COURSE LEARNING OBJECTIVES

Common Interest Developments: Managing Condominium Association Properties (CID201)

Relationship Management
- Define the Common Interest Development
- Describe the managing agent’s relationship with boards, owners, and employees
- Identify key components of the management agreement
- Recognize common communication barriers
- Demonstrate active listening
- Interpret nonverbal behavior
- Compare conflict resolution styles
- Recognize problem-solving guidelines
- Identify and describe approaches to management
- Identify intergenerational dynamics related to management
- Determine what motivates employees
- List ways to reward staff
- Describe the human resources environment for association managers
- Understand the importance of a job analysis
- Create suitable job descriptions
- List employee recruiting methods
- Recognize when working with contractors may be appropriate
- Explain key legal issues related to employment
- Identify effective hiring practices
- Conduct a successful employee orientation
- Conduct effective performance evaluations
- Recognize performance coaching strategies
- Handle disciplinary action legally
- Manage employee turnover

Governance
- Demonstrate knowledge of a variety of governing documents, including CC&Rs, articles of incorporation, bylaws, and rules and regulations
- Identify key legal terms and implications of the documents
- Identify the legal requirements for amending documents
- Describe the authority of the Board of Directors and the importance of educating the Board on their responsibilities
- List the processes for board appointments, and identify the role of committees, including ad-hoc and standing
• Describe how the managing agent identifies the enforcement mechanism within the governing documents
• Define board, annual, special, emergency, and executive session meetings and the rules of procedure
• Conduct compliant meeting processes, including meeting minutes and the legal requirement for notice
• Define challenges of common areas for CIDs
• Identify the role of personalities in Board interactions
• Recognize how to communicate with owners/members
• Identify the legal obligations of the governing documents
• Describe the risks and rewards of using collections agencies to pursue delinquent dues

Finance
• Describe the central role of the managing agent in the financial direction of the CID
• Identify the key areas the Managing Agent may assist in the transition from Developer/Declarant control to the Board of Directors
• Classify cash, accrual, and modified accounting practices
• Describe the chart of accounts
• Identify short-term and long-term assets and liabilities
• Describe purchase order procedures
• Identify accounting software
• Demonstrate how to write statements of income and expense and how balance sheets are used to direct the finances of the CID
• Discuss the regulatory requirements for auditing the CID
• Define a budget and describe its purposes
• Identify the purpose of the budget in the direction of the CID
• Define the elements of budgets
• Characterize the different types of budgets
• Describe ways to forecast income and expenses
• Analyze budget variances
• Identify the funding issues of aging CIDs.
• Describe the role of reserve studies
• Identify the impact of collections on budgets and reserves
• Recognize how to educate Boards to secure loans from banks
• Explain the tax structure of CIDs

Maintenance and Risk Management
• Explain the definition and importance of maintenance and risk management
• Describe the differences between the various types of maintenance
• Identify the components of a maintenance and risk management plan
• Recognize the benefits of a well-managed maintenance and risk management plan
• Discuss key factors of a service request system and how it contributes to a sound maintenance and risk management system
• Explain the purpose and importance of property inspections
• Identify strategies for managing risk, describe the various types, and determine strategies for minimizing each type of risk
• Describe key insurance concepts for managing agents
• List guidelines and procedures for handling a loss
• Explain the importance of emergency and disaster planning, and identify the components of an effective plan
• Explain how to make inventory-purchasing decisions
• Identify guidelines for inventory control and storage
• Determine when to use site employees versus contract workers.
• Create detailed contract specifications
• Evaluate bids
• Describe standard components of the maintenance contract
• Identify factors to consider when monitoring a contractor’s work
• Recognize general guidelines for good property maintenance.
• Explain key maintenance issues related to big-ticket maintenance items in order to effectively maintain the property
• Explain the concept of sustainability
• Recognize energy-conservation strategies
• Develop water-conservation measures
• Educate owners on the role they play in energy and water conservation
• Identify green-building criteria
• Explain how to create a waste disposal and recycling program
• Identify strategies to reduce or eliminate environmental issues

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