



Fall 2007 HOA Training Academy

This is a FREE course to Glendale residents, business owners, & employees. Call (623) 930-2868 to register.

Class Schedule

**Class #1: Tuesday, October 2, 2007, 6 p.m. to 8:30 p.m.
Glendale Adult Center, Room 102, 5970 W. Brown Street**

HOA Training Academy Introduction:

The first session of this eight-session course provides an overview of the City of Glendale HOA Training Academy. It identifies expectations of students and features the first in a series of introductions to City services and programs available to HOA's in Glendale.

Featured Topic - The Fundamentals of HOA Board Work

The success of any HOA is only as good as the board members who govern the organization. This session will provide an overview to all HOA board members on basic meeting guidelines and how they should conduct themselves while actively serving. Among the topics that will be discussed and reviewed include:

- The Agenda – How to post, when to post, what is required and what is not.
- Meeting Dynamics – How to conduct the world's best HOA meeting.
- The role of the board members & proper behavior.

**Class #2: Saturday, October 6, 2007, 9 a.m. to 11:30 a.m.
Glendale Adult Center, Room 102, 5970 W. Brown Street**

Featured Topic - 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.

**Class #3: Tuesday, October 9, 2007, 6 p.m. to 8:30 p.m.
Glendale Adult Center, Room 102, 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, October 13, 2007, 9 a.m. to 11:30 a.m.
Glendale Adult Center, Room 102, 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 without taking legal action against them? Get practical advice on effectively administering CC&R's, not to mention opportunities to share class member experiences.

**Class #5: Tuesday, October 16, 2007, 6 p.m. to 8:30 p.m.
Glendale Adult Center, Room 102, 5970 W. Brown Street**

Featured Topic - Legal Aspects of HOA's

In order to have a good understanding of HOA's, board members and residents must have knowledge of how they are impacted by federal and state law, and their own internal governing policies (commonly known as covenants, codes and restrictions).

This session will highlight:

- The most common legal issues facing HOA's
- Personal and Professional Liability
- The state and/or federal laws that impact HOA's and their ability to govern.

**Class #6: Saturday, October 20, 2007, 9 a.m. to 11:30 a.m.
Glendale Adult Center, Room 102, 5970 W. Brown Street**

City Service - Water Conservation Programs & Services

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.

**Class #7: Tuesday, October, 23, 2007, 6 p.m. to 8:30 p.m.
Glendale Adult Center, Room 102, 5970 W. Brown Street**

Featured Topic - Vendors, Specifications, Bidding & Contracting

Every board of directors is challenged with the task of working with vendors to provide services for the association with budgeting guidelines. This seminar will teach board members how to solicit bids for services or projects and the management of your HOA. Clients will learn to develop specifications and create solicitation packages for pre-qualified bidders to obtain apples to apples comparisons.

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, October 27, 2007, 9 a.m. to 11:30 a.m.
Glendale Adult Center, Room 102, 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.

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?