



JUST WHAT DOES A PROPERTY MANAGER DO EVERY DAY?

By Associated Property Management

Today, Licensed Community Association Managers have more duties and more responsibilities than ever. Their positions require them to be well versed in many areas of law, accounting, maintenance, management and supervision. Their days start early and usually end late. They are on call 24 hours a day, 7 days a week for emergencies. They are expected to act efficiently, professionally and quickly in all matters and for several clients, simultaneously.

Community Association Managers' jobs are very unique and when a manager has multiple associations to attend to it is even more difficult. The manager has to pick and choose, based on all current problems which is more important than another. This can cause problems with some residents, as someone who is not being attended to at that time believes that their problem or situation is more important than any other! The manager has a limited amount of time in which to operate and in times of hurricanes and the aftermath, hardly any time to manage normal problems. The stress levels are incredibly high and the paperwork and telephone calls are almost impossible to keep up with. I applaud today's managers for what they accomplish day in and day out. They really do have impossible jobs to perform. The best thing we can do for our managers is to back them up, support them and stand behind them in good times and bad. If you do this for your manager, they will go the extra mile for you and your residents.

A typical day starts with the manager clearing their voice mail messages, retrieving their emails and reading any mail that was delivered the day before. The most important items of an emergency nature, or something that may affect that days schedule are handled immediately. The manager may then have scheduled site visits to make or appointments with vendors, maintenance personnel or other professionals to meet.

While this is happening, there are additional phone calls that are occurring from Owners, potential purchasers and renters, brokers, vendors, contractors and Board members on any matter that they feel is important.

Paperwork and administrative items that a manager handles on a daily basis may be anything from handling a sales or rental application, coding invoices for payment, making up agendas and meeting notices, answering correspondence, coordinating collection matters, drafting minutes of meetings, to receiving and reviewing contractor and service quotes and contracts. A manager will also handle or coordinate violation and

finances committee paperwork, ARC files and applications. Sales and rental applications and the numerous telephone calls from the Broker, the Seller, the Buyer, the Tenant, the Landlord, the Title Company, the Closing Agent and the Approval Committee all take time (and this just for one transfer!).

If a manager did not have to handle these “time wasters” they could devote their time to more important association matters. Violation letters take a tremendous amount of time, not only compiling the information on site and the generation of the paperwork but also with the numerous phone calls of protest from the offended owners.

At budget time and annual meeting time, the manager is involved with the process of compiling these documents and making sure that they are properly drafted and written and distributed correctly. On any given day, depending on the time of the week, month, quarter and year, a manager will be involved in any of the following:

Approval of accounts payable; Review of accounts receivable; Affidavits of assessments, mailings and notices; Preparation of meeting agendas; Processing of applications for alterations; Coordinating document amendments; Coordination of processing of Annual Corporate Report; Coordination of Annual Fee Report; Annual Meeting coordination and preparation; Take calls from answering service after hours; Coordinate approvals of rentals; resales and clubhouse; ARC Correspondence; Coordinate billing of all assessments; Review of audit requirements; Coordinate ballot preparations; Assist in coordination of banking matters; Coordinate bid process on contracts and services; Coordinate Board of Directors Meetings; Review Board of Continued From Page 1.

Health Reports and take action; Coordinate Budget Meetings; Assist in Budget Preparation; Coordinate and assist in CD Renewal; Coordinate Certificate of Approval process; Coordinate check signing process; Meet with association liaison per contract; Coding of invoices; Meet with committees; Coordinate with association attorney; Oversee and supervise contracts; Review Correspondence; Record activities in daily log; Review delinquent lists; Coordinate sending delinquent owners to collections; Review and coordinate demand letters; Handle any elevator problems; Coordinate elevator inspections; Respond to any emergencies; Assist in emergency preparedness; Respond to any emergency service calls; Coordinate estoppels; File records; Oversee the distribution of financial statements; Review financial statements; Coordinate foreclosure process; Keep forms up to date; Oversee and supervise grounds and lawn maintenance; Coordinate income tax; Report any injuries; Assist in any insurance bidding, claims and renewal; Provide inspections of property; Conduct inventory of client property; Approve any invoices and code; Provide key management; Supervise lake maintenance; Review late letters; Coordinate any legal disputes; Produce and coordinate letter writing; Coordinate the lien process; Supervise lighting maintenance; Produce managers’ reports; Coordinate mass mailings; Produce and compile meeting minutes; Produce and post meeting notices; Coordinate and assist in membership meetings; Coordinate and assist in membership meetings; Coordinate notary service; Coordinate petty cash; Handle and police reports and coordinate with insurance carriers; Supervise pool maintenance; Post

association notices; Preparation for meetings; Coordinate proof of insurance for vendors; Compile proposals for services; Oversee proxy management; Coordinate PUD questionnaire preparation; Provide pump management and repairs; Coordinate preparation questions & answer sheets; Coordinate with Realtors on association transfer process; Reprogram security gate; Coordinate reserve transfers; Coordinate review/audits, Review Documents; Provide knowledge of Robert's Rules of Order; Coordinate roof leak repairs; Provide rules enforcement; Schedule projects; Assist and coordinate in setting of timers; Coordinate sign-in sheets; Assist with special assessment procedures; Assist in compiling project specifications; Coordinate any state reports; Assist in any storm preparation; Supervise employees; Handle any telephone inquiries; Assist and coordinate in any termite/pest problems; Assist title companies with inquiries and transfers; Provide transfer documentation; Supervise tree trimming; Provide unit owner updates; Assist in update/maintenance of database; Updates to 718, 719 and 720 Florida Statutes; Coordinate handling of any vandalism; Coordinate Vendor proof of insurance; Assist in any vendor correspondence; Produce any violation letters; Retrieve voice mail; Coordinate voting certificates; Attend any pertinent workshops to better their profession and to maintain their license.

Take all of these events, procedures and duties and then multiply them based on the manager's number of communities or units that they are handling. You can see that they have extremely difficult jobs, for relatively low compensation.

Next time your manager is stressed, realize that they are handling multiple problems and duties at the same time, and be more patient with them. When handling difficult situations with owners and Board members, back them up and support them, they need your cooperation and help. In turn, they will be loyal and protective of your Board, as you are then working as a team and for the same goals.

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