

Qualities of a Good HOA Management Team

Every community under the sun wants a good HOA management team, but what does that mean? For most people, it means a high functioning and effective group that gets things done quickly — a group that has answers and solutions to the questions and problems that a community faces. What kind of qualities does it take in a team to produce these kinds of results?

9 Qualities to Exhibit for a Successful HOA Management Team

1. Effective Leadership

Effective leadership is essential to a good HOA team. Effective leadership means one or more people who motivate and inspire others to get things done. They should share a clear goal and be striving towards it.

2. Diverse Membership

Membership diversity is always great because it can produce various ideas and opinions, but in this case, diversity of age is particularly important. Younger members are needed for their energy and ability to get things done, while older members have the necessary experience to solve problems.

3. Responsible Budgeting

Reserve funds and a realistic budget means a well-prepared community that can handle any increased or surprise costs should they arise. A big part of the budgeting aspect is good decision-making. A good HOA management team should be doing their due diligence, solid research, and making spending decisions with the community's best interest in mind.

4. Successful Communication

No team works well without good communication. Residents should be well informed, and no one should feel like they are left out of the "loop." If residents often say, "Oh, I had no idea!" - something is going wrong!

5. Community Involvement

Community members should be active and concerned about their community. If residents become apathetic, it is a sign of poor leadership, and the community as a whole will eventually suffer.

6. Transparency

It is vital that residents are aware of and can easily find answers about policies, finances, and HOA decisions. If this transparency is lacking, it will eventually sow seeds of mistrust among the residents.

7. Productive Meetings

Meetings should be scheduled well in advance and follow an agenda. They should also be productive and informative. If members feel like they don't get anything out of the meeting, they will stop coming and being actively involved.

8. Steady Policy Enforcement

Without steady policy enforcement, residents are bound to feel like the HOA plays favorites. The automatic assumption is that policies are not being enforced due to favoritism. It will also lead to residents thinking that the policies are not essential and do not need to be followed.

9. Willingness to Ask for Help

Sometimes it is necessary to admit that an HOA needs help. It is important to seek the help of professionals, such as attorneys, accountants, and property managers, when it becomes necessary rather than letting a problem fester or get out of hand.

Final Thoughts

These critical qualities of HOA management will help you determine if you have effective HOA management, or perhaps it's time to reassess. Remember that active participation and engagement is key to the successful operation of an HOA. If you are involved with your HOA and see management problems, it is time to speak up and recommend seeking professional assistance to address any concerns.