

Survey Results: **Staff Changes**

When it comes to your association, the community manager is the face of the community, interacting with residents and board members alike. When a manager moves on to another role it leaves a gap that needs to be filled efficiently and effectively. The experiences board members have when they hire a new manager vary, so we wanted to learn more about how the changes impacted you and your community.

We surveyed board members across North America and received more than 500 responses. Here's what boards like yours had to say about staff changes in their communities and how it impacted them.





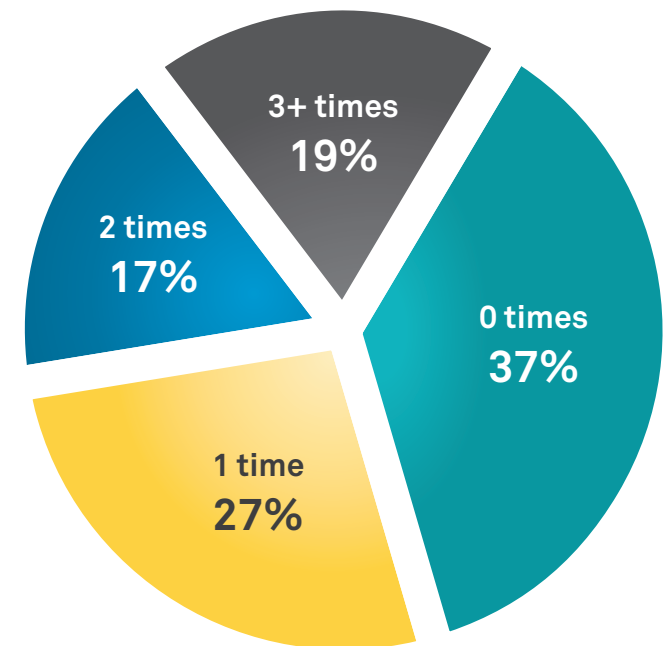
Change is Inevitable

Of the board members we surveyed, **well over half had changed managers at least once in the last 3 years**, with a third of the communities changing managers more than 3 times. Whether the manager retired, got promoted or simply moved on to another professional opportunity, the outcome was the same: the communities all needed a new manager to replace the previous one.

With the knowledge that staff change can be expected, it's important for your board and management company to have an established interviewing and hiring process in place to quickly fill the position with not only a capable manager, but a great cultural fit as well.

A good association management company will have the resources and expertise to support your board and find the best fit for the community.

How many times has your community manager changed in the last 3 years?



Great Communication Makes Transition Easy

Of the respondents that had staff changes over the past 3 years, there was a fairly even split among positive, neutral and negative experiences with the transition.

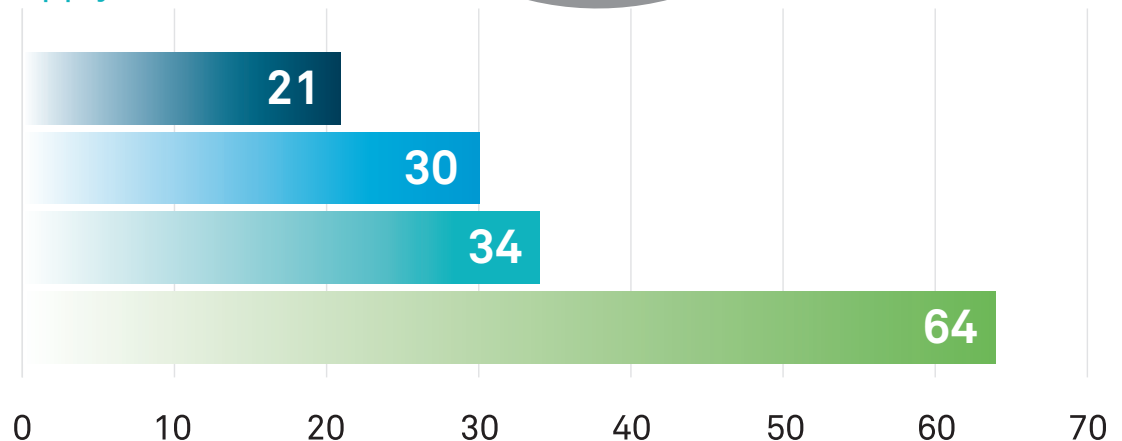
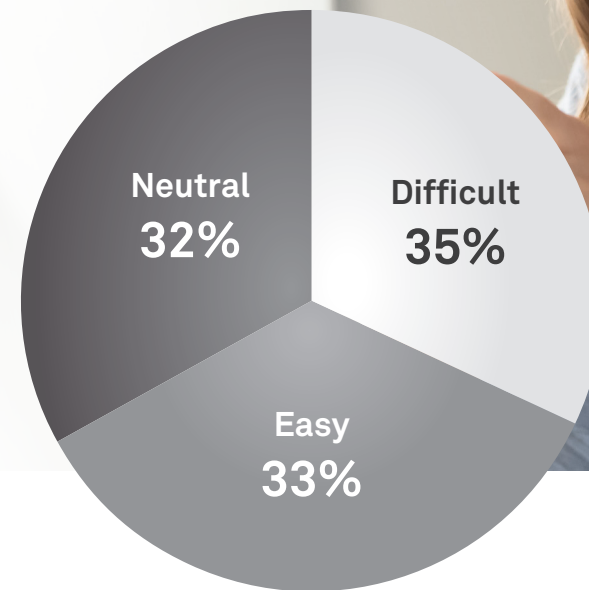
For those board members that felt the transition to a new manager was easy, a **majority of them highlighted “Great communication between the new manager and board” as the major factor in the successful onboarding of the new manager.**

Responsive communication is an integral part of establishing the foundation for a solid relationship between board members and the new manager. Additionally, having support staff from the management company to aid the transition was the second most common success factor.

What made that transition easy? Choose all that apply.

- Central location for institutional knowledge (e.g., maintenance schedules...)
- Clear onboarding process and standard operating procedures
- Support staff from the management company (e.g., accounting rep, customer care...)
- Great communication between the new manager and board**

On a scale of 1 to 10, with 1 being very easy and 10 being difficult, how difficult was that change?





360° Support is Key

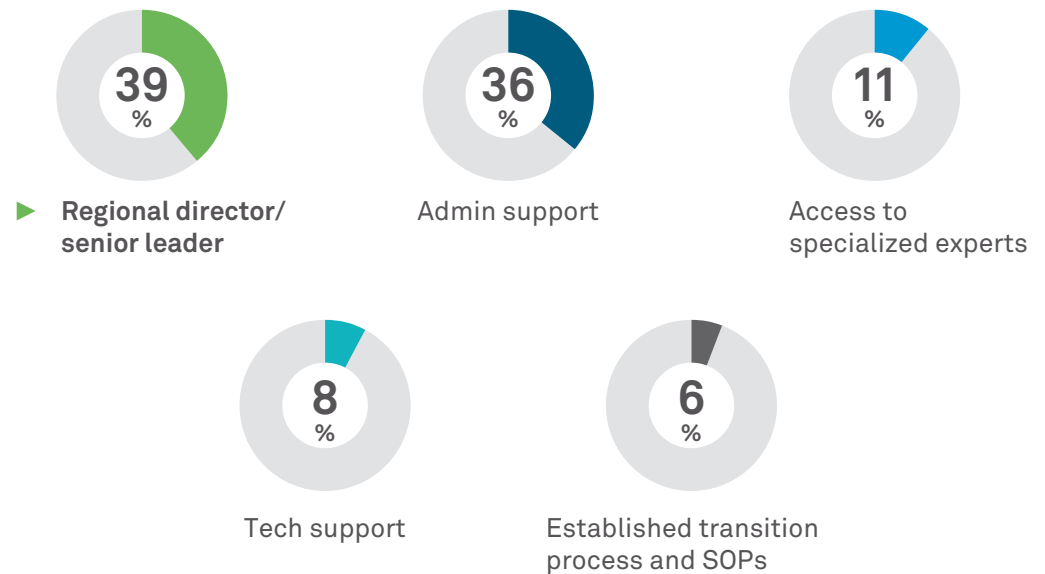
When asked what type of support is the most important to them, **board members said that having a regional director or senior leader and administrative support is critical for a successful transition.** This highlights the need for 360 degrees of support when bringing a new manager onto the team.

The senior manager or regional director plays a role as the team's hub and acts as the project manager and primary point of contact.

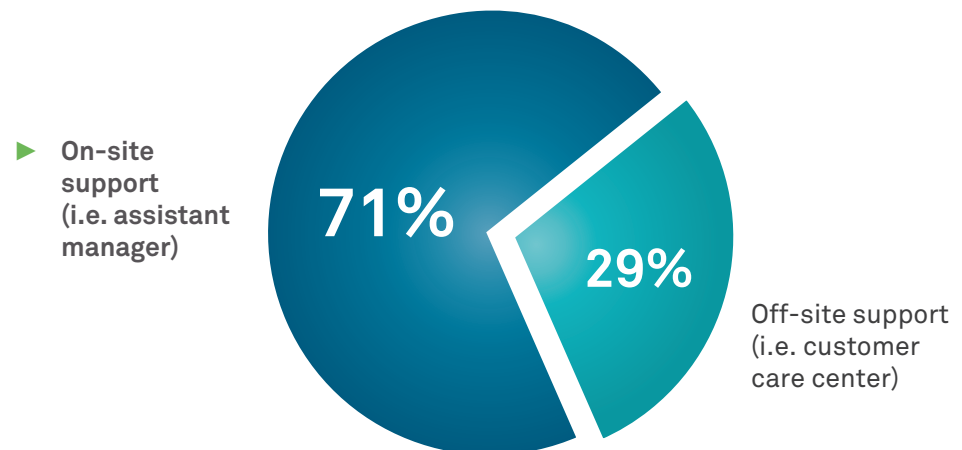
Administrative support collect and organize documents and handle the day-to-day tasks needed for the community so nothing gets overlooked.

To further highlight the need for support on daily tasks, an overwhelming amount of board members who said administrative support was important (71%), said that onsite support helps make the transition run more smoothly.

What type of support is most important when transitioning from one manager to another?



What type of administrative support would make these transitions easier?



Many Factors Can Improve a Difficult Experience

Not all the board members surveyed had a smooth transition to a new association manager. When asked what made the experience difficult, they had more varied reasons for their difficult transition, meaning there are many pieces in play to make a change in staff an easy one.

The most common reason for a difficult experience was that there was no clear onboarding process or standard operating procedures in place, followed by poor communication between the new manager

and board and lack of support staff from the management company.

Standard operating procedures, or SOPs, are an essential part of an easy onboarding process. They provide a step-by-step process for identifying and addressing each aspect of a staff transition by reducing risks and ensuring your board and the support team are on the same page. It also helps the support team prioritize things that need immediate attention and ensures tasks aren't falling through the cracks.

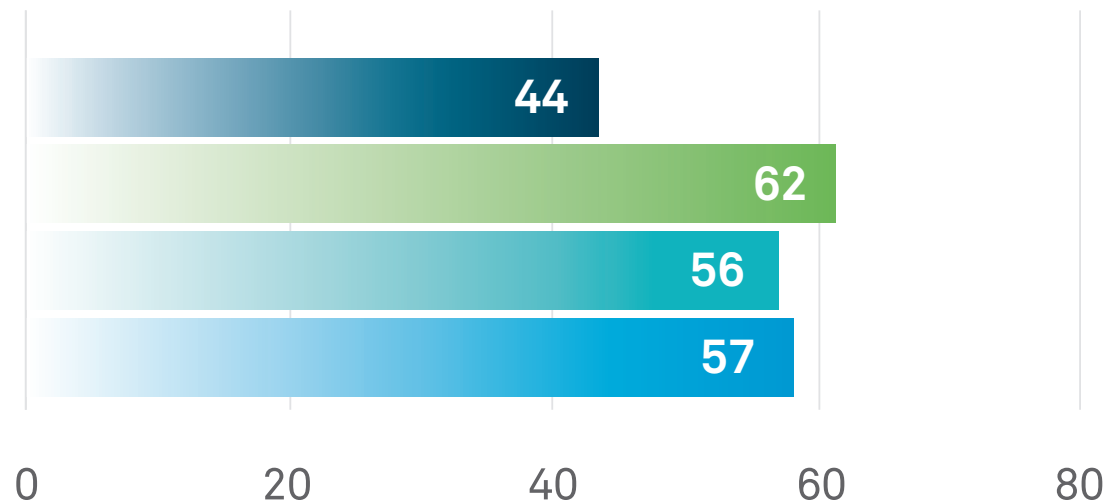
What made that transition difficult? Choose all that apply.

No central location for institutional knowledge
(e.g., maintenance schedules, current capital projects...)

**No clear onboarding process or standard operating
procedures in place**

Lack of support staff from the management
company (e.g., accounting rep, customer care...)

Poor communication between the new manager and board



Takeaways

As highlighted in the previous section, great communication and excellent support staff are necessary for a seamless transition. In fact, board members who had a difficult time bringing on a new manager stated that poor communication and lack of support hampered their efforts for a successful onboarding.

While staff changes are inevitable in association management, the experience can be a pleasant one with a good management company handling the hiring, training and support throughout the entire process.

Learn more about what a great onboarding process looks like by downloading our guide, *Welcoming Change: Smooth Staff Transitions*, today.



Whether your community is getting a new manager or staff, or transitioning from self-managed to a management partner, the process and support you receive in the interim sets the tone for the future success of your community. Change may be inevitable, but when handled properly, it can be a welcomed opportunity to fuel residents' energy and create a new sense of purpose that benefits the entire community.



FirstService
RESIDENTIAL

About FirstService Residential

FirstService Residential is North America's residential property management leader, partnering with 8,500 communities across the U.S. and Canada. HOAs, community associations and condos rely on our extensive experience, resources and local expertise to maximize their property values and enhance their residents' lifestyles. Dedicated to making a difference, every day, we go above and beyond to deliver exceptional service. FirstService Residential is a subsidiary of FirstService Corporation (FSV), a North American leader in the property services sector. Find out how we can help your community thrive.

Visit www.fsresidential.com.

Want to know more?

To learn more about how to make staff changes go more smoothly through 360-degrees of support, established onboarding procedures and ongoing training, [contact FirstService Residential today.](#)