

What Does Our Management Company Do?

We receive non-compliance notices from the management company. We send our assessment checks to the management company. We report common area maintenance problems to the management company. So, the management company makes all of the important decisions regarding our community, right? **WRONG!** The management function of our association is administrative in nature. The board is the principle policy-making body which sets policies, standards, procedures, programs and budgets. Management's function is to carry out these board decisions.

The board has the authority and the power to set policies and standards to carry these policies out. It may delegate its authority to implement its decisions, but it cannot delegate its responsibility to see that they are implemented and implemented properly. Management implements decisions of the board and administers the programs, services and activities of the association within the policies and guidelines set by the board.

When communicating with our management company, please keep in mind that although the board has given them the authority to make many of the day-to-day operational decisions, some requests are going to need the approval of the board of directors.

Here are some tips to help facilitate your communication with the board:

- When in doubt about your request, put it in writing.
- Attend the Open Forum portion of the Board of Directors meeting.
- If your request is "non-emergency" in nature, please be patient. In most cases, management will research the issue for the board so that the board can make the best educated, business decision possible.
- If you have any questions whatsoever, do not hesitate to call our association manager.