



Best Practices from High-Rise Managers

Each manager attending the 2022 High-Rise Managers Workshop was asked to share their best practice. Here is a list of takeaways, in no particular order, from the session.

Administrative

- Organization is important
- Time Management
- SOP Development
- Annual Calendar
 - Meetings, metrics, maintenance
- Prepare in advance
- Budget that meets owner's expectations
- Calendar with project status
- Automation
- Troubleshoot issues
- Committee charters/job descriptions
- Respond to report, isolate, minimize damage

Maintenance/Project Management

- Maintenance Matrix
- Asset List
- Walk the property
 - Contain liability
- Risk management and risk reduction
- Start financial pieces of projects early
- Build annual project goals and construction defects
- Put an expert when needed
- Project Management

Communication

- Keep president informed
- Keep teams and boards up to date
- Get to the root of the problem
- Welcome packets and orientation
- Document issues
- Weekly update to owners

- Careful in writing
- Work with owners
 - Mutual respect
- Keep residents happy and staff happier
- Manage board expectations
- Ask questions!
- Pick up the phone
 - Not always email
- Honesty
- It's ok to say "I don't know"
- Action, not inaction
- Work with committees
- Collaboration
- Act if you need info yesterday
- Good relationships with business partners
- Let strong committees run with project
- Assess and Address

Staff

- Staff Development
- Staff tools and resources
 - Allow to be autonomous
- Build trust and morale
- Lead by example
- Hire excellent on-site management and staff
- Education of staff
- Be hands on with staff
- Hire people smarter than you
- Do the things you ask staff to do
- Create team culture
 - Staff, owners, and partners
- Team monthly reflections
 - From last time to now
- Mentor

Self-Care/Development

- Take time for yourself
- Go on vacation and not worry
- Don't take it personally
- Network

Keep the conversation going, share examples and discuss in the ***Community Association High-Rise Managers Forum Exchange*** group. Visit <https://exchange.caionline.org/home> and sign-in to access the group. If you have any issues, please contact kschild@caionline.org.