

Board Self-Assessment

Five Questions Every HOA Board Should Be Able to Answer

Is Your HOA Management Partnership Helping or Holding You Back?

Volunteer board members should not have to chase basic information, guess whether issues are being handled, or discover problems after they become urgent. Use these five questions to evaluate whether your current partnership is giving the board visibility, structure, and confidence.

How to use this: Discuss each question at a board meeting. If the answer is “not consistently,” “we are not sure,” or “only when someone asks,” your board may need clearer reporting, stronger processes, or better management support.

1. Can we see what is happening between board meetings?

The board needs a reliable view of homeowner requests, open issues, repeat complaints, and items that require board action.

- Are homeowner requests acknowledged promptly?
- Can the board see what came in, what was resolved, and what remains open?
- Are recurring issues tracked so the same problems do not keep resurfacing?
- Does management resolve routine matters without pushing work back to volunteers?

Board test: Could you explain the top three active community issues today without searching emails or texting another board member?

2. Do our financial reports help us govern, not just reconcile?

Good financial reporting should translate numbers into decisions, not simply confirm balances after the fact.

- Are monthly financials delivered in a format board members can understand?
- Are delinquencies, unpaid invoices, and budget variances clearly flagged?
- Does the board review reserve funding and long-term capital needs regularly?
- Are future expenses identified early enough to plan instead of react?

Board test: Could every board member explain what deserves attention before the next meeting?

3. Are vendors being managed or merely paid?

Vendor performance affects homeowner confidence, curb appeal, maintenance quality, and budget control.

- Are scopes, contracts, insurance documents, and renewal dates organized?
- Is vendor performance monitored against clear expectations?
- Are missed deadlines and quality concerns followed up promptly?
- Are competitive bids used when appropriate so the board can make informed choices?

Board test: If a homeowner questioned vendor work, would the board have documentation, photos, contract terms, and follow-up notes ready?

4. Would the association keep operating smoothly if a board member resigned tomorrow?

Healthy associations do not depend on one person's inbox, memory, or personal file system.

- Are governing documents, contracts, meeting records, and homeowner records easy to locate?
- Can a new board member quickly understand current priorities and open issues?
- Are architectural requests, violations, and decisions documented consistently?
- Is there a clear transition process when officers or board members change?

Board test: Could a newly elected board member become productive in 30 days without informal handoffs?

5. Is management helping us plan ahead or only respond to today?

The strongest management relationships help boards look beyond the next invoice or complaint.

- Do we have an annual calendar for budgets, meetings, renewals, inspections, and reserve planning?
- Are major maintenance projects discussed early enough to avoid rushed decisions?
- Are board goals translated into action items with owners and timelines?
- Does management bring ideas, risks, and options, not just problems?

Board test: Does your board have a clear picture of the next 12 months and a credible three- to five-year plan?

What Your Answers Reveal

If several answers were uncertain, inconsistent, or dependent on one person following up, that is not a board failure. It is a systems problem. The right partner should reduce friction, protect continuity, and help volunteers govern with confidence.

About Alchemy Community Partners

Alchemy Community Partners is a locally owned HOA management company serving Allen and Hamilton Counties, Indiana. Founded by former HOA and board members, we focus on responsive, transparent, relationship-based management.

Want a second opinion? If your board would like to compare notes, talk through a management challenge, or identify practical ways to improve visibility and continuity, we would welcome a conversation.

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