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## HOA Board Operations Manual

by Richard Thompson

Managing a homeowner association is similar to driving a car: From time to time, you need to consult the manual...the source of all wisdom. Cars come equipped with one but HOAs don't, and for a very good reason: Each HOA is unique. So, all the more reason to create a custom Board Manual to have the "need to know" information on hand. Information to include:

1. Site Map including streets; buildings by address; common area utility valves and controls; equipment
2. Resolutions & Policies (For more on this subject, see [www.regenesis.net](http://www.regenesis.net))
3. Rules & Regulations
4. Board Members & Contact Information
5. Property Manager & Contact Information
6. Vendor List & Contact Information
7. Vendor Contracts
8. Approved Annual Budget
9. Most Current Financial Report
10. Meeting Minutes for previous 12 months
11. Newsletters for previous 12 months
12. Insurance Coverage Profiles
13. Committees: duties, members and contact information
14. Architectural Design Criteria
15. Copies of Forms (Architectural, Pool Key Request, etc.)
16. Maintenance & Insurance Areas of Responsibility List
17. Owners & Residents & Contact Information

Each director should be provided with a Board Manual that can be passed on as directors step down and new ones step up. The information should be compiled in a durable three ring binder in a logical sequence with sections identified by tabs. As new information is available, directors are given prepunched pages to insert, removing outdated pages. By this process, replication of an entire manual is only done when one is lost, saving both time and money. With an updated Board Manual on hand, all directors can respond to information requests or assist in an emergency. Much of this same information can and should be placed on the association's website for easy access by the Board and owners. See more on HOA Websites.

The Board Manual is a powerful tool that will keep the Board on track. It keeps critical information organized and accessible. No HOA board member or manager should be without one.

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