



Owners Association Management Course: Jointly Owned Buildings, Common Areas and Reserve Funds

23 – 27 November 2026

London - Central London four-star



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Introduction:

Owners association management, covering jointly owned buildings, common areas and reserve funds, is a 5-day course for association, handover and community managers that ends with an Owners Association Management Plan for a case tower. Jointly owned buildings lose value and goodwill when bylaws are unclear, general assemblies fail to reach quorum, service-charge budgets omit replacement costs and arrears build up unchecked. Nominees already administer shared buildings or prepare them for handover, and work through a case study built on a tower's bylaws, budget, contracts and complaint log. CoreConcept Training Center delivers this owners association management course.

Course Objectives:

- Establish an owners association with a declaration, bylaws, house rules and a unit entitlement schedule that allocate rights and costs fairly
- Run general assemblies and board meetings with valid notices, quorum, proxies, voting thresholds and minutes that withstand owner challenge
- Prepare an annual service-charge budget that separates the operating fund from the reserve fund and apportions costs by unit entitlement
- Commission and apply a reserve study to set reserve contributions and avoid unplanned special assessments
- Procure and supervise common-area facilities management contracts with defined scopes, service levels and performance reviews
- Control collections and arrears and resolve resident disputes through a fair complaint, hearing and escalation procedure

Target Audience:

- Managers responsible for the daily administration, finances and records of owners associations
 - Developer handover managers responsible for transferring completed towers and common areas to owner control
 - Community managers responsible for resident relations, house rules and amenity operations in multi-owned buildings
 - Association board and finance officers responsible for budgets, reserve funds and owner reporting
 - Facilities managers responsible for common-area services delivered under association contracts
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Course Outline:

Day 1: Jointly Owned Buildings, Association Roles and Baseline Review

- Unit, Common Area and Limited Common Area Boundary Mapping
- Self-Managed, Agent-Managed and On-Site Association Models Compared
- Developer Control Period and Turnover to Elected Owner Board
- Fiduciary Duty Map for Board, Manager and Owners
- Baseline Health Check Using Arrears, Defects and Complaints Data

Day 2: Governing Documents, Unit Entitlement and Meeting Frameworks

- Declaration of Covenants, Conditions and Restrictions Content Review
- Association Bylaws Drafting for Powers, Elections and Committees
- House Rules Register for Pets, Noise, Parking and Alterations
- Unit Entitlement Schedule Using Area and Value Shares
- General Assembly Notice, Quorum, Proxy and Voting Threshold Rules

Day 3: Service-Charge Budgets, Reserve Funds and Common-Area Contracts

- Service-Charge Budget Build With Operating Fund Cost Lines
- Reserve Study Component Inventory With Useful Life and Replacement Cost
- Percent Funded Calculation and Full, Threshold or Baseline Funding Plans
- ISO 41001 Principles Applied to Common-Area Service Scope
- Facilities Management Contract Service Levels, Penalties and Monthly Scorecards

Day 4: Collections, Arrears, Resident Disputes and Association Risk

- Collection Calendar and Arrears Escalation Ladder From Reminder to Recovery
- Special Assessment Decision Test and Owner Communication Plan
- Resident Complaint Log, Hearing Procedure and Fine Schedule Design
- Mediation Steps for Neighbour, Alteration and Defect Disputes
- Association Risk Register for Insurance, Fire Safety and Fraud

Day 5: Case Study on an Owners Association Management Plan

- Case Tower Handover File and Governing Documents Gap Review
 - Case Service-Charge Budget and Reserve Contribution Model Revision
 - Case Common-Area Contract Scorecard and Retender Decision
 - Case Arrears Recovery and Complaint Resolution Action List
 - Owners Association Management Plan Completion and Board Panel Review
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Skills You Will Gain:

- Bylaws Drafting
- General Assembly Administration
- Unit Entitlement Apportionment
- Reserve Fund Planning
- Service Contract Supervision
- Owner Arrears Escalation
- Resident Dispute Mediation
- Owner Financial Reporting

Why Attend This Course:

- Deliver an Owners Association Management Plan for a case tower to the association board and the developer handover team, covering governance, budget, reserves, contracts and collections
- Decide when a cost belongs in the operating budget, the reserve fund or a special assessment put to owners
- Avoid invalid assembly resolutions, underfunded reserves and unchecked arrears that trigger owner disputes and deferred repairs
- Brief board members, facilities contractors and front-desk staff on bylaws, house rules and the complaint procedure

Conclusion:

Back at work, the participant presents the Owners Association Management Plan to the association board, the managing agent or the developer handover committee. They use it to approve the next service-charge budget, set the reserve contribution, confirm which common-area contracts to renew or retender and adopt the arrears and complaint procedures. After the first general assembly held under the plan, the unit should review quorum, budget approval, collection rates, contractor scorecards and complaint closure times, and adjust the bylaws, budget or contracts where results fall short.

Frequently Asked Questions FAQ:

What should participants know before an owners association management course?

Participants should already administer a jointly owned building, sit on an association board or prepare towers for handover. No accounting qualification is needed. Bringing anonymised bylaws, a service-charge budget or a contractor scorecard lets them test the methods on their own building.

How does an owners association management course differ from a landlord property management course?

It treats owners as members who govern the building together through bylaws, assemblies and a board. A landlord property management course centres on letting space, tenancy administration and rent income for a single owner, which appears here only as context.

Why does a reserve study matter in owners association management?

A reserve study lists each major common-area component with its useful life and replacement cost, then sets yearly contributions. Funding reserves this way spreads roof, lift and facade replacements across owners over time and avoids sudden special assessments that trigger disputes and arrears.

What do participants take back from the owners association management course?

Participants take back an Owners Association Management Plan for a case tower, with a governing documents gap list, a service-charge budget and reserve contribution model, a contract scorecard, an arrears escalation ladder and a complaint and hearing procedure.
