



# Winter 2012 HOA Training Academy

**Class #1: Tuesday, January 24, 2012, 6 p.m. to 8:30 p.m.  
Glendale Adult Center, Room 106, 5970 W. Brown Street**

Featured Topic - The Fundamentals of HOA Board Work

This class will look at the structure of a community association, how they function from transition to present day. We will provide an in-depth look at the roles and responsibilities of the board of directors, members, manager, committees and the architectural committee as they conduct the business of the association.

HOA Board Meetings: How they can be run fairly, smoothly and expeditiously  
Effective and efficient board meetings create productive boards, increase morale and make it easier to recruit volunteers. Students will be given an overview on how to conduct themselves as board members or what to expect from board members.

- Follow the law! The Arizona Open Meeting Law: quorum, notice, procedure, minutes
- What are the roles of the individual board member and the officers?
- How to plan, prepare and structure the agenda for a board meeting
- Determine the type of parliamentary procedure to use and keep the meeting moving
- Learn how and when residents may participate in the board meeting
- Learn how to deal with conflicts that occur during a meeting
- Learn how to enlist community input

**Class #2: Saturday, January 28, 2012, 9 a.m. to 11:30 a.m.  
Glendale Adult Center, Room 106, 5970 W. Brown Street**

Featured Topic - The Legal Aspects of Running an HOA and reviewing Arizona's New HOA Laws

The new HOA laws passed by the Arizona Legislature, will directly impact how you operate your HOA. Learn what you need to know to stay within legal expectations. The top 10 legal aspects of running a community associations, including compliance with Arizona and Federal laws and collecting delinquent assessments.

**Class #3: Tuesday, January 31, 2012, 6 p.m. to 8:30 p.m.  
Glendale Adult Center, Room 106, 5970 W. Brown Street**

Featured Topic - HOA's From The Inside-Out

Your HOA is a business, a nonprofit corporation governed by the declaration of CC&R's, articles of incorporation and by-laws. This overview will define HOA's, the governing documents, organizational structure and rights and responsibilities of boards of directors and homeowners. Specific topics to be covered include characteristics and types of HOA's; organizational structure and board structure; hierarchy and purpose of governing documents; statutes and regulations; and fiduciary responsibility and duty.

**Class #4: Saturday, February 4, 2012, 9 a.m. to 11:30 a.m.  
Glendale Adult Center, Room 106, 5970 W. Brown Street**

Featured Topic - CC&R Enforcement

Legal enforcement of covenants, codes and restrictions (CC&R's) is an important part to maintaining overall quality of life and basic community standards for HOA's. However, enforcement can be a time consuming and costly task for any HOA governing board. How do you encourage residents to abide by the rules and when and how to take legal action when they don't. Get practical advice on effectively administering CC&R's, not to mention opportunities to share class member experiences.

**Class #5: Tuesday, February 7, 2012, 6 p.m. to 8:30 p.m.  
Glendale Adult Center, Room 106, 5970 W. Brown Street**

Featured Topic - Top 10 Common Errors Boards Make

The 10 Things that get boards into trouble are interpreted and discussed in this class. We will spend time on Arizona's Open Meeting law, foreclosure and bankruptcy, association fines and penalties, inspection of books and records by association members plus 6 more areas that are commonly mishandled by the board of directors. Additionally we will provide an overview of the new changes in Arizona law, including, but not limited to, recording of board meetings, use of email, executive sessions, open committee meetings and the requirement to have an agenda at every meeting.

Featured Topic - Embezzlement: Preventing Theft/Fraud of HOA Funds

No association wants to be notified by their accountant, or banker that funds are missing from the community association's account. Learn the simple, but imperative steps necessary to safeguard the community's funds.

**Class #6: Saturday, February 11, 2012, 9 a.m. to 11:30 a.m.  
Glendale Adult Center, Room 106, 5970 W. Brown Street**

Featured Topic - HOA Budgeting, Financials and Reserves

Financial security is critical to the welfare of any HOA governing board and the residents it serves. When do you need to pursue a special assessment? How often should your HOA finances be audited? What are some of the financial trends you should look at on a regular basis to ensure your organization is in the black? Periodically reviewing your homeowners' association reserve account ensures that your association has accurately projected its future funding needs for planned and unanticipated (emergencies) costs, while also helping to establish a correct level of funding in anticipation of these costs. This session will cover reserve studies, reserve accounts, operating accounts and budgets—all of which will help ensure the long-term future of your most important investment: the neighborhood in which you live.

**Class #7: Wednesday, February 15, 2012, 6 p.m. to 8:30 p.m.  
Glendale Adult Center, Room 106, 5970 W. Brown Street**

Featured Topic - Selecting and Working With Your Management Company

How do HOA's assess overall effectiveness of its Management Company? What are the "warning signs" you need to know about in order to determine if your management company is working *FOR* your association? This session will be taught by industry professionals with over 25 years of experience in community management. The class is designed to provide insights for homeowner association board members on how to ensure their association is receiving adequate service from their management company and, if not, how to take corrective action. Most importantly, it will provide attendees with a standard list of responsibilities any legitimate management company should be held accountable for, regardless of location, age, size, or relative wealth of an HOA.

Featured Topic - What To Do When Things Go Wrong!

After contracted work is completed, what are your options if things are not as you expected?

**Class #8: Saturday, February 18, 2012, 9 a.m. to 11:30 a.m.  
Glendale Adult Center, Room 106, 5970 W. Brown Street**

Featured Topic - Insurance "You Gotta Have It!!"

The role of insurance is critical in protecting one of your most important assets, your home. As a homeowner, a board officer, or general board member, what do I need to know to protect myself?