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APATHY ABOUNDS! HOW TO INCREASE MEMBER PARTICIPATION IN YOUR COMMUNITY ASSOCIATION

Authored and presented by
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This document is intended to provide general information. It does not and cannot provide specific legal advice. For additional information or answers to questions, you may contact Augustus H. Shaw IV, Esq. of Shaw & Lines, LLC at 480-456-1500 or send questions to ashaw@shawlines.com.

This course is approved by Community Association Managers International Certification Board (CAMICB) to fulfill continuing education requirements for the CMCA® certification. www.Camicb.org.

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Syllabus

Learning Objectives:

This Seminar will discuss practical ways to increase member involvement in the HOA. Special attention will be paid to how to increase member attendance at Annual Meetings This Seminar will discuss practical ways to increase member involvement in the HOA. Special attention will be paid to how to increase member attendance at Annual Meeting, Board Meetings and other HOA related events.

- I. INTRODUCTION.**
- II. WHY IS THERE SO MUCH APATHY IN HOMEOWNER ASSOCIATIONS.**
- III. HOW CAN A HOMEOWNERS ASSOCIATION INCREASE PARTICIPATION AT BOARD MEETINGS.**
- IV. HOW CAN A HOMEOWNERS ASSOCIATION INCREASE PARTICIPATION AT MEMBERS MEETINGS.**
- V. HOW CAN A HOMEOWNERS ASSOCIATION INCREASE PARTICIPATION REGARDING MEMBER VOTING.**
- VI. HOW TO BE A CONSIDERATE COMMUNITY.**
- VII. CONCLUSION.**

APATHY ABOUNDS: How to Increase Member Participation in Your Community Association

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Presented by



PARICIPATION AT BOARD MEMBER MEETINGS

- Participation at board member meetings is always a challenge:
 - Work
 - Lack of time
 - Prior commitments to children, sports, groups etc.
- In order to boost attendance at meetings, board members have to take a more creative approach.

HOW CAN YOU INCREASE ATTENDANCE AT BOARD MEETINGS?

- **BE CREATIVE!**
 - Hold a raffle for attendees:
 - Gift certificates for restaurants, landscaping etc.
 - Provide food at meetings.
 - Make sure to give adequate notice to association members:
 - Focus on a particular topic: Assessment increases.
 - Appoint a board member to make reminder phone calls.

HOW TO INCREASE ATTENDANCE AT ANNUAL AND SPECIAL MEMBER MEETINGS.

- **BE CREATIVE!**
 - Turn your meeting into a neighborhood block party.
 - Hold the meeting on a Saturday.
 - Provide food for attendees.
 - Hold a raffle:
 - Draw names for gift certificates or prizes.
 - Make the meeting a pot luck.
 - Neighborhood Awards:
 - Best lawn, most active homeowner, nicest neighbor etc.

HOW TO INCREASE PARTICIPATION IN VOTING: THE MAIL IN BALLOT

- **Have a raffle:**
 - If you mail in your ballot you are entered to win.
 - You must be present at the meeting to claim your prize.
- **Create a ballot committee:**
 - Make reminder phone calls.
 - Send out reminder post cards.

Question: How can an Association pay for such incentives?

- All of the suggestions mentioned are general community building activities and therefore may be paid for by association revenues.

HOW TO BE A CONSIDERATE COMMUNITY

- **Community Associations are often viewed as the “enemy.”**
 - **Send out a community newsletter that includes:**
 - **Community events:**
 - Easter egg hunts, Fourth of July block party, Holiday parties.
 - **Member news:**
 - Marriages, birth announcements, member advertisements.

HOW TO BE A CONSIDERATE COMMUNITY

- Create a Welcome Committee/ Social Chair:
 - Door to door greetings.
 - Welcome phone calls.
 - Send gift baskets to new homeowners.
- Host community wide events:
 - Garage sales
 - Neighborhood clean up day.
 - Pot luck dinner parties/meet and greets.

HOW TO BE A CONSIDERATE COMMUNITY

- Throw away the “US vs. THEM” mentality and focus on “WE”
 - Most Community Associations focus too much effort on operating a business and not enough effort on building a community.
 - Taking the time to build a community will build a better business.
 - Remember:
 - **BE CREATIVE!**

QUESTIONS

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EDUCATION

University of Arizona James E. Rogers College of Law - J.D. 2000

University of Arizona - B.A. 1996

PROFESSIONAL LICENSES

Member, State Bar of Arizona.

Member, U.S. District Court Bar for the District of Arizona.

Member, State Bar of Nebraska.

Member, U.S. District Court Bar for the District of Nebraska.

Member, United States Tax Court Bar.

PROFESSIONAL LEGAL EXPERIENCE

Shaw & Lines, LLC

Founding Member and Managing Member (April 2005 – Present)

Provide legal advice to Homeowner Associations, Property Owner Associations, Office Condominium Associations and non-profit corporations in a variety of general real estate and corporate transactions. Specifically, creation of corporate entity for homeowners' associations, creation and interpretation of governing documents of homeowner associations, creation and negotiation of complex sales and lease agreements, creation of land conveyance documents, representation of home owner and property owner associations in zoning matters, representation of homeowners' associations in collection litigation matter and document enforcement matters.

CONTINUING LEGAL EDUCATION SEMINARS TAUGHT

August, 2021 - Community Associations Institute Annual Conference and Exposition Seminar Entitled *Take This Board and Shove It! How to Handle En Masse Board Resignation*.

February, 2020 – State Bar of Arizona CLE Panel Entitled *Fundamentals of Administrative Adjudication in Homeowners Association (HOA) Disputes*.

January, 2020 - Community Associations Institute College of Community Association Lawyers National Law Seminar CLE Entitled *Vexatious Litigants – How to Handle the Frivolous Filer*.



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January, 2019 - Community Associations Institute College of Community Association Lawyers National Law Seminar CLE Entitled *ETHICS: Call to Duty: Ethics and Politics Concerning Duties Owed*.

February, 2018 - Community Associations Institute College of Community Association Lawyers National Law Seminar CLE Entitled *Navigating the Nuances of the Fair Housing Act*.

June, 2017 - Arizona State Bar Convention CLE Panel Entitled *Advanced Issues in Land Use: Navigating the Dangers of Deed Restrictions in Residential and Commercial Development*.

January, 2017 - Community Associations Institute College of Community Association Lawyers National Law Seminar CLE Entitled *The Insurance Defense Dilemma; Conflicts of Interest Regarding Insurance Defense Under a Reservation of Rights*.

May, 2015 - Community Associations Institute National Annual Conference Seminar Entitled *I am the Association! How to Handle the Overbearing Board Member*.

November, 2014 – State Bar of Arizona CLE Seminar Entitled *Let Slip the Dogs of Peace: The ADA, Fair Housing Act and the Use of Service Animals to Help America's Returning Veterans*.

April, 2013 - Arizona Association of Landlord-Tenant Attorneys CLE Seminar Entitled *An Overview of Property Tax Appeals, HOA Laws and Remedies When a Foreclosure Goes Wrong*.

February, 2011 - Community Associations Institute (Central Arizona Chapter) Trade Show Seminar Entitled *Going Rogue, What to do with the Rogue Association Board Member*.

May, 2010 - Community Associations Institute National Annual Conference Seminar Entitled *Board Member Decision Making – The Business Judgment Rule Plus*.

January, 2010 - Community Associations Institute College of Community Association Lawyers National Law Seminar CLE Entitled *Board Member Decision Making – The Business Judgment Rule Plus*.

January, 2007 - Lorman Educational Services Seminar Entitled *Issues Concerning the Development, Creation and Operation of the Arizona Office Condominium Association*

June, 2006 - Arizona Association of Community Managers Seminar Entitled *Changes in the Laws Affecting Community Associations*.



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May 2005 - Maricopa County Bar Association Seminar Entitled *How to Collect Assessments and Enforce Restrictions Concerning Homeowner Associations*.

ARTICLES AND PUBLICATIONS

Winter (2018) Community Associations Institute Central Arizona Chapter Magazine *Community Resource* Article Entitled *Can a HOA Waive its Rights to Enforce the CC&Rs*.

Spring (2018) Community Associations Institute Central Arizona Chapter Magazine *Community Resource* Article Entitled *Going Paperless: The Legal Requirements of HOA Digital Record Keeping*.

Fall (2017) Community Associations Institute Central Arizona Chapter Magazine *Community Resource* Article Entitled *Reserve Accounts 101 – What They Are, How They Work and Are They Required*.

Spring (2017) Community Associations Institute Central Arizona Chapter Magazine *Community Resource* Article Entitled *You're Hired! Important Considerations Concerning HOA Service Providers*.

Spring (2016) Community Associations Institute Central Arizona Chapter Magazine *Community Resource* Article Entitled *There is Method to the Madness: How to Choose the Best Method of Enforcement*.

Fall (2014) Community Associations Institute Central Arizona Chapter Magazine *Community Resource* Article Entitled *The Importance of Trade Names and Trademarks in the Social Media Age*.

Spring (2013) Community Associations Institute Central Arizona Chapter Magazine *Community Resource* Article Entitled *The Hatfields and the McCoys: HOA Involvement in Neighbor Disputes*.

September/October (2012) Community Associations Institute National Magazine *Common Ground* Article Entitled *Curmudgeon Cure*.

Issue 4 (2011) Community Associations Institute Central Arizona Chapter Magazine *Community Resource* Article Entitled *Association Record Keeping in the Digital Age*.

Issue 1 (2011) Community Associations Institute Central Arizona Chapter Magazine *Community Resource* Article Entitled *We Are All in This Together - Sustaining Members' Interest in Their Community Association*.



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Issue 4 (2010) Community Associations Institute Central Arizona Chapter Magazine
Community Resource Article Entitled *Why HOAs are Good in a Bad Economy*.

Issue 2 (2010) Community Associations Institute Central Arizona Chapter Magazine
Community Resource Article Entitled *The Ins and Outs of Owner Bankruptcy – What Community Associations Need to Know*.

Columnist for the weekly Column entitled “Ask the HOA GUY” published by the
Arizona Republic and the *East Valley/Scottsdale Tribune* (2004-2006).

LECTURER FOR THE FOLLOWING HOA ACADEMIES:

2010-Present City of Scottsdale, AZ HOA Academy.

2010-Present City of Chandler, AZ HOA Academy.

AWARDS AND ACHIEVEMENTS

2010 Leadership Centre Brian L. Zemp Community Leadership Award.

2008 Member – Community Association Institute College of Community Association
Lawyers.

2006 Leadership Centre Instructor of the Year.

SERVICE TO COUNTY

Honorably discharged from the U.S. Navy, August 1992.

SERVICE ORGANIZATIONS

Board Vice President, Tempe Preparatory Academy (Present); Board President, Tempe Preparatory Academy (2020 to 2021); Board Member, Tempe Preparatory Academy (2018 to Present); Member, Community Associations Institute College of Community Association Lawyers Board of Governors (2017); Vice President, Central Arizona Chapter of Community Associations Institute (CAI) (2014 - 2015); Member of the Board of Directors (2013 - 2016) of the Central Arizona Chapter of Community Associations Institute (CAI); Member, State Bar Committee of Minorities and Women in the Law (2002-2003); Vice Chair, City of Tempe Redevelopment Review Commission (2003-2004); Secretary, Maricopa County Bar Association Foundation (2002-2003); Member, Maricopa County Board of Adjustment (2005-2006); Member, Maricopa County Community Development Advisory Commission (2005-2006); Member, Maricopa County Merit Commission (2006); Member, City of Tempe Transportation Commission (2009-2011); First Vice Chairman, Arizona Republican Party (2010 – 2012).

SHAW & LINES, LLC
COUNSELORS TO COMMUNITY ASSOCIATIONS

“DOING BETTER WHAT IS ALREADY BEING DONE.”

Shaw & Lines, LLC is an award winning law firm that focuses its practice to Homeowner Association Law, General Real Estate Law, Bankruptcy, Fair Housing and General Business Law. The Firm was founded and continues to operate on the goal of promising and providing efficient, competent and quality legal services to its clients. Shaw & Lines, LLC distinguishes itself by efficiently and effectively “doing better what is already being done.”

Attorneys

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Advising Boards

Collecting Assessments

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Educating Managers

Guiding Development

Leading the Industry