HIRING A MANAGEMENT COMPANY?

Ensure Your Community Benefits from CMCA-Credentialed Managers

When selecting a management company for your community association, it's important to understand who will be assigned to your property and how they are qualified. While Boards often may not have the opportunity to interview individual managers directly, you can ask targeted questions to ensure your community will be managed by a credentialed professional committed to high standards.

The following questions can help assess whether your prospective management partner prioritizes the CMCA credential, professionalism, ethical conduct, and effective community association management:

1. Will a CMCA-credentialed manager be assigned to our community?
2. How does your company support ongoing professional development for managers, including CMCA certification and continuing education?
3. How does your team handle emergencies and unexpected crises in the communities you manage?
4. Can you describe your company's approach to vendor management, bidding, and quality control?
5. How do your CMCA-credentialed managers foster community engagement and help promote a sense of ownership among residents?
6. What processes do your CMCA-credentialed managers use to identify cost-saving opportunities or implement operational efficiencies? Can you give us an example?
7. How does your team handle architectural requests, assessment collections, and covenant enforcement?
8. How do you ensure smooth transitions during board turnover and provide orientation for new board members?
9. Can you provide examples of how your CMCA-credentialed managers have successfully utilized reserve studies and capital improvement planning to ensure long-term financial stability?
10. How does your company leverage technology to enhance transparency, communication, and efficiency?
11. How does your team expedite the preparation of resale disclosure documents?

If you have the opportunity to meet directly with a CMCA-credentialed manager, ask: Can you describe a challenging situation you encountered in a previous community management role and how you resolved it?

Even if you don't speak directly with the assigned manager, by asking these critical questions, you'll better understand the qualifications of the management professionals your community will rely on and determine if they are equipped to handle your community's challenges while maintaining high professional and ethical standards.

Why the CMCA Credential Matters

The CMCA (Certified Manager of Community Associations) credential is awarded by the Community Association Managers International Certification Board (CAMICB) to managers who demonstrate a high level of knowledge, competence, and ethical conduct in community association management. The CMCA is the only credential in community association management accredited under the National Commission for Certifying Agencies (NCCA) and the International Organization for Standardization's ISO 17024 standards. By focusing on CMCA-credentialed managers, you prioritize a standard of excellence and professionalism recognized internationally, ensuring the best possible management for your community association.

CAMICB℠
Community Association Managers
International Certification Board