

Save the Date

KEYSTONE PACIFIC PROPERTY MANAGEMENT
PRESENTS A BOARD SEMINAR ABOUT:

Dealing With Difficult Homeowners and Board Members

Thursday, March 30, 2017

6:00 PM

This program will cover the many challenges Board Members face on a routine basis concerning homeowners or residents living in the community and dealing with internal conflict within the Board itself.

Topics include:

- Identifying the problem
- Impact of problem – risk of liability claims to association, board and management
- Tools necessary to manage the problem
- Homeowners/Residents with excessive requests for information, documents and records
- Homeowners/Residents who persistently have unfounded complaints against fellow residents
- Identifying a harassing resident, or determining a neighbor-to-neighbor dispute
- Enforcing governing documents
- Determining action and evaluating options
- What do when homeowners/residents interfere with management and vendors
- Action to take when it becomes abusive, hostile, disrespectful or threatening
- Dealing with disruptions during meetings
- What to do with “Difficult Boards” who have:
 - Internal conflict
 - Rogue members

About the Speakers:



JEFFREY A. BEAUMONT, ESQ. is senior partner for the law firm Beaumont Gitlin Tashjian - a full service community association law firm with offices in Woodland Hills, Laguna Hills, San Diego and San Luis Obispo. Mr. Beaumont has over sixteen years of experience providing general counsel and litigation services to his firm’s community association clients.

BRITTANY A. KETCHUM, ESQ. is an associate attorney with Beaumont Gitlin Tashjian, where she counsels the firm’s clients on all areas of community association law. Aside from her practice, Ms. Ketchum volunteers with the Community Association Institute (CAI) and serves as Chair of the Education Committee for the Orange County Chapter, where she teaches community association law to board members and managers, and serves as the editor of the Greater Inland Empire Chapter’s quarterly educational publication, *Connect Magazine*.



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