



Taking Your Community to the Next Level

Award-Winning Excellence & Experience
to benefit your community.



2019 Board Member Education

Level had a great Board Member Education Series this year with seven classes. We can not thank our educators and speakers enough in making these classes well-rounded and pertinent to the HOA industry. Amongst others, this year we were fortunate to have Antonio R. Brown from the Ombudsmans' office teaching a financial class. We are wrapping up our incredible Board Member Education Series with our interactive **HOA**

Board Member Roundtable on

Thursday, October 10th at 5:30 PM. The classes are FREE, but RSVP is required. Location will be provided with **RSVP** confirmation. **RSVP** to education@levelprop.com or go to levelprop.com and click on the red **RSVP** button.

Finding Your Missing Piece

By: Jeff Pope

Generally, Homeowner Association Boards have a hard time filling empty seats and retaining new members. Filling volunteer positions when jobs, family and life's obligations take precedence is a struggle, but is your current board making it worse?

Finding and retaining good volunteers usually entails creating a comfortable atmosphere people want to be a part of in their spare time. To accomplish this, look at your current board makeup and ask these questions:

Are our meetings too chaotic?

People are going to argue, but are those arguments leading to a resolution or hostility? Disruptive and uncomfortable meetings turn off potential volunteers. There's enough chaos every day without dealing with more of it at HOA meetings. Make sure to adopt and enforce professionalism and civility in your meetings. Assign a "sergeant at arms" from the board or a manager who can rein in meetings when they start to get disruptive.

Do we ask too much of our boards?

Some board members like to take on tasks individually, but they may be adding too much pressure unnecessarily. Board members are expected to consult with professionals and let them handle the work. The well-intentioned sacrifice may seem like a required part of the job. Potential members need to know that there are vendors, managers and attorneys to handle the day-to-day operations and that boards really are expected to direct those who work for the association.

Do homeowners know what we do?

Poor participation may stem from homeowners not knowing what the association is and what a board does. Keep your homeowners informed about every part of the community, from social gatherings to the minutiae of procedures. Information doesn't need to be just reminders of rules. Explaining what an HOA is, how it operates and its policies stomps out the notion that associations are capricious and unpredictable. Showing residents that your business is competent and organized should encourage them to be part of something professional.

Do you have too many cooks?

Maybe the reason you can't find seven people to serve on the board is that you only need five. Your governing documents will tell you how many you should have — usually a range — but at least three are needed. The more board members you have, the more you need to attend meetings for a quorum and the more difficult it is to fill vacant seats. If you've gone a few election cycles without having enough candidates, consider consulting with the Association's attorney on the feasibility of shrinking the size of the board to ensure you're holding regular meetings and getting your business done.

LEVEL COMMUNITY MANAGEMENT EMPLOYEE SPOTLIGHT

Hi! I'm **Ann Copeland, CMCA, AMS**. I've been in community management for 14 years. My background is in retail and hotel management, and I've found that is a good basis for and similar to community management. I enjoy searching for solutions to issues that arise, and no two days are the same!



I'm the on-site general manger of Yellowstone HOA. Yellowstone is a beautiful 1,200-home community located in the southwest corner of Mountains Edge. The amazing amenities include three pools, a spa and a clubhouse with a fitness center. I get to meet and interact with the residents during their comings and goings to the facilities and have new opportunities each day to make a difference!

When I'm not at work, I enjoy hiking and photography. The desert and all of the amazing places that surround us in the Valley provide many incredible photo ops, from landscapes to the macro world.

In my commitment to education, I volunteer on the Community Associations Institute Education Committee. This committee schedules, reviews and hosts the classes provided throughout the year for managers and homeowners. I believe education is the key to managers and boards working well together!



We had a great day at the 23rd Annual CAI Golf Tournament, which was held on May 31 at the Bear's Best Golf Course.



Taking Your Community to the Next Level

To learn how we can take your community to a higher **Level**, please contact **Anne Calarco** for a free proposal at 702-433-0149

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