



## Associated Property Management

### **OPERATING GUIDES FOR COMMUNITY ASSOCIATIONS**

#### **By Associated Property Management**

Boards of Directors of a Community Associations are running a small business for the betterment of their community and their fellow owners. Like any well-run business there has to be a plan of action and a basis for getting there. Successful businesses have Operating Guides for key people in the organization. In the case of a community association, all Board Members, Committee Chairpersons, key maintenance personnel and management should be in possession of the guide. In this way, the “Team” will all be on the same page when it comes to the administration, management and operations of the Association. The Guide can be used for day-to-day operations of the association or will be quite useful in the case of any emergency.

An Association Operating Guide will include essential information on the administration, management and operations of the association. The Board of Directors and management will consult the Operating Guide for important information that will help to run the association efficiently and successfully. We suggest at a minimum that an Operations Guide contain the following categories; (Some large Associations may want to expand their Guides to contain additional information). 1. Administration 2. Budget/Reserves 3. Operations 4. Other Important Information. The following is only to be used as a guide and may be expanded or shortened depending on the size and complexity of your association.

#### **1. ADMINISTRATION**

Banking Information

Board of Directors

Clubhouse Rental/Use

Committees

    Description

    Members

#### **Employee Information**

    Contact

    Job Description

#### **Legal Information**

    General

    Governing Documents

    Articles of Incorporation

    Bylaws

    Declaration

Resolutions  
Rules & Regulations  
**State Statutes**

**Meetings**

Annual Meeting  
Board of Directors  
Committee  
Rental & Resale Policy  
Screening Procedures  
Unit Owner Roster

**2. BUDGET/RESERVES**

Annual Budget (Last 2 years)  
Balance Sheet  
Income/Expense Statement  
Reserve Information

**3. OPERATIONS**

Contact Information Including;  
Service Type  
Company  
Contact Name  
Contract Renewal Date  
Telephone Numbers  
Insurance Cert. on File

**Insurance Information:**

Insurance Co. Name  
Insurance Agent Name  
Contact Name & Tel.  
Expiration Date for;  
Casualty  
Director & Officers  
Empl. Dishonesty  
Flood Insurance  
Liability Insurance  
Umbrella Ins.  
Windstorm Ins.

**Service Agreements**

Copies of Agreement  
Service Type  
Company  
Contact Name  
Contract Renewal Date  
Telephone Numbers  
Insurance Cert. on File

#### **4. OTHER INFORMATION**

Committee Reports (for the last 2 years)

Facilities Management Schedules & Reports

Manager's Reports (for the last 2 years)

Minutes of all Annual Meetings and Board Meetings (for the last 2 years)

Newsletters (for the last 2 years)

Planning Calendar (for next 12 months)

Site Map of Community with features.

The proposed Operating Guide will help your association, Directors, management and other key decision makers to respond more quickly to day-to-day problems and emergencies.

The Guide will help new Directors and Committee Members to become effective in their positions more quickly.

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