

McGowan Insurance Agent Resource Newsletter

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We at McGowan Program Administrators hope this email finds you well! First and foremost, thank you for all you do within the world of community associations, we especially, are grateful for professionals like you.

We would like to provide resources to help keep you and your clients up to date and knowledgeable. Periodically we will be sending you articles, flyers, checklists, videos, and other informational resources that we believe you will find useful. Our insurance professionals are intimately involved in the community association industry and take time create educational tools that we can share with colleagues like you.

We wanted to start with the basics. Attached you will find our Community Association Directors & Officers Quality of Management Checklist. If it were up to us, all boards would be given this checklist and required to have each question answered with a yes. This worksheet highlights good risk management procedures and protocols that help minimize the likelihood of claims against a board and an association. Feel free to pass this along to anyone who may find this beneficial.

As always, please feel free to contact us with any of your insurance needs. We are always available to provide you and your clients with the resources we have available. With a simple phone call or email we can set up seminars, webinars or conference calls or send you over an article you will find useful to publish on your website or in your magazine or newsletter. In the meantime, please be on the lookout for future Newsletters containing other helpful hints to benefit us all! We look forward to continue working alongside you!!

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Community Association Directors & Officers

Quality of Management Worksheet

The following are community association business practices that reflect good risk management procedures and protocol that help minimize the likelihood of claims against a board and association.

1. Has each board member read the association by-laws?
2. Has each board member read the covenant, conditions & restrictions?
3. Has each board member read all the association rules and regulations?
4. Are board members prohibited from handling issues individually outside board meetings?
5. Have all board members complied with Board Member Certification, if required by State?
6. Does the board out-source collections to a collection firm or law firm?
7. Does the association have an annual audit of its financials?
8. Does the board consult legal counsel before terminating employees, if any?
9. Does the board seek legal counsel before entering into a contract greater than \$5,000?
10. Does the board seek legal counsel before terminating a contract greater than \$5,000?
11. Does the board only hire managers with licenses required by the state, if any?
12. Does the board require that any managers hired have professional liability insurance?
13. Are all meetings open to all owners, except if involving litigation and personnel issues?
14. Does the board maintain meeting minutes approved as to form and content?
15. Does the board use Roberts Rules of Order or other parliamentary rules for meetings?
16. Does the board maintain copies of all contracts?
17. Does the board maintain copies of all insurance policies?
18. Does the board meet directly with its insurance professional at least annually?
19. Does the board have a reserve study?
20. Does the board have a written policy regarding the funding of the reserve study?
21. Is the association a member of the Community Association Institute ("CAI")?
22. Do any board members attend CAI classes or other relevant educational presentations?
23. Does the board have a written procedure for unit owners to share concerns?
24. Are board decisions issued in the name of the board and not individual board members?
25. Does the association use an accountant to handle the association financials?
26. Does at least one board member review actual bank statements each month?
27. If the association does not do an annual audit, does it do a Review or Compilation?
28. Does the board have a bidding process for contracts over a certain price?
29. Does the board/association have a disaster plan?
30. Has the board participated in board training?
31. Does the board have a new board member orientation program?
32. Does the board require certificates of insurance directly from the vendor's agent?
33. Does the board survey board members annually to identify association goals and priorities?
34. Does the board have an infrastructure plan? (Committee initiatives and goals)?
35. Does the board have a FAQ regarding association life that it provides to prospective buyers?
36. Does the board have a procedure for welcoming new residents?
37. Does the board have a succession plan or any idea how to groom new community leaders?
38. Does the board review contracts each year and meet with vendors to maximize performance?
39. Does the board have a written Conflict of Interest Policy in place?
40. Do board members sign a Community Association Board of Director's Code of Ethics Agreement?