

Board Training video edited

0:03

Yeah, let's try it this way.

0:05

OK, here we are.

0:06

Welcome to board member training really quickly housekeeping items.

0:11

We are muting everyone through this training and the reason for that is we have such a large crowd that we would not be able to get through all the material without with all the interruptions.

0:23

We are encouraging you.

0:24

Please type your questions in chat.

0:26

We will have you breaks after each session section where we will answer questions and we may save if we're getting a lot of the same questions or I have a thing, we may save it to the end for AQ and a period.

0:41

Any questions that we can't get to in the meeting, we will definitely follow up with you guys in an e-mail tonight presenting our myself, I'm Gina McDonald.

0:53

Like I said, I'm the Director of Operations at Mcpherson's Community Management.

0:58

Jennifer Snow is our N team captain and Tuesday Kelly, who is the captain of our S team of managers and Michelle Miller, who is our accounting manager.

1:13

So the agenda just briefly, and I know this was included in the information that I sent that you got when you registered, we're going to go overboard roles and responsibilities.

1:26

How to conduct a board meeting is going to be taught by Tuesday.

1:30

The financial packet over Bill will be done by Michelle.

1:33

And then I will go over communication protocols.

1:36

We'll take a little tour of Appfolio and discuss our anti harassment policy.

1:42

So that's a lot to get through in in an hour.

1:48

So without much further ado, Jennifer Snow, take it away on board rolls and responsibilities.

2:02

Jennifer, you're muted.

2:03

Still.

2:04

I figured that out.

2:05

Thank you.

2:06

So welcome everybody.

2:07

I'm glad to see that so many people chose to join us tonight for some very important pieces of information on your roles and responsibilities.

2:16

So as so let's just get started and dive into what the board responsibilities are to your communities.

2:25

So your board of directors in a common interest community is comprised of members elected by the ownership in the community to serve on behalf of the community.

2:33

They are then delegated to be the voice and decision makers for all of the owners in the community.

2:41

The board is responsible for supporting the well-being of the community as a whole, and they should operate as a single body with one voice to the community.

2:51

So even if you may disagree with a decision that the majority of the board did, you still need to have that cohesive voice to the ownership and have that united front board members.

3:06

When you come on as a board, you need to be prepared to set aside your personal interest, which is something really difficult to do for all of us, and you need to do that in order to accomplish the tasks and projects that are going to the best benefit the entire community.

3:27

One of the rules that boards practice unconsciously is the business rule of judgment, and that is a presumption that in making a business decision, the directors of a corporation, and yes, you guys are all considered a corporation, you're a business, you have a tax ID number that the directors of a corporation acted on an informed basis in good faith and in the honest belief that the action taken was in the best interest of the community with what you had in front of you at the time.

4:06

So let's dive in and take a look at the specific roles of each of the board members and we'll start with the president tonight.

4:14

The board president is an owner within the common interest community, a member of the Board of Directors and reports to all members of the board during his tenure, their tenure.

4:28

And you'll see that that's a consistent theme throughout each of these roles, is that you are responsible for reporting back to the board.

4:35

The president is the leader of the board of Directors and is the voice of the board to the community and the management company.

4:46

They have the responsibility of presiding over all meetings and ensure that they are productive.

4:55

They are looked towards to be a neutral third party when leading discussions and moving to and moving those discussions along.

5:02

So not making or making sure that you or it's not going down rabbit holes and searching for things that may or may not be there.

5:10

They need to be familiar with the governing documents and to promote compliance with them.

5:16

You, they, the president needs to understand the role of the Community Association manager and they also need to encourage board members to participate during meetings.

5:29

We all know that we have those board members that are kind of quiet, don't say a lot, and then we have other board members who are very outspoken.

5:36

So as a board president, it's your responsibility to draw those quieter ones out and pose questions on to see what their thoughts are.

5:46

You need to partner with the Community Association manager to accomplish the association goals and then you need to be reviewing those financial reports on a monthly basis so that you understand where your community is at throughout the year for finances.

6:06

As the Vice President, you are responsible for supporting the board presidents and and your fellow board members.

6:15

You have your responsibilities mainly come into play when the president is not available to conduct business or be available to direct the board.

6:26

So they preside over meetings when the president is unavailable.

6:30

They'll perform other duties of the president when they are not available.

6:36

You also need to be familiar with the governing documents and promote the compliance of those documents.

6:42

You have an understanding of the role of the Community Association manager as it relates to the community.

6:47

Encourage board members to participate, support the board president and also to review the financial report.

7:02

The secretary is kind of almost the backbone of the board because she's responsible for the association records maintaining and for the keeping of the board minutes that occur.

7:16

So the secretary will set the standard for recording the minutes with input from the board.

7:23

They record the meeting minutes.

7:26

They solicit any changes to the meeting minutes from board members prior to posting them to the ownership.

7:34

They ensure that the meeting minutes are approved at the next board meeting and that should always be a standing agenda item as well.

7:43

If a witness for is required for signing documents, the secretary is usually that second person to do that.

7:52

If a witness is sorry be and then they need to be familiar with the governing documents and promote compliance in all regards and then also be familiar with the monthly financial report.

8:09

The Treasurer has the fiscal responsibility of overseeing the fiscal matters of the association.

8:16

They need to have a firm understanding of the community's financial status each month and throughout the year.

8:25

They oversee the fiscal matters of the association.

8:28

They have a firm understanding of the yearly budget and where expenses come into play each at each time of the year.

8:36

They provide a monthly financial report to the board and the ownership during meetings.

8:41

They should be familiar with the reserve study, knowing when those reserve costs are coming up.

8:48

Propose any funding and other opportunities as they relate to income and or expenses.

8:53

And that would be if an association has some money that they could put into ACD, that could be a recommendation from the treasurer.

9:04

They also need to have the understanding of the governing documents and promote compliance.

9:15

Thanks, Jennifer.

9:16

That was a really good overview of a board and their role and responsibilities.

9:23

Let's check in with the team.

9:24

Did we have any questions in the chat regarding this section?

9:29

There are no questions.

9:31

No questions.

9:32

Oh, somebody, somebody just brought a question and asked what about members at large?

9:37

What are their responsibilities?

9:38

A good question.

9:41

What do you think that is a good question.

9:44

What's that Gina?

9:45

What do you say about that, Jennifer?

9:46

So the member at large, they are responsible for making sure that the board keeps their, their fiduciary responsibility and are addressing the concerns of the owners.

9:58

They they are meant to be the voice of the ownership on the board.

10:03

So they're also a voting member and they can count for quorum.

10:11

What happens when not all positions are filled?

10:17

So that is usually dictated by the bylaws if not all positions are filled.

10:25

I most see and I now every set of governing documents is different.

10:31

But mostly what I see in the bylaws is that the, if they don't fill out an election or they have a vacancy during the year, then the board can appoint to fill that until the next election.

10:52

OK, there are no further, Oh, sometimes that means that you might have to go talk to your neighbors and, and ask someone that help out and be on the board, even if it's for a short time.

11:02

And sometimes when that happens, we actually find people that didn't know they would enjoy being on the board, get on the board and then they actually do run.

11:11

So that that's how that happens.

11:14

The board can appoint until the next election.

11:21

All right, well, Tuesday you're up.

11:24

Let's talk about board meetings.

11:28

Thank you everyone for being here tonight.

11:29

It's great to see you and see a lot of familiar faces.

11:32

So let's go ahead and get started.

11:37

So before a board meeting, there is preparation that should take place.

11:43

While you are preparing for a board meeting, the manager is also preparing the manager pack manager report or the board packet.

11:50

Part of that packet we would like to see is having the agenda in the packet for the meeting.

11:55

As Jennifer mentioned, keeping the president's role is to keep the meeting on track and moving forward.

12:01

And so the agenda supports this happening.

12:05

So the agenda should be created with help from the board president or that board point of contact that the manager works with.

12:14

The goal and expectation of our managers and this is something we continue to work on and meet and as a company is to have the manager reports out the Friday before your meeting.

12:24

So it is important to work on the agenda prior to that timeline so the agenda can be included.

12:29

If the manager doesn't receive an agenda, the packet will be released without that and then the agenda would be shared during the meeting.

12:38

Part of items you can add to the agenda would to provide old and new business items to include and possibly reviewing previous meeting agendas or meeting minutes would help as a reference to support what you would like to include.

12:51

And then we do ask that you as board members, you take time to review that management report that the manager is preparing and sharing with you via app folio and be prepared to make decisions.

13:02

There may be estimates in there and other pertinent documents that they're sharing with you.

13:06

So we would like you to be prepared and view those so that the meeting can move on efficiently that evening.

13:16

OK.

13:16

And then the mansion report I mentioned that is shared the before the meeting would include the agenda financial synopsis basically kind of showing the current balances on the accounts.

13:28

But as Jennifer also mentioned, as board members, you should be reviewing the financials that accounting releases prior to and be prepared with that knowledge work order log.

13:40

So that would show any maintenance requests that the board and manager worked on together or the other homeowners submitted on their own as they have that ability through the portal and activity summary for the month.

13:50

This is the same report that you should be seeing with your Friday updates, but it would be for the month long period, a violation detail report.

13:59

This would show any open violations that were ongoing in your community and provide a status update architectural log.

14:07

So if there's any open ACC requests for exterior modifications, that would be there that you could discuss.

14:13

Monthly site inspection report.

14:15

This is what your manager should be completing when they're on your site monthly, whether they're meeting with you or they're conducting that visit on their own estimates to review and vote on for any projects in upcoming work that you've requested the manager obtain and then again any other documents that may be pertinent to that meeting.

14:36

The agenda that we mentioned that we'd like included in the packet does track progress and helps to stay on schedule.

14:41

So it is an important part of the packet and the meeting that should include calling the meeting to order roll call and establishing quorum.

14:50

And quorum is the required number of people to be present to conduct business.

14:55

So for monthly board meetings, this would be the majority board members about your bylaws outline as the majority to be present to make decisions.

15:07

Old business updates are provided to the group by the manager, board members and or if you have any committees, a treasurer's report.

15:14

So the treasurer should have reviewed the financial packet and possibly give a brief report on what they viewed and if there were any discrepancies they wanted to discuss.

15:23

Review estimates for projects, make motions to approve new business.

15:27

So any new projects or tasks that the board would like the manager to begin working on.

15:31

Also any new discussions or areas of concern or interest to the community.

15:36

And then also a homeowners forum.

15:38

So this would allow the homeowners a time to speak during the meeting.

15:41

Cause most of the business is led by the president and the manager and the board members there to support.

15:48

And so this would allow homeowners the time to speak and ask questions.

15:51

We are protocols allowing each homeowner up to three minutes to speak.

15:55

We have some that may have their own kind of agenda that they want to speak on at the board meeting.

16:00

That may take up too much time.

16:02

So some issues may need to be followed up on after the meeting and then you would adjourn the meeting.

16:09

This is an example of an agenda.

16:11

Formats may vary, but this is one that we wanted to show you.

16:15

So it does show calling the meeting to order, the date of the meeting, those in attendance, old business and updates, any new business bids to discuss and then also the date of the next meeting and then the adjournment.

16:29

So this was just an example meeting minutes.

16:35

So Jennifer did speak to this with the secretary, their role in keeping the minutes that it is to keep record of business conducted at each meeting.

16:44

So these are just some reminders of what it should include.

16:47

And we a lot of that would be pulled from the agenda in a lot of cases as well.

16:52

So the date of the meeting, the time the meeting was called to order names of those in attendance or maybe any board members that were absent in there and then, you know, acknowledging they were excused.

17:04

This would also be a time to approve the previous meeting minutes or make any corrections to those, make any agendas to the current agenda if there was anything left off that you want to discuss at that meeting, whether a quorum is present.

17:18

So for monthly board meetings, that would be that of the board members to make motions and decisions.

17:23

And then for annual meetings and budget meetings, that would be the quorum of the home owners as a whole and that is dictated by your bylaws.

17:32

Motions taken are rejected.

17:35

Time and date of next meeting and the time the meeting was adjourned.

17:42

And then some of you may be really familiar with making motions to approve and decisions and meetings, but we wanted to touch on this topic because it may be helpful to some.

17:51

So during meetings, making a motion for approval requires quorum of the board or the majority vote of the board.

17:57

So again, the quorum is the required number of people present to conduct business.

18:02

So when approvals are needed for estimates or other decisions, a motion to approve is required.

18:07

So for example, the board president may make a statement such as I move to approve, stop by giving these pest controls monthly service estimate and then additional board members, an additional board member would second that motion and then all those in favor would say aye.

18:21

Homeowners do not vote on these decisions.

18:23

This is for board members to vote only.

18:26

Sometimes homeowners hop in with an I here or there, but their vote does not count with these motions being made in meetings.

18:34

When it when you're making a motion in a meeting, the majority of the board voting can pass a motion.

18:41

But if you're making electronic votes through e-mail or inept folio approvals, that does require unanimous voting.

18:48

And when electronic decisions are ratified, they should be recorded in next meeting minutes.

18:53

And it should be the manager's duty to record those decisions that are made and dictate that to the secretary to include in those meeting minutes.

19:06

Thanks Tuesday.

19:06

That was a lot of information.

19:09

I appreciate you.

19:11

So let's check in with the team.

19:13

Do we have questions about board meetings, meeting minutes, agendas, packets?

19:20

We did have a couple of really good questions.

19:23

So for meetings, minutes and agendas, how does that apply to executive sessions?

19:29

Do you want to answer that Tuesday or do you want me to answer that?

19:36

I'll let you answer that.

19:38

OK, So for an executive meeting is still a meeting, It should have an agenda and it should also have meeting minutes taken.

19:48

However, the executive meeting minutes do not have to be published to the general public at large.

19:56

We keep those on the board side of things and then the regular meeting minutes are.

20:04

Conducted Also executive session is only for a few topics.

20:09

It's just passing employee matters.

20:12

It's discussing sensitive matters such as delinquencies, possibly delinquencies, things like that or contracts that are out forbid that of a sensitive nature, that type of thing.

20:28

So it is outlined by RCW what is allowed to be discussed in executive session and it and, and the board needs to keep the conversation in executive session to those topics.

20:41

And to add on to that, some boards do choose to adjourn the open session meeting, have homeowners exit the Zoom call, and then call to order an executive session at the end to cover any of those sensitive matters.

20:55

What else?

20:57

It wasn't a question so much as a statement that I think is important to clarify.

21:05

It was stated that meetings must be open for all homeowners by state law.

21:12

That's not exactly true.

21:15

It depends on what RCW you're governed by, but it is moving.

21:24

So as a management company, I recommend having open and board meetings.

21:29

I think that homeowners should be involved in the process.

21:33

I also have a firm belief that when you involve your homeowners in the board meetings that they learn to become board members and you have more board participation because it's not such a secret what it is to serve on the board.

21:49

Additionally, the board is there to represent the community.

21:54

So why would you not want you, the community that you represent to be there and be heard.

22:01

It should be noted that board, when you have open board meetings that owners are there to observe and not participate except in the owner forum portion.

22:13

So I think that that is a common misconception also for owners that they get to come and they just get to have a say and it and that is not true.

22:21

The board is there to conduct business.

22:23

Homeowners are welcome to observe and to participate in the homeowner forum.

22:32

I have one last question that I think is important to address.

22:36

When we say that we have to have unanimous approval by e-mail, if it's a decision that a board member needs to recuse themselves from like their own ACC request, how does that work?

22:52

Because the vote's not unanimous?

22:54

Well, but the vote would be unanimous because it would be the votes of the all the members save the recused 1.

23:03

So the recused 1 doesn't count towards that total if they recuse themselves.

23:07

Unanimous would be only the voting people.

23:12

An ACC request is an architectural control request, and those are any exterior modification requests that homeowners are required to get approval on from the board.

23:23

Thanks for that clarification Tuesday.

23:27

All right.

23:27

Are we ready to move on to our financial overview, financial statement overview?

23:33

One more quick question.

23:34

I think it's a good one.

23:35

Sorry.

23:37

Can motions be made during an executive session?

23:41

Yes, motion, a motion can be made any time that there you want to call for a vote.

23:48

So if you're an executive session, the conducting of that meeting is no different than a conducting of a board meeting.

23:55

So if you're say somebody would move, you know, I, I move to take this action, then you can call that's calling a vote.

24:04

So yes, absolutely.

24:09

Now are we ready to proceed?

24:12

I believe so.

24:15

I believe so, yes.

24:17

All right, I know you've all been waiting for this demystifying the financial statements.

24:22

So here we go.

24:28

Well, first I want to say thank you so much to all of you who decided to join tonight.

24:33

I'm really excited to give you a brief tour of the financials so that maybe it's easier to see where things are AT and what we need to look at.

24:43

I want to say this is going to be a very large overview and next month, probably towards the end of the month, I'll be doing Treasurer 101 training.

24:54

So we'll dig a little deeper into these reports and what they look like.

24:59

If you have questions that specifically relate to your association and not general accounting practice or Mcpherson's procedures, I would recommend that you e-mail your community manager so that they can hook us up so we can schedule a time to talk about whatever it is that you have questions on.

25:21

So we're going to look at a monthly, an actual monthly report so you can kind of see what it's going to look like.

25:36

Maybe 100%, Gina.

25:43

All right.

25:43

So the first report in your package is always going to be your balance sheet.

25:48

What your balance sheet is going to show you is what you have, what you owe and what is left.

25:54

So the top section that's labeled assets is always going to show your cash accounts first.

26:01

So any money you have liquid and available underneath that, if you have CDs or investments, they'll be right there as well.

26:12

Your other receivables for your other assets, the assessments receivable is money that's owed to the association from the owners.

26:21

So think past due assessments or maintenance bills that they're responsible for but haven't paid yet.

26:28

Your prepaid insurance is money you've paid to your insurance company, but they haven't earned it yet.

26:34

So if we close out the policy today, they would have to refund that money to us, which is why we count it as an asset.

26:41

When you move down to your liabilities, you're going to see accounts payable.

26:46

So that's invoices that have been entered but have not yet been paid.

26:50

So generally you're going to see this with invoices we received towards the end of the month and the checks were cut at the beginning of the following month.

26:59

Your prepaid assessments are money that owners have paid in advance of owing it.

27:05

So basically they have a credit balance on their account and if everyone asked for a refund today, that's the total of money we would need to refund out to owners.

27:15

The bottom section is your retained earnings and net income.

27:19

These are snapshot numbers.

27:21

So as soon as we do anything in your books, these are going to change.

27:25

So this section I don't think is, I wouldn't focus on it, but it's basically what's left after you take your assets and subtract out your liabilities.

27:40

The next report you're going to see is your income statement.

27:44

Your operating income statement will always be first.

27:47

So these are all going to be things related to your operating account.

27:51

So all of your income will show both for months to date and year to date.

27:57

You can compare it to your month to date and year to date budgets.

28:02

You're going to see then below all of your expenses separated out by their various categories.

28:09

And you can also see what was paid this month versus what's been paid over the course of the year and their budgets.

28:18

And then at the bottom, you're going to see what's left after your income and expenses, and that will be your net income.

28:31

The next report is going to be the fund income statement for your reserve fund.

28:38

So this is where you're going to see interest that was paid on your reserve accounts, any of your reserve transfers in, and then any of your reserve expenses that were recorded this month and this year.

28:56

Since this is an actual report from one of my associations, it's redacted.

29:01

So part of it's kind of hard to visualize, but it's basically going to tell you the property, the unit, how much they owe, and what they owe it for.

29:14

So it also ages out the report so you can see if they're 30 days past due, almost 60 past due, 90, and then 90 plus.

29:24

So what we want to look at here is who's carrying, who's carrying balances in the 90 plus, the 60 plus, because those are ones we want to keep our eye on and see if maybe we need to take further collection action.

29:37

And that would be something that would probably be discussed in an in an executive session.

29:44

So all the way at the bottom of the report, you'll see the totals for what's receivable.

29:52

That's always going to match that number on your balance sheet.

30:01

And the next report is that homeowner prepaid debt balance.

30:04

So all the people who've paid in advance, this detail about who's paid in advance, how much they've paid in advance.

30:11

And we just want to keep an eye on that to make sure there's nothing crazy on there.

30:20

The next section is your age payables.

30:22

So again, these are the bills that have been posted but haven't had checks cut yet.

30:27

What you want to look for is kind of if there's anything over in the 60 to 90, because that means something is falling through the cracks somewhere.

30:35

Whether it was an approval or vendor information that we still needed, something has something has gone wrong there.

30:47

After that report, you're gonna see your bill detail report.

30:51

And this report shows you all the bills that were posted to your account this month and they're all detailed out by their GL account, which ties back into their fund income statement.

31:06

So if you went to your fund income statement, you would see the management fee for the amount it is, which I blacked out.

31:17

And after that report you're going to see a bunch of attachments.

31:23

So I'm just going to briefly tell you what attachments you're going to see there.

31:27

You're going to see your bank reconciliation reports.

31:30

This will be for all accounts that we received statements for.

31:35

If you hold bank accounts somewhere other than Alliance Association Bank, we need to receive those statements from the board.

31:44

So if we don't receive statements, you won't see a reconciliation.

31:48

What you will see is an e-mail from your manager letting you know that accounting has requested this statement.

31:56

Violation reports are currently in there.

31:59

We're taking those out because they're included in your management reports.

32:02

So looking forward, you're not going to see that.

32:05

Next, you'll see invoices for all the bills that were paid during this month.

32:10

So that may not necessarily match up to what your bill detail says, because again, the bill detail is what was posted this month and what you're going to see in the invoices is what was paid this month.

32:23

And the last thing you'll see is your bank statements from Alliance Association Bank.

32:28

If you have bank statements outside of Alliance Association Bank in your portal in the shared documents, there will be a folder that says 2024 base statements or bank and loan statements if you have a loan.

32:43

And all of your monthly statements will be secured in that folder.

32:50

And that's it.

32:51

Brief overview.

32:53

Thanks, Michelle.

32:54

That, that was awesome.

32:55

That was a good tour through the basic reports that are in the financial pocket and also kind of how to look at them.

33:04

What questions do we have in the chat about the financials we have?

33:09

So we have, we have a few questions.

33:12

Nope, there we go.

33:15

My chat changed a little bit.

33:17

Are so are HOA boards allowed to have restricted funds such as this?

33:25

This.

33:26

This board member serves on some other boards and they've got a financial aid account or a capital campaign accounts where there's strict guidelines on how to use those funds.

33:39

The only time that really applies is to either a ratified special assessment that was specifically collected for a certain item or also the reserve account is restricted because it's only to be used for reserve items.

33:56

So I would say those two restrictions are in place for operating expenses.

34:02

Those are generally constrained by the budget.

34:09

Can you provide an explanation on the variance is on the income statements reports?

34:17

Sure.

34:18

So the variances, the variances mean you either spent more than budget or less than budget one way or the other.

34:27

One of the things to remember is that your budget is put in by default to have 112th every month.

34:35

So there are items like your audit for example, that are going to show variances until the audit is complete in September.

34:42

So it's going to show a variance each month until then and then go ahead, Michelle, I was going to say and a follow up question to that, where do you comment on variances?

34:57

Where does who comment on variances?

34:59

It just says so Mcpherson's, where would Mcpherson's comment on variances?

35:04

Your manager is generally going to comment on your variances in their reporting to you.

35:10

Each month there's a section in the management report where variances should be described and discussed.

35:19

And then the last question that came across, how often can a general HOA budget be updated, especially if there are categories or amounts that need to be updated on the allocated budget, not on actual expenses.

35:35

If you're going to change your HOA budget, it has to be re ratified.

35:39

If you touch anything that was disclosed in the budget disclosure that went out with your ratified budget.

35:48

So for instance, if you want to reduce your reserve contribution or you want to reallocate all of your funds from maintenance to administrative or vice versa, that requires a re ratification of the budget.

36:09

Any other questions, Jennifer?

36:11

That is all that came through the chat.

36:14

Awesome.

36:15

Now it's my turn to talk.

36:18

I'm so excited.

36:19

So I hope we can get through this pretty quickly.

36:25

The first thing I want to talk about is communication protocols and why we have them.

36:31

So we have established some communication protocols.

36:35

I know they have been communicated to some board members.

36:39

Not all board members may be aware of them, but this is a great time for you to become aware of them as we are going to be working more and more to operate within these communication protocols.

36:50

Why we have them is because that we need as a company need to be able to communicate effectively

and efficiently with our clients and have our clients communicating effectively and efficiently back with us.

37:03

We want to avoid confusion and misdirection because those can be frankly costly.

37:10

They can be costly for an association.

37:12

They can be costly for my company.

37:14

And we need to have documentation of conversations.

37:18

This is becoming more and more important as we as a society just evolve and everybody wants to argue everything.

37:29

So we need to have documentation and records.

37:32

And it's also so helpful to be able to look back and reflect, hey, what did we do?

37:37

What did we decide?

37:39

And especially if the board changes.

37:42

So that's why we have them.

37:46

These are our best practices that we asked for.

37:50

First of all, our contracts provide for one point of contact that represents the board to the management company that is usually the board president.

38:00

However, the board can elect to designate a different contact.

38:04

We don't, we're not, we're not saying it has to be the board president, just typically it is.

38:09

It falls under their delegation of duties and then in the communication.

38:15

First of all, our preferred method of communication is e-mail or via app Polio.

38:21

If you're putting in a service request or communicating on an approval, which I will talk more about later.

38:28

When you guys are communicating as a board by e-mail, we are asking that the manager does not need to be included in the actual conversation.

38:38

We call it the sausage making.

38:39

So let me give you an example.

38:42

A board says, I think we need to do this.

38:46

And then all the board members chime in and they start having discussions.

38:49

They're like, yes, I know you.

38:50

Bob says yes, I want to do this.

38:52

I think this is how we should go about it.

38:53

And then Sam pipes in and Sam says, no, I think that we should do this.

38:56

Jennifer, go do this.

38:58

And then Sally pops in and she says, no, no, no, we need to do this.

39:01

Jennifer, go do this now.

39:04

We have a lot of conflicting information coming at someone.

39:09

They're receiving several emails.

39:11

They have to try to sift through this, these barrage of emails to try to discern what is the crucial information.

39:19

It's just not efficient, it's not effective and it doesn't allow for us to do our jobs well.

39:29

And So what we would prefer and what we are asking of our boards is that you have these conversations offline amongst each other.

39:38

And when you come to a consensus, then the board point of contact comes back to the manager and says please, we would like to take this action.

39:47

And so the manager does not need to be included in the discussion.

39:52

They do need to be included if they need, if the board needs guidance or if they need additional information.

39:59

And I'll just give you a little illustration of this too.

40:02

Our community managers are portfolio managers.

40:05

Most boards have three to five people on the board.

40:09

Most community managers manage a portfolio of between 6:00 and 10:00 properties.

40:15

So imagine if you had that many people trying to tell you what to do, how effective and efficient you would be trying to sort out all that information.

40:25

So we're really trying to streamline that.

40:28

Additionally, we want this cut this information communicated in meal e-mail because then we have documentation of what the request is.

40:37

There's no opportunity for misunderstanding.

40:41

And additionally, should I have a manager move to win the lottery, move to Valley.

40:47

I I know what is going on in your community just by looking in the e-mail.

40:52

So again, e-mail or Opfolio preferred method of contact texting and phone calls to personal cell phones of managers are discouraged.

41:00

Our managers have personal cell phones, they work remotely.

41:03

These phones are not within our company control.

41:08

Additionally, telephone calls consume a large amount of time.

41:14

So when you would like to have a telephone conversation with your manager, it's not impossible, but we're asking that you make an appointment so that they can allocate their time and their day is not disrupted in the middle with a 45 minute conversation that they were not planning on having.

41:34

Also to let you know, if you call our office for the manager, you will be put through to their extension which goes to their voicemail and converts to an e-mail.

41:45

They may respond to you an e-mail if it's seems reasonable to do so and not give you a telephone call back for after our emergencies.

41:57

You should call the office number, the office number after hours at 5 O1, the phone switches over.

42:03

We have an answering service.

42:04

We also have a manager on call, so our answering service will answer.

42:09

If you tell them you're having a building emergency, they will contact the manager and the manager will call you back and start addressing your problem right away.

42:18

And if the manager on call, if, if the building emergency is significant, the manager on call will be alerting your community manager right away and they probably more than likely will step in and start taking care of it right there.

42:31

Lastly, 24 business hours is our standard for a response.

42:38

We are working very hard as a company to hit that mark.

42:42

I know that a lot of my community managers are extremely responsive, but there are times where they are out of office on site doing visits.

42:52

There are times when they have sick time.

42:55

There are times when they are in a training because we're trying to educate our managers and keep them up to date.

43:02

So 24 business hours is the response time that you should be expecting and additionally we appreciate a 24 business hours response and return if we can.

43:14

Often times our managers are waiting on you for some type of response so that they can carry out the things that they that have been requested of them.

43:25

So before we move on to the app polio portal, is are there questions in the chat about the communication protocols?

43:39

I addressed one question in the chat just that are we communicating when we get a voicemail from just a homeowner, not a board member?

43:47

Are we also following up with them via e-mail instead of a phone call?

43:50

And I said that yes, we would do the same protocol there and then.

43:55

Does 24 business hours response equal 3 business days?

44:01

So if you let let 24 business hours, let me try to outline this.

44:06

That 24 business hours means if you call on Friday, you may not hear back until Monday.

44:12

Typically if you talk, if you call on Monday, you will have a a response within those 24 hours.

44:21

But yeah, if it's a weekend or like a holiday we just had with Memorial Day, that would extend the business hours because our office was closed on Monday, so calls were being followed up on on Tuesday.

44:33

That was a good question.

44:33

I can see where that would be.

44:34

Yeah, for sure.

44:40

And then do we even have managers cell phone numbers?

44:42

That's kind of a hit or miss topic at times.

44:46

Some managers have shared with board members only and have asked them to be only shared with board members.

44:52

But as board members change, that creates more of an issue with the phone number being available to more and more people in the community.

44:59

So we do strive that you use the office phone number when wanting to contact us.

45:07

What do we do if homeowners fail to provide e-mail information?

45:12

If they provide, if we don't have a homeowner's e-mail and it is a notice or a communication that needs to go to the whole community, we e-mail to those that have e-mail and then we will print and mail letters to those that don't provide e-mail.

45:35

That is everything Awesome.

45:38

Well, I know that this is the much awaited part of the program, the tour of the app folio portal.

45:46

So I'm going to take you on a brief tour in our practice portal.

45:50

So this is not the exact same portal that you guys see, but I think it's a good enough illustration and I'll be able to show you what is available out there.

46:01

The board member view is a little bit different than the home owner view in that you have some additional things that you can do and see out out there.

46:10

And so let's go take a look at that.

46:14

So this is Jordan Thompson, this is in our practice site and he is the Board President of the Blackhawk Plaza Circle Condominiums and he so this is the homepage, This is what it's going to look like for you.

46:29

If you're a board member coming into your homepage, you may have an association overview, which is kind of a pie chart which gives you a financial overview.

46:38

We don't have one in the practice site.

46:43

And actually we might be removing those from the portals because that I don't find them to have.

46:47

I don't, I find it to be kind of distracting and not really super useful information since you have all these reports that you can run.

46:56

So in looking at this, how this would look different than a homeowner pages?

47:00

They would not have the approvals section, they would not have the board member report section.

47:07

You can view your account balance.

47:10

You can submit architectural review requests.

47:14

This again would be for your personal and you can review, submit maintenance requests, which again as a board member or really any community member, you can submit a maintenance request for anything.

47:25

So if you're a board member and you observe some lights are out, you can put it in the service request to have those lights replaced.

47:33

A communicating member could also do that.

47:37

I'm not going to go over the payments tab because that's for all homeowners.

47:40

That's where you make your payments.

47:42

I do want to select the community calendar.

47:47

Come on, you can do it.

47:52

The community calendar is a really useful tool and one that we are using more and more and fleshing out as we've gone into Appfolio.

48:01

I don't know if all of you know, but we transitioned to Appfolio in March of last year.

48:07

So we are literally in the software for one year and we're finally getting to the fun stuff where we are starting to really embrace and use the technology.

48:15

So this community calendar is really a helpful place to be able to post your board meetings, to let your community.

48:22

We know when vendors are going to be on site.

48:27

We can promote community events here.

48:31

If you're having social events or other things in your community going on.

48:39

Some communities have clean up days, others have summer parties, things like that.

48:44

We can promote the annual meeting here, the budget ratification, and really a good place to drive the community to look for the source of information.

48:53

We also do have the ability to select the audiences that see the things on the calendar, so we can add things that only the board sees.

49:03

So if there's items that you as board members would like to see on the calendar but not communicated to the community, you can just specify that with your community manager.

49:13

Also, the cool thing is that in these items, they can be clicked into.

49:19

So we can include things like the Zoom meeting link for the meetings, we can include the agenda for the meetings, things like that.

49:29

So, but we are really happy to have this feature because I think that it's a nice place where we can just put information for the community to be able to consume this.

49:40

Next tab is for approvals.

49:42

You've heard us mention a few times during our conversations about board approvals in Appfolio.

49:49

Tada, here we are.

49:51

These are where the board will see approvals that their manager can put in for things.

49:58

Say for example, you've identified a bid and you want to put it to vote, we can put it to vote through Yeah, Folio portal, for example, this is a bid for legal rental rewrite.

50:12

We're putting it in for approval.

50:16

And so like if you were a board member, you could click in here, you could review the bid because we can attach it.

50:23

There's not one attached here, but you could, there would be one that's here.

50:27

Also, you can have board conversation through this.

50:31

So you can enter your comments, you can enter questions for your community manager.

50:36

They get notified if you put a comment in.

50:41

The only caveat with these approvals is that they have to be unanimous.

50:45

So my advice to you is if you have, don't reject it.

50:49

If you just have a question, if you have a question on it or you need something changed, just note it in the con, you know, comments.

50:57

You can even note I approve with this change and click approve and then that that will be noted and recorded.

51:09

The other types of approvals that you may see in here is if an invoice gets sent to the board for approval.

51:16

You will see that in here and also the architectural review request will be seen in this tab.

51:23

If you are a community that has an an actual architectural review committee, then your committee members will have a section.

51:33

They won't have all the board stuff, but they will have the one section for approvals where the architectural review request will show up for them for that just that committee.

51:45

They would not see other approvals such as a bid or an invoice.

51:52

They would only see the architectural review.

51:55

Again, I'm not going to go over the maintenance tab because the maintenance tab is where you can enter maintenance request.

52:02

That's the same for everyone.

52:04

But I am going to go to the shared documents tab and you'll see now there are two places that you have documents.

52:16

You have board member documents and you have homeowner documents.

52:20

The homeowner documents are documents that are visible to the whole community.

52:23

Anyone that accesses their portal has access to these documents.

52:28

The board member documents are documents that only board members have access to.

52:34

So some examples in your board portal, you might see you're going to see the full financial packets there.

52:39

You're going to see your board packets there.

52:43

You're going to see your weekly updates.

52:46

There you'll see your contracts should be posted out there, that type of thing that would not be shared with the homeowners.

52:55

And then you will have also this space where you can run board member report.

53:03

So the board member reports are many that you can get that come in your financial packet that you can run.

53:13

The ones that I find that board members find particularly helpful are the renter directory, the homeowner vehicle information, and the homeowner directory.

53:23

Now, of course, Please remember that the information in there is the information that has been provided to us.

53:29

So we cannot guarantee that your homeowners have provided accurate information.

53:37

We do solicit several times a year updates on the information from them.

53:44

So let's take a look just really quickly at a homeowner directory report so that I can show you an example of how to run the report.

53:54

So when you click on a report to run it, you're going to come to this screen, it's going to say customize report.

54:00

Basically this is where you're going to tell this report what parameters you want to run it by on the homeowner report.

54:07

Really all you care about is the current homeowner.

54:09

So these filters don't aren't, aren't super robust on this particular report in the columns.

54:15

Now you can select what information you want in the particular column.

54:20

So for example, if we were wanting to just look up to see who had license plates or we then, or maybe we just want to see emails, let's just do emails.

54:32

So then we would just want maybe the unit, maybe the homeowner name and then their emails.

54:40

And so we would run an update and it would think about it for a bit as they are want to do.

54:49

I'm so grateful that when I run these reports, they run a lot faster.

54:57

But then here you go.

54:58

So now you have all your homeowners listed, you've got emails, you can sort them by clicking on each column.

55:11

I regret doing that now.

55:19

The other things you can do with this report is you can print it to PDF and this gives you the option of landscape for portrait.

55:27

You can export it as an Excel.

55:30

You also can apply some filters to the rows.

55:33

If you printed the report and you were like, oh gosh, I wanted some more information or that didn't turn out how I wanted it, and you just click back to customize report and maybe select some more columns.

55:44

You can select grouping and group them by specific categories if you wanted to.

55:52

And then you would just update and the report would run again.

55:59

So that is really all I have to show you in the portal.

56:04

That would be different as a board member than a homeowner.

56:07

The insurance tab, don't pay attention to that.

56:10

I can't get them to remove it.

56:11

But that is really has to do with rental insurance and because Appfolio is also a program that is used for single family like investment property management architectural reviews.

56:24

This would be only where you see your personal architectural reviews and the property details and account profile have to do with just your personal property.

56:34

So I'm going to stop there for a minute and ask if we have any questions about the portal in the information that I shared.

56:43

So we've been answering a lot of questions in the chat as you're presenting as they come through.

56:48

But one suggestion and I think this is something you know we may be working with that folio on that is would love to have a full report for a given units with information such as payments overdue and everything kind of about that unit and one report.

57:03

Do you know anything about Appfolio working on something like that?

57:09

Well, you can get that, but it's not going to tell you like it's license plate and if it's account balance and things like that.

57:17

I would recommend going and play with the reports and you might find that there is a report in there that's going to give you the information that you need.

57:26

I think it's difficult to do because a homeowner information report pulls from from like the homeowner directory pulls from like the unit information, which is stored in a completely different place than the accounting information.

57:43

So, yeah, but I will say that Appfolio is very forward thinking and the fact that they are constantly working and striving to improve their product and bring out new things.

57:55

And so it's possible in the future.

57:59

Cool.

57:59

Thank you.

58:01

Anything else?

58:08

Yeah.

58:08

So there's a lot of questions about our managers, the only ones able to make add events to the association calendar, make edits to homeowner accounts, things like that.

58:19

And that answer is yes, boards do not have the ability to get in and make changes within the system that is limited to the McPherson staff, correct, Because this is proprietary software and this is, you know, our company.

58:33

We can't allow people in, especially given the fact what's going on here, especially given the fact that our we have so much sensitive information for other people.

58:46

So we can't allow people that are not underneath our umbrella to have access.

58:51

But with that being said, we have a wonderful admin team and we have managers.

58:57

And so if there are things that need to be updated, we definitely can do that.

59:07

All right, I'm going to move on to the anti harassment policy.

59:12

I know that you probably all been interested in hearing about that.

59:18

Where this came about is that, I don't know if you know it, but this is kind of a rough industry.

59:27

This is a hard industry.

59:29

People get pretty emotional about their homes and that's understandable.

59:37

But we as employers have an obligation to our employees to provide a safe work environment for them.

59:46

And we have in the past couple of years just had an escalation of really poor behavior and real significant mistreatment of our managers and our in office staff.

1:00:01

And so we decided as employers that it was important to us to communicate that we have a 0 tolerance policy for bullying or harassment towards our employees.

1:00:11

And we sent this communication out, I think in February.

1:00:18

To all of the communities that we manage.

1:00:20

So it included some examples of behavior that's not tolerated.

1:00:26

Emotional outbursts, swearing, intimidating tactics such as verbal threats, disrespect and name calling, repeated spamming of emails, excessive phone calls is also considered harassment and will not be tolerated by board members or community members.

1:00:43

There are channels.

1:00:44

If you have a grievance, you can reach out to myself, you can reach out to Kyle.

1:00:50

He is the owner of the company.

1:00:51

But you cannot mistreat our employees and make their jobs difficult and uncomfortable.

1:00:59

We have empowered our employees to take the steps necessary to protect themselves if they come face to face with these types of behaviors.

1:01:06

And the steps are outlined below, including but not limited to immediate termination of any conversation that's unprofessional or unkind.

1:01:16

They will generally give one warning or, you know, try to massage the conversation back around.

1:01:22

But if they're just being verbally abused, they will.

1:01:24

They will terminate the call if they're on a call, if they're on an e-mail, they will just let the person know that they will be escalating this to their supervisor and they are not going to engage with them any longer.

1:01:36

If the harassment or bullying and, and if it's a community member, we will be reaching out to the board or even a board member.

1:01:43

We will be reaching out and having a conversation with the board about that and then hoping that that we can gain their support in stopping this behavior.

1:01:52

If the harassing or bullying behavior continues, we will take all our documentation to the company attorney and request a cease and desist letter.

1:02:02

We will charge those that along to the association.

1:02:06

We'll pass those charges to the association and the association can decide if they want to assess those to the residents account.

1:02:13

If that's the case, if the above actions do not put an end to the bullying and the harassment and it continues, we will enact the termination clause in our contract.

1:02:24

We have had to do it.

1:02:26

It's not something we'd like to do or enjoy to do, but at the end of the day, we have to support our employees and depending on the nature and severity of the harassment and bullying, we may contact law enforcement.

1:02:39

So with all of this being said, what built my heart was the response that we got from our community members and our board members when we sent out this policy.

1:02:53

We were so supported and everyone was so supportive in agreeing that no one should be mistreated.

1:03:01

And our boards were very supportive in saying if it's any of our community members, please let us know.

1:03:06

We want to partner with you to make sure that this behavior is not tolerated.

1:03:10

So I that was very heartwarming to say the least.

1:03:18

And with that, are there any questions on the anti harassment and bullying policy?

1:03:27

Yeah.

1:03:27

So some board members have just brought up does kind of their protection from homeowners as board members and a policy similar to have in place for their protection with homeowners may be coming at them in an aggressive manner.

1:03:44

So the board is welcome to adopt A code of conduct.

1:03:48

We have a document that your manager can roll out to you and you can roll out to your community

that is a code of conduct of how what behaviors are expected and definitely they can adopt A board can adopt A policy like this also.

1:04:03

Yeah.

1:04:05

And one person had a question kind of the phrase spamming of emails.

1:04:09

How many would you consider?

1:04:11

Would that be a harassment level?

1:04:13

How many emails or messages being sent?

1:04:17

Do we have a well, it's difficult to quantify because and I'm not going to quantify it because that I don't want to give someone license to go.

1:04:24

I can send you 10 emails in a day, your boss said.

1:04:27

So I think you know what you're doing if you're doing it and suggest that you don't.

1:04:33

I think that we are all adults and that we can all behave in a reasonable fashion.

1:04:38

But honestly, I think that one e-mail a day on a topic is sufficient.

1:04:46

It also spamming also has to do with not just the amount, but the tone.

1:04:56

And so yes, if you're a board member receiving emails also from a homeowner, you should be able to kind of gauge when it reaches a harassment level.

1:05:06

If you and board member homeowners shouldn't have direct board member conduct or contact information, that should always go through Mcpherson's and through us.

1:05:16

We do not give out your contact information at any time.

1:05:19

We're asked for that quite often and that is always not something that we provide to them.

1:05:24

So, yeah, so if you have a homeowner or or someone that is harassing you as a board member, feel free to refer them and and just tell them all, all communication with the board needs to go through Mcpherson's.

1:05:43

Any other questions?

1:05:49

Oh, I do see a question in the Q&A and Terrietta asks, does that polio give any sort of notification when an event is added to the calendar?

1:05:59

And yes, it can they, when we add it to the calendar, it can, we can e-mail the audience, they call it the audience.

1:06:07

So if it's just the board, we can e-mail the board and let them know that an event has been added to the calendar.

1:06:11

If it's the homeowners, we can check the box to notify any other questions.

1:06:24

I think we're OK at this time.

1:06:26

Thank you so much everyone for attending, for sticking it out with this.

1:06:32

I know it was long.

1:06:33

I know it was a lot of information.

1:06:36

We will be emailing out a link to the recording so that you can review this.

1:06:43

And we also will send out the PowerPoint so that you just have the documentation of everything that we went over.

1:06:51

If you have community specific questions, please send them to your community e-mail and they'll be routed to the appropriate person for follow up.

1:06:59

And stay tuned for the next board training coming in June.

1:07:03

And then I believe we're going to have another one end of July, August.

1:07:07

And that one will be about budget training.

1:07:08

So we've got some stuff coming.

1:07:11

We will definitely notify you and we appreciate you all for attending, for being the communities that we manage.

1:07:20

Have a great evening, everyone.

1:07:22

Thank you, everybody.

1:07:24

Thank you, Thank you team.

1:07:27

Great job.