

DST PROPERTY MANAGEMENT

DEPENDABLE SERVICE YOU CAN TRUST



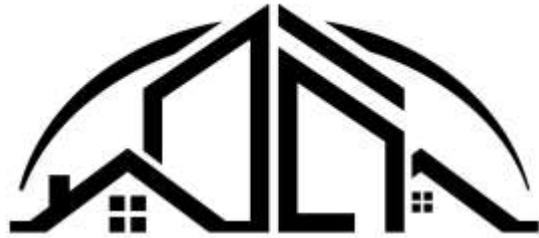
STANDARD OPERATING PROCEDURES FOR BOARD MEMBERS OF A CONDOMINIUM AND HOMEOWNERS ASSOCIATION

Guidelines for effective Condominium and Homeowner Association management practices

AGENDA OVERVIEW

- Roles and Responsibilities of Board Members
 - Meeting Procedures and Protocols
 - Financial Management and Oversight
 - Maintenance and Operational Responsibilities
 - Conflict Resolution and Governance
 - Communication and Community Engagement
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**ROLES AND
RESPONSIBILITIES
OF BOARD
MEMBERS**



OVERVIEW OF BOARD MEMBER ROLES

Unique Roles of Members

Each board member has specific responsibilities, including President, Vice President, Secretary, and Treasurer.

Collaboration Importance

Effective collaboration among board members is essential for smooth governance and informed decision-making.

SPECIFIC DUTIES AND EXPECTATIONS



Meeting Attendance

Board members are expected to regularly attend meetings to stay informed and contribute effectively.

Informed Decision-Making

Members should make decisions based on analysis and information, prioritizing the community's best interests.

Oversight Responsibilities

Board duties include overseeing budgets and ensuring effective policy implementation for community benefit.

Community Communication

Effective communication with the community is essential for transparency and engagement in board activities.

CODE OF CONDUCT AND ETHICAL STANDARDS



Integrity in Leadership

Adhering to a code of conduct fosters integrity among board members, guiding their actions and decisions.



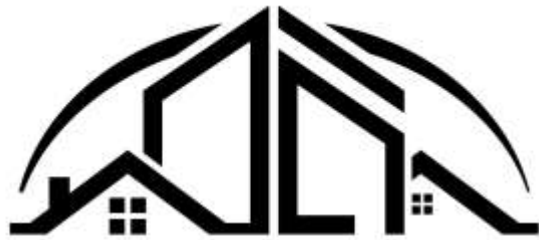
Promoting Transparency

Transparency in actions and decisions is essential for building trust within the community and among residents.



Building Community Trust

Upholding ethical standards is vital for earning residents' trust and creating a positive community environment.



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**MEETING
PROCEDURES
AND
PROTOCOLS**



SCHEDULING AND CONDUCTING MEETINGS

Regular Meeting Scheduling

Meetings should be scheduled at regular intervals to ensure consistent communication and team alignment.

Open Communication

Conduct meetings in a way that encourages open communication, allowing all members to share their ideas and feedback.

Timely Notifications

Sending timely notifications for meetings is essential to increase participation and engagement from all team members.



AGENDA PREPARATION AND DISTRIBUTION

Outline Discussion Topics

An effective agenda clearly outlines the discussion topics to ensure focused discussions during meetings.

Time Allocation

Allocating time for each agenda item promotes efficiency and encourages timely contributions from participants.

Advance Distribution

Distributing the agenda in advance prepares board members for meaningful contributions during discussions.



RECORDING AND APPROVING MEETING MINUTES

Importance of Accurate Minutes

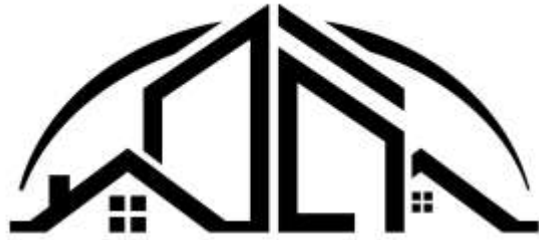
Accurate recording of meeting minutes is essential for accountability and helps keep track of discussions and decisions.

Review Process

Minutes should be reviewed at the next meeting to ensure that all details are accurate and agreed upon.

Ensuring Transparency

Approval of the minutes ensures transparency and clarity in the decision-making process for all participants.



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**FINANCIAL
MANAGEMENT
AND
OVERSIGHT**



BUDGET CREATION AND APPROVAL

Board Responsibility

The board plays a crucial role in creating and approving the annual budget, ensuring financial accountability.

Annual Budget Overview

The annual budget outlines anticipated expenses and income, providing a financial roadmap for the organization.

Supporting Goals

A well-planned budget aligns with the association's goals and addresses community needs effectively.

FINANCIAL REPORTING AND AUDITS

Importance of Transparency

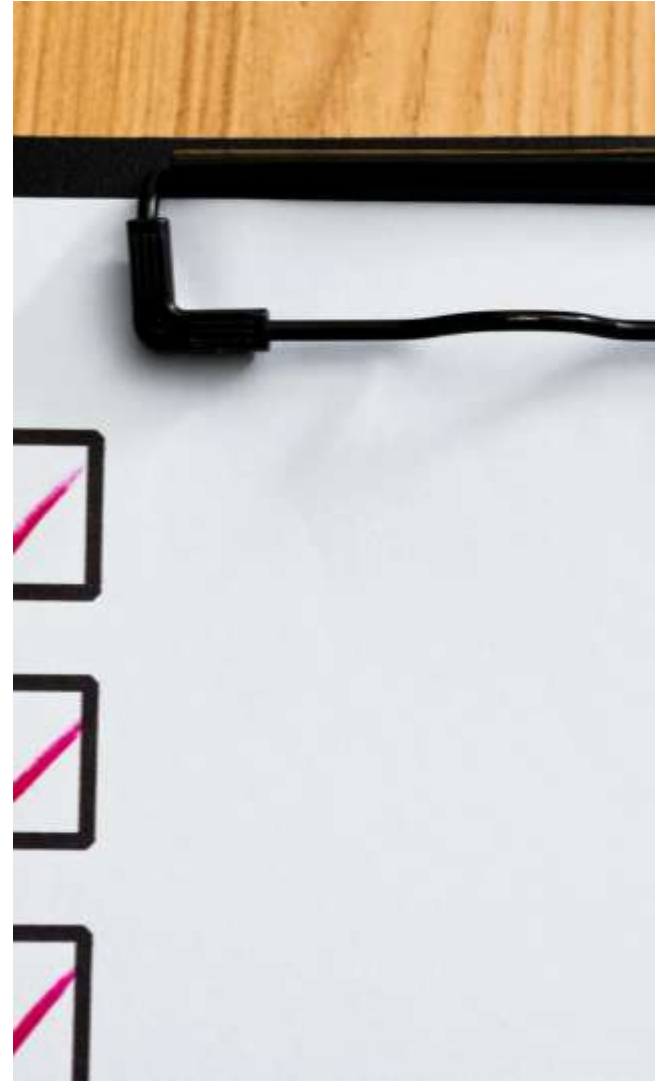
Regular financial reporting fosters transparency within organizations, building trust among stakeholders and the public.

Role of Board Members

Board members play a crucial role in reviewing financial statements and ensuring compliance with regulations.

Compliance with Regulations

Ensuring compliance with financial regulations is essential for legal adherence and organizational integrity.





HANDLING OF ASSESSMENTS AND DUES

Establishing Clear Processes

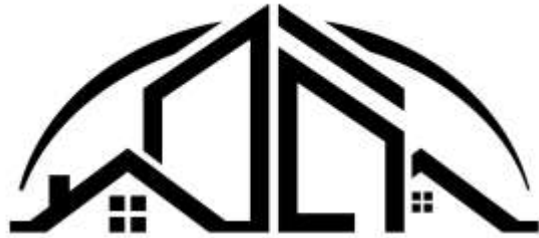
Board members need to create clear and efficient processes for collecting assessments and dues to ensure smooth operations.

Communicating Payment Schedules

Effective communication of payment schedules to members is essential for timely collections and transparency.

Handling Delinquencies

A fair and consistent approach to handling delinquent payments is crucial for maintaining trust within the community.



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**MAINTENANCE
AND
OPERATIONAL
RESPONSIBILITIES**



ROUTINE MAINTENANCE SCHEDULES

Importance of Routine Maintenance

Routine maintenance helps sustain facilities and ensures a safe environment for community members.

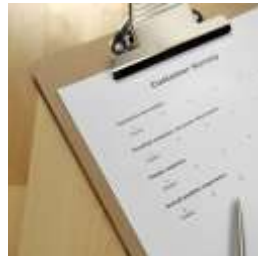
Preventing Larger Issues

Regular inspections can identify potential problems early, preventing costly repairs and ensuring longevity.

Community Engagement

Involving community members in maintenance schedules fosters accountability and pride in shared spaces.

HANDLING REPAIRS AND EMERGENCIES



Clear Emergency Plan

Having a well-defined plan for handling emergencies ensures quick and efficient responses to urgent situations.



Reliable Contractors

Identifying reliable contractors is crucial for effective repairs and timely responses during emergencies.



Prompt Response

Ensuring prompt responses to urgent situations minimizes damage and maintains safety in the environment.



CONTRACTOR SELECTION AND MANAGEMENT

Importance of Selection

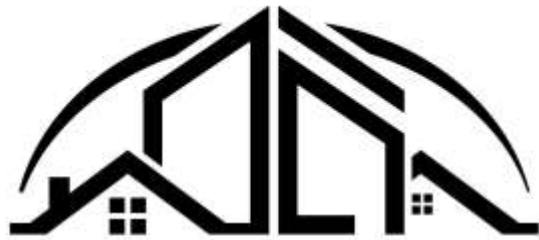
Selecting the right contractors is crucial for maintaining community standards and achieving desired outcomes.

Thorough Vetting

Board members should vet contractors thoroughly to ensure their qualifications and reliability before engagement.

Performance Monitoring

Consistent monitoring of contractor performance is essential to ensure compliance with community standards and expectations.



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**CONFLICT
RESOLUTION
AND
GOVERNANCE**



ENFORCEMENT OF RULES AND REGULATIONS

Consistency in Enforcement

Consistent enforcement of rules and regulations is essential for maintaining fairness within the association, fostering trust among members.

Understanding the Rules

It is crucial that all members fully understand the rules and regulations to ensure compliance and minimize violations.

Consequences of Violations

All members should be aware of the consequences associated with violations to reinforce adherence to the established rules.



POLICY AMENDMENTS AND UPDATES

Evolving Community Needs

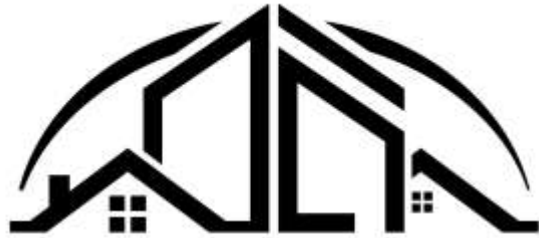
As communities grow and change, it's essential to adapt policies to meet current needs and challenges.

Regular Policy Reviews

Board members should conduct regular reviews of existing policies to ensure they remain relevant and effective.

Resident Feedback

Seeking input from residents is crucial for informed decision-making and fostering community engagement.



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COMMUNICATION
AND COMMUNITY
ENGAGEMENT

EFFECTIVE COMMUNICATION STRATEGIES



Diverse Communication Channels

Utilizing a variety of communication channels allows for greater engagement and more effective information dissemination.



Enhancing Engagement

Engaging residents through multiple platforms keeps them informed and encourages active participation in community matters.



Keeping Residents Informed

Effective communication strategies ensure residents receive timely updates about important community matters and events.



ENGAGING WITH RESIDENTS

Active Engagement

Board members should actively engage with residents by seeking their feedback on community issues and initiatives.

Soliciting Feedback

Encouraging residents to provide feedback helps improve community programs and services, fostering a collaborative environment.

Encouraging Participation

Encouraging residents to participate in community activities promotes a sense of belonging and strengthens community bonds.



ORGANIZING COMMUNITY EVENTS AND INITIATIVES

Strengthening Community Ties

Community events foster connections among residents, building stronger relationships and a sense of belonging.

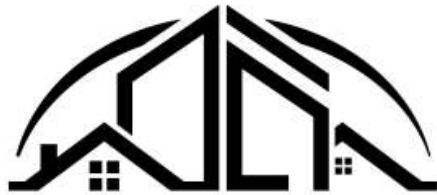
Promoting Positive Spirit

Engaging in community initiatives promotes a positive spirit and enhances the overall well-being of residents.

Opportunities for Collaboration

Events provide a platform for residents to collaborate on projects and initiatives that benefit the community.

CONCLUSION



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Understanding Roles

Clear understanding of roles is essential for effective board governance, ensuring that responsibilities are well-defined.

Financial Oversight

Financial oversight is critical in governance, helping to ensure the transparency and accountability of financial practices.

Conflict Resolution

Effective conflict resolution strategies are vital for maintaining harmony and collaboration within the board.

Community Engagement

Community engagement fosters trust and collaboration, empowering board members to contribute positively to the community.