



BLUE SKY
CONDO MANAGERS

SELECTION GUIDE

Questions to Ask a Prospective Condominium Management Company

A board-ready checklist for comparing service models, reporting, communication, transition support and accountability.

A practical board resource from Blue Sky Condo Managers

Start with the relationship you want

A strong proposal is more than a price. It should show how the management company will communicate, make decisions, protect the corporation's information and follow work through to completion.

Use this guide during interviews

Ask every finalist the same core questions. Record examples, not just promises, and compare the people who will actually serve your community.

Before the interview

- [] Agree on the board's three most important service improvements.
- [] Prepare a concise property profile: units, amenities, staffing, major projects and current concerns.
- [] Identify any non-negotiable reporting, meeting or communication requirements.
- [] Ask each company to identify the proposed manager and backup coverage.

A useful evaluation lens

Dimension	What strong looks like
Experience	Relevant condominium experience, clear licensing and examples similar to your community.
Accessibility	Defined response standards, direct contacts and dependable backup coverage.
Systems	Visible action tracking, secure records and consistent monthly reporting.
Judgment	Practical recommendations that distinguish urgent, important and optional work.
Fit	A portfolio model that leaves enough time and attention for your corporation.

People and portfolio

1. Who will be our day-to-day condominium manager, and can the board meet that person before deciding?
2. How many corporations and units will that manager support at the same time?
3. What backup coverage is available during vacation, illness or after-hours events?
4. Which decisions can the assigned manager make directly, and which require escalation?
5. Can you describe a community similar to ours and what your team learned from managing it?

Communication and follow-through

6. What response standards do you set for directors, owners, residents and vendors?
7. How are open items recorded, assigned, prioritized and reported back to the board?
8. What will the board receive between meetings when an item is delayed or changes scope?
9. How do you handle high-volume owner communication during a disruption or major project?
10. What is your escalation process when the board is dissatisfied with service?

Financial management

11. What does your standard monthly financial package include, and when is it delivered?
12. How are invoice approvals, payment controls and banking access separated and documented?
13. How do you monitor arrears and communicate collection status to the board?
14. How do you support annual budgeting, reserve-fund planning and audit coordination?
15. Can reports be adjusted to show the board's preferred comparisons and explanations?

Operations, risk and vendors

16. How often will the property be inspected, and what written record will the board receive?
17. How are work orders, quotations, contracts, insurance certificates and warranties tracked?
18. How do you identify recurring problems instead of repeatedly treating symptoms?
19. What controls help the board compare bids fairly and identify potential conflicts?
20. How are emergencies documented and reviewed after the immediate issue is stabilized?

Transition and contract

21. Who leads the transition, and what will happen during the first 30 days?
22. How will records, banking, vendors, owner data and unresolved matters be secured and verified?
23. What assistance is included if the corporation later changes management?
24. Which services, software, postage, meeting or project costs are outside the base fee?
25. What term, notice, renewal and termination provisions should the board examine closely?

Score the evidence, not the sales pitch

Use a consistent score and write down the example that supports it. A confident answer without a process, sample or relevant example should not receive a top score.

Category	Weight	Score (1-5)	Evidence / notes
Assigned team and capacity	20%		
Communication and accountability	20%		
Financial controls and reporting	20%		
Property operations	15%		
Transition plan	10%		
Technology and records	5%		
Contract clarity and value	10%		

Signals to examine carefully

- [] The proposed manager is unavailable until after the contract is signed.
- [] Response promises are not tied to a process or escalation route.
- [] The portfolio size is described vaguely or excludes temporary assignments.
- [] Reporting samples are generic, incomplete or difficult to interpret.
- [] Transition responsibilities and extra charges are not clearly written.
- [] References describe frequent staff changes or unresolved follow-up.

Final board question

Which company made it easiest to understand who is accountable, what the board will see and how unfinished work stays visible?

This guide provides general management information and is not legal, financial or accounting advice. Boards should obtain professional advice for their corporation's circumstances.