

THE COVID-19 IMPACT CONTINUES

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It has been more than 100 days since the lockdown regulations were first announced in the middle of March 2020. The impact of the ongoing lockdown regulations has had a devastating impact on all spheres of our society and it will continue for a long time to come. The increase in the COVID-19 cases also has a major impact, especially in the workplace.

The staff working for HOAs has not escaped these impacts and, at the time of writing this article, I am in self-isolation, as a staff member that has tested positive for COVID-19. HOA offices are generally a small, close environment and represent all walks of life. Over the years, I have found it tough to close the HOA office during working hours (for whatever good reason) and even during the holiday periods. The HOA staff and service providers are there to serve the members and should always be available at the HOA office or onsite.

COVID-19 has changed this and over the next week we must adapt, work from home and find ways to continue serving the members. The physical impact on the HOA staff to double up for other staff members, going the extra mile (from home) to make sure that members receive the service they deserve is probably easier to

manage. It also creates an opportunity for the staff to broaden their knowledge of the HOA operations and up-skill themselves. The sharing of knowledge amongst the staff will have a positive impact on the HOA operations and assist with delivering the service the members deserve. We can share and learn from each other during this period.

The emotional impact on the staff and their mental wellness is the part that will be more difficult to manage. Corporate companies do have the financial means to appoint life coaches, mental coaches and psychologists to assist management and the staff on a daily basis and assist with their mental wellness. Through discussing this subject with my colleagues at other HOAs over the last few weeks, it has become clear that the emotional impact of COVID-19 on the staff is enormous and this will continue for a long time.

Very few HOAs have the means to provide this support to their staff, but a small investment by the HOA on the mental wellness of the staff will go a long way for the future of a well-run HOA.

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