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Why Your Condo/HOA Should Be Ready for Key People to Disappear (Plus, We Have a 5-Step Plan)

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Tags: [Recordkeeping](#), [Technology](#), [Coronavirus](#), [COVID-19](#), [Pandemic](#)

In this week's tip, we begin making the case that, if you don't already have one, your community needs a continuity plan.

What do we mean by that? One of our experts [recently suffered the loss of a community's president](#) to COVID-19. It was a sad loss and one made more difficult because the community had done no planning for the what-ifs. What if a leader suddenly becomes unavailable to serve? Are there documents and information in that leader's possession others will need? If so, how will you gain access to them?

For the most part, given where we are with technology, this doesn't happen as often as it might have just five years ago. If it does, however, it may be something more common in properties not [professionally managed](#).

"That's really awful," laments Bruce Masia, LCAM, the Broward/Palm Beach County, Fla.-based vice president of the southeast region for KW Property Management. "I've seen this happen in self-managed properties. I see this where the information is hoarded. Some people have been sitting on boards for years and years, and then something happens. Then the rest of the board is backtracking and trying to figure something out."

Self-management might indeed be a risk for this issue, agrees Andrea L. O'Toole, a Walnut Creek-based principal at Berding Weil, a law firm that does only community association law throughout the state. "I haven't really seen that," she notes. "My first instinct is to assume this is a self-managed association, and that's one of the risks you have being self-managed—who's the keeper of the records?"

"We do sometimes get into a situation where the prior manager hasn't been very good at [recordkeeping](#), and a new manager asks for the records but can't get them," she adds. "Then the manager is going to prior members of the board to get their records. But I've not had the issue where someone who was the

gatekeeper of the records no longer has the ability to serve, though I could see how it be a big problem."

Luckily, another of our experts has a five-step plan to get you started. Read it in our new article: [Has Your Condo/HOA Board Done the Necessary Continuity Planning?](#)