



2023

SPRING REGIONAL FORUMS: ASK THE EXPERTS

Strategies for Reducing Conflict in HOAs



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OUR WORLD SINCE COVID

- More People Working from Home
 - Parking Issues
 - Noise Issues
- Repairs and Special Assessments Triggers
 - Increased Expenses
 - Insurance
- Economic Concerns



OUR WORLD SINCE COVID

(continued)

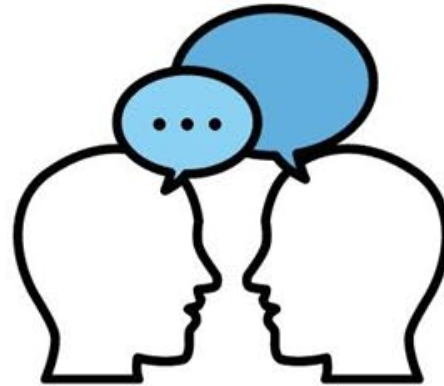
- Weather and Fires
- Different Generations Within Community/Workplace





HOW TO RESPOND TO THE ANGRY OWNER

- Check your mindset – angry owners are not nuisances!
- Ask for permission to repeat what they said
- Refrain from “I hear what you are saying”
- Goal is to make owner feel acknowledged and heard





HOW TO RESPOND TO THE ANGRY OWNER

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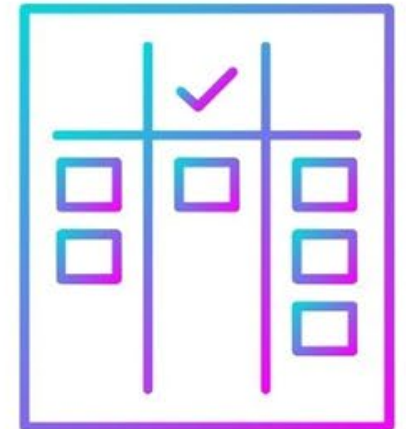
- Opportunity to educate owner and show value
- Know when to pick up the phone
- Keep your cool & politely end call
- Follow up with an email
- When to notify Board and supervisor





WHEN THE BOARD IS THE PROBLEM

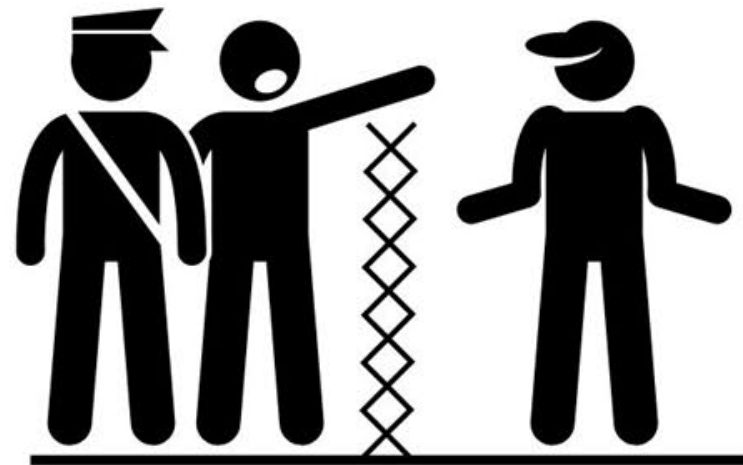
- Board Training
- Code of Conduct/Ethics Policy
- Fiduciary Obligations
- Executive Committee (i.e., censure, lawsuit, etc.)
- Board's Role
 - Represent Membership
 - Know HOA requirements/human requirements





NEIGHBOR TO NEIGHBOR ISSUES

- Make Inquiries/Investigate as Needed
- Provide Info on Outside Resources
 - Animal Control
 - Code Enforcement





SET BOUNDARIES AND STICK TO THEM

- Communicate expectations for response time
 - Manager Time for Response
 - Emergency Contact Info
- Educate Homeowners!
 - Zoom meetings, newsletters, email blasts, billing statements
 - Homeowner Portals/Websites
 - Record Requests





GETTING HELP

- Management Supervisors
- Legal Counsel
 - IDR
 - ADR
 - Court Orders - Harassment
- Insurance – D & O





IT'S NOT PERSONAL

"Sometimes resolution doesn't happen. Accept it and move forward." **Garret Satfield, CCAM**

- How to move forward





2023 SPRING REGIONAL FORUMS





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SPRING REGIONAL FORUMS

Thank you for attending!