Shay Smith, CMCA® AMS®

Community Association Manager, SUHRCO Residential Properties, LLC

Shay joined SUHRCO from the Kansas City Metro Area, bringing more than twenty years of diverse, industry-rich experience. Her background spans Condominium and HOA management, Banking, Insurance, and small-business ownership—including running both a pool design and maintenance company and a Property Management company. This blend of hands-on expertise gives her a uniquely well-rounded understanding of what communities need to thrive.

Shay believes that trusted vendor and contractor partnerships are the heartbeat of a healthy building. To her, these relationships create balanced budgets, smoother operations, and something just as important—a genuine sense of community. New faces become familiar ones, and that familiarity becomes an added layer of comfort and security. Her communication style, rooted in what she lovingly calls her “Midwest charm,” helps her build trust quickly and create spaces where people feel heard and supported.

A true Midwesterner at heart, Shay grew up, went to college, and raised her family there. But her adventurous spirit and drive for results eventually brought her to Washington, where she continues to embrace new challenges and deliver exceptional outcomes. When she’s not championing her communities, you’ll find her back home with family, cooking with her signature Midwest flair, tending to her garden, or exploring the endless adventures the Pacific Northwest has to offer.