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Is it time for an association checkup?

As a member of your condo or community association do you ever find yourself wondering *"is it just me, or is something not working?"*

Maybe it's a string of ignored emails. A meeting that went sideways. A financial report that didn't make sense. Maybe you're feeling too much strain from a volunteer position. Maybe you can't quite put your finger on what the issue is, something just doesn't feel right.

We developed this simple association board health check to help get to the root of your issues and provide a sense of how your fellow board members are feeling.

Check off any of the symptoms you've experienced in the past 6-12 months:

The checklist

Communication and follow-through

- [ ] We've had to follow up more than once to get answers
- [ ] We've been left wondering whether something got done
- [ ] Owners have started emailing us directly instead of the manager
- [ ] Important updates come too late, or not at all

Board workload and burnout

- [ ] It feels like the board is too involved in the day-to-day management
- [ ] We've started doing things the manager should be doing
- [ ] Board members are stepping down, or thinking about it
- [ ] Being on the board is more stressful than it used to be

Manager consistency and support

- [ ] We've had more than one manager in the past few years
- [ ] When our manager changed, the new one struggled to transition into the role
- [ ] We have no idea who supports or supervises our manager

Financial oversight

- [ ] Monthly reports are late, unclear, or contain errors
- [ ] We've had unexplained charges or budget confusion
- [ ] Nobody walks us through variances or risk areas

If you checked six or more

Signs point to your association board doing more than your share, and it might be time to reconsider whether your current management company is meeting the needs of your community.

Top signs it's time to make a change

Communication delays have become normal.

The occasional slow reply is understandable. But when unanswered emails, vague updates, or last-minute notices start piling up, it's more than a manager issue, it's a structural one.

The question becomes: *Is your manager supported with the right tools and teams to stay ahead, or are they working reactively?*

You're too involved in the day-to-day operations of the community

If you've ever thought, *"Why am I chasing contractors, organizing meetings, and reminding people to follow through, isn't that what our management company is for?"*

When board members consistently step in to manage day-to-day operations, it's a sign your manager may not have the time, support, or structure to lead effectively.

Board meetings feel more like firefighting than planning

If your meetings are spent chasing past issues instead of looking ahead, that's not just a time management issue, it's a leadership gap.

A good manager doesn't just sit back and watch the proceedings; they help move things forward.

You've had more than one manager in the last two years

High turnover is a red flag. Even if you like your current manager, ask yourself *"If they left tomorrow, would we feel supported by the company, or stuck starting over?"*

If your answer is "stuck," your building may be running on personality, not process.

You feel like your building is being maintained, not managed or led

There's a difference.

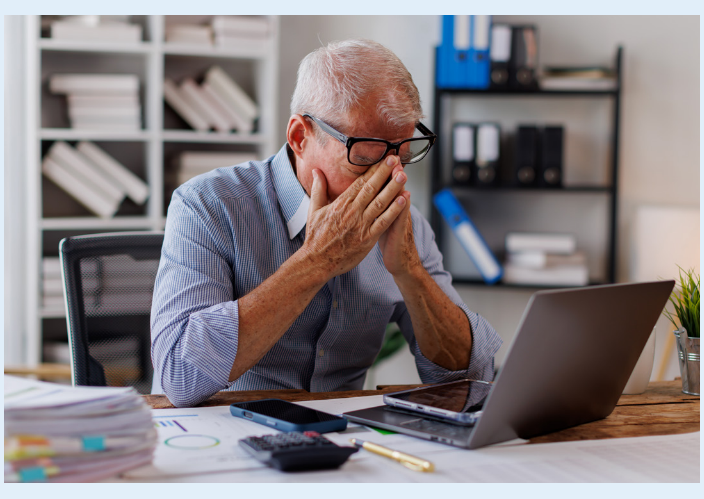
- **Maintenance** is performing the minimum to keep things running
- **Management** is looking after the day-to-day operations
- **Leadership** moves things forward

If your manager isn't bringing ideas, plans, or proactive solutions to the table, you're not being led, you're being maintained. And that rarely creates long-term value.

You've lost confidence, and it's affecting the board

While you may have a personable manager that tries their best, the most important question is, *"Do we trust them to handle this building the way it deserves to be managed?"*

When confidence starts to fade, so does board morale. Good volunteers leave. Meetings get longer and more disorganized. Tasks pile up. That's when buildings stagnate.



Financial reporting feels confused, late, or questionable

You shouldn't need a finance degree to understand your building's financials.

If reports arrive inconsistently, include unexplained variances, or leave board members asking more questions than they answer, it's a sign the accounting function isn't as strong as it should be.

Initiating change

Switching management companies isn't about being reactive, it's about being responsible. But it can be difficult to know where to start.

With a clear understanding of the service gaps your community is experiencing, and the ability to recognize the clear signs it might be time to make a change, your board is in a better position to start the conversation.

Let's Talk

Find out why more communities choose to partner with FirstService Residential.

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