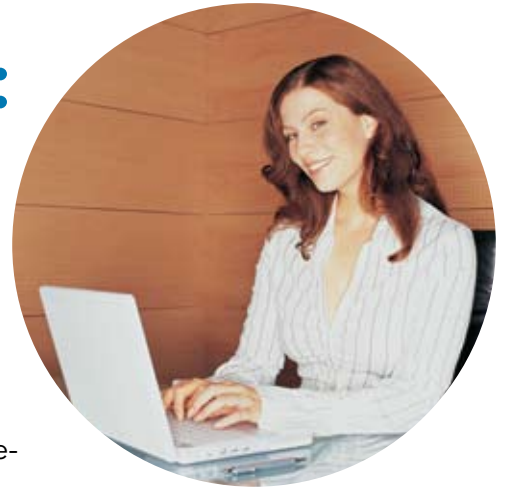


# Community Associations:

## Be Confident with your Community Manager

As a board member, trustee or volunteer leader working with your association or cooperative, you have fiduciary responsibilities that obligate you to make decisions that can have a profound financial and social impact on your community. Receiving professional, accurate advice and guidance on issues such as reserves, maintenance, insurance, budgets, governance, contracts, the law and rules enforcement can mean the difference between prosperity and disaster.



It is in your community's best interest to support your managers' professional development. Qualified managers can ease the burdens of the board by handling the many details of association management. You can also rely upon your manager to know the best way to solve problems, to be familiar with the latest trends and laws and to help protect your owners' property values.

**You can be confident that a manager who holds a Certified Manager of Community Associations (CMCA®) certification has the fundamental knowledge needed to manage your association and has shown a commitment to the profession and a high standard of professional ethics.**

If you need assurance about the importance of your support, data from the Foundation for Community Association Research's *Manager Compensation and Salary Survey* shows that 92 percent of respondents indicated that their employers paid for some or all of their professional development.

**The following are ways you can help your community manager demonstrate their preparedness to handle your community association operations.**

- Pay the costs for your community manager to obtain and/or maintain the CMCA certification.
- Budget funds for your manager to attend professional development seminars and events, including a Community Associations Institute (CAI) National Conference & Exposition, one of CAI's Professional Management Development Program (PMDP) courses and local education programs sponsored by any of CAI's 58 chapters. These events bring together the leaders

in the community association industry to discuss the latest issues affecting communities and improve their skills through innovative education programs.

- Purchase an individual manager membership in CAI for your manager. As America's advocate for responsible communities, CAI provides resources and education for managers, board members, and others involved in the community association industry. For more information about CAI, visit [www.caionline.org](http://www.caionline.org) or call 888.224.4321.

## NBC-CAM

National Board of Certification  
for Community Association Managers

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Setting the standard for community association managers nationwide