



# CHANDLER HOA ACADEMY

## CLASS SCHEDULE

March 4 – 25, 2014 (Tuesdays)

6:00 – 8:00 P.M.

Chandler City Hall, 2<sup>nd</sup> Floor - Training Rooms A & B  
175 S. Arizona Avenue

- **March 4, 2014 – Protecting Community Associations – A Look at Risks and Solutions**  
(Instruction provided by Mulcahy Law Firm, P.C.)  
Participants will learn how to identify risks and the steps to make informed decisions on how to best handle those risks. This class will provide a discussion on disclosure of public and non-public information about members and the association, website risks, accidents on common areas, open meeting law violations, record requests by owners and how to handle lawsuits filed against the association or board. There will also be an in-depth discussion of the types of insurance an association should carry and tips on how to handle insurance claims.
- **March 11, 2014 – How to Deal with Difficult People and Difficult Problems Facing an Association** (Instruction provided by Mulcahy Law Firm, P.C.)  
Participants will learn strategies and tips on how to best handle conflicts for a win-win solution. Participants will learn how to work with difficult people, how to diffuse a situation, barking dog solutions and determine when an issue (i.e. tree branch, dogs, nuisance situations, insurance claims and loud parties) should be handled by the board of directors or referred somewhere else.
- **March 18, 2014 – Amending Association Documents and Ten Things Every Board Member Needs to Know** (Instruction provided by Mulcahy Law Firm, P.C.)  
Participants will learn how to properly read association documents (i.e. CC&Rs, Bylaws, Articles and Rules) for changes and how to revise them through an easy Five Step Amendment Process. Additionally, participants will learn top ten things every board member needs to know about Arizona Community Association Law.
- **March 25, 2014 – Seven Secrets to a Successful Community Association**  
(Instruction provided by Shaw & Lines, LLC)  
Participants will learn the seven key traits of a successful community association. These traits, when implemented, will help a community association not only properly serve the members, but also steer clear of potential pitfalls and liabilities. Each key trait will be discussed along with an in-depth analysis and practical tips on how to be successful.

Enrollment priority will be given to Chandler residents living in Registered Neighborhoods.  
To register, contact Chandler's Neighborhood Programs Office at 480-782-4354 or visit  
[www.chandleraz.gov/neighborhoods](http://www.chandleraz.gov/neighborhoods)

