

EBOOK

New Year, New Strategies

Resolutions Every Community Association Board Should Make



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INTRODUCTION

A new year brings fresh opportunities for reflection, renewal, and reinforcement of your HOA's (homeowner's association's) or POA's (property owner's association's) vision. For board members, this is the perfect time to step back, assess where your association stands, and identify areas where small improvements can yield major benefits.

Whether you're looking to strengthen governance, increase transparency, improve communication, or streamline operations, setting thoughtful New Year's resolutions can set the tone for a successful year ahead.

REVIEW GOVERNING DOCUMENTS

Your association's governing documents are its backbone, but outdated or unclear language can cause confusion and conflict.

Make it a priority to:

- › Refer to the bylaws, CC&Rs (Covenants, Codes, & Restrictions), and rules regularly and operate within the boundaries dictated by the governing documents
- › Adopt rules to help clarify any vague language in the governing documents
- › Ensure compliance with current state and local regulations

Amending the governing documents is not a simple undertaking; however, sometimes it may be necessary. If you need to make changes, work closely with attorneys and your community manager during the process. Keeping documents current protects your community's integrity and reinforces strong governance.

CREATE AND SHARE AN ASSOCIATION CALENDAR

A community that plans together stays together. Build community and avoid last-minute rushes by organizing a comprehensive calendar.

Start with:

- › Scheduling board and membership meetings for the entire year. Plan ahead for community events and maintenance projects
- › Using a digital platform such as a website or portal to communicate updates
- › Encouraging residents to note important dates to maximize participation
- › Setting reminders for upcoming contract or insurance policy expiration dates
- › Identifying deadlines for meeting notices, nomination forms, ballots, and other time-sensitive tasks related to meetings and voting

An accessible calendar strengthens collaboration and eliminates guesswork.

REVIEW AND OPTIMIZE SERVICE PROVIDER CONTRACTS

Service providers play a critical role in maintaining community standards and quality of life. Whether it's landscaping, regular maintenance, or utilities, contracts shouldn't be set-and-forget. While developing the budget for the upcoming year, look for variances from the budget and identify what adjustments need to be made.

Annually:

- › Review all service provider contracts for performance and pricing
- › Revisit community expectations and ensure the scope of work contracted aligns with the community's current needs
- › Identify opportunities to renegotiate terms or eliminate unnecessary services

Regular contract audits help ensure your community receives value for every dollar spent.

CAMS clients can take advantage of our [Trusted Service Provider program](#), which vets service providers to ensure they have what is needed to work on CAMS-managed properties.

STRENGTHEN INSURANCE COVERAGE AND RISK MANAGEMENT

Risk management is one of an owner's association board's top responsibilities. To fulfill this duty, boards must commit to evaluating insurance policies to ensure adequate coverage is in place and aligned with the association's needs.

- › [Review all insurance policies annually](#) with your community manager and an insurance expert
- › Ensure coverage aligns with current state laws and governing documents
- › Identify any gaps that could expose your association to risk
- › Revisit coverage needs before and after major weather events or big community changes

Staying ahead of potential liabilities provides peace of mind for the board and community.

PRIORITIZE EMERGENCY PREPAREDNESS

No one plans for an emergency—but every association should be prepared for one.

[This year, prioritize safety by:](#)

- › Reviewing and updating emergency preparedness plans
- › Communicating evacuation routes, shelter locations, and emergency contacts
- › Tailoring plans for your community's unique needs and location
- › Collaborating with your community manager on realistic solutions

Educated residents and clear procedures can make all the difference during a crisis. If your community doesn't have an emergency plan, CAMS community managers can assist in tailoring a policy to your specific needs.



SET REALISTIC GOALS FOR THE YEAR AHEAD

Strategic planning is essential for boosting community satisfaction and efficiency. Instead of attempting too much, [focus on setting specific, attainable goals.](#)

Consider resolutions like:

- › Enhancing communication channels between residents and the board
- › Updating common areas or tackling deferred maintenance projects
- › Launching community-building initiatives or events
- › Reviewing financial goals for association income, expenses, and confirming that reserve balances and future capital needs are aligned

Remember: small, steady improvements can yield big results over time.

COMMIT TO ONGOING EDUCATION

Effective governance starts with informed leaders.

This year, resolve [to invest in board member education](#) and training by:

- › Attending workshops or webinars on HOA finance, legal issues, or meeting procedures. CAMS holds [monthly “Ask the Experts” webinars](#) that cover the most important issues association boards may face
- › Reviewing governing documents and learning best practices for decision-making
- › Bringing in experts, including your community manager, to speak on key topics

A well-educated board is better equipped to handle challenges, serve confidently, and keep owners informed.

CONCLUSION

A successful community association doesn't happen by accident - it's the result of thoughtful planning, informed decision-making, and a commitment to continuous improvement. By adopting these New Year's resolutions, your board can build stronger relationships with residents, improve transparency, and lay the foundation for a prosperous year. This January, take charge, get organized, and lead your community with confidence.

Here's to a successful year of growth, progress, and community pride!



At CAMS, our top priority is keeping all aspects of your community running seamlessly. We make leading and living in a managed community better and easier than ever.

Contact us to learn more today!



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For Community Associations Since 1991.

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