

Richard White's Column, Naples News October 18, 2009:

**Question:** The president of our condominium has made a policy that any unit owner who wishes to meet with the employee association manager must do so with board members present. The manager concurs with this ruling. What can we do to stop this egregious practice?  
-- S.A. / West Palm Beach

**Answer:** The duties of the association manager are often misunderstood. The manager is hired by the board of directors to assist them in the business and operations of the association. The manager has duties assigned by the board of directors. Usually those duties are assigned in the form of a contract, approved policies, and/or board motions. Managers have no responsibility to the members, association, or board. A manager must be licensed and has fiduciary duties similar to the directors' fiduciary duties. **Understand that the association manager has no powers to solve owners' problems unless the board allows the manager to solve problems. If an owner needs to report a situation or wants an answer to a question, that owner should put the request in writing and address it to the board of directors.** Members elected the board to operate the association and it appears that your president want to know all problems to effectively perform his/her duties.