

## HOAMCO – *Best Practices*



### **Buddy System**

When a community experiences a transition from one manager to another, or if a manager is absent for an extended period of time, HOAMCO's level of service drops in terms of responsiveness, follow-up, documentation of key events, and historical input. This can become frustrating to the association, as well as to fellow staff members.

With that said, HOAMCO is reminding staff of the buddy system for all managers, particularly those without dedicated administrative support. This system will introduce more support for you, increased awareness for each association, increased accountability, and most importantly, increased service to our associations.

What does the buddy system entail? It entails taking the steps necessary to initiate a combination of the following: partnering with one or more managers for backup; designating reception/administrative staff to pull messages; and directing e-mails to an additional staff member.

***Below are items to consider when working with your buddy:\****

- How to pull voice messages/e-mail messages
- Access to Master Book
  - Board Members – names and telephone numbers
  - Annual Calendar
  - Governing Documents/Amendments
  - Board Resolutions
  - Fine Policy
  - Assessment Policy
  - Rules and Regulations
  - Budget
  - Insurance
  - Reserve Study
  - Minutes
  - January – December tabs
- Access to plat
- Attendance at scheduled board meetings
- Info Docs (updated regularly) including subcontractor lists/numbers and emergency lists
- How gate access works or any other access/structural issues
- Previous board meeting action lists
- Current projects
- Other

\*Administrative support must know how to access these items as well, and be aware of your weekly activities.