



CELEBRATING
55 YEARS

nerej

International Community Association Managers Day June 13th Celebrating CAINE 2025 Manager of the Year – Debbie Davie

June 06, 2025 - Owners Developers & Managers



Debbie Davie

Words like “caring” and “kind” come up frequently in descriptions of the 2025 CAINE Community

Association Manager of the Year award winner, Debbie Davie. But Davie, associate director of property management at Brigs, LLC, is also admired for her unperturbed approach to problem solving. Brigs' David Battaglia commended her for the way she "creates a positive and encouraging work environment with her laughter, and by making light of a difficult job!"

As for Davie, she laughs to think back more than two decades ago, when she wasn't so unruffled. "Early in my career, year one into being a property manager, I took everything that was a complaint personally. I really had such a hard time when somebody was angry at me," said Davie. "Oh my gosh, it was difficult!" Considering that clients usually come to a property manager when something is awry – not when it's right – Davie realized that if she didn't develop a thicker skin, "I wasn't going to sleep at night." Fortunately, she found a solution....

Leading with empathy and grace: Davie says that once she stepped back from the emotion being expressed, she could focus instead on the content of what was actually upsetting her clients. "People want to be heard. So even if they are yelling, you have to let them finish their complaint. I think you can do it with grace." Then, consider the problem, and "try to help in the best way you can by having clear, concise communication, and be thoughtful in your response."

It's an important lesson that this industry veteran likes to share with newbie property managers. "I'd say to them, 'Remember, it's personal for them, but it's not personal to you. Just take a minute and take a deep breath. It's not an attack against you.' "

Davie also understands the importance of being responsive, even when you don't have the answer. "If you don't have information, you just need to be honest and say, 'I don't know, but I'll get back to you later today or tomorrow.' Clients will be fine with that. It builds trust. It builds relationships."

A passion for education: At the start of her career back in 2003, Davie began taking courses with CAI to better understand her role as a property manager. "I took the M-100, that was very enlightening." Today, her professional designations include the CMCA, AMS and PCAM, the highest professional certification awarded by CAI.

Davie's commitment to education extends to teaching all new board members about their roles and responsibilities. She also goes out of her way to share useful materials. "Any time I see something of interest for a particular association, for example, something in Condo Media magazine, I add it to a meeting package. My boards really enjoy that I'm adding good reading materials."

A delicate balance: Asked about the greatest lesson she's learned in her 22-year career, Davie is quick to reply, "Communicate effectively. Stay calm. Have empathy. And develop a tough skin."

On International Community Association Managers Day, we applaud Debbie Davie!

June 13th is a day to recognize the hard work of community association managers. On International Community Association Managers Day, celebrate community association managers around New England.

