
HTTP://CFLOODMANAGEMENT.COM

How to Get What You Want From Your Homeowners Association

1. **Make sure your request is reasonable** and not against the rules as outlined in the CC&Rs, By Laws or Rules and Regulations. You may advocate a change to these documents by following these simple procedures, but if your request is not reasonable, it will have little chance of being implemented.
2. **Make your request in writing.** Clearly explain what you want to happen and when you want it to happen. Provide as much detail upfront as possible so that delays are not caused by the Board asking for more information. Keep in mind that the Board of Directors typically has a set schedule for meetings; so, if your request requires Board approval, you may have to wait until after the next Board meeting.
3. **Make a follow-up phone** call to the manager to make sure your letter has been received and that the Board will review it (if necessary) at the next Board of Directors Meeting.

A tip for calling the manager: many managers are busy and not able to talk on the phone right away. Be careful not to leave more than one message a day as this can cause unnecessary irritation to the manager and will not help your case. Call back as often as you think is necessary to actually get the manager on the phone, but only leave a maximum of one message per day. **Do not complain about how many times you had to call to get them on the phone** – once they are on the phone, it is best to simply and cheerfully explain what you need. They will be happy to answer your questions.

4. **Attend the Board Meeting** where you expect your request to be considered. Bring a copy of your letter with you in case some sort of snafu occurs and the Board does not get a copy before the meeting. Be prepared to discuss the matter with the Board and answer any questions they may have.
5. **Call again.** If you do not hear back from the Manager within a week of the meeting, feel free to call him/her again, following the guidelines in #3, above. Typically, the Board will make a decision at the meeting and the Manager will send a confirmation letter within a week of the meeting.
6. **Wait.** Make sure you get the approval letter before proceeding to make sure you agree to the conditions of the Board's approval.

These are very simple steps to follow. In an ideal world, you would just need to make one phone call and your request would be granted with no waiting; unfortunately this is not always the way it works. Following the steps above will get you the fastest results possible with the least amount of aggravation.

If your request is reasonable, you will be pleasantly surprised how easy it is to get what you want.