

New management, new staff: 8 questions to ask.

Ready for a change? Welcoming a new management company means welcoming its staff, too. This transition process will set the stage for your community's future, so it's important to start out on the right foot. A good management company should have the resources and experts on hand to make it a seamless switch. However, it's always a good idea to ask the right questions and set clear expectations for staff member protocol.

Here are **8 questions to ask your new management partners** (and the answers they should provide) to ensure a successful staffing transition.

Who will manage our staff changes?

The support team in charge of this should include a regional director and experts representing HR, accounting, IT, and lifestyle/resident experience.

Will board members be able to contact the support team directly?

The new management company should have a knowledgeable and responsive support team that can be reached by board members at any time.

Who will be our primary contact?

Make sure you know the go-to, point person on the support team to ensure consistent, updated information and avoid any confusion.

How will residents be informed of staff changes?

A seasoned management company will inform residents by sending welcome notices, arranging meet-and-greets, and notifying via email, social media, and other mass communications platforms.

When does staff transition start?

Request the new management company supply a staff transition timeline to your community.

What about existing staff?

Your management company should already have an established process for handling both existing and new staff members.

What about vendors, contractors, and suppliers?

The new management team should contact all of your association's partners and inform them of new staff members.

What kind of help will be available while onboarding new management?

Your new management partners should help keep your day-to-day operations running smoothly throughout onboarding. They should provide off-site admin support that your board can count on even after the transition.

Make your next switch a seamless one.
Contact FirstService Residential today!

