

Topics Requested by Program Attendees

5407s
A presentation on why monthly meetings need to move from the nighttime, community based format to a daytime management company or public facility format. #Me To. Monthly meetings need an upgrade and if we don't push for it, it will never happen.
A subject around Public Safety, specifically pros and cons of Act 235 and 3704.
Addressing violations; mediation
ADR in more depth
Age Diversity & Communication.
Amending covenants
An Owners' meeting gone wrong
Best practices for walk through/inspections for townhome style units.
Board fiduciary responsibility in regards to upholding the Governing Documents and ensuring that Board Members are upholding the docs as they apply to them as owners
Board fiduciary responsibility vs. Manager responsibility
Board governance issues.
Board meeting alternatives (conf call, day time meetings) & effective meetings
Board overall liability: big concern or who cares.
Board/Committee/Resident and their roles/responsibility/liability
Bullying and non-sexual harrassment in the work place
Capital Reserve and Funding
Car Charging Stations
Change in culture
Choosing the right service provider
Cleaning equipment & entrance matting ROI
Collection Processes
Collections Dealing with angry residents Road Repair/Drainage Issues
Committees and their responsibilities
Community Involvement...getting residents engaged.
Compliance with City Codes
Contract creation.
Contracts
Creating and maintaining a Service Culture
Cyber Exposures and Risk Management of these exposures.
Cyber Security
Dealing with business partners and vendors.
Dealing with cheap/frugal Association(s)
Delinquencies and foreclosure/sheriff sale process (i.e. why it takes so long to collect on outstandir
Dirt road maintenance, the best ways to fill potholes, improve road drainage and when to tar and chip or to black top a road.
Disaster recovery and how to handle a major loss from the disaster recovery, insurance, and public adjuster standpoints. It is not always just high rises where major losses occur, including total building losses.
Dispute between hourly staff member and resident over "rules" such as no large furniture coming/going on the passenger elevators.
dog waste and non leashed dogs
Dogs and Common Area Enforcement Troubles
Effective Meeting Facilitation

Elections.
Event Programming
Explanation of "CONDO" insurance master policies. How to understand well enough to be able to make it make sense to a confused Board.
Fair Housing.
Finance committee policies/best practices.
Finding contractors.
Gated communities - the legal do's and do not's
Gated communities vs not gated
Governance
Harassment between neighbors. Pets Social engineering safety Overall.
Holding your management company accountable
Home Business and CCR's/Zoning Issues
Homeowners disputing violations, board members that like to bid everything out, homeowners that won't pay fees until things are done that they want done, Micromanaging board members
How Boards should formally handle dealing with owners.
How to attract and keep volunteers
How to beat Compassion Fatigue
How to better budget when there are several variable budget items. Example: snow removal and r
How to collect funds from an Estate.
How to Collect on Delinquent Accounts Effectively
how to deal with rogue board members and residents who are trying to take over a board
How to Delegate Effectively
How to draft an RFP and contract to best protect a community.
How to effectively deal with difficult vendors that the Boards hire.
How to get members more involved with community matters.
How to get members of the community more involved in committee work; too many seem to com
How to get owners more involved with their communities.
How to handle an unreasonable homeowner
How to handle pushback from residents when the Rules & Regulations change in an Association.
How to manage rogue directors - for boards and managers alike!
HR
I would like to see a seminar solely geared to Board and/or community members to comprehend a property manager's role.
In depth transition from developer to homeowner control and the issues associated with it.
Infighting Executive Board; Difficult Staff Member
Insurance claims, how to read the policies, and what do we need to make sure is included in our po
Introducing native plants to restore natural balance to developed neighborhoods: why, what, and h
Judiciary Committee structure and Alternative Dispute Resolution experiences
Leadership
Legal Case updates
Legal collections.
Legal issues and how do we handle them. Cyber security - are we responsible if the management program is hacked. Insurance responsibilities. Where does the buildings responsibility end and the Unit owners begins. Service animals, assistance animals and companion animals with samples of forms for each. Facade inspections - City license changes - fines etc.
Long term roof maintenance
Long-Term Rentals and FHA

Manager's Protection How to Create a Total Compensation Strategy
Managing disgruntled members
MEETINGS: roberts rules of order; quorum and adjournment; proxy formats; voting options other t
More client onboarding and client retention
More on amenities and/or programs Recreation
Neighborhood Safety.
Office Technology
Outside visitor/contractor trying to break the rules, maybe bribing the team to break a rule.
Pets seem to big a big issue with everyone having an emotional support animal. It seems more people are using this as an excuse to get around the pet rules of a community.
Picking up dog waste. Children in age restricted communities that visit and never leave. Board members that are so strict as dictorial whereby people are moving out.
Planning Your Succession Plan
Preventive maintenance for environmental areas like retention/detention. Ponds; Life Safety for Club Houses(what systems like Fire Card Access) are important and why.
project management
Proper repair and sustainability for existing asphalt shingle roofs.
Public rentals of private community facilities
Public Safety and the pros and cons of act 235 and act 3704
Putting together a Powerful Presentation
Race or gender inter resident conflict. Staff abuse by owner issues.
Resale Packets
Reserve and deferred maintenance planning
Reserve finance
Reserve Finances
Reserve funding
Reserve Studies / Preventative Maintenance Analysis
resident moving in at a time not allowed per rules 2. resident didn't go through the proper process before undergoing a major renovation in unit
Residents confronting Board members in public spaces about community questions/issues - Irate residents confronting and taking their anger out on property management staff in-person or over the phone.
RFP and comparing bids
Road maintenance
Roof Replacement and Landscaping
roof top deck options reserve planning
Roofing
Roundtables of best practices: Maintenance people gather together, same with Bookkeepers, collections, recreation, Board members, etc. it will also promote networking outside of the CAI meetings
Rule enforcement
Short-Term Rentals and Enforcement Troubles
Technology such as access control, automation of systems, etc.
The explosion of Airbnb's that have been popping up int he Pocono's and what an HOA can do abo
The role of community association security and what they can actually do and cannot do - good for
Time management
Training New Managers
Transition

Transition
Transitions II - What happens when negotiations fail?
Unsavory behavior toward management by Association members.
updating rules and regulations and polices
Use of Green Roofs for Stormwater Management
Violation Enforcement
Ways to increase member participation in community events, meetings etc.
When to obtain a loan and when to raise dues to avoid borrowing funds. The risk of placing community reserves in the stock market
Where the next generation of managers is coming from.
workplace culture