

# A Day in the Life of an HOA Manager

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# Types of HOAs

- **Single-Family Home Associations**
  - Govern detached homes and shared amenities.
- **Townhome Associations**
  - Manage shared walls, exteriors, and limited common areas.
- **Condominium Associations**
  - Maintain entire building structures and shared ownership areas.
- **Master Associations**
  - Oversee multiple sub-associations or neighborhoods.
- **Property Owners Associations (POAs)**
  - Broader scope; may include residential, commercial, and undeveloped land.

# HOA 101

## Understanding Homeowners Associations

### **What is an HOA?**

- A Homeowners Association (HOA) is a nonprofit organization that manages and governs a residential community.
- It is typically established by a developer and later managed by an elected board of directors composed of homeowners.
- The HOA's purpose is to protect property values, maintain common areas, and enforce community rules.

# CAI's Role in HOA Management

The Community Associations Institute (CAI) is the leading national organization dedicated to building better communities by providing education, resources, and advocacy for homeowner associations (HOAs), condominium associations, and cooperatives.

- **Founded in 1973**

- CAI is a nonprofit organization with chapters across the United States and internationally

- **It serves a broad audience:**

- Homeowner leaders
- Community managers
- Management companies
- Business partners

- **CAI's core mission**

- To educate and support the professionals and volunteers;
- To develop best practices for effective, ethical, and sustainable HOA management;
- And to advocate for legislation that protects the interests of association-governed communities.

# Community Manager/Management Company Responsibilities

- Administrative Management
- Financial Management
- Vendor and Contract Management
- Governance Support
- Compliance and Enforcement
- Strategic and Long-Term Planning
- Maintenance and Operations
- Homeowner Communication

# HOA's Role in Landscaping

**The HOA is responsible for maintaining common area landscaping, which typically includes:**

- Entrances, medians, monument signs, parks, greenbelts, trails and sometimes owner front yards.
- The manager is responsible for the contract oversight of the landscape contractor hired to perform the contract scope.
- The HOA is responsible for the short and long-term budget and planning of both routine maintenance and replacement and upgrade projects.
- The manager and landscape professional are responsible for the water conservation and irrigation management.
- The HOA also enforces homeowner yard maintenance standards as outlined in the CC&Rs or design guidelines.

# HOA—Homeowner Water Conservation Partnership Plan

## **Purpose**

To reduce overall water usage in the community through education, collaboration, and accountability between the HOA, homeowners, and local municipalities or utility providers.

## **Education & Awareness**

- Post short, seasonal messages on the HOA website, newsletters, and social media
- Workshops & Webinars — Partner with local water departments for educational events.
- Informational Flyers — Distribute digital and printed materials on local watering rules, leak detection, and efficient irrigation.

# HOA–Homeowner Water Conservation Partnership Plan

## **Collaboration with Municipal Partners**

- Smart controller rebates
- Drought tolerant plant grants

## **Common Area Irrigation Management**

- Conduct annual irrigation system audits and upgrade to smart controllers where feasible.
- Ensure proper coverage and prevent overspray on hard surfaces.

## **Homeowner Engagement Initiatives**

- Encourage homeowners to schedule audits with certified professionals.
- Work with landscape contractors to provide irrigation system training and bulk pricing irrigation system checks.
- Send seasonal reminders for homeowners to adjust irrigation timers. Provide templates for city-compliant watering schedules.