

Community Interests

WHAT YOUR INDUSTRY IS TALKING ABOUT ... WHAT HOMEOWNERS NEED TO KNOW

NATIONAL RED CROSS MONTH Training and Preparing



Wine and Canvas Night!

March 21, 5:30pm-9pm

Event Structure

The CAI Events Committee is having a wine and canvas night to bring together the members of CAI. This event will be a great way to bring homeowners, managers and vendors together for a night of socializing and painting a picture that they will be able to keep as a reminder of how much fun they had at a CAI event.

Costs

The price for CAI members is \$45. The non-member price is \$55. This includes the art supplies, instructor fees, wine tasting and Hors d'Oeuvres.

Member Name(s)

Non-Member Name(s)

E-mail

Credit Card

Expiration

Ticket Quantity

Amount charged

RSVP is mandatory. No walk-ins will be allowed. Payment is due with reservation. Payment is not available at the door.

Registration is required!

Class is limited to 50 people!

RSVP to Katie at
admin@cai-nevada.org
by March 14th.



Community Interests

THE MAGAZINE FOR COMMON INTEREST COMMUNITIES

MARCH 2014

Magazine Committee

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Design and Layout

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Subscription information

Subscriptions are available for \$36 per year. For more information, or to subscribe call CAI at 702-648-8408 or via e-mail at marketing@cai-nevada.org.

Magazine Deadline

Community Interests' deadline for advertising or editorial submissions is the 20th of each month, 40 days prior to publication. Example: submit article by April 20 to be included in the June issue.

Correspondence

Send business card, ad copy or articles for reprinting to CAI of Nevada, 9171 W. Flamingo Road, Suite 100, Las Vegas, NV 89147, along with payment. The publisher retains the right to edit articles to conform to content and space requirements. Authors are to be clearly identified in each article and the author is responsible for developing the logic of their expressed opinions and for the authenticity of all presented facts in articles. Opinions expressed in *Community Interests* are not necessarily the opinions of CAI, CAI of Nevada, its board members or its staff. Authors are solely responsible for the authenticity, truth and veracity of all presented facts, conclusions and/or opinions expressed in articles. Article submissions should be in Word format or plain text.

Acceptance of advertising in the magazine does not constitute an endorsement by CAI or its officers of the advertised product or service. Advertisers assume personal liability for any claims arising therefrom against the publisher relating to advertising content. The publishers and editors reserve the right to reject advertising that either party deems inappropriate for the publication.

Classified advertising in *Community Interests* gives you a classified ad for \$50 per issue (includes 25 words/.50 each additional word) or \$330/year for members or \$395/year for non-members. Advertising contracts are available from CAI Nevada.

Payment, a signed contract, and your ad sent by e-mail or disk must be received by the 5th of each month prior to publication. Acceptable file formats are Microsoft Word, plain text or in the following high resolution (300 dpi) graphic formats: .jpg, .tif or .eps format. Please send a hard copy of the ad along with contract.

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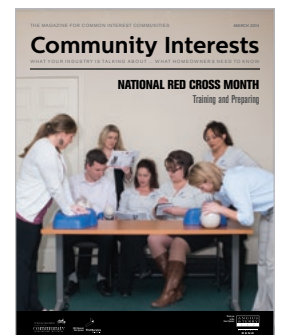
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President's Message

I hope everyone had as great an evening at the Gala in February as I did! As always, Donna Toussaint was just sparkling! Congratulations to all the award winners, nominees, our staff, and the group of volunteers who put this event together. Wonderful job, everyone!

On Friday night, March 28, the Community Outreach Committee is holding a fundraiser for a charity near and dear to my heart, the *Sierra Nevada Donor Awareness Network*. The members of this organization work to raise awareness of the need for organ and tissue donation; help to register donors in Nevada; provide scholarships to students whose lives have been touched by transplants; and provide financial assistance for housing for post-transplant patients in need during the recovery period. The fundraiser will be at the Las Vegas Wranglers hockey game at the Orleans arena. Tickets are \$15.00, with \$5.00 of each ticket being donated by the Wranglers to this charity.



As most of you know, my oldest daughter had a liver transplant at age 19, due to a blood clot lodging in her liver. Six years later, after nearly dying, she is in great health, and a board member of the donor network. We'd love to see

you at the game ... and if you are not yet an organ donor, please sign up to be one. So many lives can be saved if we all contribute! Let's face it ... we're not going to need them after we're gone from this life!

Many thanks to Wendy Whaley and the Community Outreach Committee for organizing this event and also many thanks to the Wranglers organization for working with us.

One year from now, we will be a month into the 2015 Legislative session. Are you preparing? In April, Pat Taylor and Kendall Abbott, co-chairs of the Grassroots Committee, will start visiting management executives and begin drumming up support for the upcoming campaign. The message we need to give to our legislators is that there is a large majority of people living in associations who are happy with their decision to do so. It is important to let YOUR legislator know what you think. Please contact them today!

Norman Rosensteel

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CHRIS SNOW
COMMUNICATIONS
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Chapter Commentary

Greetings ... and Congratulations to All Our Chapter Gala Awards Nominees and Winners!

The Gala Awards come and go every year with new nominees and new winners highlighted and acknowledged each year.

But do you realize how much hard work, education, dedication and professionalism it takes, just to be considered for a nomination in any of the award categories? The nominees and winners in every category have accumulated years of experience, shown exemplary ethical standards and garnered as much education as possible to place them 'above the average'.

While the criteria may seem to be daunting and the essay may seem to be a chore for the nominee, the committee and staff review every nomination for accuracy. Unfortunately, there are no Scantron Corporation evaluation forms on which each nominee marks answers to multiple-choice questions. When it comes to reviewing and evaluating the Gala nomination forms submitted, it's a time consuming and thorough process.

Our winners represent the crowning achievements of our industry ... but make no mistake ... all nominations deserve accolades for their achievements as well.

While the members of the Gala Committee work extremely hard and evaluate and fine tune the process for the next year ... they also have fun

working with the current president in determining a theme and color scheme!

Thank you Barbara Westhoff and all the hard working members of the Gala Committee for a wonderful event!

Moving on to spring, we look forward to another Community Outreach event, this time assisting the Sierra Nevada Organ Donation Awareness Organization, a group near and dear to our Chapter President, Norm Rosensteel. I hope you plan to attend as each ticket sale contributes \$5 to this worthy organization. Please see the ad in this issue for details and the link to order tickets.

Once again, thank you to all of our Chapter volunteers who contribute so much of their time, talent and energy to help make our events and our Chapter a great success!

Regards,

Chris Snow

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ANDREA CHESTNUT,
DCAL IS CHAIR
OF 'COMMUNITY
INTERESTS' MAGAZINE
COMMITTEE, NOTED
AUTHOR AND A MEMBER
OF NATIONAL SPEAKERS
ASSOCIATION

In this Issue

by Andrea Chestnut, DCAL

Not all volunteering is the same. Stepping up to save another person's life can be seen as volunteering, but, without the necessary skills, are you harming or helping? If you are choking, do you want someone who has taken the time to learn the skill needed to assist you, or someone who thinks he knows what to do because he watched it on a TV show?

The American Red Cross offers programs and the skilled, professional instructors who can teach you the techniques needed to save lives. In an emergency, time is of the essence! Will you take the time to learn what is needed to help in that emergency? Learn from the 'experts'.

Do you believe everything you see in print? "Just the facts, ma'am ..." is a statement heard more often than not. Do we take time to check to ensure that what we are reading is indeed

"just the facts?" Just because some people 'call' themselves 'experts,' doesn't 'make' them experts. Education credentials, exceptional insight, extensive study, ongoing continued education, recognition by their peers, ability to communicate their knowledge in an understandable format and practical experience are just a few of the criteria that are considered before being called an "expert."

People you know write the articles you read in our Community Interests magazine. Some authors are in the 'learning' process while others are recognized, credentialed professionals who have committed much time and training to the HOA industry in the State of Nevada or to their particular field of learning. Learn from those you know and can trust! Learn from the 'experts'.

Children are not the only ones being bullied. A big question for adults is "How Do We Handle It in a Community Association?" What do we do when it is a fact that someone is being bullied or when a whole association is being affected? Learn from the 'experts'.

Each article this month gives you the 'tools' to 'take action' and shows how your actions can have an effect on the lives of one or many.

Learn from the 'experts'. ●

Just for Laughs

National Caffeine Awareness Month



Sure! I'll have another cup! I love coffee, nothing like a good cup of joe!

All Dates and Events are subject to change or cancellation.

Upcoming Events

Southern Nevada Upcoming Events

MARCH	3/11	Las Vegas Monthly Luncheon	Gold Coast Hotel	11:15 a.m.
	3/11	CAI Nevada Chapter Board Meeting	Gold Coast Hotel	1:30 p.m.
	3/21	Wine & Canvas	CAI Office	5:30 p.m.
	3/25	Las Vegas Manager Breakfast	CAI Training Center	9:00 a.m.
	3/28	CAI Wranglers Game Night	Orleans Arena	7:05 p.m.
	3/29	Las Vegas Advanced DCAL Seminar	CAI Training Center	9:00 a.m.
APRIL	4/8	Las Vegas Monthly Luncheon	Gold Coast Hotel	11:15 a.m.
	4/8	CAI Nevada Chapter Board Meeting	Gold Coast Hotel	1:30 p.m.
	4/26	Las Vegas Homeowner Seminar	CAI Training Center	9:00 a.m.
	4/29	Las Vegas Manager Breakfast	CAI Training Center	9:00 a.m.
	TBD	Chair Co-Chair Meeting	CAI Training Center	9:00 a.m.

Northern Nevada Upcoming Events

MARCH	3/19	Northern Nevada Quarterly Breakfast	Peppermill Hotel	7:30 a.m.
	3/20	Northern Nevada Manager Breakfast	Peppermill Hotel	9:00 a.m.
	3/20	Northern Nevada Homeowner Seminar	Peppermill Hotel	6:00 p.m.
APRIL	4/24	Northern Nevada Manager Breakfast	Peppermill Hotel	9:00 a.m.
	4/24	Northern Nevada Homeowner Seminar	Peppermill Hotel	6:00 p.m.

REMINDER CALL FOR JUNE AND JULY MAGAZINE ADS AND ARTICLES

We hope you are enjoying the March issue of *Community Interests*, YOUR magazine!

Advertisers ... we still have some space for your advertising promotion in these issues, if you haven't already reserved your space. You can reach Chris at marketing@cai-nevada.org or 702-648-8408.

Authors ... We're already compiling new articles for these issues. It sounds like a long way off, but it's really just around the corner. Any topic relevant to community association governance or living will be considered. Send your articles to Chris at the email address above.

Remember, our magazine is as interesting and informative as YOU want it to be. YOUR active participation helps create a source of information that everyone enjoys!

MARK YOUR CALENDAR! *It's baaaack!*

The annual CAI Nevada golf tournament returns to Siena Golf Club, May 2nd, 2014, with tee-time at 7:00 a.m.



Sponsorship opportunities are now available, so please contact Raynie White at Raynie@ideal-mgmt.com or Mary Rendina at 702-648-8408 to secure your spot today!



Don't miss out on this spectacular day of golf, food and drinks, amazing prizes ... all in the company of great friends!





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Be Ready ... Be Red Cross Ready!

by Melissa Ramsey, CMCA®, AMS®, CPO®

In honor of National Red Cross month, I wanted to take a moment to highlight, remind, educate, and maybe even inspire you to engage in one of the many services Red Cross provides.

As a certified instructor for 10 years, the training I have received and, in turn, have been able to provide hundreds of people has been life altering.

Over the years my training has helped me save a drowning child from a 12' deep end area of a pool, assist in a spinal injury, stop a choking situation, perform first aid for severe cuts and ultimately to remain calm when faced with emergency situations.

These situations have involved strangers, friends, and even family members. Each time, I was grateful that I knew how to address the situation and create a more positive outcome for the individual. Because of these situations, I find it



American Red Cross

important, and a way to give back, to teach these applicable classes to others, whether it is through lifeguarding or a community CPR class.



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You never know when you will be faced with an emergency situation. Knowing how to respond safely could be a matter of life or death.

If you are looking for training, Red Cross has many classes to choose from. You can select from basic Community First Aid and CPR/AED (Cardiopulmonary Resuscitation and Automated External Defibrillator) to the more advanced skills in the Professional Rescuers course. Plus, there are programs for Water Safety, Babysitting, and even Disaster Preparedness.

Whether you are a homeowner looking to be prepared to assist your community at events, an employee at an amenities facility looking to be prepared for daily accidents, or a management company looking to implement standard training, the Red Cross and its instructors can help you achieve these goals. By offering such training to owners and employees, you are helping to build a sense of community by creating a safe, enjoyable environment.

There are other ways to help the Red Cross as well. Individuals may choose to donate money so the Red Cross can continue to provide resources and support to people across the country in times of disasters.

You may also arrange a fundraiser, give blood or host a blood drive, volunteer, be an advocate for the Red Cross

to share with others. In addition, the Red Cross has an online store at www.redcrossstore.org with supplies, posters, first aid kits, and training materials for you, your business, or association.

To learn more about the American Red Cross, visit their website at www.redcross.org. If you would like to take a class, you can also search classes in your area or contact your local Red Cross chapter for a listing.

The Northern Nevada Chapter may be reached at 775-856-1000 and Southern Nevada Chapter at 702-791-3311.

COVER PHOTO EXPLANATION...

The Northern Nevada FirstService Team took some time out of their busy days to get a refresher on addressing choking emergencies. Handling a choking emergency is more than just performing the Heimlich maneuver ... it is ensuring that the person truly is choking, putting yourself in the correct position to perform the skills, and correctly performing the back blows and abdominal thrusts to dislodge the object. ●



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CAILEADERS

Helpful CAI Leader Information

by CAI Nevada

CAI has created a webpage (www.caionline.org/CAILEADERS) that provides links to information you should find helpful as a CAI leader, i.e., for presentations, handouts and general background information.

The page includes links to 10 downloadable documents, including 'About CAI 2013,' a detailed and indexed summary of our organization; a generic PowerPoint presentation about CAI; indexed talking points on a variety of community association issues; national industry statistics and several downloadable PDFs and brochures. The latter are appropriate for both member and nonmember audiences, including lawmakers and the media.

Printed copies of the following brochures are available for your use:

- **Neighbors: The Nature and Benefits of Community Associations**

- **From Good to Great: Principles for Community Association Success**
- **Who Should Judge Community Association Success? (results from a national survey of CIC homeowners)**

You'll also find a link to information about CAI's 40 anniversary (2013).

You are encouraged to review and bookmark this useful information.

From the CAI homepage, go to **About Us > CAI Governance > National Volunteer Leaders > Resources for CAI Leaders.** ●



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"EVERYTHING YOU WANTED TO KNOW ABOUT DEALING WITH THE NEVADA STATE CONTRACTOR'S BOARD ... BUT WERE AFRAID TO ASK!"

Keynote speakers for our monthly February Chapter Luncheon were Jennifer Turner and Julio Sabates from the Nevada State Contractor's Board. Jennifer and Julio addressed how AB 334 impacted Community Managers and HOAs and provided much needed clarification on "Handyman" duties and "Contractor" duties as well as Contractor Licensing Requirements.

They also addressed the roles of HOA maintenance personnel vs. the need for a contractor. They completed their presentation with an informative Q & A period.

Sources of information are available on our CAI website under the NEWS tab in the file titled PROGRAM RESOURCES.



CAI Nevada Chapter Members' Brag Page



MUHAMMAD FAROOQ, CPA PROMOTED TO AUDIT MANAGER

The accounting and consulting firm of Kane & Company, P.A., CPAs and Advisors has promoted Muhammad Farooq, CPA to Audit Manager.

before joining Kane & Company seven years ago. He holds the designation of Chartered Global Management Accountant (CGMA) and is an active member of the Nevada Society of CPAs (NVCPA) and the American Institute of CPAs (AICPA). Farooq holds a Bachelor's of Business Administration and a Master's degree in Accounting.

Farooq specializes in audits of financial statements and provides various consulting services including financial analysis, forensic examinations and litigation support services. He works directly with Monte Kane, Kane & Company's Managing Partner, on a variety of accounting, auditing and tax services for community associations and not-for-profit entities. Prior to being promoted, Farooq was an Audit Supervisor. His career includes extensive experience in international trade from Pakistan and the United Arab Emirates (Dubai)



JASON HOORN CAI NATIONAL'S JANUARY RECRUITER OF THE MONTH

CAI National has named Jason Hoorn, PCAM of Taylor Management, 'Recruiter of the Month'. Jason's efforts and successes have not gone unnoticed. In appreciation, he will receive a \$100.00 gift card. Congratulations, Jason ... and thank you! ●



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“Just the Facts, Ma’am ... Just the Facts”*

* *Jack Webb, Sergeant Joe Friday, Dragnet*
by Debbie Iossa, CMCA, AMS

When I was growing up, my Mom would love to talk about the lives of various actors she watched on TV as if they were her personal friends. When I asked her if what she was telling me was true, she said “Of course it’s true ... I read it in the Hollywood gossip tabloids”. The implication was that it was true because it was printed in, what she thought was, a “reputable” publication, and “reputable” publications don’t print articles that are false, right?

Our CAI Magazine Committee meets monthly and the diversity of our members and the topics we discuss are riveting. Before each publication goes to print the pace of our work speeds up to meet our deadlines. This really gets everyone’s blood flowing and keeps energy high. Our common goal is always striving to produce a highly respected, informative, award winning publication ... one

that the members of our industry look forward to receiving every month.

Along comes a magazine that states it is “Nevada’s #1 Resource for HOA Board Members”. A copy of this publication came to our attention ... and the questions began to fly. Where did this magazine come from? Who are the writers? How can it claim to be the # 1 Resource in the HOA industry and yet no one in our magazine committee has heard of them? Are we missing out on valuable information to share with our board members?

My digging into the underbelly of an unfamiliar publication to answer some of these questions was done with respect and dignity ... but nagging questions still remained. Most of the articles were written by one member of a management company and reviewed by an

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editorial staff located in Arizona. Many of the articles do not include an author's name nor do they cite sources for information given within the articles. Arizona laws for community associations are different than Nevada's laws, so my quandary was how could authors from Arizona become so conversant about Nevada law when it takes constant education to keep up with our laws. How can someone in another state claim to be more of an expert than a nationally and internationally renowned education-based organization such as CAI?

The CAI Nevada Chapter magazine, *Community Interests*, is consistently providing readers with a product that gives them educationally based articles written by reliable, respected, knowledgeable and credited writers in our industry. I see the hard work put into publishing the contents of *Community Interests*, ... so it can be delivered to every member's mailbox, filled with articles that are educational, informative, entertaining and thought provoking.

Again, my intent is not to bash other publications but to get to the guts of what is being made available to our community leaders here in Nevada. And the irony is that some community leaders may not know that an organization dedicated to homeowner association advocacy and education, like Community Associations Institute (CAI), exists with a chapter right here in their own state.

I would recommend "buyer-beware" ... or ... "reader beware" if you will - especially if an out-of-state publication might unknowingly make recommendations that are not in line with our laws here in Nevada. True, we are neighboring states, but please "reader beware" when thumbing through an article by an author who might not know NRS 116 and NAC 116.

We all read articles in our field because we are passionate about this industry. We want to be the best at what we do ... whether a board member who wants to make educated decisions at board meetings or a community manager who is entrusted to manage our communities.

The intent of this article is a suggestion ... check the sources of what you are reading. Research the validity, the backbone, of any publication that you read before taking it as "gospel". Keep reading and always question what you see in print.

Happy reading! ●

Editor's note: We invite your comments about this editorial opinion.

When you think Community Association... **THINK**



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Attorney General Masto Warns of Ongoing Microsoft Computer Technology Support Phone Scam

Las Vegas, NV – Nevada Attorney General Catherine Cortez Masto is warning consumers about an ongoing scam using Microsoft and other legitimate organizations’ names that is designed to gain access to sensitive information stored on people’s computers.

“Cyber-security is a growing point of concern for Nevadans,” said Masto. “Criminals are turning to online tactics of deception and scams to steal from people, making it much more difficult to track.”

“Cybercriminals often use the names of well-known companies and organizations, like Microsoft, in their scams to convince people that their phone calls or emails are legitimate,” said Richard Domingues Boscovich, assistant general counsel, Microsoft Digital Crimes Unit. “Since receiving reports about these scams in 2010,

Microsoft has made an effort to clarify that these calls and emails are a scam. Neither Microsoft nor our partners make unsolicited calls to people about computer security problems nor do we charge people for computer security or software fixes.”

Scammers may either cold call people at home or email them directly, falsely claiming to represent one of the following departments: Windows Helpdesk, Windows Service Center, Microsoft Tech Support, the Microsoft Technical Department Support Group, the Microsoft Research and Development Team, or some other legitimate-sounding group. Sometimes they even claim to be from Microsoft Digital Crimes Unit. The scammers often address their potential victim by name, tell them their computer’s security is at risk, and offer to provide a free security check. Once they have tricked their

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victims into believing they have a problem, the scammers deceive them by:

- Installing malicious software that captures sensitive data such as banking information.
- Allowing the scammer to take control of the computer remotely to adjust settings that leave the computer vulnerable to security threats.
- Navigating to fraudulent websites where credit card information is required.
- Requesting credit card information to bill the victims for the services the scammers provided.

If you are contacted by anyone making these or similar claims, do not purchase any products or services and do not follow their instructions. Most importantly, do not give a third party access to your computer or provide credit card or any other type of financial information. Finally, if you believe you have been targeted by a scammer, make sure to take the person's information (name, company name, city, telephone number, and website) and report it to the local authorities or the Federal Trade Commission.

Click here to read more information from Microsoft on how to avoid these types of crimes and for instructions on



what to do if you already gave information to a scammer claiming to be a tech support person.

For more information and tips to avoid phone scams, visit the Nevada Attorney General's Tech Crime unit and the Federal Trade Commission's (FTC) website.

WHERE TO REPORT PHONE FRAUD

If you are a victim, contact local law enforcement and submit complaints to the Nevada Attorney General's Office and the FTC. Register for the National Do Not Call Registry at www.donotcall.gov. The U.S. National Do Not Call Registry allows you to register your phone number. U.S. telemarketers are legally required to check this list. ●

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KATHY PERKINS,
ICPS, CPS IS A CRIME
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Hey, Got Neighborhood Watch???

A Message from the Las Vegas Metropolitan Police Department

by Kathy Perkins

Every neighborhood benefits from a healthy resident base. Living in a neighborhood means you have a vested interest in maintaining a community that is safe from unwanted activity or disturbances that in some cases could be criminal. If you agree then you might be interested in learning how you can contribute to the overall safety of your neighborhood.

Neighborhood Watch is a resident friendly effort that enhances the awareness, communication and involvement of all participating residents. The goal of Neighborhood Watch is to work with each other, and, your police department when necessary, to keep unwanted individuals and activity out of your neighborhood. Neighborhood Watch stresses crime prevention practices, observing and reporting. Neighborhood Watch is not a vigilante type effort. Each resident wants to safeguard their



home, property and family from crime. Participating in Neighborhood Watch will hopefully reduce your chances of victimization. For example, all homeowners should know that an open garage is an easy access point for a criminal. Keeping the garage door closed when not in use will greatly reduce the chances of a garage burglary or entry into your home.

No neighborhood is a fortress. Criminals can and do find ways in, and in some cases, they may actually be residents of the neighborhood itself! If you think that a Neighborhood Watch effort would help your neighborhood, then you are encouraged to begin a Neighborhood Watch group on your street. The typical Neighborhood Watch group is 10 – 30 homes that are close enough for residents to maintain a reasonable amount of awareness over each other and activity. Neighborhood Watch is a resident effort and not the responsibility of your HOA. Neighborhood Watch is “done by you, not for you”, and as such it is residents who make this program work. If you are interested in beginning a Neighborhood Watch group with your immediate neighbors, please contact my office for assistance! Neighborhood Watch works – but it is up to you!

Citizen attention is the best crime prevention! ●



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2013 Awards Gala

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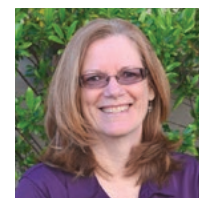
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KATHRYN PANGUS,
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CCM IS ASSISTANT
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Things I Learned About ~~Life~~ Community Management Playing Sudoku*

by Kathryn Pangus, Provisional CAM, CCM

5	3			7				
6			1	9	5			
	9	8						6
8				6				3
4			8		3			1
7				2				6
	6					2	8	
			4	1	9			5
				8			7	9

Life can be puzzling sometimes. But don't give up! Life's puzzles can be solved ... and you can do it! With the investment of a little time and effort, step by step, square by

square ... just start filling in the blanks, and you'll find that, with each thing you contribute to the project, you create building blocks that lead to the next answer. These are things I learned about Life ... and about Community Management! ... by playing SUDOKU:

Be brave. Use ink; pencils are for wussies. You can't take back stuff in life; there is no erasing. Yes, sometimes you can do a little more and turn a 5 into a 6, or a 1 into a 7, but people can tell. Be purposeful. Be sincere. Learn, learn, and learn from every one, every experience good and bad, so you can make good, confident decisions in life. In fact, be kind to others and learn from their rough patches so you don't have to learn everything firsthand, the hard way.

Mix it up. I like to do a page of easies, then a page of medium, then some challenging ones; and repeat. Like at work, I like to set up my mornings with easy routine stuff so that right from the start of each day I have set my pace and am effective. Build on your strengths. Use the gifts you receive in life. Don't be obsessed with routine and patterns; life is fluid. Maybe last time you got all the 2s filled in first, but this time there are more 1s and 9s already in the puzzle, so build on what you are given to start with.

No peeking. There is no answer book in life. This is just a game of SUDOKU, for goodness sake! Work it out. Answers don't always come easily or quickly in life, but when you invest yourself into all you take on with passion and commitment, you will get there! Years from now

you'll look back and say: "that was just a Board Meeting", why all the stress? If we could go back and do it all again, this time without doubt, without drama, imagine how great that would be!

Ask for help when you need it. There are times when you will need to 'peek' ... (that's not schizophrenia, it is "balance"!) This was the hardest lesson for my independent spirit to learn; but team building is vital to personal growth. **Partnering celebrates the connectivity that is the "community" in Community Management.**

Practice makes perfect. That first game of SUDOKU looked as foreign to me as the name sounded, and there was a bit of peeking before I learned the real secret of life ... well, of SUDOKU anyway! ... and that is: only put there what **must** go there. If you put the wrong thing out there, it will mess up everything else. If it takes a little time to be sure about what it is you should be putting there, that's okay, because it is important. When you take the time to get it right, everything else will fall in line naturally!

Have fun! This is probably life's most important lesson. Prepare yourself for your responsibilities, and bring joy to all your tasks. You'll be effective in your role, and your success will appear almost effortless - like those last few numbers that easily fall into place in the SUDOKU puzzle! ●

**SUDOKU ... from Japanese meaning 'single number' ... is logic based, number placement puzzle. The object is to fill a 9 x 9 grid so that each column, each row, and each of the nine 3 x 3 sub-grids that compose the grid contains all of the digits from 1 to 9.*

5	3	4	6	7	8	9	1	2
6	7	2	1	9	5	3	4	8
1	9	8	3	4	2	5	6	7
8	5	9	7	6	1	4	2	3
4	2	6	8	5	3	7	9	1
7	1	3	9	2	4	8	5	6
9	6	1	5	3	7	2	8	4
2	8	7	4	1	9	6	3	5
3	4	5	2	8	6	1	7	9



DAWN OSTERODE, SCM, CMCA, AMS IS SENIOR COMMUNITY MANAGER FOR FIRSTSERVICE RESIDENTIAL

Around The Block

Around the Block is an idea for a new regular segment in the monthly magazine that presents articles relating human-interest stories from our family of communities. If you have a story to relate, be it a tale about competition, coffee clutches, sewing circles, hobbyists, book clubs, community activities, and/or people or groups who deserve recognition, this is the place to tell it. We are looking for humor, ideas and upbeat examples of what makes your community a great place to live in 600 words or less. The magazine committee looks forward to hearing from you and thanks you for your contributions.

Northern Nevada – Coming Together

by Dawn Osterode, SCM, CMCA, AMS

Living in an Association is more than maintaining community assets and rules enforcement; it is truly embracing a sense of community.

We often take for granted the sense of neighborly friendship and community that comes with living in an Association. We come home and see the grounds are maintained, the flowers are in bloom and all is well. However, it is not truly apparent how much an Association

can provide community to a neighborhood, until disaster strikes.

This could not have been more prevalent until disaster struck in a rural Homeowners Association in Northern Nevada on a cold night in December. The call came to the local Fire Protection District at 5:00 p.m. When the crew arrived, the home was fully engulfed in flames. The homeowners, momentarily knocked

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unconscious by the force of the explosion, were able to pull themselves from the home before the house was fully engulfed. The family, now displaced, is not only facing the injury of a loved one but is dealing with the damage to their beloved home. Unbeknown to the family, the members of their Community Association came together and rallied in support of their fellow neighbors.

As a Community, the members shared their love and support and opened their doors to the displaced family. The Association used their own clubhouse to store the few salvageable items and personal belongings that could be saved. Neighboring homeowners pooled together to help create a fund to cover the costs of temporary housing while repairs were being made to the house. The management company provided a monetary grant to pay for the family's homeowner association assessments so they could focus on medical expenses and rebuilding their home.

Witnessing such a tragedy makes one reflect on the value of an Association and why community is so important in this day and age.

As a veteran in this dynamic industry, I cherish the heartfelt stories of neighbors coming together for a common cause. Unfortunately, just the words 'Homeowner Association' can carry with them a stigma of negativity because of the various one-sided stories in the News media about disgruntled residents. However, as with the local news, we all too often hear the negative stories and are sheltered from the many thousands of positive ones. These uplifting reports make living in a planned community an ideal life choice.

I challenge every reader to look at their own Association and see how you can build community. May it be an annual block party, pancake breakfast, movie under the stars, community service or a BBQ where residents meet their local county/city representatives. There are many ways to bring your members together and build community. You never know when you may need more than a cup of sugar from your neighbor. ☺

WANTED

There are people in our communities, going about their lives, quietly making a difference in the lives of other people, One Act At A Time.

We are looking for ordinary people to honor for their acts of extraordinary measures. Help us to honor those people by submitting your nominations before May 31, 2014.

Fill in the nomination form found in this issue of *Community Interests* magazine and fax it to Chris Snow at 702-240-9690. If you have any questions call Chris at 702-648-8408.

Ordinary People - Extraordinary Measures (OPEM for short) will be honored at our September Luncheon.



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BECKIE A. RICHTER, CAM IS CHAIR OF THE NORTHERN NEVADA COMMITTEE

CAI Northern Nevada News

by Beckie A. Richter, CAM

Greetings from Northern Nevada!

While we are still holding on to some residual chilly wintertime weather, the Northern Nevada Committee is gearing up for a year filled with great events which will warm even the chilliest of hearts!

First, I would like to introduce the Northern Nevada Committee for 2014. I am very excited to be serving as Committee Chair with the multi-talented Ken Carteron as Co-Chair. Serving as Chair and Co-Chair of the Education Committee is the ultra-dynamic duo of Lorrie Olson and Melissa Ramsey, respectively. Melissa Ramsey also serves as the Magazine Liaison. Other superb sub-committee leaders who selflessly volunteer their valuable time and aptitude are: Tonya Bates who is in charge of our Community Outreach program; Lauren Stemmler who serves as Co-Chair for the

Awards Gala; and Michelle Goodell who is our Membership Liaison.

The Northern Nevada Committee is driven solely by volunteer efforts. CAI is successful when our volunteers are successful which makes CAI successful - it's a circular give and take where everyone wins!

Next, let's get to the exciting events that are planned ... in other words, "Save the Date" for the following:

- The Annual Northern Nevada Bowling Event is planned for June 20, 2014 at the Grand Sierra Resort. Ken Carteron will Chair this event with Tonya Bates, Lisa Carteron, and Laurie Price Co-Chairing. Of course, I cannot divulge what the Theme will be yet, so be sure to watch for upcoming details. You surely do not want to miss the excitement!

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- The Annual Mini-Trade Show will be held on July 17 at the Peppermill Hotel & Casino. This is THE event where homeowners, managers, Board members, and business partners really have the opportunity to interact with one another. This should fall under "must-attend" on your calendar!
- Our Annual Golf Event will be held in the awe-inspiring Lake Tahoe area on August 22, 2014. Ron Wright and Kelvin Voeller Co-Chair this event and it's always a spectacular time for everyone who is involved. We can't wait to see you there!

As you are aware, CAI also holds monthly Managers classes, Quarterly Member Breakfasts, and Monthly Homeowner Seminars that truly benefit the HOA industry, including the managers, homeowners, Board members, and business partners here in Northern Nevada who dedicate themselves to our Common Interest Communities.

Watch your email for the flyers about these events.

If you want more information or need to be added to the email list, you can contact me or admin@cai-nevada.org

Our Chapter website is also a wealth of information: www.CAI-Nevada.org

If you are interested in sharing some of your time and talent with CAI and the Northern Nevada Committee, please feel free to contact me for more information at Beckie.Richter@gmail.com

Our success ultimately depends on YOU! ●



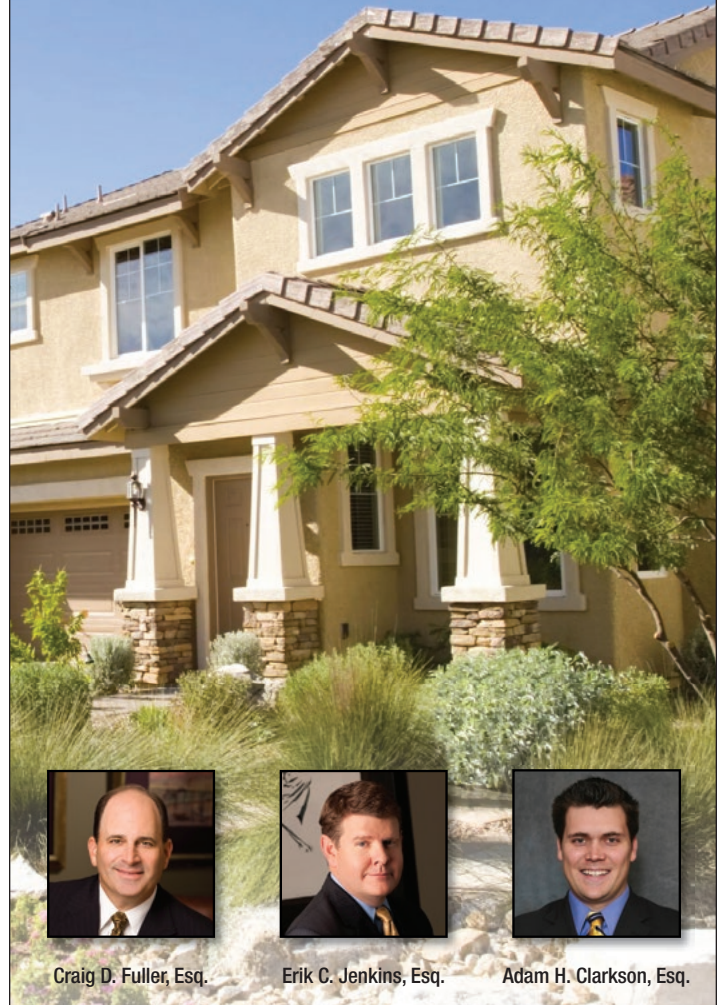
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Susan Bauman, CISR, CPIW, CAS, CIC, Certified Patient Protection Affordable Care Act Professional, provided an informative presentation regarding the changes and effects of the Health Care Reform. Susan outlined how the Affordable Care Act affects everyone and provided the basics about the new health insurance laws. Susan completed her presentation with an informative Q & A period. Sources of information are available on our CAI website under the NEWS tab in the file titled PROGRAM RESOURCES.

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ROBERT ROTHWELL, PH.D., DCAL, IS CHAIR OF CAI NATIONAL CAVC, A MEMBER OF CAI NATIONAL BOARD OF TRUSTEES, AND A MEMBER OF CAI NATIONAL GOVERNMENT AND PUBLIC AFFAIRS COMMITTEE

Bullying ... Harassment ... Intimidation It's All the Same.

How Do We Handle It in a Community Association?

by Robert Rothwell, Ph.D., DCAL,

Ever have a resident complain about another resident's abusive behavior toward him? Maybe the other member is insulting him or, worse, using racial slurs about him.

Handling such a delicate situation isn't easy, and there are no simple answers. To a degree, how we handle this depends on the specifics of the situation, such as ... is the resident harassing one person or everybody in the community ... is the abusive resident's behavior merely impolite, or is it vulgar ... is the abusive resident's harassing behavior based on the others' race, color, religion, sex, familial status, physical or mental handicap, or national origin?

It's important to know how to handle these situations because they can be costly, both

financially and in terms of community harmony. The resident who is the target of the bullying might sue the association for failing to enforce the rules and regulations, or for violating fair housing laws. The association could end up having to pay damages.

I'm going to tell you some steps you might take if you hear a report of or receive a complaint about harassment, bullying or abusive behavior. I'm also going to give you a 'paragraph' that you can include in your association 'policies' to help you discourage such behavior.

Even before problems arise, you should ban abusive, harassing and threatening behavior. Most likely, your CC&Rs give every resident the right to 'quiet enjoyment' of their unit. This legal



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term means that every resident has the right to live in and enjoy their unit without being disturbed, harassed, bullied or threatened by the community manager, an employee, members of the Board, or other residents.

Most CC&Rs ban residents from making excessive noise or engaging in any other behavior that disrupts the quiet enjoyment of the community. But it helps to have a 'zero tolerance' clause to fall back on ... one that specifically deals with abusive behavior. Consider adapting this:

Homeowners and other residents shall not engage in any abusive or harassing behavior, either verbal or physical, or any form of intimidation, aggression or bullying directed at another homeowner, resident, guest, management, its agents, its employees or vendors.

So, if you receive a complaint, what do you do?

VERIFY THE COMPLAINT... before acting. To do so, ask your Management Company or members of the Board to observe the abusive behavior. Talk with other residents who live nearby and ask if they have heard or seen anything. Document all conversations and keep a copy in the abusive resident's file. If it is a matter of two neighbors failing to get along, each to blame in their own way, limit your involvement to an offer of informal mediation of the dispute, and continue to monitor the situation. If it worsens, then:

MEET WITH THE ABUSIVE RESIDENT ... Tell the resident you've received complaints about his abusive behavior. Give him specifics about the complaints, such as dates and times they occurred. Keep a record of the date and time and content/result of the meeting. Also, consider scheduling a meeting with both the abusive member and the complaining member. Mediating the hostility in a more objective environment may be the most effective thing you can do to restore harmony to your community. (Exception: if the abusive resident has threatened violence or engaged in violence already, call the police.)

WRITE A WARNING LETTER if the informal approach doesn't work. Mention the specific incidents. Tell the abusive resident that his conduct violates Association Policies and that you may take legal action against him, which could include the imposition of fines and sanctions, suspension of privileges, and pursuit of the matter in Court if the abusive conduct continues. Also, tell him what he must do to comply.

TAKE FURTHER ACTION against the abusive resident if your efforts fail to stop the harassment. The exact steps you take will depend on the specific circumstances and should be taken only after consulting your attorney.

I spoke with Ryan Kerbow, Esq. of Alessi & Koenig, LLC and he recommends taking the following action, depending on whether the abusive individual is a renter or a homeowner:

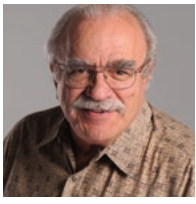


If the abusive individual is a RENTER, contact the unit's owner, explain the situation and, if the situation is not corrected, recommend that he evict the tenant. Ask your attorney if you can provide the unit's owner with written records of complaints and violations. Also, be sure the abused resident and witnesses are willing to testify in eviction proceedings, and be ready to testify yourself, if necessary.

If the abusive individual is a HOMEOWNER/RESIDENT, sometimes the best thing you can do is turn the matter over to the police. If the abusive behavior rises to the level of criminal behavior, the complaining resident can file charges. If the abusive behavior is not criminal behavior, a visit by the police still might straighten out all parties involved.

TAKE MORE DRASTIC ACTION IN CERTAIN CIRCUMSTANCES, if the abusive behavior is affecting more than one resident. For example, if he is throwing water balloons at everyone who passes his unit or yelling abusive racial slurs at everyone who passes, then he is being abusive toward the community at large ... and you can no longer be a neutral third party. In this case, in addition to involving the police, you should seek an 'injunction' from a court of law. This is a good idea when the abusive individual has either threatened or committed violence, or if he is a danger to himself. An 'injunction' is a legal order by a judge, prohibiting certain behaviors. When a resident has become a nuisance to the community as a whole, it is the association's obligation to put a stop to it.

If the abusive resident is showing **DISCRIMINATORY HARASSMENT** by being abusive on the basis of any of the prohibited categories included in the fair housing laws, namely, race, color, religion, sex, familial status, physical or mental handicap, or national origin, the association **MUST** get involved. If the association does nothing, the harassed resident could sue the association for violating fair housing laws. So take any or all of the steps listed above, as well as any other legal means you can use to stop the harassment. Be sure to document everything you do in this regard. **AND, ABOVE ALL, INVOLVE YOUR ASSOCIATION ATTORNEY.** ●



WARREN REED IS
A HOME OWNER
VOLUNTEER

Commentary: Let Your Voice Be Heard

by Warren Reed

For the past several months, there have been meetings regarding the speed limit on Blue Diamond Road.

NDOT is talking about doing a 'study' for that long stretch of road. After 2 deaths ... one child and one senior ... and numerous accidents, it is difficult for me to understand why we need to have a 'study'. Studies are expensive, can take forever, and in the meantime, more people are getting killed and more accidents are happening!

There has been talk about putting stoplights or a bridge over Blue Diamond Road & Durango Drive. This would be nice, but what about doing the same for Blue Diamond Road & Cimarron Road, or building a bridge over Blue Diamond Road at Decatur Boulevard.

Yes these would be nice to have, but would not take care of the major problem we have right now.

We all know that "speed kills." Lowering the speed limit back to 45 miles per hour, where it was before, is better (and safer) than the 55 miles per hour that it is now ... it can and will save lives!

In reality, vehicles are traveling 65 to 70 miles per hour on that long stretch. If the speed limit is at 55 miles per hour, people drive 60 to 65 mph; at 45 mph they drive 50 to 55 mph.

55mph is for open roads, not our streets.

The three major elected officials who need to be contacted with phone calls and e-mails from all of us are:

Senator Justin Jones

(702) 265-5878, Justin.Jones@sen.state.nv.us

Assemblyman James Healey

(702) 712-7095, James.Healey@asm.state.nv.us

Clark County Commissioner Susan Brager

(702) 455-3500, ccdistf@clarkcountynv.gov

Hopefully, if we all can just get on board and try to convince our elected officials to do the right thing, many lives will be saved.

Thank You ●





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Are You Working as a Contractor?

by Melissa Ramsey, CMCA®, AMS®, CPO®

Fred Schoenfeldt from the Nevada State Contractors Board (NSCB) spoke recently at the Northern Nevada Quarterly Members Breakfast, while Jennifer Turner and Julia Sabates spoke at the Southern Nevada February Luncheon. Given the recent changes in the law regarding General Contractors, those in the industry need to have a better understanding of the impact the law will have on associations and managers when running the day-to-day operations of the corporation.



Managers need to review the law carefully and look at the work being done within the communities, especially at the job functions of any maintenance personnel. If you are not sure if your association is compliant, contact the NSCB or your association's counsel for direction.

Stay informed about those working on behalf of your association by downloading the NSCB app, which allows you to search license numbers, look up disciplinary actions, and report unlicensed contractors. Type 'NSCB' in the search field of the App Store to find the app and download. ●

NRS 624.031 relates to what work can be completed without a General Contractors License.

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Join us at our monthly luncheon on April 8!



FRANK DANIEL IS THE SENIOR INSPECTOR, MOUNTAIN'S EDGE MASTER ASSOCIATION

Weeds are Not All the Same

by Frank Daniel

Weeds have been, and always will be, a problem in the great southwest. Here in the Las Vegas valley where almost everyone is from somewhere else, we have been in a continuous crusade to educate our newcomers as to what exactly is a weed. Generally speaking, a weed is a plant that does not belong where it is. Some of our Mojave weeds are pretty sneaky at hiding and stealing water. They seem to appear growing up through or around other plants and others are "so pretty" that people actually water and prune them.

A case in point is the Tamarisk also known as a Salt Cedar. They are light green with feathery leaves and feathery pink flowers and are seen by some to be "pretty". These things are probably the worst example of an invasive species. They were imported here from the middle-east in the nineteenth century for erosion control and honey bee attraction. Trouble is, they had no natural predators here and today thousands of dollars are being spent to control or eradicate them. They can grow into trees and are responsible for the destruction of the Cottonwood stands along the rivers of the southwest. They steal the water and deposit salt into the soil making it impossible for anything else to grow: so much for "pretty."

Another little thief is Spurge also known as Spotted Spurge. This stuff looks like a little

carpet of green with little red spots on the tiny little leaves. Given enough time it can kill everything near it because it has an insatiable thirst for water. In the fall it turns russet color and then almost disappears as it goes dormant. Some of our "newbies" described it as "moss" or a "lovely ground cover". Lovely indeed!

Next case in point is the Russian Thistle, better known as the Tumbleweed. In spring it leaps forth as a very vigorous and healthy looking dark green shrub and some people actually water the stuff. They are truly amazed when, in the fall, it "tumbles" away leaving thousands of seeds in its wake ready for next year. It is also a prodigious water thief.

Another little, well maybe not so little visitor is Prickly Lettuce. Do not let the name fool you. It tastes terrible. This is a very upright weed with notched leaves and sometimes a yellow seed cluster that can grow to several feet tall. It is usually easy to spot but sometimes cannot be seen until it starts to peek over a wall and by that time it is pretty big. One of our newcomers said that her neighbor "smoked" her Prickly Lettuce: he was probably last seen rolling away with the Tumbleweeds.

Brome is also known as Brome Grass. The brome resembles small stalks of wheat and even though they are classified as a grass, they truly are a weed. After being ignored for a couple of seasons, they can actually resemble a lawn, albeit a rather scruffy lawn at best.

Finally we have Desert Trumpet, which seemed to appear along with the really wet season we had a few years ago. This weed looks like a miniature tree with light olive flat leaves around it on the ground. It eventually goes to seed and has a small cluster of white seedlings at the top. Because of the seedlings, it has been confused with a plant and, therefore, ignored.

The bottom line is: whether you water and prune it, smoke it or just watch it roll away, if you did not plant it and it's in the wrong place, its probably a weed. ●



Spotted Spurge

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