ASSOCIATION BRIDGE, LLC

Testimonials

Operational Reviews and Audits

“Your recommendations will greatly help us in years to come” - Michael Deming, The Phoenix UOA

Customized Leadership and Management Team Training

“I don’t know what you said at the training session, but they are a different Board now” - Management Company Owner

“We have just concluded another thoughtful and highly informative planning session for our Board members as we look to prepare ourselves and our community for the next 5 years. With your participation, leadership, and guidance over more than a dozen years, our Board has substantially matured in its ability to meet the demands of our vibrant 150 unit community. YOU HAVE BEEN THE GLUE THAT HOLDS OUR BOARD TOGETHER OVER THESE MANY YEARS.” - Michael DeBernard, Board Member, The Pennsylvania, A Condominium

“Tom brought our Board together to learn and understand the job in front of us, and his work was tremendously helpful. His orientation session helped us build a shared language and understanding. With his help, our Board is doing its work more thoughtfully and collaboratively. I’d recommend him to any Board that wants to better serve their community” - Beth Scott, Board member, Hampshire Gardens

“On behalf of the Cameron Grove HOA Board, I want to extend our sincere thanks for taking the time to speak at our recent Board Retreat. Your presentation was both engaging and informative, and we truly appreciate the depth of knowledge and expertise you shared with us.

The insights you provided gave our board valuable tools and perspectives to help strengthen our community and enhance our operations. We all left the retreat feeling more informed, inspired, and better equipped to serve our residents effectively.

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Thank you again for your generosity in sharing your time and experience with us. Your contribution helped make the retreat a true success, and we look forward to the opportunity to collaborate with you again in the future." -Vanessa K. Antrum, Cameron Grove HOA President

Strategic Planning, Implementation & Support

"Congratulations on doing an outstanding job of planning and running our strategic planning meeting, Your approach was "just what the doctor ordered". And your diplomatic ability to keep the discussion to the point was great. Many thanks" - Rick Caro, Board member, VNNC

" Mr. Willis ably provided his knowledge and expertise to the Four Seasons strategic planning process and reporting. He effectively facilitated the Strengths, Weaknesses, Opportunities, and Threats (SWOT) Analysis, actively participated in the identification of strategies to implement identified opportunities and played a significant role in the documentation and presentation of the results contained in the strategic planning report. Through this effort, Mr. Willis displayed an effective professional manner and approach. His facilitation and report writing support were critical success factors to the effort" - William Selfridge, Board member, Four Seasons

"We don't set a date for [our annual strategic planning meeting] until we know that Tom Willis can join us…Tom shares his many years of experience in managing residential property, and helps us understand how other condo boards have successfully (or in some cases, unsuccessfully) addressed difficult issues…I would recommend Association Bridge to other condo associations without any hesitation." David C. Nagel, President, The Pennsylvania Residential Association

Hiring the Right On-Site Manager

"Jay has been a tremendous asset to the Radius since he started. I, for one, have appreciated his organization and commitment to transparency and communication with the building, both as a Board member and as a resident, in these unprecedented times. Thank you for helping us to identify what we needed and find the right fit for this role!" RV, Treasurer

"You played a huge role in our training and preparation, so we owe you a significant amount of gratitude for helping us along in the process to find our new GM" - Graeme Dodworth, Board President, Woodlake Towers Condominium

"I am the president of the homeowners association of 22 West, a 92-unit luxury building in the Central West End of Washington, DC. Our board engaged Association Bridge and Tom Willis to

manage the search for a new General Manager for us, and we could not have been more satisfied. Tom is highly experienced in building management and in the process of placing a new GM. Tom was committed to finding not just a GM for us, but finding the right GM for our building—one who would enhance the experience of our residents, manage our finances, and improve our brand. Tom did his homework on us, interviewed the Board extensively, and toured the facility. With our input, Tom created a detailed job description and task list for a new GM and did an exhaustive national search. He interviewed many candidates and presented us with four who had the credentials, experience, and personality to be in the position. Tom helped us craft an offer package and assisted us in making the final decision. We could not be more pleased. Without qualification, I strongly recommend Association Bridge and Tom Willis." - Mark L. Cohen, President, 22 West

Management Company Support and Training

"Thanks to Association Bridge, Elite Community Management isn't just riding the wave of homeowner expectations—we're steering the ship through stormy seas with confidence. From emotional tempests to service upgrades, Association Bridge equips us with the tools, finesse, and direction to turn drama into diplomacy. We're not just managing communities anymore—we're cultivating calm, clarity, and next-level service!" - Tiffany Brown, CMCA AMS, PCAM, Owner, Elite Community Management, AAMC

"I wanted to take a moment to sincerely thank you for all of your time, guidance, and support in tutoring [Names redacted] as they prepared for their CMCA® exams. Your willingness to step in, share your knowledge, and support them throughout the process made a significant difference.

Beyond helping them grasp the material, I truly appreciate how you made it a priority to build them up—not just to pass the test, but to believe in their long-term potential as professionals. The impact you made goes far beyond exam prep; you helped them grow into stronger, more capable managers, and that confidence will continue to carry them through their careers.

I'm thrilled to share that both employees have now successfully passed the CMCA® exam and now hold both their CMCA® and AMS® designations.

Thank you again for your continued mentorship, and your commitment to uplifting others in our industry." - Jen Darwin, Vice President, Sequoia Management

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"As our team accelerated our research, one particular name was prominently mentioned multiple times by other homeowners associations, and by virtually every management company we contacted more than eight. That name was Tom Willis and contacting him was "hands down" the best decision I made as chairman of the committee…Tom was always extremely responsive, thorough, understandable, and supportive which gave our team confidence that we were moving in the right direction." Michael Edwards-Fawn Lake Community Association

"I have been on the BOD of Kenwood Forest II since 2015 and the President for the last 5 years. During those last 5 years, I have worked closely with our General Manager who was in the same position for the last 20+ years. After a while, it was extremely clear we needed an expert to assist us with best practices and evaluate our operation. Our financial management company passed along Association Bridge to help us and as soon as we hired Tom, we felt we were in good hands. Not only is Tom a wealth of knowledge, his communication skills with some of our 'difficult' membership was extremely effective. He has helped and guided us through an RFP process to identify a full-service management company. He provided insight into the questions we should ask and assisted us in the evaluation process. Tom's services have been invaluable and I would definitely recommend his services!" - Melanie Schwabe, Board President, Kenwood Forest II

Conflict Resolution & Organizational Dynamics

"The Board for a large-scale association had reached an impasse over a divisive issue that sparked strong opinions from Directors and homeowners alike. With conflicting views on impact and funding, meetings became increasingly tense, and effective decision-making was stalled.

Association Bridge, LLC. provided targeted coaching that gave the Board practical tools for conflict resolution and a clearer understanding of individual and collective responsibilities. More importantly, the experience went beyond resolving the issue at hand—it helped shape how the Board functioned overall.

By creating a safe space for tough but necessary conversations, Association Bridge enabled respectful confrontation, mutual understanding, and more focused, productive meetings. The result was a more unified and confident Board—better equipped to govern effectively and serve the community long term." - Kimberlee Young, AMS, PCAM, Director of Operations, Vanguard Management

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Speaking

“Tom Willis is excellent and makes any topic interesting and fun”- Time Management Seminar attendee

“From the feedback we’ve received, the program [Board Training] was a HUGE success and they thought you were as brilliant as I do” -Treena Gibson White, President, Southwest Virgina CAI (2016)

“Tom Willis had great insight and good pointers for any manager- new or seasoned. Old dog-new tricks.” Taming the Wild Wild West- Covenant Enforcement the Right Way attendee

“I liked having something that wasn’t directly related to our industry, but could be applied to all aspects of life. The speaker's quick wit and humor kept it interesting. I purposefully came back after taking the 2nd course as it was so informative” -EQ Beyond credentials attendee

"Tom Willis of Association Bridge, LLC brings a fresh perspective and energy to the community association management arena. The tools by which he helps communities and their leadership accomplish these goals are based on real-life, common sense applications yet are innovative in that they encourage one to think outside the box, fully engage and develop solutions that work.” – Crishana L. Loritsch CMCA, AMS, PCAM, Board Member, Washington Metro Chapter, Community Association Institute

"I could tell from the reactions of the crowd that the information you provided was valuable and thought provoking. Exactly what we needed.” – Dani Bressler, Toepfer Construction, Property Management Association Event Organizer

"This was one of the best courses presented at the Retreat, both in content and presentation. A lot to think about!”

"Took away many great points and inspirational.”

"Tom is so genuine and heartfelt and gave us so much to reflect upon.”

– Virginia Leadership Retreat Participants
"Excellent guidance. I walked away with ideas on how to improve my daily work schedule and long-term plan.” – Time Management, Multitasking & Other Myths program Participants