



## What Does a Community Association Manager Do?

A Community Association Manager (CAM) works at planned communities like condos and Homeowner Associations, taking care of the shared properties and facilities. Community associations hire a manager or a community association management company to look after the day-to-day management of the association and the neighborhood. The incumbent is in charge of implementing the [covenants, conditions, and restrictions \(CC&Rs\)](#) and making sure homeowners follow the rules and regulations.



### CAMS and Your Community:

The job of a Community Association Manager is interesting in that the CAM provides expert guidance, high level service, and oversight to community associations' board members. He or she also looks after the business, administration, and operations of the association. The board members are volunteers, whereas the manager is paid for delivering services. CAMs are responsible for executing the governing documents, with the goal to ensure a greater good for the residents.

The CAM plays an active role in running the day-to-day activities of the association, assisting with budgeting, and taking care of the common areas. The manager is expected to exercise a type of proactive approach to changes in relevant local laws and share the information with the board. The services of property managers also include bookkeeping, financial management, and internal and external communications.

***Maintenance:*** CAMs are responsible for identifying the requirements for repair, maintenance, and upgrade of shared areas and facilities, and work with contractors to meet those requirements. They oversee the vendor bidding process and supervise the contractors' onsite, in addition to committing necessary resources and tracking payments and invoices.

***Administrative support:*** CAMs are responsible for providing administrative services to the board in terms of managing procurements, besides handling vendor paperwork and recordkeeping. This may also include online and face-to-face communication, in addition to creating presentations and correspondence materials like flyers, meeting reports, and handouts.

***Financial management and assisting with budgeting:*** This involves helping the board with budget preparation, managing contracts, and preparing financial reports and statements, as well as coordinating with a CPA for yearend preparation and working with attorneys.

***Assisting with board meetings:*** This includes calling meetings according to the schedules, sending out meeting notices, providing essential reports and materials to the Board of Directors in



advance, taking meeting minutes, and collecting data for presentations about the problems that the residents may be facing.

*Corresponding with homeowners:* The CAMs responsibilities include direct correspondence with the homeowners through email and telephone, as well as newsletters, flyers, postal mail, and signs.

*Other duties:* The board may ask the CAM for assistance with making building policy decisions. Identifying service needs, managing vendor bids, and supervising the vendor service are other key areas where the property manager's services may be required.

*Other essential duties of the CAM include:*

- Collecting HOA and miscellaneous fees from the property owners
- Doing site and equipment inspections
- Ensuring residents comply with the rules and regulations
- Resolving homeowner complaints and disputes
- Ensuring compliance of all stakeholders with the association's by-laws