



FirstService
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HOA BOARD DISCUSSION GUIDE:

9 QUESTIONS TO ASSESS YOUR ASSOCIATION'S NEEDS



Get on the same page with your board. After taking the HOA Quiz, *Diagnose Your Association's Needs*, share your results as a group and discuss the questions below.

Wait a minute! Before walking through this discussion guide, ask each board member to take a quick HOA quiz. Be prepared to share your results as a group.

<http://bit.ly/HOA-Needs>



1. **Let's start with an icebreaker. Why did you want to join the board of directors for our association? If you've been on the board for several years, have your objectives changed since you joined?**

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TIP

Be positive! It's important to think the best of your colleagues and thank them for being a part of the association board (even if you don't always agree).

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2. **What are some of the areas that our association is doing great at? What's working?**

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CHEER SQUAD

This is the time to celebrate your achievements, big and small. Share what you're really proud of as a group (there will be plenty of time to discuss your challenges).

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3. Let's talk about ideal state. Where do we want our association to be in the next year and the next 5 years?

4. What are we doing now to reach those goals?

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VISION IS EVERYTHING

Your plans and actions as a board should fall in line with your vision. For instance, if your association's vision in the next 5 years is to have the "best curb appeal in the neighborhood," are you and your management company being proactive with landscaping and maintenance?

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5. What do you think our biggest challenge or stumbling block is?

RESULTS MAY VARY

Not everyone will identify the same challenges as you do. The goal here is not to disagree immediately or cut down anyone's views, but to be open and share your thoughts with the group.

6. (If you've taken the quiz) Did our assessment results match up? Why or why not?

HAVEN'T TAKEN THE QUIZ YET?

Share this link with your fellow board members and see how your results stack up: <http://bit.ly/HOA-Needs>



7. *(If you've taken the quiz)* Do you think the assessment results were accurate? Why or why not?

8. Think about the challenges we've identified. Are there any common threads or bigger concerns at the heart of those issues?

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UNDER THE RADAR

*Identifying the bigger concerns at stake is key, because they may cause risks down the road. For instance, long-term (3 to 5 year) planning might not seem important **today**, but it can help you avoid surprise maintenance costs or underfunded reserves in a few years.*

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9. What are the challenges or areas of opportunity that we can *all* agree upon?

COMMON GROUND

*Sure, you may not all want a new dog park. But do you want to make sure that your community remains a desirable place to live for current and potential homeowners? In the end, your board's **general** goals should line up, which will help you have fruitful conversations about your **specific** ones.*

NEXT STEPS

If you've nailed down your primary needs or challenges as a board, way to go! Identifying your association's needs is one of the hardest steps to take.

If you're still not sure (or are having trouble aligning with other board members), don't give up! It may be time to sit down with an industry professional to help guide you on this important step.



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About FirstService Residential

FirstService Residential is North America's property management leader, partnering with 8,500 communities across the U.S. and Canada. HOAs, community associations, condos and strata corporations rely on our extensive experience, resources and local expertise to maximize their property values and enhance their residents' lifestyles. Dedicated to making a difference, every day, we go above and beyond to deliver exceptional service. FirstService Residential is a subsidiary of FirstService Corporation (FSV), a North American leader in the property services sector. Find out how we can help your community thrive.

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