

SUBDIVISION ASSOCIATIONS AND CONFLICT RESOLUTION

- 1. What types of conflicts most frequently occur in your subdivision?**
 - Neighbor-to-neighbor disputes
 - Board of Trustees-property owner disputes
 - Internal conflict between trustees/board members
 - Other (e.g. with contractors)

- 2. What would you say are the most frequent causes of conflict?**
 - Property maintenance issues
 - Nuisances issues, such as noise, pets, parking
 - Collection of assessments
 - Enforcement of indentures
 - How the Board of Trustees conducts business

- 3. How has your association typically handled conflict?**
 - Avoidance
 - Informal negotiation
 - Problem-solving committees
 - Mediation (use of a neutral third party)
 - Litigation/Arbitration

- 4. Subdivision associations can take a proactive approach to conflict management. What techniques have been most useful for your subdivision?**
 - Written policies concerning constructive conflict resolution
 - Board training in negotiation and mediation
 - Clearly communicating subdivision association rules and consequences
 - Publicizing and running well organized meetings
 - Using a third party

- 5. Studies show that most conflict results from poor communication. What strategies does your association use to effectively communicate with residents and build consensus?**
 - Newsletter
 - Website/E-mail Broadcasts
 - Regular Meetings
 - Active Committees
 - Social Events/Activities

- 6. What other issues, ideas, or suggestions do you have regarding conflict resolution for subdivision associations?**

ST. LOUIS COUNTY SUBDIVISION TRUSTEE WORKSHOP

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