



# 7 Habits of a Highly Effective Property Manager

Instead of answering the question “What Is a Property Manager?”, it is more important to understand what general characteristics make an effective Property Manager.

Regardless of the association type, Condominium or Homeowners Association, the following are critical attributes of an effective Property Manager:

1

### Trustworthy

The board of directors is entrusting the homes of the community to their property manager. If the board cannot trust their manager, then they will not have peace of mind. A lack of trust may lead to micromanagement of the manager and deterioration of the relationship.



2

### Likable

This attribute is high on the list because if the manager is not likable, they will not last long at the property. A manager must know how to handle various personalities, not only for the board but also residents and contractors.



3

### Good Communicator

If a Manager cannot clearly communicate the issues, the solutions, and the status of ongoing events, then the Board and the residents alike will lose faith quickly. Nowadays, there are many tools available to the Manager that facilitate communication to all stakeholders in the operations of the community.



4

### Responsive

The priorities of the volunteer board members may not always be in alignment. A property manager must be able to quickly respond to board members, residents, and contractors.



# 5

## GTD – Gets Things Done

There are plenty of people that try and get by on personality, talk and empathy – but in the end, a successful manager needs to make things happen.

# 6

## Leader

This is much more important when there is large staff, but it is still important with no staff, because someone has to lead the contractors and establish credibility as the liaison for the board.

# 7

## Knowledge

At a bare minimum, the Manager should possess knowledge of 718 and/or 720, basic facilities and grounds maintenance, and budgeting and finance. The rest of the knowledge required depends largely on the specific community. A good property management company provides their Managers with support and resources to continuously expand their knowledge base.



The hardest part of all this is how do you know if someone really has these attributes? The only people that know are the ones that have worked with this person in the past. That is why references and reputation are so important. If you hire a reputable property management company that has a track record of high-performing employees – as reported by their clients – then you remove the risk. Your property management company should ultimately be responsible for making sure you have an effective Property Manager.

## Struggling to find a great manager?

Ultimately, you should focus on hiring a firm, rather than a person. For information on what to look for in a Property Management Company, click below.

[Learn More](#)

