



HOA Board Effectiveness

Survey Results

What Do Board Members Think?

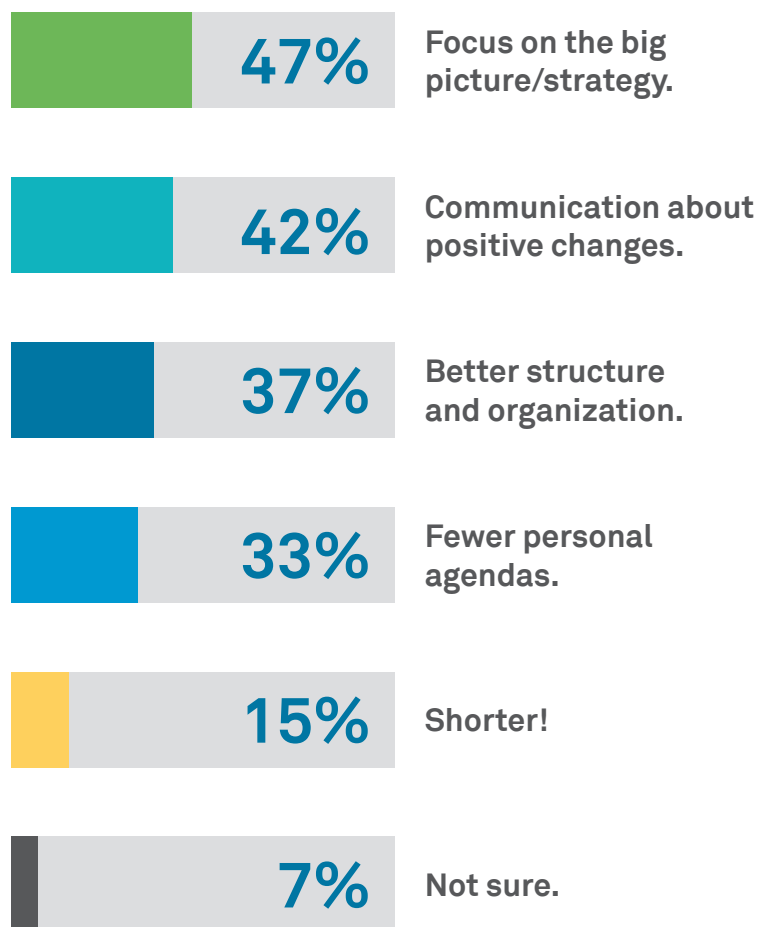
We asked board members 10 questions on what it takes to have a great association. Read on to see what they think about their roles, events, committees, volunteers and other hot topics.



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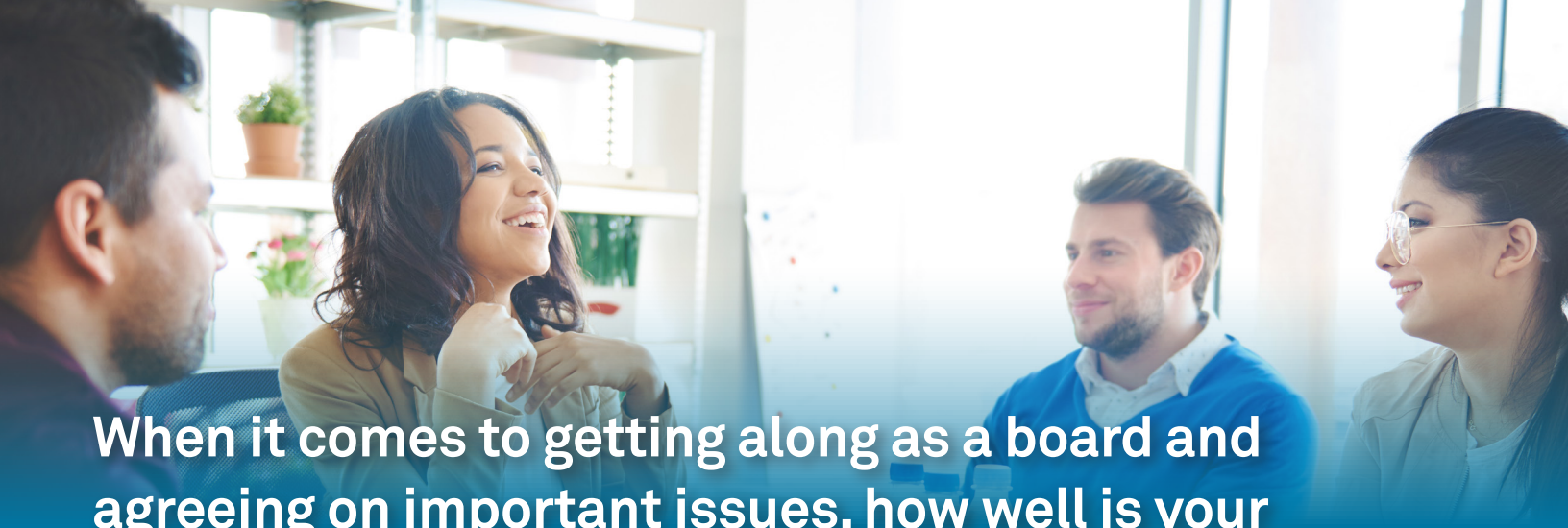


Effective board meetings can help create positive change. What are some ways that your board meetings could improve? (Select 1 or more.)



POSITIVE VIBES:

Only 30% of surveyed California HOA board members said that their meetings could use a lift. In fact, communicating positive changes builds your HOA's reputation. Work with your manager to ensure that positive changes are included in the agenda (bonus points if you tie those back to your vision). Read our article, ***6 Ways Your Board Can Improve HOA Meetings***, to get more tips: <http://bit.ly/HOA-Meetings-CA>



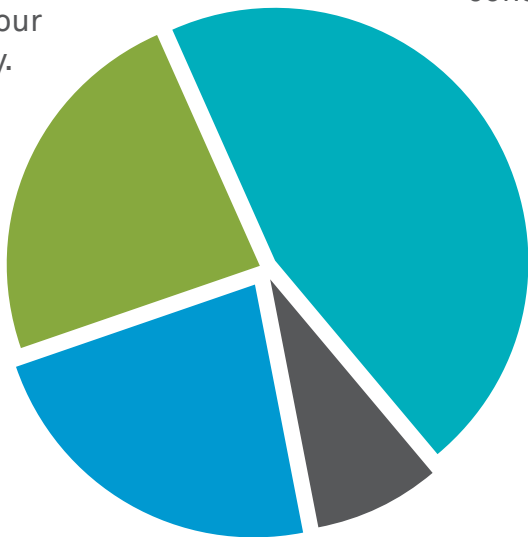
When it comes to getting along as a board and agreeing on important issues, how well is your board aligned?

24%

Highly aligned.
We are like-minded and have similar values for our community.

46%

Mostly aligned.
We typically agree on the issues, but we don't immediately come to a consensus.



23%

Somewhat aligned.
We get along, but we don't always agree on what's important for the community.

8%

Not aligned.
We don't have the same values and we don't easily come to a consensus.

GUT CHECK:

While nearly three-quarters of surveyed board members **said** that they are highly or mostly aligned – not **everyone** on the board may think that. You and your fellow board members may want to compare survey results or take DiSC training (facilitated by your management company) to see if perceptions match reality.



Board education is everything. What are some topics you think would benefit your board? (Select 1 or more.)



49%

HOA legislation
and regulations



43%

Strategic community
planning



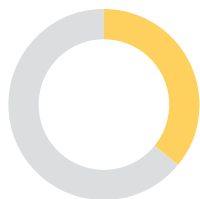
39%

Board member roles
and responsibilities



36%

Budget planning
and reserves



36%

Preventative maintenance
and capital improvements



29%

Taking your association
to the next level



23%

Working with
different personalities

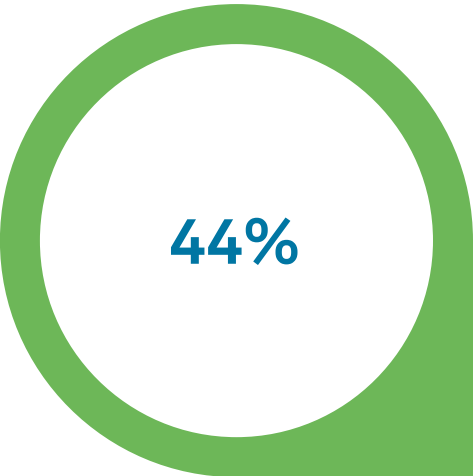
POLICY PRIORITIES:

Your board is making policy decisions that influence your community, so make it a priority to stay educated on topics like legislation, budget and board responsibilities. Make sure your management company provides regular training for your board.



A great association requires great volunteers.
What kinds of volunteers make up your association?

We have a hard time getting any volunteers.



We get an average number of volunteers, but it's usually the same people.



We get volunteers who are there for personal agendas, not necessarily the community's best interest.

We get a big and diverse mix of volunteers who are there to make the community better.

GET CREATIVE:

Only 17% of surveyed California board members

said that they get plenty of volunteers with the right motives. To get more of the right volunteers, work with your manager on a creative communication strategy that fits your association vision, such as social media announcements and word-of-mouth requests.

See more strategies in this article: <http://bit.ly/Committee-Tips-CA>



Do you have any committees in your association?

46%

Absolutely!
They are a valuable asset to our community.

21%

Yes, but they aren't running very smoothly.

20%

No. We need them, but it's too difficult to get them started.

8%

No. We don't need them.

5%

Not yet. We're not sure what types of committees would benefit us most.

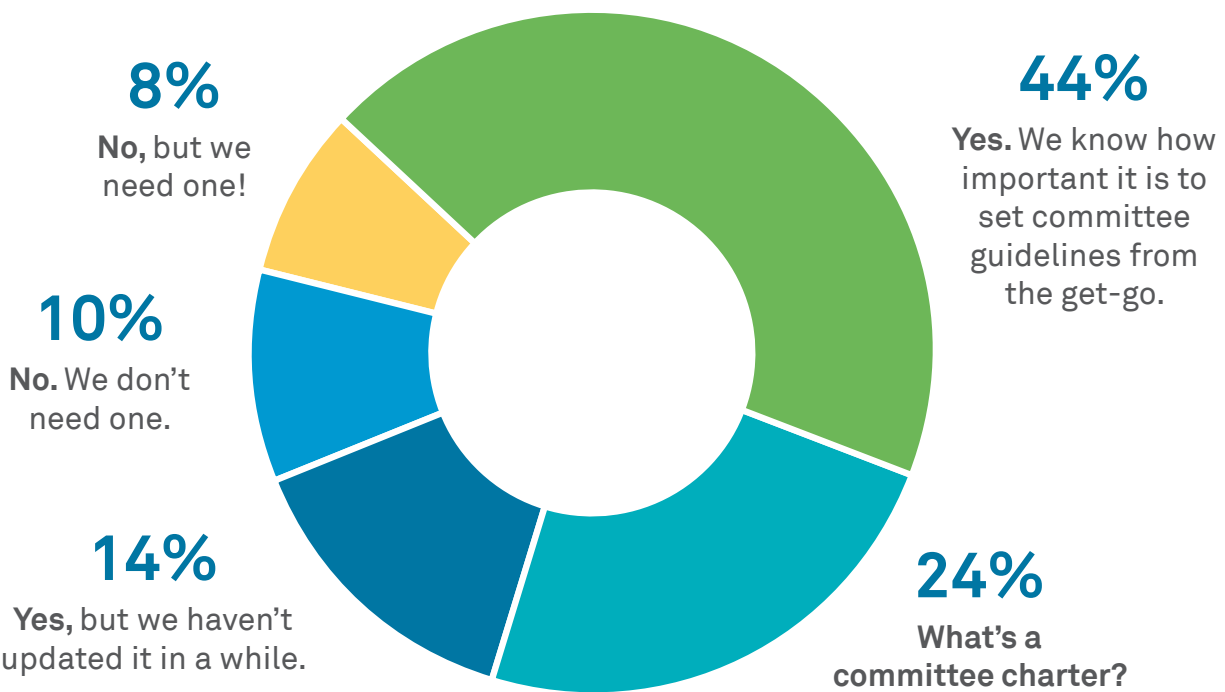
1%

Not yet. But they're in the works.

JOIN THE CLUB:

Committees are powerful because they can help take the board member out of the hot seat when it comes to making recommendations and suggestions. **Learn more about the power of committees in our article here: <http://bit.ly/Committee-Tips-CA>**

Have you created a committee charter?



WRITE IT DOWN:

More than 40% of surveyed board members said that they don't have a committee charter (or don't know what it is!). A charter sets expectations and goals for members, so that the group is aligned and working on initiatives that will benefit the community. **Download our step-by-step charter guide here: <http://bit.ly/CA-Charter>.**



A great association brings people together.

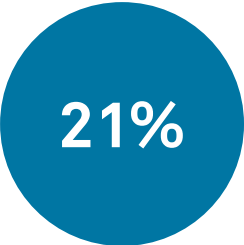
How important are events in your community?



Important. We host a few events that are well attended.



Fairly important. We try to have one or two during the year.



Very important. We have several large events during the year that most of our community attends.



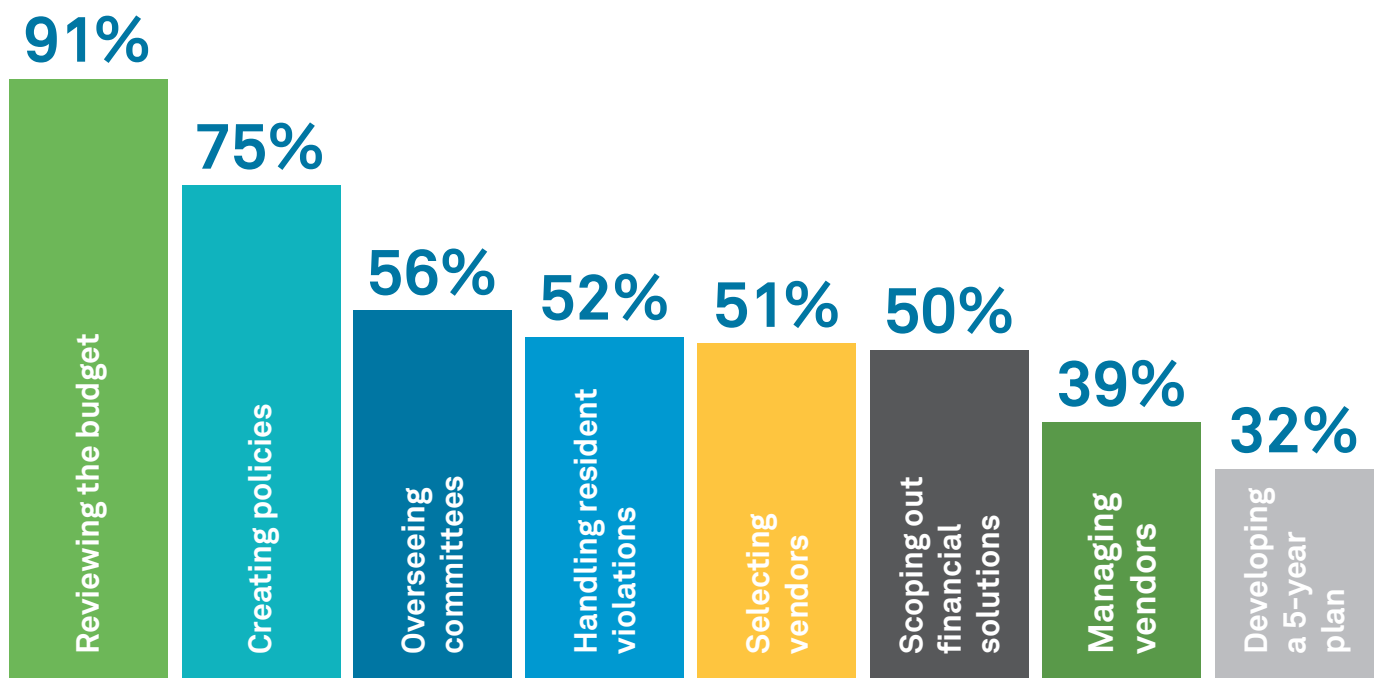
Not important. We don't need to have events.

MEET AND GREET:

While events may not be right for every association, they can encourage resident involvement. Host a “get-to-know-you” event, and you may end up meeting potential volunteers or committee members.



Your board’s roles and responsibilities can have a big impact on your association’s success. What responsibilities have you taken on as a board? (Select 1 or more.)



RED FLAG:

More than 50% of all board members surveyed said that they are handling resident violations and nearly 40% said that they manage vendors. Taking on violation and HR tasks can put your association at risk (including potential lawsuits). Your board should primarily be a “policy board” and give sensitive tasks to your management company.



A great association can be characterized by many different things. Out of the following qualities, what is most important to you? (Select 1 or more.)



Healthy reserves and a solid budget



Well-maintained property and great amenities



Board members that care about the community and get along as a group



Efficient and effective board meetings



Enthusiastic volunteers who are there for the right reasons



Happy residents and excited future homeowners

PRIORITY CHECK:

While budget and maintenance ranked high on the list of most important qualities, **50% of board members didn't select residents as a top priority.** Keep in mind that your association's reputation and property values are driven by happy residents and should be considered when creating policies and planning improvements.

ABOUT FIRSTSERVICE RESIDENTIAL

FirstService Residential is North America's property management leader, partnering with 8,000 communities across the U.S. and Canada. HOAs, community associations, condos and strata corporations 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.

For more information, visit www.fsresidential.com/california.



Read Success Stories

See what other great associations are doing differently.

Read the latest association success stories here: <http://bit.ly/Success-Stories-CA>

QUESTIONS? CONTACT US TODAY:

Northern California

Heather Peters

916.527.6153

heather.peters@fsresidential.com

Southern California

Hallie Kirkingburg

951.973.7524

hallie.kirkingburg@fsresidential.com