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Community Interests

THE MAGAZINE FOR COMMON INTEREST COMMUNITIES

JUNE 2014

Columns

- 4 President's Message
- 5 Chapter Commentary

Departments

- 14 Brag Page
- 15 Upcoming Events

Articles

- 6 AIDS Awareness Charity Spotlight: Aid for AIDS of Nevada (AFAN)
- 8 "Walk a Mile in My Shoes"
- 11 Northern Nevada Outreach: Career Day at Virginia Palmer Elementary
- 12 "I Believe Our Children are Our Future:" KaBoom makes that happen!
- 16 Taking Back Our Communities
- 19 Success is Our Only Option - Failure is not!
- 20 Building Improvements Needed to Withstand a Harsher Climate
- 22 The Bully Pulpit: What I Have Learned Serving on the Board of Directors
- 24 You Just Can't Make This Stuff Up
- 26 A New Standard of Excellence for Common Interest Communities
- 29 10 Things to Know about Home Security

The Marketplace

- 31 Classified Advertisements

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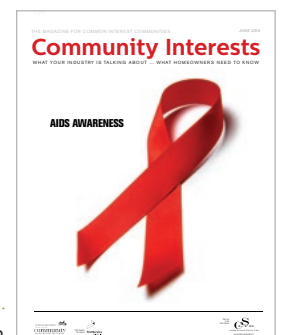
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NORMAN ROSENSTEEL,
CMCA, AMS, PCAM

President's Message

As we begin the month of June, we also begin the process of electing legislators. Our primary election in the State of Nevada will be held on June 10, 2014, with early voting beginning on May 24th. This election will choose the candidate for each party that will run against each other in the general elections in November. Have you voted yet? But more importantly, I think, is how do you decide who to vote for?

I've done a brief (and totally unscientific!) survey of a few friends, family, and acquaintances and most, by a wide majority, choose who to vote for by the candidates name recognition, provided, of course, that recognition is positive. This is probably not a great method for choosing who to vote for, in my opinion, but I have been guilty on occasion also.

I did a little research on the subject and found a good article by the League of Women Voters that has some great ideas on picking a

candidate to vote for. Following are the steps they recommend:

Decide what you are looking for in a candidate

In other words, what issues are important to you?

Find out about the candidates

Where do they stand on those issues that are important to you? Call them, write them, email them, or visit them and ask!

Gather materials on the candidates

Go to their website, gather campaign literature, direct mail letters, press reports, radio, TV and newspaper ads, speeches and debates.

Evaluate their stands on the issues

As you read through the information you've gathered, what is your overall impression? Put together your own Candidate Report Card.

Learn about their leadership abilities

Look at their background and experience in other areas. Decide if they will be a good leader for your District in difficult debates and votes in the Legislature.

Learn how others view the candidates

Look for who has endorsed the candidate and who else is publically supporting them. Check to see who is donating to their campaign ... lots of small donors or huge PACs and special interest groups?

Sorting it all out

Review your "Candidate Report Card"

Whose view on the issues do you agree most with? Who ran the fairest campaign? Who demonstrated the most knowledge on the issues important to you and who has the leadership qualities you are looking for?

Choosing a candidate to vote for is very important. Take your time and do the research.

Also, please note, CAI Nevada Chapter does not endorse or support any candidate or political party. This is all up to you! Please vote!

Norman Rosensteel

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MARY RENDINA
CHAPTER EXECUTIVE
DIRECTOR

Chapter Commentary

As I write this, I am 37,000 feet in the air returning home from the CAI National Conference.

As always Holly Carson and the CAI National staff did an amazing job!

The festivities started with a welcome party where I had the opportunity to reconnect with other Chapter Executive Directors and members of our chapter.

From there it was off to events hosted by our business partners. I had to keep my partying to a minimum though to make sure I was fresh Thursday morning where, at the first session of the Executive Director and President Elect training, I had the opportunity to present our DCAL program.

In case you didn't know, recently our chapter launched the "On The Road With CAI" program where our DCALs (Dedicated Community Association Leaders) go to HOA Boards and share the many ways we encourage our homeowner leaders to be active members of our chapter. If you would like more information on hosting one of the educational segments please contact me at info@cai-nevada.org.

Congratulations to RPMG management group for receiving their AACMC designation.

The highlight of the conference, for me, is having the opportunity to share, with my peers, ideas of what makes our chapter so successful, and taking home new ideas of what makes theirs successful.

If you were not able to attend this year's Annual Conference, mark your calendar for next year, because the 2015 Annual Conference will be held at Caesars Palace here in Las Vegas, April 29 through May 2, 2015. Our chair and co-chair Brian Hunt and Amanda Lower, along with the rest of the Chapter Party Committee, are already meeting and planning 'the party to end all parties.'

Vendor Booth space will sell out quickly at the conference, so watch the CAI National website for more details. www.caionline.org.

Warm Regards,

Mary Rendina

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AIDS Awareness Charity Spotlight

Aid for AIDS of Nevada (AFAN)

by Chris Abraham

Founded in 1984, Aid for AIDS Nevada (AFAN) is the oldest and largest AIDS support charity in Nevada, providing support and advocacy for adults and children living with the AIDS/HIV virus.

AFAN works to eliminate the stigma, fear and prejudice associated with the disease by educating our community and raising awareness. Various client services programs exist helping affected individuals, including but not limited to: community outreach, preventative and awareness education, nutritional assistance, medical consultations from professionals, transportation, and living expense assistance.

With a prime location in an area adjacent to medical offices and other AIDS services, AFAN tries to make assistance as convenient as possible.



AFAN strives to fulfill their mission to their clients, *"to enhance the physical health and psychosocial wellness of individuals...while promoting their dignity and improving the quality of their lives."*

Throughout the year, AFAN hosts various events and activities so their Outreach Services can be a reality. By hosting ten or more Outreach Services a month, they successfully reach-out to over 5,000 individuals every year.

As an example, AFAN recently launched a program called *Kids Campus*. The goal of this program is to reach out to children between the ages of 5 and 15 who are affected by AIDS/HIV, and help keep their spirits up through social interaction and support.

These types of services wouldn't happen without the support of the southern Nevada community through AFAN's various fundraising events.

- *Every Piggy Counts* is a fundraising opportunity AFAN has offered for the past 5 years, encouraging donors to "adopt" ceramic piggy banks of various sizes and fill them up throughout the year. On December 1st, World AIDS Day, donors are asked to bring their adopted piggy banks

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.....
AFAN strives to fulfill their mission to their clients, "to enhance the physical health and psychosocial wellness of individuals... while promoting their dignity and improving the quality of their lives."
.....

to the AFAN office to find out how much they raised over the year, and to also receive a prize as a token of appreciation.

- One of the most successful events AFAN continues to host is the *AIDS Walk Las Vegas*. This charity event is southern Nevada's largest AIDS/HIV fundraiser, and encourages the entire community... adults, children, and even pets ... to join together on this special day to show support. Every year, many well-known celebrities participate, showing support for the work AFAN is doing and encouraging those affected by AIDS to live normal, healthy lives. The event is hosted at the University of Nevada Las Vegas Campus (UNLV), and features live entertainment and distinguished speakers. In 2013, which was the 23rd annual AIDS Walk, over 12,000 supporters joined in and collectively raised over \$471,000.00 in donations. This year's 24th annual *AIDS Walk Las Vegas* took place at UNLV on Sunday, May 4th, 2014, with Grand Marshalls, Penn & Teller and over 14,000 supporters.
- The other highly successful event AFAN hosts is the annual *Black and White Party*: a lavish and extravagant nightlife event in the late-Summer, with live musical and performance art entertainment, local celebrities, food, and cocktails. Last year's 27th annual *Black and White Party* successfully raised over \$130,000.00 in donations, with over 3,500 attendees.

U.S. Senator Harry Reid, numerous Representatives in the House, former and current Governors, and the Nevada State Assembly have all recognized AFAN for its diligent and remarkable support and advocacy of the AIDS/HIV community through education and fundraising. AFAN also received the Las Vegas Chamber of Commerce 'Non-Profit Organization of the Year' Award in 2006 for Leadership in our community.

With almost 30 years of dedication and hard work and service to the AIDS/HIV community of southern Nevada, AFAN has become a beacon of hope for those in our community living with and affected by HIV/AIDS. ●

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“Walk a Mile in My Shoes”

by Robert Rothwell, Ph.D., DCAL

We’ve all heard that phrase a thousand times throughout our lives, but how many times have we seriously thought about what it means?

June is PTSD Awareness Month. Volunteering to counsel veterans who suffer from Post Traumatic Stress Disorder (PTSD), sometimes called shell shock or combat stress, is not only an eye-opening experience, but also a humbling one!

You cannot even imagine how many times I have heard:

- ... I feel on edge ...
- ... nightmares keep coming back, and the vivid memories and flashbacks make me feel like everything is happening again ...
- ... sudden noises make me jump ...
- ... I feel emotionally cut off from others ...
- ... I become depressed very easily ...
- ... I think I’m always in danger ...
- ... I panic very easily ...
- ... I can’t sleep ...
- ... I can’t keep my mind focused on one thing ...
- ... I can’t get along with my family ...
- ... I drink a lot so I can numb my feelings ...
- ... I want to kill myself ...
- ... I don’t want to see or be near anyone ...
- ... I avoid anything that might make me think of what happened over there ...
- ... if I drive, I avoid every pothole or piece of debris, because it may be a land mine ...

As a counselor to these men and women, I am in a unique situation. Having served for 21 years as a United States Marine Corps Commissioned Senior Officer, I understand the unique culture of the military, am sensitive to the issues of honor and sacrifice, and am empathetic to their disturbing accounts of intense traumatic experiences.

By this time, you may be asking yourself “What causes PTSD?” You’ve seen how it relates to the military, but what about others, not in the same ‘combat’ situations.

PTSD is a debilitating mental disorder that follows *either experiencing or witnessing* an extremely traumatic, tragic or terrifying event. Those afflicted with PTSD usually have

persistent frightening thoughts and memories of their ordeal and feel emotionally numb, especially with those they were once close to. As Psychologists, we speculate that, upon facing overwhelming trauma, the mind is not able to process information and feelings in a normal way. It is as if the thoughts and feelings at the time of the traumatic event take on a life of their own, later intruding into our consciousness and causing distress. To make matters even more complicated, traumatic psychological factors that existed before the most recent traumatic event make the process worse. As an example, having low self-esteem and being raped.

I’m going to tell you of two persons, among many whom I have counseled ... both were active duty in the military ... both come from completely different backgrounds.

Growing up in a small southern town, Joan was the picture of beauty ... perfect skin, beautiful hair, stunning features, and gym-toned body. She was a very modest, church going, God loving young lady. Not by choice, she was the girl the other girls wanted to emulate. When she was 16, she was attacked by a group of men (not boys) while she was walking home from her part-time after school job. They took turns screaming abuses at her ... then, one by one, each raped her. Finally, while she lay on the ground helpless, her attackers threw large rocks at her, hoping to kill her ... and they would have succeeded, had it not been for a very concerned young man who was driving past and who witnessed what was happening. His screams and dog scared the attackers away. As expected, for many months after this experience, Joan was not herself. She constantly had the memories of that attack and the faces of her attackers in her mind. At night she would have terrible dreams about rape and would wake up screaming. She also had difficulty taking the route where the attack took place. She felt as though her emotions were numb ... as though there was no real future for her. When she was at home with her family, she was anxious, tense and easily startled. She felt ‘dirty’ and ‘shamed’ by the event, falsely blaming herself, and she resolved never to talk about it again to anyone. As her escape, she joined the military, thinking

and hoping that no one would know about this horrible incident that happened to her ... and wanting to make a fresh start. She did very well in 'boot camp' and had, for the most part, put the terrible rape incident in the back of her memory. Until ... she was on a date with a fellow recruit ... and he tried to rape her! The years of 'avoiding the memories' went right down the drain. She became despondent, moody, unable to perform basic duties, easily shocked and fearful ... or, in a word used on the streets ... schizoid.

Tony was an 'All-American' football player, with a future in college football and eventually the pros. Instead, he chose to put all that on hold, and join the Marine Corps. Being of Hawaiian culture and descent, his close-knit family, encouraged him to consider every aspect of his decision. Having done that, his family completely and lovingly supported him in his choice. He was at the top of his class when he completed 'boot camp' and there was no doubt, he would be an excellent leader. Tony saw a good bit of active combat during his time in the military. Being normal, some thoughts of things that happened during combat would never leave his memory. He remembered the sight of a close buddy being blown up by a land mine. He remembered going back into combat zones to retrieve a dead body, so he could be returned to his family and receive the full military burial he was due. He remembered taking a bullet to protect his commanding officer. Even after he returned to life

as a civilian, these memories haunted him. Memories of battles would run repeatedly through his mind and disrupt his focus while at work. Just the filling up of his truck at the gas station would rekindle horrible memories, because the smell of the diesel fuel would remind him of the smell of the battlefield. Yet, at other times, he had difficulty remembering the past ... almost as if some things were too painful to let them back into his memory. He avoided socializing with his buddies from his platoon, because it would stir up more traumatic memories. His girl friend complained that he was always irritable and 'on guard' and could not relax and had difficulty falling to sleep. Whenever he would hear a loud noise, like a truck backfiring, he would jump up as if he were getting ready for combat. He eventually began to drink heavily.

Both Joan and Tony suffered from PTSD. With time and help, both were able to *control* their symptoms.

The first thing I had each of them do was to find someone very close to them they could trust ... for Joan it was her mother ... for Tony it was me. It was important for them to share what they were feeling, but it was also important to have someone who would sincerely listen. To Joan's surprise, her mother was very supportive, viewing her daughter not as 'dirty' but as 'very hurt' and in need of help and comfort. Tony was able to 'open up' and talk about his intrusive memories, and also find a way, other than alcohol, to cope.

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Joan and Tony each decided to participate in therapy. Joan worked individually with me and then began group therapy where she was able to discuss the rape and her reaction to it with others who had been sexually assaulted. She soon discovered that she felt less lonely because she was receiving the support of others who had been in the same situation. By working with this particular group, she was able to learn to trust others.

Tony didn't like working within a group, so all our sessions were one-on-one. The first commitment he had to make was to stop relying on alcohol to drown out his sorrows and bad memories. Then he had to learn to discuss his combat experiences with me ... identifying events, situations, people, sounds and smells that could trigger his reactions. Over time, to evaluate his progress, I told him he would have to see a current war movie. He was able to watch the movie and remain reasonably calm.

In addition to therapy, medication helped relieve some of the symptoms both Joan and Tony were experiencing. Joan was placed temporarily on a mild anti-depressant (non-habit forming) that helped her have fewer and fewer unpleasant, traumatic memories and aided in the control of her anxiety. The non-habit forming medicine prescribed for Tony made him less irritable, less jumpy and less prone to problems that cause him to suffer from lack of sleep.

Joan's symptoms ended within 5 months, while Tony's symptoms lasted longer. Both were eventually able to control their symptoms by using a combination of therapy, medication and the sincere support of family and friends.

Here are some questions frequently asked about PTSD:

Is the cause of PTSD simply a traumatic event?

Although PTSD begins after a traumatic event, other

factors also play an important role. The severity, type, and circumstances of the traumatic event may determine whether or not a person develops PTSD. In addition, some individuals appear to be more vulnerable to PTSD. It is possible that underlying differences in the makeup of a person's personality or brain physiology may contribute to the onset of PTSD.

Should people with PTSD be encouraged to talk about the trauma?

Providing the person with PTSD with support, and with the freedom to talk, is, of course, very beneficial. Furthermore, an important component of the psychotherapy for PTSD is the reprocessing of the traumatic event. Nevertheless, it is important to allow people the opportunity to proceed at their own pace; revisiting traumatic events may be extremely painful. Thus, a person with PTSD should not talk about trauma until he or she is ready to do so.

What is the best treatment of PTSD?

Therapy is a very important component of the treatment of PTSD; in particular, a structured form of psychotherapy known as cognitive-behavioral therapy (CBT) is the most widely accepted as effective for PTSD. Sometimes it is useful to work one-on-one with a therapist through individual therapy. Working together with others who have also suffered traumatic experiences in a group therapy setting may also be helpful. Certain medications may also be very useful in reducing many of the symptoms of PTSD.

What is the prognosis of PTSD?

The prognosis of PTSD differs from individual to individual. Some people can experience a remarkable return to normal functioning. Others experience persistent, fluctuating symptoms of the disorder. Fortunately, specific medications and/or psychotherapies may often result in a substantial reduction in the symptoms of PTSD, and in an improved quality of life. ●

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Northern Nevada Outreach

Career Day At Virginia Palmer Elementary

by Ken Carteron

I attended a financial seminar some years back, where the instructor asked those in the audience who had a checking account to raise their hand.

Not surprisingly every hand in the room rose.

She continued her little charade by asking those in the audience who had their checkbook with them to take it out of their pocket or purse. Like sheep being led to pasture, anyone who had one complied.

Even those who do not carry a checkbook did not receive her next request well. She boldly asked those who had one to pass it to the person on their right.

The instructor made her point!

The point she was trying to make, and the one that I was looking to make at Career Day, is that each person's financial information is extremely confidential and none of us want to give this information out freely. However, the 3rd and 4th graders at Virginia Palmer Elementary were far more interested in what the bank robber looked like when the dye pack went off in his hands.

Explaining financial security to elementary students became less challenging once I had their attention with that dye pack explosion story. Also asking simple math questions, which the teacher appreciated, for a chance to win a Saint Patrick's Day goodie bag, was an attention getter.

So can you tell me how many quarters are in a roll? Cindy, Jo and Steve knew.

I went into some details of how I got to be in the banking industry, how much education was required and how I have advanced over the past 30 years in banking. One of the 3rd graders asked me if I remembered being in the 3rd grade and if I knew then that I wanted to be a banker. That question was not on the list but I tossed out that I probably wanted to be a police officer or a fireman like every other 3rd grader I knew.

The four thirty-minute presentations were fun for me, a veteran of 30 years in the banking industry. It felt good to be able to share some of my experiences and knowledge with young minds.

This is my second year doing the Career Day and it was an honor to be invited back by Colleen Tuttle, the school Principal. I will gladly take the time to do this again next year, if they will have me.

Virginia Palmer Elementary School is only one of the many projects the Northern Nevada Outreach Committee is involved in each year in the hopes of giving back to the community where we work and live. ●

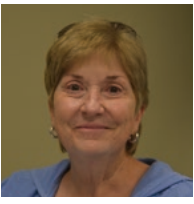


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WINDA SHOLES IS A MEMBER OF THE BOARD OF DIRECTORS AT THE LAKESIDE VILLAGE HOA. SHE IS CHAIR OF THE LANDSCAPE COMMITTEE WHICH ALSO INCLUDES THEIR STREAMS AND PONDS.

“I Believe Our Children are Our Future”

KaBoom makes that happen!

by Winda Sholes

Volunteers supported CAI (Community Associations Institute) by participating in KaBOOM's 'Build A Park In A Day' at Child Haven in Las Vegas.

KaBOOM is an American non-profit organization that helps communities build playgrounds. This organization finds areas of need and then secures corporate sponsors to meet the financial obligations. KaBOOM meets with the selected organization and their children to develop ideas for their "dream playground."

After significant organization and prep work, the day is set and volunteers are gathered to paint an area and build a complete playground in one day. Over the years, KaBOOM has engaged over 1,143,205 volunteers and completed 15,439 playgrounds across the United States and Hawaii.



On April 15th, approximately 650 volunteers throughout the United States gathered to create new play areas in the numerous Child Haven facilities. Volunteers also contributed donations of money and equipment.

To begin their day, volunteers were offered a substantial "food truck" breakfast and juice.



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KaBOOM is an American non-profit organization that helps communities build playgrounds.

Those who had not already selected an area to work during pre-registration were randomly grouped. After a brief introduction and actual physical 'warm-ups,' these random groups gathered and dispersed to their area for work.

Since the playground at the Child Haven in Las Vegas had been determined unsafe in 2012, there were many items that needed to be replaced, reconstructed or redecorated. The random groups completed a variety of projects all to brighten the older building and get ready for this massive new play area. One group repaired and updated bicycles. Another group painted flower-type arrows on the sidewalk between buildings. A third group painted a basketball court, hop scotch, and other games on the asphalt area. Groups also painted pre-sketched murals on many walls. The brightly colored characters and the fresh paint were refreshing.

In a smaller grass area, a group was assembling pieces of a massive play station. Older swings were refurbished and repainted and a zip line, climbing wall, climbing stations, balancing stools, and many new playground novelties were assembled for the children to enjoy. Another group dug holes in the main playground area where the assembled pieces would be carried, while four strong volunteers were carrying a tarp filled with wood shavings to the perimeter of the transforming area.

Different groups at different times enjoyed the box lunch provided by Jason's Deli, while other groups continued their work until it was time for their 'lunch break.' Water and Gatorade were available throughout the day as were facilities, first-aid, and many support personnel.

After the staggered lunch, the group mixing concrete in wheelbarrows were ready for the pusher group to wheel the concrete to the holes, and pour. During all this, there was another group of volunteers who cleaned up the areas that were already completed. About 3:00 p.m., the children arrived for the ribbon cutting and to see their new playground for the first time. The ear-to-ear smiles on the faces of the children reflected the feeling of a "job well done!" Thanks to CAI Community Outreach for offering this project. These volunteers look forward to the next project. ●



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CAI Nevada Chapter Members' Brag Page



ANGIUS & TERRY LLP WELCOMES SCOTT P. KELSEY, ESQ. AND DAVID M. BRAY, ESQ.

Angius & Terry LLP, is pleased to announce the addition of attorneys **Scott P. Kelsey, Esq.** and **David M. Bray, Esq.** to our construction defect team. Mr. Kelsey comes to Angius & Terry with 13 years construction litigation experience and will be heading up our construction



defect department. Our new construction defect associate attorney David M. Bray will work closely with Scott within our construction defect department to provide professional service and ensure the interests of our community association clients continue to be protected.

KATIE RENDINA RECEIVES MASTERS IN SOCIAL WORK

Please join us in congratulating our chapter's administrative assistant **Katie Rendina** on receiving her Masters in Social Work degree from UNLV. Way to go Katie!

PROFESSIONAL PARKING ENFORCEMENT CELEBRATES 10TH ANNIVERSARY

Professional Parking Enforcement is celebrating 10 years in business! Brian Hunt, President, and his staff would like to thank all of their clients

and supporters who have helped them grow. Brian and his staff look forward to serving the Homeowner Association industry for many years to come!

MEMBERSHIP COMMITTEE RECEIVES NATIONAL RECOGNITION

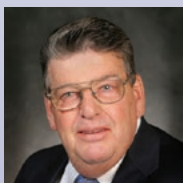
Congratulations! The Nevada Chapter has received \$1000 for participation in CAI's 40th Anniversary "Bingo" campaign.

The following was received from CAI National:

We're so pleased to award you for your accomplishments and the wonderful initiatives you created as part of this campaign. The steps you took to engage new recruiters particularly impress us. Passing out 32 recruiter packets at your semi-annual chair and co-chair meeting was an awesome idea! You are certainly correct these members are the leaders of the chapter and therefore ambassadors of the CAI.

It is this type of engagement that aids in our collective membership growth! Again, congratulations on your success! ●

If you have anything you want to share, submit it at least 6 weeks prior to the magazine publish month. Please submit your items to info@cai-nevada.org or fax to 702-240-9690.



JOSEPH PERRY NOONAN III,

"Perry", 70, a 34 year resident of Las Vegas, passed away April 20, 2014. He was born January 13, 1944 in Worcester, Massachusetts. Perry is survived by his wife of 43 years, Carrol J. Noonan; siblings Norma Stapleton, Timothy Noonan, Pamela Noonan-Phipps, their spouses, his 14 nieces and 8 nephews. Perry was honorably discharged from the US Air Force Special Forces Unit and a well-respected member of the Las Vegas Community. Perry and Carrol are the principles of

Western Risk Insurance Agency and Brokerage which just celebrated 30 years of service. He donated many hours to local organizations and associations such as the Optimist, Boys Home; Nevada Community Association Institute; Institute of Real Estate Managers and the Nevada State Apartment Association. Visitation will be held Saturday, April 26, 2014, 3-7 pm at Palm Mortuary, 1600 South Jones Blvd., LV, NV 89146. Funeral Services will be Monday, April 28, 2014, 10:30 am at the Southern Nevada Veteran's Memorial Chapel & Cemetery, 1900 Buchanan Blvd., Boulder City, NV. 89005. In lieu of flowers, donations can be made in his name to either the Nevada SPCA-No Kill Shelter or the Prostate Cancer Foundation.

Upcoming Events

Southern Nevada Upcoming Events

JUNE	6/10	Las Vegas Monthly Luncheon	Gold Coast Hotel	11:15 a.m.
	6/10	CAI Nevada Chapter Board Meeting	Gold Coast Hotel	1:30 p.m.
	6/18	Las Vegas Manager Breakfast	CAI Training Center	9:00 a.m.
	6/26-6/28	M-100	Gold Coast Hotel	8:00 a.m.
	6/28	Las Vegas Homeowner Seminar Essentials	CAI Training Center	8:00 a.m.
JULY	7/8	Las Vegas Monthly Luncheon	Gold Coast Hotel	11:15 a.m.
	7/8	CAI Nevada Chapter Board Meeting	Gold Coast Hotel	1:30 p.m.
	7/22	Las Vegas Manager Breakfast	CAI Training Center	9:00 a.m.
	7/22	Las Vegas Homeowner Seminar	CAI Training Center	9:00 a.m.

Northern Nevada Upcoming Events

JUNE	6/17	Northern Nevada Tradeshow	Peppermill Hotel	11:00 a.m.
	6/19	Northern Nevada Homeowner Seminar	Peppermill Hotel	6:00 p.m.
	6/20	Northern Nevada Bowling	GSR	3:00 p.m.
JULY	7/17	Northern Nevada Legislative Update	Peppermill Hotel	9:00 a.m.

All Dates and Events are subject to change or cancellation.



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ASHLEY LIVINGSTON, CMCA IS A MEMBER OF THE GRASSROOTS INITIATIVE COMMITTEE AND DIRECTOR OF MANAGEMENT SERVICES WITH LEVEL PROPERTY MANAGEMENT

Taking Back Our Communities

by Ashley Livingston, CMCA

Our call to arms was just wrapping up around this time last year with the close of the 77th Session of the Nevada Legislature.

February through June of 2013, we sought your help in emailing, calling and meeting in person with Nevada legislators to help protect our communities and prevent the passage of detrimental HOA laws.

We have another year before the next onslaught of bills, but we can start laying the groundwork now for a positive 78th Legislative Session.

In advance of the November General Elections, Nevada's Primary Election will be held June 10, 2014. Now is our chance to make sure the candidates chosen to represent your political party and potentially head to Carson City following the Fall elections, are the candidates

who have the best interests of Nevada's communities in mind.

The Grassroots Initiative encourages its fellow industry professionals and homeowners alike to talk to the candidates for office to see where they stand on issues that hit close to home for us.

To view a list of candidates, visit the Election Center at the Nevada Secretary of State's website.

To give you an idea where our current legislators stand, several of whom are running to retain their seats this year, noted below are the bills that the CAI Nevada Legislative Action Committee identified as important to Nevada's communities in the 2013 session, the position taken, and the votes recorded for each of your representatives in Carson City.

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Please note, the majority of the bills discussed went through several revisions before a vote was taken on the final draft and several bills died in a committee before they could make it to the floor for a vote.

To learn more, join us, and/or check in on what your Grassroots Initiative Committee is doing, visit the Grassroots Initiative tab on our CAI Nevada website at www.cai-nevada.org

AB-34 - GRASSROOTS OPPOSED, DIED IN COMMITTEE

– Assembly Bill 34 was sponsored by the Nevada Real Estate Division. We opposed this bill, which would have made workshops illegal, required additional meetings to address maintenance issues in the community, required that all associations hire voting monitors to monitor association elections, and that all associations go out to bid for all goods and services on an annual basis.

AB-121 - GRASSROOTS OPPOSED, DIED IN COMMITTEE

– Assembly Bill 121 was sponsored by Assemblyman Lynn D. Stewart and Assemblyman Pat Hickey. Senators Joseph Hardy and Pete Goicoechea were joint sponsors. We opposed this bill, which would have revised statute provisions regarding campaigns for becoming a member of the Board of Directors and required associations to provide a list of units' owners to candidates.

AB-137 - GRASSROOTS OPPOSED, DIED IN COMMITTEE

– Assembly Bill 137 was sponsored by Assemblyman Paul Aizley and Assemblywoman Dina Neal. We opposed this bill, which would have prevented Associations from requiring a unit owner install landscaping in their backyard.

AB-98 - BILL DEFEATED – Assembly Bill 98 was sponsored by Assemblyman Paul Aizley and Assemblywoman Ellen Spiegel. This bill dealt with the collection of past due assessments. The bill went through several substantial revisions, some of which were supported and some of which were opposed, before the bill was ultimately defeated.

AB-397 - GRASSROOTS OPPOSED, DIED IN COMMITTEE

– Sponsored by Assemblyman Harvey J. Munford and Joseph M. Hogan. We opposed this bill, which would've caused several substantial changes to law, including granting the Nevada Real Estate Administrator authority to issue orders of cease and desist, capping fine amounts at \$2,500, and requiring that boards allow for a comment period before voting on any matter during meetings.

SB-222 - GRASSROOTS OPPOSED, DIED IN COMMITTEE

– Senate Bill 222 was sponsored by Senator Joseph P. Hardy. We opposed this bill which, amongst other things, would have required the audio recording of executive meetings and allowing board meeting access to the general public.

AB-370 - GRASSROOTS OPPOSED, BILL PASSED –

Assembly Bill 370 was sponsored by Assemblyman James Ohrenshcall. We opposed this bill, which modified the arbitration/mediation process and established the Referee Program with the Nevada Real Estate Division.

AB-273 - GRASSROOTS OPPOSED, BILL PASSED –

Assembly Bill 273 was sponsored by Assemblyman Andy Eisen and Jason Frierson. We opposed this bill, which amongst other things, prevents Associations from exercising the right to foreclose while the unit's owner is in mediation with their lender.

SB-280 - GRASSROOTS OPPOSED, BILL PASSED –

Senate Bill 280 was sponsored by Senator Ruben J. Kihuen. We opposed this bill, which dealt with the collection of past due assessments. The bill went through several substantial revisions before the bill ultimately passed into law and resulted in several changes, including the requirement of the sending of the "60 Day Notice" to delinquent owners. ●

See the table of how your representatives voted on the next page.



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How did your representatives vote on bills that mattered to Nevada's Communities?				
	AB-98 (D)	AB-370 (P)	AB-273 (P)	SB-280 (P)
<i>NV State Assembly Members</i>				
Paul Aizley	Yea	Yea	Yea	Yea
Paul Anderson	Yea	Excused	Yea	Yea
Elliot Anderson	Yea	Yea	Yea	Yea
Teresa Benitez-Thompson	Excused	Yea	Yea	Yea
David Bobzien	Yea	Yea	Yea	Yea
Irene Bustamante Adams	Yea	Yea	Yea	Yea
Maggie Carlton	Yea	Yea	Yea	Yea
Richard Carrillo	Yea	Yea	Yea	Yea
Lesley Cohen	Yea	Yea	Yea	Yea
Skip Daly	Yea	Yea	Yea	Yea
Olivia Diaz	Yea	Yea	Yea	Yea
Marilyn Dondero Loop	Yea	Yea	Yea	Yea
Wesley Duncan	Nay	Yea	Yea	Yea
Andy Eisen	Yea	Yea	Yea	Yea
John Ellison	Nay	Yea	Yea	Yea
Michele Fiore	Nay	Yea	Yea	Nay
Lucy Flores	Yea	Yea	Yea	Yea
Jason Frierson	Yea	Yea	Yea	Yea
Tom Grady	Nay	Yea	Yea	Yea
John Hambrick	Nay	Yea	Yea	Yea
Ira Hansen	Yea	Yea	Yea	Yea
Crescent Hardy	Yea	Yea	Yea	Yea
James Healey	Yea	Yea	Yea	Yea
Pat Hickey	Yea	Yea	Yea	Yea
Joseph Hogan	Yea	Yea	Yea	Yea
William Horne	Yea	Yea	Yea	Yea
Marilyn Kirkpatrick	Yea	Yea	Yea	Yea
Randy Kirner	Nay	Yea	Yea	Nay
Peter Livermore	Yea	Yea	Yea	Yea
Andrew Martin	Yea	Yea	Yea	Yea
Harvey Munford	Yea	Yea	Yea	Nay
Dina Neal	Yea	Yea	Yea	Yea

How did your representatives vote on bills that mattered to Nevada's Communities?				
	AB-98 (D)	AB-370 (P)	AB-273 (P)	SB-280 (P)
<i>NV State Assembly Members</i>				
James Ohrenschall	Yea	Yea	Yea	Nay
James Oscarson	Nay	Yea	Yea	Yea
Peggy Pierce	Excused	Excused	Yea	Excused
Ellen Spiegel	Yea	Yea	Yea	Yea
Michael Sprinkle	Yea	Yea	Yea	Yea
Lynn Stewart	Yea	Yea	Yea	Nay
Heidi Swank	Yea	Yea	Yea	Yea
Tyrone Thompson	Absent	Yea	Yea	Yea
Jim Wheeler	Nay	Yea	Yea	Nay
Melissa Woodbury	Nay	Yea	Yea	Yea
<i>Nevada State Senate Members</i>				
Kelvin Atkinson	Yea	Yea	Yea	Yea
Greg Brower	Nay	Yea	Yea	Nay
Barbara Cegavske	Nay	Yea	Yea	Nay
Moises Denis	Yea	Yea	Yea	Yea
Aaron Ford	Yea	Yea	Yea	Yea
Pete Goicoechea	Nay	Yea	Yea	Nay
Donald Gustavson	Nay	Yea	Yea	Nay
Scott Hammond	Nay	Yea	Yea	Nay
Joseph Hardy	Nay	Yea	Yea	Nay
Mark Hutchison	Nay	Yea	Yea	Nay
Justin Jones	Yea	Yea	Yea	Yea
Ben Kieckhefer	Nay	Yea	Yea	Nay
Ruben Kihuen	Yea	Yea	Yea	Yea
Mark Manendo	Yea	Yea	Yea	Yea
David Parks	Yea	Yea	Yea	Yea
Michael Roberson	Nay	Yea	Yea	Nay
Tick Segerblom	Yea	Yea	Yea	Yea
James Settelmeyer	Nay	Yea	Yea	Nay
Debbie Smith	Yea	Yea	Yea	Yea
Pat Spearman	Yea	Yea	Yea	Yea
Joyce Woodhouse	Yea	Yea	Excused	Yea

Northern Nevada Tradeshow Luncheon and 2013 Legislative Update C.E. 0187003, 3 law credits

Date: Thursday July 17 • Location: Peppermill Hotel, South Virginia Street
 Time: Seminar 9:00AM-12:00PM • Tradeshow Luncheon 11:00AM-2:00PM

Our Guest Speaker will be **Paul P. Terry, Jr. Esq.**

DON'T MISS THIS OPPORTUNITY!

You must pre-register at least five days before the class!

Please R.S.V.P. to CAI NV at 702-648-8408 or admin@cai-nevada.org

Class Registration \$20 charge for CAI Members and \$40 charge for Non-CAI Members. You must bring your CAI Membership Card!

No Walk-ins will be accepted!!

CAI must receive your cancellation notice by 5:00 p.m. the night before or you will be billed for the cost of the event.

Register to exhibit!
Raffle Prizes!



Check out www.cai-nevada.org





TONYA GALE, SCM, CMCA, AMS IS WITH IDEAL COMMUNITY MANAGEMENT AND CHAIR OF CAI NEVADA MEMBERSHIP COMMITTEE

Success is Our Only Option – Failure is not!

by Tonya Gale, SCM, CMCA, AMS

The Membership Committee has been very diligent in following up on leads of potential members and reaching out to those who may not have an understanding of what Community Associations Institute is and does for the Homeowner Association industry.

The Nevada Chapter recruited a total of 63 new members between September and December 2013.

Our Committee recently organized a New/Renewed Member Breakfast and invited all 63 new Homeowner Volunteer Leaders, Business Owners, Management Company Executives, Managers and Public Officials, along with renewing members, to the CAI Training Facilities for an informal get-together.

The main purpose of this meeting was to make everyone aware of the many member benefits CAI offers. This type of program is very beneficial in reaching out to new and renewing members, not only by meeting in an informal, social setting, but also by educating them on what CAI does and how it will benefit them, regardless of their membership group. 65 new/renewing members and staff attended this breakfast, making it the most successful yet.

The restructuring of the New Member/Renewing Member Breakfast has taken the basic introduction of CAI to a new level. Our program has been nominated for the 2013 CAI Chapter Achievement and Excellence Awards.

We are very excited to have introduced our new and renewed members to the valuable information they will need in order to get the most from their CAI Membership. Our Committee is also looking forward to assisting all members of CAI Nevada and members of other CAI Chapters in any way we can to ensure your involvement and success with CAI.

A huge “Thank You” to Affordable Striping and Sealing for providing a delicious, hot breakfast for all and to all new and renewing CAI members who attended our most recent Breakfast.

“Thank You” also to the members of the hardworking committees that help run our chapter who were present to encourage everyone to actively participate.

The Membership Committee plans to offer these informative breakfasts on a more frequent basis.

Our goals have been set and success is not an option!

We are all looking forward to breaking records for new member enrollment this year and increased participation from all current members. ●

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ALAN SEILHAMMER IS A SENIOR VICE-PRESIDENT WITH ASSOCIATION CAPITAL BANK AND AN ACTIVE CAI EDUCATOR, WRITER AND SOCIAL MEDIA ENTHUSIAST.

Building Improvements Needed to Withstand a Harsher Climate

“If I Knew Then What I Know Now...”

by Alan Seilhammer

Two or three decades ago, conventional wisdom dictated that builders create structures that could withstand the common elements and endure what Mother Nature might unleash on a typical community association ... condominiums that could withstand typical rains and winds; homes within associations that could stand up to the swings of typical heat and cold; roofs that could withstand typical hail storms and shed their wintery mix of snow and ice.

Flash forward to today’s extreme weather news and you can see that Mother Nature has unleashed extreme and aggressive conditions. In a few short years, we have seen conditions worsen to the point where building improvements are now needed in many community associations in order for them to

battle these modern weather and natural phenomenon. Larger hail that decimates roofs, super storms that bring flooding rains and cause drainage overflows and sudden redirects of nearby water flows, raging fires that strike with little warning, and other phenomena seem to be far more typical today than just a few decades ago.

Community associations need to respond by improving their building’s defenses. Many of my fellow industry officials agree.

“Community association insurance plans have taken several direct hits because of these new conditions”, says Keith Balsiger, owner of Balsiger Insurance. “Protecting the associations from liabilities like these aggressive conditions is



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our job. Recent dry conditions and fires in Northern Nevada have already caused carriers to rethink their desire to write associations in this area. Those that do are looking at ways to reduce their exposure: higher deductibles, more clearance from brush, and so on. It is very similar to how FEMA re-mapped the country's Flood Zones. It creates higher premiums and more risk areas for the associations, but it is ultimately in their best interest to help them protect themselves."

Matthew Swain of Association Reserves agrees. "Reserve Studies must not be created in a vacuum. The component list, useful life, remaining life & cost estimates must accurately reflect the association's assets in the current environment. Updating the Reserve Study to reflect local environmental conditions as well as advancements in technology is crucial to ensuring your association is covering the actual, current cost of deterioration to your assets, thereby ensuring it is adequately prepared for future replacements. Simply planning on rebuilding existing system components & replacing materials with identical construction techniques & specifications doesn't take into account the reality of the new conditions, code changes, modern materials technologies and is, in fact, a plan to fail." Swain goes on to add "Protecting, maintaining, and keeping up with current construction standards for all of the common elements is the charge of the governing body of the association. To not address these extreme conditions is to overlook a vital part of that mission."

Even though there is debate amongst the scientific community as to the exact causes of these new weather conditions and natural phenomena, one thing is clear. As community associations prepare for what conditions lay ahead, they need to seriously consider improving their physical structure to withstand these new challenges. They need to consider replacing old windows with new windows that have a higher hurricane rating.

They need to replace wood siding with cement-based product for fire resistance. If building components are upgraded to the most contemporary, environment resilient materials available the cost consideration needs to include escaping future losses such as money wasted on insurance deductibles, higher insurance premiums, and shortened life cycle of common elements. Builders may not have known the environmental challenges that lay ahead when the communities were constructed many years ago, but now these aggressive conditions are commonplace and well known.

Associations need to address the challenges head on through fortification of their existing buildings in order to defend against the onslaught of potential disasters these new conditions bring. ●

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AMY FOSTER, MBA, IS THE PRESIDENT OF THE BOARD OF DIRECTORS AT DOUBLE DIAMOND RANCH MASTER ASSOCIATION

The Bully Pulpit

What I Have Learned Serving on the Board of Directors

by Amy Foster, MBA

I have served as a member of the Board of Directors on both a small townhouse association and a large single-family association. My stint on the small townhouse association did nothing to prepare me for the work that lay ahead for an association that serves 2,000 + homes.

My experience as a member of the homeowner associations began with, what I believe to be, the same reason as many other owners, the dreaded violation letter. I had received a letter telling me my trashcan was in view of the street longer than what someone deemed necessary. Of course my reaction was the same as many of my neighbors who had received the same letter. We were asking each other what the rules were and where did we find them.

I began to attend the Board of Directors meetings, which shed light on the direction the

HOA was moving. The meetings were often standing room only with the crowded room of owners looking to who and or where to point the finger. Owners did not understand the decisions being made by the Board, there wasn't discussion before those decisions. It seemed to those in attendance that there had been secret meetings, behind closed doors prior to the public meeting, where the true discussions were being held. The owners on this Board were not looking out for the best interest of the community as a whole, nor were they being ethical.

What, for me, was the last straw in dealing with, what I considered, an unethical Board, arrived in the mail about five years or so ago. My husband and I had been to a hearing of the Covenants Committee, more fondly known in our HOA as the "Covert" Committee. We had received



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another violation letter for a parking related issue. The trouble was, the vehicle didn't belong to us. I called the management office and explained the issue, and was told to throw the letter out. This was not good enough for me. I wanted to look someone in the eye and get a reason for the letter. We arrived at the hearing with the other "lucky" attendees. Not only did I get to look someone in the eye, we were faced with the rather large group of 10+ committee members. I am happy to say, I was not as astonished as the other owner attendees at the size of that committee.

Being a rather inquisitive person, I had asked for the committee members names beforehand. When I was told by management that those names were not given out, the Ombudsman's office assisted me. The office informed me I could ask the management company to properly disclose the member's names by getting a copy of the minutes in which the members were appointed to the "Covert" Committee.

At our hearing the Committee members realized they had made an error about the vehicle, its parking, and ownership. We left feeling better about their decision and that of looking the Committee in the eye, UNTIL...

Yes, that is right, UNTIL. Until the mail arrived thanking us for attending the hearing and letting us know we would receive a fine if it was deemed we parked inappropriately again. No warning next time, no hearing, just a continuing fine for illegally parking a vehicle which wasn't ours. That was it, the last straw; I ran for the Board and won a seat.

Getting a seat on the Board was when the true work of cleaning up the mess began. It was amazing to learn just how much information an owner in the HOA is entitled to, information I never received. And, in looking into some of the errors I found in owner files it was obvious there was a need for a change on the Board of Directors and Covenants Committee. The Covenants Committee was overstepping their non-existent charter as could be seen in the emails between members placed in owners files. There were massive amounts of emails between Board and Committee members which told owners they could not have information they had requested of which they were legally entitled to.

A great Board of Directors mentor was hard at work correcting the errors, trying to clean up a decimated budget, the incompetent management, the freewheeling Board members, the legal battles, and other various arduous tasks. With the number of newly elected members on the Board, our work was cut out for us. The fearless mentor made sure the new Board members were all aware of CAI, its purpose in educating community leaders and management, and the DCAL (Dedicated Community Association Leader) classes which were offered. I am happy to say we have a number of Board

members with their DCAL certification and more to follow.

Our budget is back on track with appropriate funding to the reserves. We have changed management and worked through the bugs which are caused by having complacent service providers. The Board no longer hides the debates of the Board behind closed doors and email. Committees are tasked through a specific charter. The "Covert" Committee has been moved from a panel of ten plus members to a caring and committed Committee of three. These three members are committed to compassion and compromise when assisting the owners. They have responsibility that is under scrutiny of the Board at each meeting. The Board gets out and speaks with the community members.

Interestingly enough, the Board meetings have changed. There is no longer a ruler standing at the *bully pulpit*. The seven members have opinions and share them freely. They agree to disagree. The audience has changed as well. The standing room only crowd has dwindled to three or four owners in attendance. The owners are no longer looking for the Board member with the personal agenda anymore. They know this Board does have the community's best interests at heart.

The Board of Directors should always use the simple adage, "Do unto others..." ●



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You Just Can't Make This Stuff Up

by Donna Toussaint, DCAL

We had a frustrated homeowner come to our Association Board Meeting saying that every month she would get a letter from the association saying her trash can was out on a non-trash day. Each time she would call our community manager saying she didn't own a trash can and that she received the courtesy letter in error.

This kept happening over and over again and the homeowner eventually came to a hearing. Our manager showed the



homeowner a picture of her house with the trash can in front on a non-trash day.

Her reply was, "Yep that's my house, but that's not my trash can."

After some investigation, it was discovered that her neighbor knew which day of the month the inspector did inspections ... so she would take her trash can and place it in front of this woman's house and, after the inspector left, she would take it back to her garage.

Hmmm! ●



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A New Standard of Excellence for Common Interest Communities

by Marvin Tanner

Tight budgets, keen competition, new technologies, and the changing needs of the homeowners we serve all call for new standards of excellence and value from the Homeowners Association and Management Team.

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- The behavior of homeowners while researching or making other homeowner decisions;
- Limitations in homeowner knowledge or information processing abilities influence decisions and homeowner outcome;
- How homeowner motivation and decision strategies differ between options that differ in their level of importance or interest that they entail for the homeowner; and
- How executive boards can adapt and improve their marketing campaigns and marketing strategies to more effectively reach the homeowner.

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Homeowners are consumers of services provided by the Executive Board and management. Homeowners purchase services with assessments, votes, and contributions to building a community. Homeowners as consumers should be studied as consumers of services.

Kendra Cherry, in "What is Consumer Psychology," defines consumer behavior as "The study of individuals, groups, or organizations and the processes they use to select, secure, use, and dispose of products, services, experiences, or ideas to satisfy needs and the impacts that these processes have on the consumer and society." Although it is not necessary to memorize this definition, it brings up some useful points:

- Behavior occurs either for the individual, or in the context of a group (e.g., friends influence what kinds of clothes a person wears) or an organization (people on the job make decisions as to which products the firm should use).
- Consumer behavior involves the use and disposal of products as well as the study of how they are purchased. Product use is often of great interest to the marketer, because this may influence how a product is best positioned or how we can encourage increased consumption. Since many environmental problems result from product disposal (e.g., motor oil being sent into sewage systems to save the recycling fee, or garbage piling up at landfills) this is also an area of interest.
- Consumer behavior involves services and ideas as well as tangible products.
- The impact of consumer behavior on society is also of relevance. For example, aggressive marketing of high fat foods, or aggressive marketing of easy credit, may have serious repercussions for the national health and economy.

There are four main applications of consumer behavior:

- The most obvious is for *marketing strategy* - i.e., for making better marketing campaigns. For example, by understanding that homeowners are more receptive to announcements on reserve study and budget meetings during national attention to the Federal budget.
- A second application is *public policy*. Public policy influences include Federal, state, and local regulations. HUD regulations supersede local and state public policy.
- *Social marketing* involves getting ideas across to homeowners rather than selling something. Presentation of Earthquake Insurance as an option for the Homeowners is the marketing of an intangible product for the good of the community.



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Forbes Magazine on August 20, 2013 published:

“We often get disappointed by our experiences out in the world, whether it’s a yoga class or a restaurant, or a hardware shop. But if people go over and beyond to really take care of you, those are the kinds of experiences people go out of the way to tell their friends about.”

As a Common Interest Community, not only does the Executive Board need to give the community “curb appeal,” but also give experiences people will tell their friends about.

There are several units in the marketplace that Executive Boards need to analyze. As executive boards, a fiduciary duty is to increase the value of homeowner’s property. That objective can be obtained by spring cleaning the common areas; planting wildflowers to add color to the common areas; to provide common interest community documentation online.

In a competitive analysis, the competition is all of the other common interest communities, and providing leadership in easy to use resale documentation will encourage realtors to represent common interest community listings.

A Common Interest Community, well represented by realtors, assists in bringing better offers during the resale process.

Market research is often needed to ensure that we produce what customers really *need* and not what we *think* they want. This includes the services provided by the management company and the executive board. The common elements of community management include assessment billing and accounting; maintenance supervision; meeting and election compliance and communication with homeowners.

Extraordinary services include defining short and long-term goals for the Common Interest Community. An example of a short-term goal would be to complete the following year’s budget by August 1st for the first reading. A long-term goal would be a five-year plan to scan all existing documentation, with a management concern for transparency and compliance for all documentation.

Research will often help management *reduce risks* associated with a new service, but it *cannot take the risk away entirely*. It is also important to determine if the research has been complete. Surveys are one way to poll owners for primary research. An example of an effective survey would be an annual survey on the community manager, measuring homeowner satisfaction with the current management company. The result of the survey is a helpful management tool, obtaining enough responses to make the survey statistically valid is another issue.

Primary Methods. Several tools are available to the market researcher—e.g., mail questionnaires, phone surveys, observation, and focus groups. Assuming that the board is considering adopting a very unpopular motion; to close and fill in the swimming pool to escalating maintenance costs.

A group of owners could be assembled as a “focus group” to glean their ideas on closing the swimming pool and creating a basketball court. From the opinions of a focus group, a mail survey could be sent to all homeowners as an *advisory vote*. When all the material is collected, the board could make an informed decision.

Focus groups are well suited for some purposes, but *poorly suited for others*. In general, focus groups are *very good for getting breadth*—i.e., finding out what kinds of *issues* are important for homeowners in a given service category. Here, it is helpful that focus groups are completely “open-ended:” The consumer mentions his or her preferences and opinions, and the focus group moderator can ask the consumer to elaborate. In a questionnaire, if one did not think to ask about something, chances are that few consumers would take the time to write out an elaborate answer. Focus groups also have some drawbacks, for example:

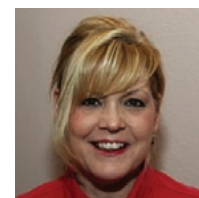
- They represent *small sample sizes*. Because of the cost of running focus groups, only a few groups can be run. Suppose you run four focus groups with ten members each. This will result in an n of $4(10)=40$, which is too small to generalize from. Therefore, focus groups *cannot* give us a good an idea of:
- What proportion of the ownership is willing to close the swimming pool?
- What price homeowners are willing to pay to keep the pool open?

The focus group can help the Executive Board focus on the issues to bring to entire ownership in an advisory vote. The Executive Board of a Common Interest Community has many consumers of the product they deliver. Owners, lenders, potential buyers, vendors, and the overall perception of the community is the product. Value is based on the perception of the community from vendors, realtors, and potential buyers. Value is the yearly increase in the resale value of individual units based on the performance of the Executive Board and management team. ●

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KATHY PERKINS,
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10 Things to Know about Home Security

A Message from the Las Vegas Metropolitan Police Department

by Kathy Perkins, ICPS, CPS

- 1. LOCK ALL YOUR DOORS / WINDOWS ALL THE TIME!** Most burglars are looking for an easy way in. Any unlocked point of entry can be the easiest way into your home. Close your garage door!
- 2. DEADBOLTS AND DOORS MATTER!** Having a deadbolt with at least a 1" throw bolt and a solid wood, metal or security door can deter forcible entry. Use 3" wood screws in the strike plate. Two locks are better than one. Visit a home improvement store and see what is available.
- 3. LIGHT THE NIGHT!** Criminals do not seek out well-lit homes to break into. Nor do they seek out well-lit areas to hide, vandalize, or commit other crimes. Darkness helps criminals stay hidden and keeps you from seeing what you should see. There are great lighting options at any home improvement store.
- 4. GLASS IS VULNERABLE!** All windows and sliding doors have weaknesses due to the ease of shattering the glass. Reinforce with security laminate and do not have any locking device near glass. Reduce the opportunity to maneuver the glass out of the doorframe or track by using secondary locking devices or adjusting screws in the track to prevent lifting.
- 5. SPARE KEYS LET ANYONE IN!** Do not leave spare keys outside for any reason. Carry a spare yourself, or provide one to a trusted neighbor or relative/friend. Unattended keys are a risk.
- 6. BE EASILY FOUND!** Make sure your home address is visible and well lit. Emergency responders look for address information when responding to your home for any emergency.
- 7. CREATE THE LOOK OF OCCUPANCY!** No one is home all the time. The trick is to make your house look or sound occupied when you are away. Use timed lights, radios and things that appear as if you are home. Make sure your house is looked after when you are away. Consider a Home Alarm!
- 8. WHO ARE THE PEOPLE IN YOUR NEIGHBORHOOD?** Begin or participate in a Neighborhood Watch. Look out for each other and create a sense of surveillance over your neighborhood.
- 9. WHAT DO YOU OWN?** Create and maintain a Home Content Inventory List. Know what you own and be able to identify it.
- 10. PAY ATTENTION!** Listen and look. What you see and what you hear may need reported. Be aware of area activity. Write things down. Report suspicious people and activity. ●

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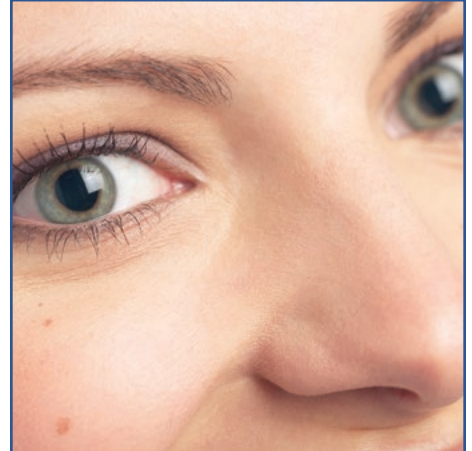
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