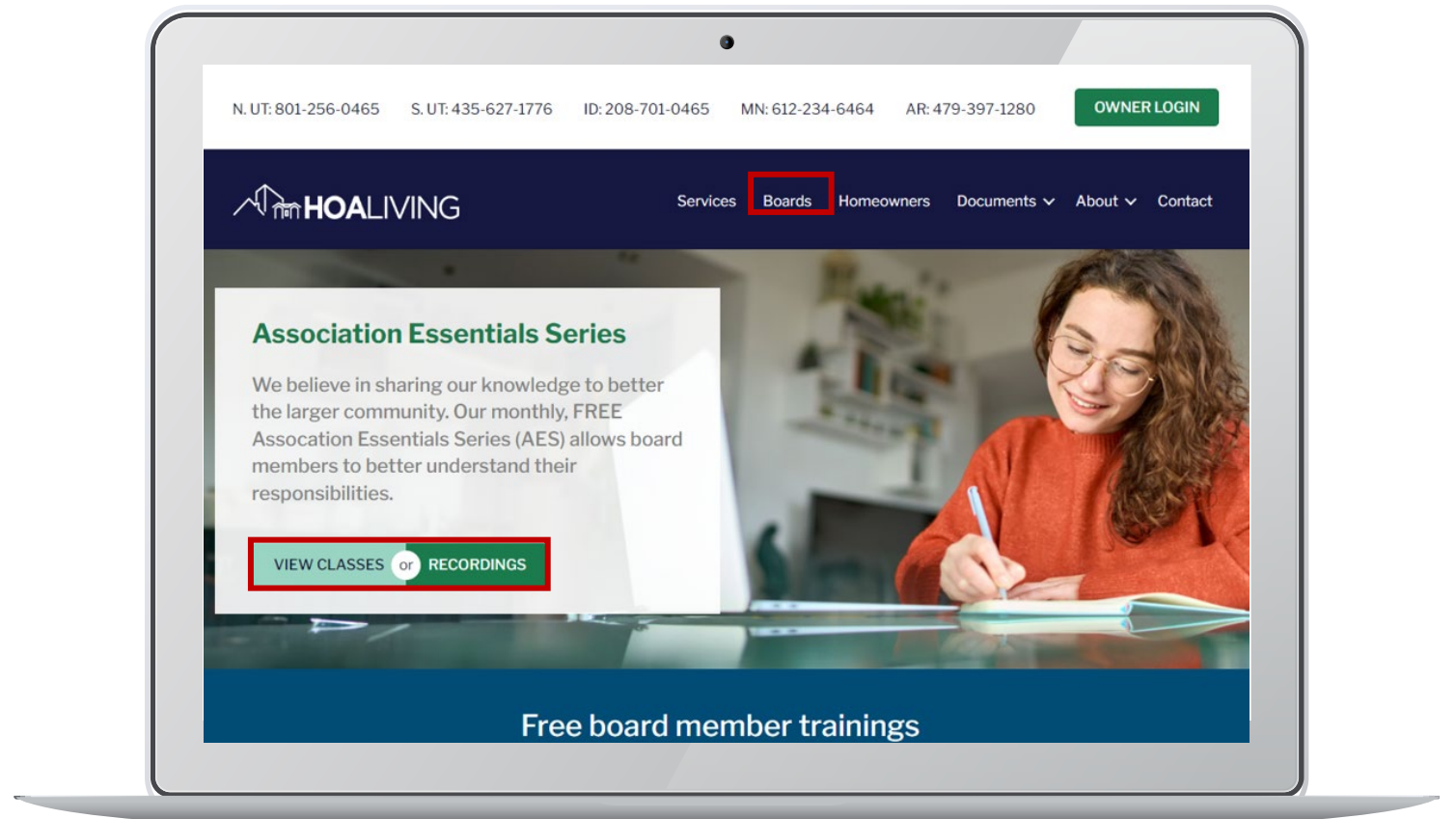
Upcoming AES Sessions



October 22
Diving into your Governing Docs

Access Previous Topics

HOALIVING.COM/AES/



PROFESSIONAL DESIGNATION UPDATE



Kimberly Graff
CAM Community Manager

RECEIVED PCAM

SEPTEMBER

COMMUNITY MANAGER OF THE MONTH

Chloe Arnell

Community Manager

- Brings such a unique and positive energy to everything she does.
- She knows how to make others feel welcome, supported and heard.
- Incredibly hard worker – does her homework, follows through and never hesitates to step up.
- Resourceful, dependable and always learning.





SEPTEMBER

BOARD MEMBER OF THE MONTH

Christina Moore

The Ledges of St George Master Association, Inc.

- Goes above and beyond working closely with homeowners whether building or making additions.
- Actively engaged in community
- Leads with professionalism, commitment and collaboration.

NOMINATE

an outstanding
Board Member



bit.ly/HOA-Board-Month



Association Essentials Series

Preparing for Annual Meetings September 24

Helping you manage your association



WHY ANNUAL MEETINGS MATTER



- Legal / governing document requirement
- Opportunity to report to homeowners on past year
- Election of new board members
- Setting tone & expectations for coming year
- Transparent communication builds trust

OUTCOME GOALS



- ✓ Meeting for the owners
- ✓ Get new board members
- ✓ Discuss the budget
- ✓ Hear issues
 - *Not to settle anything*
 - *Boards do not vote on anything*

**PLAN FOR THE WORST,
HOPE FOR THE BEST**

ROLES: BOARD VS. MANAGEMENT

BOARD

- Setting Agenda
- Approving Financials
- Supervising Management
- Review and Oversee Compliance
- Making Policy Decisions
- Presiding Over Meeting

MANAGEMENT

- Logistical Planning
- Preparing Notices
- Preparing Financial Reports
- Assisting with Ballots/Proxies
- Maintaining Documents
- Staffing the Meeting
- Meeting Sign In/Quorum

Tips for Success:

- Partner Together
- Verify Reports
- Ensure Accurate Vote Counting
- Review Documents
- Check Quorum, etc.

BOARD PRESIDENT MEETING ROLE

- Preside over meeting: opening, agenda control, facilitating discussion
- Welcome & overview of past year
- Maintain order; invoke rules; recognize speakers
- Ensure fairness in nominations / elections
- Announce results; close nominations etc.

BEST PRACTICES & TIPS



- Be transparent, communicate early and well
- Address known issues and the facts, prior to a homeowner mentioning
- Review everything in advance
- Use volunteers for counting / oversight
- Keep things clear for homeowners, avoid insider jargon
- After-meeting evaluation: what went well, what to improve

GOVERNING DOCUMENTS

Always Review, *Never Assume*

- Required Annual Meeting Location, Date or Time
- Notice Requirements
- Quorum Requirement
- Number of Board Members
- Board Terms
- Nomination Committee
- Ballot Special Instructions



SET YOUR ASSOCIATION FOR SUCCESS

Plan Timeline  *Example below, be sure your planning aligns with requirements of governing docs & state statutes*

Months Prior

Identify terms, solicit candidates, review bylaws, secure logistics, finalize budget, etc.

4-8 Weeks Prior

Prepare notice, assemble reports

2-4 Weeks Prior

Distribute notice & materials, confirm logistics

1-2 Weeks Prior

Reminders, finalize ballots, proxies, site set up or virtual testing

Day Of

Sign in, voting, meeting execution

After

Minutes, follow up, board member turnover, etc.

FINANCIALS

Reports Presented:

- ✓ Balance Sheets
- ✓ Reserves
- ✓ Upcoming Year Budget

Focus on:

- **Highlights** (budget vs. actual, overages, etc.)
- **Assessment Increases**
- **Ask for questions after**, not for thorough review during meeting

Some association docs require sending the budget out prior to the meeting.

RESERVE STUDY SUMMARY

Understand and be prepared to answer the following:

- What is the reserve account starting balance?
- How much is being contributed?
- How much is going to be spent next year?
- What is ahead in the future?
- Is the Association using a reserve budget?



Annual Meeting Notice

What to include

1. Meeting Details
2. Quorum Requirements
3. Proxy Information
(if applicable)
4. Agenda
5. Elections & Candidates
6. Encourage Participation

ABC Homeowners Association ANNUAL MEETING ANNOUNCEMENT

The Annual Meeting of ABC Homeowners Association will be held virtually:

Wednesday, November 12 at 5:30 PM CST

Virtual Meeting Link: teams.microsoft.com, **Meeting ID:** 240 642 054 59, **Passcode:** i6ExzC

A quorum of **15 owners (51%)** is required. If not met, the meeting may be adjourned and reconvened with a reduced quorum of **7 owners (25%)**. This notice applies to the initial meeting and any adjournments.

If you cannot attend, please submit the attached **proxy form** to management by **Wednesday, October 29**.

Agenda (Tentative)

- Welcome & Introductions
- Financial Report
- Association Update
- Board Elections
- Election results (electronic or by acclamation)
- Homeowner Forum (2 minutes per owner)
- Adjourn

Board Elections

Two (2) Board positions are open. To run, submit the attached nomination form by **Tuesday, November 4**. Nominations will also be accepted from the floor.

- If more than two nominations are received, an **electronic election** will begin **Wednesday, November 5**.
- If nominees do not exceed the number of open positions, they will be elected by **acclamation**.
- Paper ballots will not be accepted.

All those in attendance will be entered into a drawing!

We look forward to your participation.

ABC Board of Directors

MEETING LOGISTICS & MATERIALS



- Secure and confirm venue or virtual details
- Consider accommodations or language barrier
- Sign-in sheets, proxies, ballots, pens, tables
 - *Spouses get one ballot!*
- Copies of necessary documents
- Audio/visual setup
- Time allocation for reports, questions, elections etc.

ENGAGEMENT PRIOR TO MEETING



- Send pre-meeting announcements, reminders, FAQs
- Have documents available in advance (financials, candidate info, agenda, etc.)
- Forums / Q&A sessions beforehand
- Encourage homeowner candidacy
- Explain roles for prospective board members

CONDUCTING MEETING



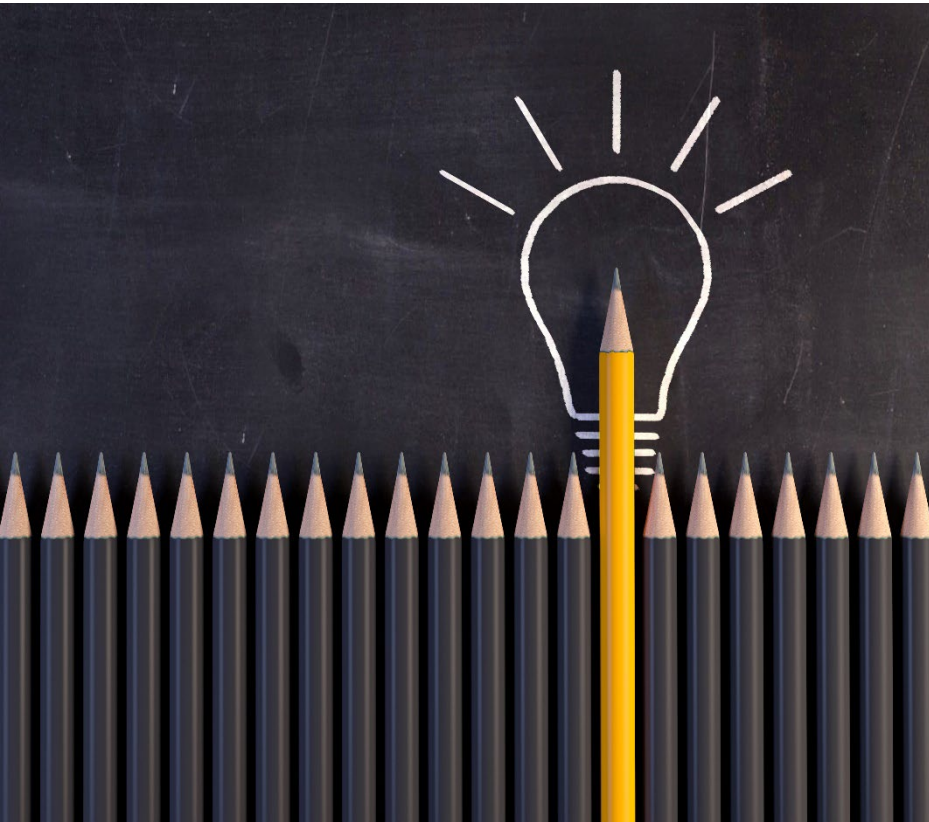
- Anticipate and manage contentious issues
- Use officer support if safety requires
- Establish ground rules and decorum
- Secure ballots and proxies
- Prepare backup plans
- Provide clear signage and mic order
- Run homeowner forum consistently with time limits
- Board listens to concerns without responding in meeting

STAY AHEAD OF THE
NEGATIVE, POINT
OUT THE POSITIVE

COMMON PITFALLS TO AVOID

- Insufficient notice or missing required proxy/voting rules
- Inaccurate financials or surprise figures
- Poorly handled nominations / unclear candidate information
- Quorum not met
- Overruns of time, order lost, lack of decorum
- Legal challenges or disputes after meeting

SUMMARY



- ✓ Understand your role and responsibility
- ✓ Preparation is everything
- ✓ Ensure transparency and homeowner trust
- ✓ Safety & order are part of professionalism
- ✓ After the meeting: follow up and report on continuous improvement efforts

Fan of AES? Please leave a 5-Star Review!





Q & A



THANK YOU!

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SEE YOU NEXT TIME!

Diving into governing documents

October 22

