



Checklist: 8 HR questions to protect your association

As a board member for your Texas homeowners association (HOA) or condo owners association (COA), it's crucial to make sure your management company has the human resources (HR) support necessary to meet your association's needs. This means a comprehensive HR team that recruits the best candidates, equips employees for success, and legally protects your HOA or COA.

8 questions to ask and why.

Whether your board is hiring a new management company or reevaluating your current situation, **use this checklist** to make sure you're asking the right HR-related questions to protect your association:

Do you have in-house recruiters or rely on a third party?

The HR team should know the industry, identify quality candidates, and provide hands-on training as well as long-term guidance to employees.

Who is the official employer?

This question affects how employees are managed, compensated, and evaluated.

What HR responsibilities will your company handle?

A dedicated HR team should provide comprehensive support beyond just recruiting and payroll.

What kind of training will you provide to the association's employees?

High-quality training ensures staff members know how to do their jobs safely and efficiently.

How do you recruit and evaluate potential/existing employees?

A sound recruitment and evaluation process will ensure that your association hires and retains the right people.

Who will be the liaison between our board and the staff?

Establishing proper communication channels between the board and staff members is key to a successful working relationship.

Who will be our main contact to address HR matters with staff?

Knowing who to contact for HR-related issues saves time and prevents misunderstandings.

How do you transition existing employees - do you provide on-site orientation, and are board members able to attend?

Having a solid transition plan with on-site orientation will ensure that all employees are well-informed (and less stressed) during the transition period.