

HOAMCO – *Best Practices*



Welcome Packets

The information disclosed to potential or new homeowners should be up-to-date, accurate, and informative. It is the association manager's responsibility to review escrow/welcome packets on at least a quarterly basis. Will the last two issues of newsletters be useful? Has the trash provider changed? Are there any amendments to governing documents or architectural guidelines that need to be added? Are new rules and regulations provided? Were the legal documents scanned in properly, or is Exhibit A of the CC&Rs upside down?

The board should have an opportunity to review the content of the packets from time-to-time as part of their fiduciary responsibility, but it is our job to take the lead by adding it to the board agenda and keeping the information current.

Use this opportunity not only to welcome your new homeowners to the association, but to educate them as well.