

Community Interests

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CONGRATULATIONS TO OUR NEW 2015 BOARD MEMBERS!

Norm Rosensteel, PCAM, NVEBP has been re-elected to the 2015 CAI Nevada Board of Directors.

Welcome Michael Schulman, Esq. and April Parsons, CMCA, AMS to the 2015 CAI Nevada Board of Directors. ●

Community Interests

THE MAGAZINE FOR COMMON INTEREST COMMUNITIES

DECEMBER 2014

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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.

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NORMAN ROSENSTEEL,
CMCA, AMS, PCAM,
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President's Message

As 2014 winds to a close, I'm surprised at how quickly it has gone. Looking back at the year, we've done a lot of things. At least 73 events were undertaken this year, with luncheons and member breakfasts, homeowner seminars, golf tournaments, trade shows, manager breakfasts and educational seminars, social events, bowling, sponsor and volunteer appreciation nights being held, not to mention numerous committee meetings and community outreach events in which most of us have participated. Our staff and volunteers have worked very hard this year towards the success of all these events and this organization, and I, along with our board and on behalf of our members,

thank all of you who contributed to our success this year.

I'd like to also take this opportunity to thank the Board of Directors and Committee Chairs for their cooperation and teamwork through the year and to welcome incoming president, James Gibson. I'm sure you will all give him the same great support, cooperation and teamwork that you've given me in helping him achieve his goals for the 2015 year. Enjoy your holidays, and rest up for next year! See you all at the Gala in February!

Norman Rosensteel

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MARY RENDINA
CHAPTER EXECUTIVE
DIRECTOR

Chapter Commentary

Another year has gone and I'm excited to report our Chapter is stronger and more vibrant than ever before! We have the most amazing and energized members. I know I speak for the Chapter Board, Chris and Katie in saying how much we appreciate each and every one of you!

Norm Rosensteel, PCAM did an outstanding job as our 2014 chapter President and James Gibson our incoming President has large shoes to fill! James is excited and up to the task. Thankfully Norm isn't tired of us and will be chairing the 2015 Nevada LAC committee and has just been elected to another term on the chapter board.

Pat Taylor, CMCA and Paul Terry, Esq. have both served our chapter well as past Presidents and members of the Board for six years. While we are sad they have termed out, we are excited to welcome Michael Schulman, Esq. and April Parsons, CMCA.

We have some changes starting in 2015. In 2014 we moved the Social Committee to operate as a sub committee to the Events Committee. This move was a huge success and both committees benefited from having new members, fresh ideas and additional support. As of January 2015, the Community Outreach Committee will now be a sub committee to the Events Committee. This will allow for our social and outreach efforts to compliment each other. The Social Committee will hold quarterly events. For each event, a charity will be selected by the Community Outreach sub committee to receive donations based on the charity's needs. The Candlelighters 5 K Run will remain our signature Community Outreach event. The committee will meet on the first Tuesday of the month at 9:00 a.m. at the chapter office. For more information, please contact the chapter office (702) 648-8408.

While we strive to keep the costs of participating in chapter events to a minimum, there are times where we must increase admission fees to keep up with the cost of inflation. It has been five years since we have raised the price for our luncheon and educational seminars. The Board of Directors has voted to implement new pricing starting January 1, 2015. The monthly member luncheons will be \$35 for homeowners and managers, \$45 for business partners and \$55 for non-members. Manager breakfasts will be \$25 for members and \$50 for non-members. Homeowner seminars will remain free of charge

for members and \$20 for non-members with a slight fee for the Essentials class.

It has been four months since we started using the online registration system. We are modeling ourselves after other large chapters that have had great success using CVENT. Thank you so much for your patience while we transition to a fully automated registration process.

As of January 1, 2015 we will no longer accept RSVPs of any type that do not come through CVENT. Attendees will be required to pay online with a credit card, sponsor code, or pre-paid code. All RSVPs must be pre-paid. If you need to cancel prior to the event you can do so online to receive your credit, as long as it is done up to 24 hours prior to the event. If you would like to pre-purchase a block of registration codes, please contact the chapter office. The codes will be event type specific and will be sold with a ten-registration minimum. The code can be used for an individual month or multiple months. Attendees can pre-purchase the codes with a check or credit card through the chapter office.

Walk-ins will not be accepted. Each registrant receives confirmation by e-mail so if you are not sure you have registered for an event check your email. Registration for each event will close 24 hours prior to the event.

So now on to the fun stuff! The Awards Gala Committee has been working hard to ensure that the "Snow Ball" is an amazing event. If you have never attended our awards gala you won't want to miss this event! Mark your calendar for Saturday February 21, 2015.

Our chapter party is scheduled for April 30, 2015. It promises to be an unforgettable experience as you enter the world of Moulin Rouge at the Chateau Nightclub and Gardens, in the heart of the Las Vegas Strip. If you haven't done so already go the CAI National's website and register for the conference and purchase your chapter party tickets. www.caionline.org.

The chapter office will be closed December 23, 2014 through January 2, 2015. Chris, Katie and I wish you all a blessed holiday season and look forward to a happy, healthy and prosperous 2015!

Warm Regards,

Mary Rendina



VICKI NIGGEMEYER IS A MEMBER OF THE SAGE HILLS COMMUNITY ASSOCIATION AND A MEMBER OF "COMMUNITY INTERESTS" MAGAZINE COMMITTEE.

Chet Buchanan, the Christmas Toy Drive "Guy"

by Vicki Niggemeyer

Whether or not you recognize his face, or his name, nearly everyone who lives in the Las Vegas Valley knows about the Christmas toy drive "guy." You know ... the one who "lives" on top of a 30-foot scaffold for several days every December!

His name is Chet Buchanan, host of radio station KLUC's Morning Zoo. He is also the "face" of the HELP of Southern Nevada Christmas Toy Drive.

This year, 2014, marks the sixteenth year of the annual event ... and it has gotten bigger and bigger every year.

When Chet first tossed out the idea of living on top of a scaffold to promote a toy drive he was thinking, "because we're 98.5 I thought we could get 9,800 toys." To Chet's utter surprise, the producer of the show loved the idea and tossed out a figure of 98,000 toys. Chet replied, "What? Are you crazy? And we crushed that number the very first year."

Always a community minded individual, Chet's natural tendencies drive him into community interests. "It feels good to help other people out if you have the ability to do so." Even as a seven-year-old, Chet was already concocting ideas about raising money for charity. "I always thought it would be amazing to erect some sort of structure and live on top of that until you raised \$10,000."

And now he's doing that very thing for twelve days every December here in Las Vegas, living on top of a 30-foot scaffold while the entire city watches and donates generously.

"Wind is my enemy. Rain is no fun." But weather isn't his biggest concern. It's numbers. "I used to think 'we'll never beat this.' And every year I get the lesson that you just have to believe. Even in the worst moments [on the scaffold] I don't say, 'ugh, let's get out of here.' I say, 'Dang, we've only got ten more days to fill those trucks,' and then there are only seven days or six days. And then, on the last morning it's always emotional, it's always fun."

Up on the scaffold, it's all business. Well, mostly all business, but Chet is having fun. "We are always busy and active. It's not like we are talking between records ... we are doing a show!" In addition to doing his own Morning Zoo show, Chet, in 90-second chunks via radio and TV coverage, encourages folks to bring in toys for less fortunate children of the area. "It was exhausting. It was grueling. It was fantastic!"

Collecting toys for needy children is the priority, but Chet also sees the value beneath the surface.



Chet vividly remembers talking to a father who was "desperate." He needed help. And I thought how devastating that is for a parent to have to tell their kids, "I'm sorry, Santa Claus couldn't make it to our house this year. I think the picture that we have of who benefits from the toy drive is one thing, the reality is definitely another." Giving parents the comfort of providing Christmas gifts for their children is a direct benefit that is too often overlooked.

Chet is front-man-extraordinaire for this popular toy drive. But there are plenty of other indispensable contributors. Chet explains, "We handle 15,000 families, 60,000 kids, and benefit 60 organizations. HELP of Southern Nevada is the hub for all of that. This past year we made FOX 5 a full partner."

With the program so widespread, so popular, and now with the infusion of TV coverage on FOX 5 and other local networks "it has exposed

us to a whole new group of people ... a whole new group of generous Las Vegas."

What started out for Chet "as a silly little idea, to try to get some attention and do some good in the community" has, in fact, become an astoundingly successful event that in 2013 filled 25 trucks with toys, collected over 5,000 bikes, and brought in over \$322,000 in cash and gift cards. Even Chet admits, "that was amazing!"

HELP of Southern Nevada is the agency responsible for organizing the drive, making the family selections, and distribution of the toys. The vetting process for eligibility is stringent: income thresholds, age restrictions (children under 17), Nevada residents only, and the applicants need to be parents or legal guardians. Qualifying families can only receive assistance for two consecutive years.

Once all the toys are collected they are taken to a large area, sorted and arranged. HELP associates walk through the simulated toy store with qualifying family members so they can choose which toys their children would like to receive. Typically, gift cards are for teens, smaller children receive toys, while bikes are distributed one per family.

The 2014 toy drive officially kicked off in July at the Community Association Institute luncheon with Chet Buchanan attending as a special guest.

He admitted that afternoon, "You're the first ones that are saying let's be serious today, and that gets me fired up! Las Vegas doesn't get nearly enough credit it deserves for being such an amazing, openhearted, open minded, giving community."

By virtue of his job and his community commitments, Chet meets a lot of people. Sometimes they know who he is, sometimes not. He often gets called Chuck instead of Chet. People give him a blank look and say, "I've heard of you somewhere." Chet knowingly smiles and says to them, "You know that idiot that lives on top of this scaffold and raises toys for kids even when it's raining, windy and all that?" In a flash of awareness they'll say, "Oh, that's you!"

Just like a child on Christmas morning, Chet's face lights up when he talks about the toy drive and his involvement.

"If the one thing you are going to be known for is being the guy who helps put smiles on kids' faces at Christmas, I'll take that! I'll be that guy!" ●

Scott Kelsey and David Bray Join the Angius & Terry Construction Defect Department



Scott P. Kelsey

Scott Kelsey is an associate attorney with the law firm of Angius & Terry LLP. He has practiced law for over 13 years as a litigation attorney in various areas of

law, including Construction Defect.



David Bray

David Bray is an associate attorney with the law firm of Angius & Terry LLP. He practices Community Association law, with a focus on construction

defect resolution.

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TONYA GALE, SCM, CMCA, AMS, PCAM IS THE OWNER OF EPIC ASSOCIATION MANAGEMENT AND CHAIR OF THE MEMBERSHIP COMMITTEE

It's Your Community, Be Proactive

by Tonya Gale, SCM, CMCA, AMS, PCAM

Countless times over the past five-plus years I have sat in Homeowners Association Board Meetings and one-on-one meetings with homeowners and heard the same thing: "Management Companies don't care about the community because they don't live there," or "The Board isn't doing its jobs," or "This community has gone downhill fast." At first I took it personally and strived to be a better manager. I walked the communities more times than I can remember. I worked countless hours of overtime to ensure emails were responded to within hours instead of days, and pushed my vendors sometimes past their breaking points in order to show just how much I did care. I wanted the homeowners to know that a Management Company did care and we were here to help their community succeed.

Then I took a step back and reassessed the situation. I looked at all the extra hours I was

putting in and asked myself why should it just be me striving to have a better community? Why should the Board Members be the only ones attending the meetings and volunteering their time and energy to a community? Where were the homeowners who habitually complain when it came time to make a change and/or difference? I stopped degrading myself and started standing up for my company and my Board Members.

When a disgruntled homeowner comes in and starts to demand answers on specific items or wonders why something is not being handled in a timely fashion I sit, listen and take notes. I ask detailed questions that encompass who, what, where and when of the situation so I can determine an appropriate response. But then I start asking them the questions.

An anonymous person calls and wants to report their neighbor smoking an illegal substance in their front yard and wants to know what I am going to do about it. Another calls and states that there are squatters in the house across the street from them and they are allegedly dealing drugs. Another resident has fifteen-plus large dogs living in their unit and the smell is awful. What am I going to do about each of these items?

There is a very large misconception of homeowners associations in general. People believe us to be property managers as opposed to community managers. Property managers handle individual homes and have the authority to remove their residents at will should rules be broken or illegal activity occur. Community managers do not always have that luxury based on their Covenants, Conditions & Restrictions ("CC&Rs") and the Nevada Revised Statutes (NRS). Each association has their own CC&Rs and Rules and Regulations that assist in the governing of their community. Community managers assist the Board of Directors in enforcing those items. They cannot, however, evict people from a unit if they are doing illegal things; that is what the police and Code Enforcement are for.

When the person calls to report their neighbor smoking an illegal substance in their front yard

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my first question to them is: "Did you contact the police?" A normal response is that they did not because they don't want to be the one to report it for fear of retaliation. Just as most items can remain anonymous with a management company, they can also remain anonymous with the police. By not contacting the police it will only allow the offensive party to continue illegal actions. Is that the type of behavior you want to have in your community with your children within the vicinity?

Another response commonly heard is: "the police aren't going to do anything either." How do you know unless you try? Why would you not want to at least try to get that kind of issue out of your community? You will call animal control over a barking dog, but you will not call the police when people are doing illegal activities? Why would anyone want to keep the situation ongoing and not try to stop it any way they could?

The classic case of passing the buck occurs all the time in homeowners association communities. Residents feel that someone else will report the activity, and they don't want anything coming back on them. This is not a good response for anyone. It keeps the activity a continued issue if no one is willing to step up.

Don't get me wrong, I am a better manager because of those initial comments, and I still work just as hard to make my communities the best they can be. I strive to ensure everyone in the associations I manage are happy and can see the difference we have made during the time I have been their manager. Nonetheless, I have started to get more people involved in taking actions in their own communities. They are right, we do not live in the communities we manage, and although we do care what happens in the communities it is not strictly up to the community management companies to handle any and all situations.

Clark County and the City of Las Vegas both have Code Enforcement complaint forms on their respective websites. They are easily accessible, quick to fill out and are consistently followed up on as required. I have personally filed a complaint and had it followed up on within a few business days; it ended up saving more than 15 dogs from a horrible living situation in which they were all taken to an animal center and eventually adopted. Being proactive and staying anonymous can happen, and it can assist in making your communities better.

Depending on where you live, the governing entity for your County or City should have Code Enforcement websites available for people to report various items of concern in their communities. Type "Code Enforcement" followed by your City or County name into any search engine and take advantage of these free services. Help make your communities better! ●

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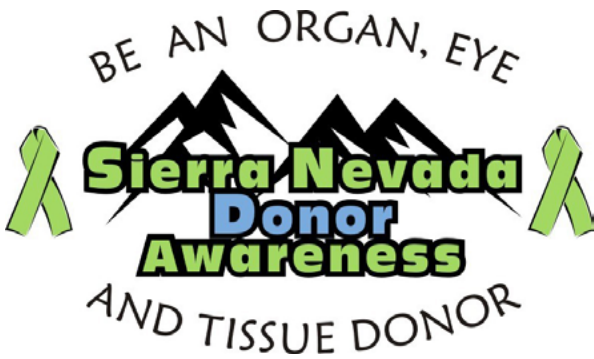
NORM ROSENSTEEL,
CMCA, AMS, PCAM,
NVEBP

Donor Awareness Walk and Fundraiser

by Norm Rosensteel, CMCA, AMS, PCAM, NVEBP

This year's Donor Awareness walk and fundraiser was held on Sunday, September 21st, with well over 600 attendees. What started out as a cool day with a chance of rain, turned into a really good day for 2 miles of walking and a great breakfast afterward.

20 pounds of breakfast sausages, 25 pounds of fruit salad and 125 pumpkin, pecan and zucchini



chocolate chip pancakes were devoured in short order at my house after the walk, with about 35 people at the breakfast.

Many thanks to our sponsors, CAI Nevada, Angius and Terry LLP, and Maddox, Segerbloom and Canepa for their support. We'd also like to thank all those that attended, Beckie Richter and friends, Ken and Lisa Carteron, James Gibson and family, Sheila Van Duyne, Bob Maddox, Steve Morrissey and family (they definitely had the best costumes!) and Christina Cravens. I hope I didn't miss anyone!

Many other family friends also attended, and the Rosensteel family thanks all of you for your support. All funds raised are used to provide support to transplant recipients and their families. To learn more visit www.sierranevadadonorawareness.com. If you're not already, please register to be a donor. Looking forward to next year! ●



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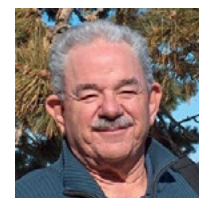


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DON SCHAEFER, DCAL IS
THE NLAC CHAIRMAN

Accomplishments of the NLAC

by Don Schaefer, DCAL

NLAC had three primary goals for 2014, which we have completed.

First, as a committee we wanted to establish a closer working relationship with the Nevada CAI Chapter. This has been accomplished.

Secondly, it was the goal of the committee to define the duties and responsibilities of a lobbyist and to prepare a RFP [Request For Proposal] in order to identify and retain a FULL-TIME lobbyist to help the NCAI have greater representation in Carson City with our elected representatives. We further wanted to work closely with the selected lobbyist to develop a strategic plan leading up to the 2015 Legislative session.

This was completed when we signed an agreement with Garrett Gordon in July of this year. We have seen immediate results of

having a full time advocate as our lobbyist has already been asked to participate on a working committee for a bill that is being proposed. This is the first time a NLAC lobbyist has been asked to be part of a working group on a bill that will affect homeowner associations.

Third, we wanted to determine how the NLAC was going to be able to retain a full time lobbyist on a limited budget. We wanted to determine how to raise enough money without impacting the NCAI programs.

The "Dollar A Door" volunteer advocacy was developed. We are asking Associations to help us by contributing \$1.00 per year for each home in their association, which will enable us to retain our lobbyist. Additionally, the funds will allow us to plan rallies and other functions so that homeowners can directly voice concerns to our elected officials. ●

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Don't Sweat the Small Stuff

by Tonya Bates, CMCA, AMS, PCAM

As Community Managers our jobs demand our time, resources, energy and emotions. Often we reach out to motivational speakers and authors for encouragement.

Recently I read a book, "Who Moved My Cheese?" by Spencer Johnson, the same man who had written "The One Minute Manager." The book is so good, I read it in one extended sitting at the Reno Airport. After reading this book I began looking at my career, the industry and our profession in a much different perspective.

The book is a business fable based on 2 mice, "Sniff" and "Scurry" and two little people, "Hem" and "Haw." Without ruining the outcome of the book the ending philosophies of the book are as follows:

1. Change Happens

They Keep Moving The Cheese

2. Anticipate Change

Get Ready For The Cheese To Move

3. Monitor Change

Smell The Cheese Often So You Know When It Is Getting Old

4. Adapt To Change Quickly

The Quicker You Let Go Of Old Cheese, The Sooner You Can Enjoy New Cheese

5. Change

Move With The Cheese

6. Enjoy Change!

Savor The Adventure And Enjoy The Taste Of New Cheese!

7. Be Ready To Change Quickly And Enjoy It Again

They Keep Moving The Cheese.

I was able to compare people in my life to "Sniff," "Scurry," "Hem" and "Haw." I would encourage all my colleagues to read this great book and embrace the change, and find alternative solutions to everyday problems.

I wish I could honestly say that the reading of this book was the only key factor that influenced me, but it wasn't. Every morning, I would open my Facebook page to see a co-worker with whom I worked decades ago post, "Don't sweat the small stuff" and "It's ALL small." After reading this everyday, all the drama and stress seemed trivial and melodramatic. When I focused only on the negatives it seemed to prolong my day, making it more tiring. I realized I spent so much time focusing on the "what if's" and pessimistic side of the job, I had no more energy left to put towards a quality product.

I began applying a 12 Step-Program I had learned in a previous career. I tweaked the principles of the program to apply to my life as a Community Manager.

- 1) I admitted that I was powerless in how some of my colleagues, board members and homeowners were going to act or react. I realized, because I was choosing to struggle and push forward my ideals, I wasn't truly educating my boards, homeowners or colleagues.
- 2) I admitted that it wasn't my job to save the wrong doers. It was my duty to educate,



document and allow the appropriate higher entity to enforce the rules.

- 3) I made a decision to count to ten before I reacted to a challenge, and took the time to thoroughly understand the goal and find an alternative, mutually convenient solution.
- 4) I made a list of my positive qualities and areas of development. By doing this, I determined to reduce the time I volunteer with organizations that are disorganized or focused on inconsequential challenges.
- 5) I admitted to myself and to the people around me that I was not perfect and that I had made mistakes. By learning from my mistakes, I could help others learn from their mistakes too.
- 6) I began reading more spiritual, motivational literature and industry magazines from Julie Adamen, CAI and others, reminding me that I was not alone.
- 7) I kept a list of my professional shortcomings and focused on prevailing over them.
- 8 & 9) These steps were more difficult to apply to the Community Management Industry. These

steps encourage the participant to make amends to persons who have been harmed. I chose to move forward by being more accommodating to homeowners requesting payment plans, non-compliance extensions and other areas of Community Management.

- 10) I continued taking a personal inventory, and admitted when I was wrong.
- 11) I joined a fitness and yoga class to help in mediation, relaxation and stress relief. Kickboxing is cardio, right?
- 12) Having had a positive experience after following these steps, I began sharing them with my co-workers.

Ultimately the communities I manage have had a manager with a positive attitude reporting to their meetings. Deadlines are met, and projects are completed in a timely manner. I've learned to accomplish more in a shorter period of time.

So remember, "Don't sweat the small stuff" and "It's ALL small!"

Tomorrow is another day. ☪

The image shows a screenshot of the NRS 116 website on the left and an advertisement for Alessi & Koenig on the right. The website header includes the NRS 116 logo, the date 'Monday, November 19, 2012', and a weather widget for Las Vegas (51°F). The main content area features several articles with titles like 'A Reminder About Quality Association Life', 'Enforce the Covenants or Crush a Child's Happiness?', and 'Gated Communities and Public Access - Fixing the Streets...'. A sidebar on the right contains links for 'Strategic Partners & Preferred Vendors', 'AlertID', 'Calendar of Events', and 'View All Events'. The advertisement on the right features the Alessi & Koenig logo, the tagline 'A Multijurisdictional Law Firm', and the text 'Everything you want to know about NRS 116 is here... and a lot more.' It also includes a video player and a call to action: 'Join the Community Network on nrs116.com. Community Network is a free online forum for boards and managers.'

visit www.nrs116.com today



TONYA GALE, SCM, CMCA, AMS, PCAM IS THE OWNER OF EPIC ASSOCIATION MANAGEMENT AND CHAIR OF THE MEMBERSHIP COMMITTEE

End of the Year Wrap Up

by Tonya Gale, SCM, CMCA, AMS, PCAM

Words cannot describe how proud I am of the current members and co-chair, J. Bradd Greene, for the Membership Committee in 2014. I have taken on some wonderful and exemplary committee members who have put forth great effort in our endeavor of adding new CAI members and maintaining current members. They have all stood beside me and done everything I have asked of them without complaint. It has been an amazing year!

New ideas were discussed and implemented that have helped get people more involved with CAI. As we all know if someone feels welcome in a group they will want to help and continue that relationship and the membership committee has done just that. We have helped raise awareness of what CAI has to offer to every type of membership in order to allow people to get the most out of their membership.



The Bingo Bonanza is in full swing and has helped not just membership, but all the other committees working so hard to make CAI a bigger and better success. If you have not already completed at least one row of the Bingo Card please do so and submit it to be entered into the cash drawing. Who doesn't need up to \$750 to recover from the bottomless money pit of the holiday season?

The Membership Committee in Nevada has done more than the minimum or the normal. They have generated lists of potential members in the thousands and are actively recruiting these people and regularly expressing the benefits of being a member. They have personally spoken to thousands of potential and current members in order to encourage them to become more involved with CAI. They have generated buzz not just through the State, but Nationally in CAI with their accomplishments and activities. The word of mouth is a powerful thing and this Membership Committee will continue to spread it only to meet and exceed future goals. We are just getting started, so watch out 2015! ●

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VICKI NIGGEMEYER IS A MEMBER OF THE SAGE HILLS COMMUNITY ASSOCIATION AND A MEMBER OF "COMMUNITY INTERESTS" MAGAZINE COMMITTEE.

Las Vegas Downtown Project ... Making Great Progress!

by Vicki Niggemeyer

Half way into what's projected as a five-year revitalization program, the Las Vegas downtown stands in stark contrast to what it looked like two decades ago. The Strip was thriving; the downtown, not so much. According to Kim Schaefer, Director of Communications for the Downtown Projects, "the Mayors Goodman really paved the way for everyone who's doing something downtown." But it was Tony Hsieh's vision, and his 350 million dollar investment, that provided the giant jump-start.

Jobs have been there all along to be sure: casinos, restaurants, Mom & Pop grocery stores, shops, bars and taverns. But infusions of new energies and visions have brought an explosion of new businesses, tech start-ups, entertainment venues and eateries.

Today, downtown Las Vegas is safer, livelier, and seeing more growth than it has for years, and there are many people to thank besides the aforementioned prominent promoters. One group to thank is the Downtown Project group of 90 young, enthusiastic professionals dedicated to the revitalization of the downtown core.

Schaefer likens the group to "a bunch of companies that are part of one company. An example, our communications team. We do PR, some marketing, we create content for our WEB site, we manage the WEB sites for the companies that we own and operate." The group is made up of several other teams also, including: real estate, construction, operations, Vegas Tech Fund, small business team, and a music team. Yes, a music team. They are responsible for securing live music performances for the Container Park, the Gold Spike, the Bunkhouse, and any other Downtown Project location needing music. "So we are a real variety of things."

A little known piece of the Downtown Project is their Ranger program. Sometimes called the "ambassadors of downtown Las Vegas" these trained individuals are not security or police, but are hired to roam the streets in twos and assist tourists and residents with directions and information. They also assist the homeless

who still wander the streets from time to time by directing them to services they need. Police presence has been increased as well making the downtown streets more welcoming.

A huge aspect of the Downtown Project is buying property and developing jobs. Schaefer believes that "our downtown is different from a lot of revitalization projects in the fact that there's a lot of empty space - - there's a lot of opportunity to create something from the ground up. That doesn't mean the city around it doesn't exist, or doesn't have value because it absolutely does. But I think a lot of people want to come here because they see that opportunity; like the last place in America where you can go to a large city and not just build your business, but help to build something bigger."

Tony Hsieh's acquisition of the old city hall for Zappos Headquarters instantly brought over 1300 jobs to the downtown. To date, the Downtown Project has created around 700 jobs. Schaefer points out, "We are investing in businesses that will ultimately make money themselves, and so as those dollars come back in we are able to use them to invest in other entrepreneurs and other start-ups."

Yes, it's about money ... and entrepreneurial growth. But the Downtown Project has a loftier purpose as well. Emblazoned on the entrance wall to the Downtown Projects Office is their motto, the three Cs: Collision, Co-learning, Connectedness. Schaefer says, "Those are the things that drive the investments that we make. Those are the things we talk about. It drives everything we do."

What do the three Cs mean? "We talk about collisions per square foot, that's what we want people to do. We want people to come in and interact," Schaefer explains. "You have opportunities to learn things that you might not ever know because you are out in the city interacting with people and learning from them. And then that sense of connectedness, that sense of personal investment in a place keeps people coming back." Those ingredients build community.

There are a number of gathering places in the downtown: the Gold Spike, restaurants, Fremont Street Experience. But there's nothing else quite like the Container Park. It promotes neighborliness and "is utterly unique," boasts Schaefer. "There's not another place in the world that has created a set of structures in the way that they've been used here." There are other container parks, "but to use them in the way that we have, in combination with these other structures which are called extreme cubes, manufactured right here in Las Vegas, hasn't been done before. We have the only elevator tower in a shipping container!"

The park has "created a place downtown where people who might not otherwise come downtown will go. For families with small children, it's a place where they can go and play while mom and dad can have dinner, or wine. It's upped the ante; really changed the demographics of the people that you see hanging out downtown."

The Container Park is fairly small, not quite half an acre sitting on the corner of Fremont and Seventh St. But it certainly packs a huge wallop! About 70 shipping containers and cubes provide the outer perimeter of the park. Inside are restaurants, shops, a stage area for live musical performances, and lovely walkways with tables for eating, visiting, or people watching. In the very center of the park is a 30-foot tree house with play area and multiple slides designed by Big T Recreation in Utah. It is the

picture-perfect place to bring your family, a date, or out of town visitors.

The Downtown Project was officially launched in January 2012. Will it be completed within the projected five-year time frame? Schaefer admits, that most likely will not be the case. "For us the five-year goal is really a goal we set for ourselves so we would be forced to push ourselves harder. Urban redevelopment can really drag on; setting those aggressive goals helps. I think three years from now people will come to downtown Las Vegas and probably not recognize the place."

If you have not been to downtown Las Vegas for quite some time, Kim Schaefer says, "Come on down! There's something here for everyone: retirees, kids, adults, date night, or just hang out. For a neighborhood to be successful — for downtown Las Vegas to be successful — it has to be a place that belongs to the people who live here." Come on down and discover, or rediscover, the heart of Las Vegas.

The Downtown Project offers tours of the redevelopment area. Find it online at downtownproject.com ... click on 'tours' and fill in the necessary information. Tours are about one hour long and available weekdays only. ●



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CA Day

THE ANNUAL CA DAY TRADE SHOW WAS HELD ON OCTOBER 24TH AT THE GOLD COAST. SEVERAL HUNDRED MANAGERS AND HOMEOWNERS ATTENDED TWO MANAGER SEMINARS AND THE TRADE SHOW.





For more photos, visit our Facebook page! Search CAI Nevada.





LAUREN STARNER,
CMCA®, AMS®
COMMUNITY MANAGER
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Snow Ball

2014 CAI Nevada Awards Gala

Gala Nominees Announced!

by Lauren Starner, CMCA, AMS

It's hard to believe that we are already saying goodbye to 2014 and the Winter Wonderland Gala will be here before you know it!

In 2014, the Gala Committee introduced two new categories: Supervising Community Manager and Community Manager of the Year; continued last year's new online nomination survey process; and has taken to heart the comments received by attendees to expand the cocktail party and reformat dinner entertainment.

Visit www.CAINVGALA.com for up to date information regarding Sponsorships, Ticket Sales and the complete list of nominees!

Congratulations to all of the nominees for this year's gala, each of whom have shown they

Gala Nominees Announced!

by Lauren Starner, CMCA, AMS

are committed within the industry, to their Associations and CAI!

ASSOCIATIONS OF THE YEAR

- Aliante Master Association
- Autumn Ridge at Aliante Community Association
- Bridle Path Homeowners Association
- Double Diamond Ranch Master Association
- Mountain's Edge Master Association
- Red Rock Country Club HOA
- Regency Towers Association, Inc.
- Seven Hills Master Community Association
- Solera at Anthem Community Association
- Sun City Aliante Community Association, Inc.
- Sun City Mesquite Homeowners Association
- Tenaya Creek HOA
- Tanamera Condominiums HOA
- Wingfield Springs Community Association



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JEREMY MCLAIN IS A COMMUNITY MANAGER WITH CCMC AND THE CO CHAIR OF THE SOCIAL COMMITTEE.

October Luncheon

Fire Safety and Emergency Preparedness
by Jeremy McLain

The CAI October Luncheon's guest speaker was Tim Szymanski with Las Vegas Fire & Rescue. Mr. Szymanski is a long time friend of CAI; he has presented and spoken at luncheons in prior years. Tim's responsibility with Las Vegas Fire & Rescue is to inform and educate the public. This luncheon's topic was Emergency Preparedness.

The main point of his discussion was that you can never be prepared enough. After years of teaching and counseling victims of a fire, Tim experienced it first hand. His house caught fire. His experience was not what he expected and opened his eyes to what a family goes through when there is an emergency in someone's home. You should have your household items photographed and listed to help with the insurance claim following an incident that causes a loss.



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One lesson he had for preparing for emergencies is to have a contact for all family members in the house. If you live in Las Vegas, pick a family member or close friend who lives outside of the region as the person everyone calls to check in. That allows all members of the family to have a point of contact to reach in case the family members are separated and unable to contact each other.

Prepare a "Go Bag." In a regional emergency event (flood, earthquake, utility outage, etc....) it may take federal emergency services 72 hours or more to reach the area with support. That means you should have the necessary supplies ready in your house to last your household at least three days. This would include non-perishable food, water, flashlights and anything else that you and your family would need to survive without support for a short period of time. It is better to be able to fend for yourself in these events than to be stranded, hoping that someone can rescue you.

We want to thank Mr. Syzmanski for his time. If you have further questions, you may contact his office at firepeo@lasvegasnevada.gov ●



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MARTHA DANIELSON IS THE PRESIDENT OF WESTCHESTER MANOR HOA IN LAS VEGAS AND IS WORKING TOWARD HER DCAL CERTIFICATION.

Returning President

by Martha Danielson

My presence on the HOA Board at Westchester Manor in Las Vegas began innocently enough. I was recovering from surgery and walking around the neighborhood picking up trash when I was approached by the then president. She wondered if I might be interested in being on the board. I decided why not? This will give me something to do despite the fact that I was recovering from surgery, working full time in the gaming industry, and busy with family.

Two meetings later I found myself in the middle of "the revolution," and I was the new president! Thank goodness there were previous board members who stepped up to support me. We began a journey into physical and emotional recovery for our community.

Real change began when we hired Pat Taylor of Taylor Management to be our agent. She was the one who kept us on track as we moved through the projects that were needed to bring our older property to a better place. She introduced me to CAI, and as I began to take classes whenever possible, I gained the confidence to continue in the position I held. That was 20 years ago. After five years as president I was ready to turn over my position and step back to being a homeowner again.

Then three years ago, on a whim, I attended a board meeting. The President, Kate Lindsay, was doing an awesome job. It wasn't long before I stepped up again, this time in a supporting role for a board that was struggling to manage our now 37-year-old property during a disastrous economy. President Kate was the instrument who brought grants to our property, a resource that I did not have 20 years ago.

Also, because of her I was inspired to attend the CAI Essentials class. What a nice surprise! Now, there were not only the magazines and CAI meetings, there was an office, events, emails and DCAL. I am currently working on my DCAL certification.

I have recently moved into the position of President again. After retiring from the Las Vegas Hilton I became a staff member of the YMCA of Southern Nevada. So I am semi-retired, and have a little more time to devote to our community. Thanks to our committed board, our present manager and the homeowners at Westchester we are moving forward on unending projects and with each and every one I am continuing to learn and grow. Unfortunately, I did not learn it all the first time. CAI is giving me the confidence I need just as it did 20 years ago.

And what do I carry with me as I continue on as President? Having lived in Las Vegas for 50 years, many of those in an HOA community, I understand that my job is to serve the community as a whole, to keep our community a comfortable place to live, and to create an atmosphere of home. I also hope to pass on to others that serving on the Board of Directors is not just a challenge but also a joy. It's the joy of seeing people who live in a community association walking their dogs, kids playing in the pool and neighbors helping neighbors. It's the joy of seeing one another embrace the diversity of our locale. As a bonus, it's a joy knowing that CAI will be there for others when it comes time for me to pass the baton. ●

Upcoming Events

Southern Nevada Upcoming Events

DECEMBER

12/2	CAI Nevada Chapter Board Meeting	CAI Training Center	9:00 a.m.
12/2	Committee Chair Co-Chair	CAI Training Center	1:00 p.m.

All Dates and Events are subject to change or cancellation.



For more photos, visit our Facebook page! Search CAI Nevada.

November Luncheon Gallery

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TONYA BATES,
CMCA, AMS, PCAM
IS SUPERVISING
COMMUNITY MANAGER
AT OPUS 1 COMMUNITY
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Northern Nevada Community Outreach 2014 Recap

by Tonya Bates, CMCA, AMS, PCAM

2014 proved to be a busy year for the Northern Nevada Community Outreach Committee. The Committee is comprised of members from all areas of specialization; Community Managers, Board Members and Business Partners. To date, this Committee has volunteered over 300 Hours and contributed, raised and donated over \$3500 in funds to support Northern Nevada's Charitable Organizations. These numbers are solely for the 2014 Calendar year alone. See below some of the outstanding achievements and events accomplished this year. If you would like additional information regarding any future Community Outreach event please contact the CAI office.

2014 CHARITY DATES

January 28, 2014 – *Packed Produce, Food Bank of Northern Nevada*

- 20 Volunteers sorted and packed 10 tons of potatoes to be distributed at local food pantries throughout Northern Nevada. **Total Hours Donated—50 Hours**

March 13, 2014 – *Career Day, Virginia Palmer Elementary School*

- 2 Business Partners presented their careers to students at Virginia Palmer Elementary School. Ken Carteron with Seacoast Commerce Bank discussed the banking industry, appropriate business attire and educational requirements to become a banker. A landscape company presented to the class all the details of landscaping from Landscape Design and Proposals to Lawn, Landscape and Tree Maintenance. **Total Hours Donated—7.5 Hours**

April 19, 2014 – *Hop to It Wine Walk, Benefitting Habitat for Humanity*

- 7 Volunteers donned bunny ears and participated in the Down Town Reno Merchant's Association Monthly Wine Walk. Portions of the Proceeds were donated to Truckee Meadows Habitat for Humanity. **Funds Donated—\$140.00**

April 29, 2014 – *Packed Donated Food, Food Bank of Northern Nevada*

- 13 Volunteers Donated their time to sort donated food, looking for expiration

dates and open containers. **Total Hours Donated—32.5**

June 7, 2014 – *Restore and Rehabilitate a Foreclosed Home, Habitat for Humanity*

- 8 Volunteers assisted Habitat for Humanity in restoring a foreclosed home. The participants washed, patched and painted walls, pulled carpet and removed furniture from a home that Habitat for Humanity foreclosed. **Total Hours Donated—32 Hours**
- PRS Roofing provided roofing evaluations and repairs as a contribution to the CAI Community Outreach Committee. **Total Hours Donated—5 Hours**

July 17, 2014 thru November 22, 2014 – *Hope Holiday Drive, Washoe County School District, Food Bank of Northern Nevada and SPCA of Northern Nevada*

- Through its Business Partners and Management Companies, CAI sponsored a toy, food, clothing, blanket and pet supply drive to benefit Northern Nevada specific charitable organizations. The Drive was a multi-month drive with 7 ways to give and 7 drop-off locations.

July 29, 2014 – *Pack Produce, Food Bank of Northern Nevada*

- 14 Participants spent their evening in the freezer of Northern Nevada Food Bank. They packed frozen ears of corn to be distributed to local food pantries. **Total Hours Donated—35 Hours**

August 1, 2014 – *Frank Town Meadows, Food Bank of Northern Nevada*

- Donna Zannetti volunteered her Friday afternoon at the Franktown Meadows Hunter's Derby. This is an equestrian event the sole purpose of the event is to stop Hunger in Northern Nevada. Donna donated her time "performing 101 duties" as needed during the event. **Total Hours Donated—6 Hours**

September 21, 2014 – *Donate Life Walk, Sierra Nevada Donate Life Walk*

- 35 members of CAI participated in a 2.5-

mile walk around Sparks Marina to bring awareness to the need of Organ Donation. The walk began with an introduction of donor and recipient families. CAI also purchased a booth to pass out information on CAI Membership and the Grassroots Committee. **Total Hours Donated—87.5 Total Funds Donated—\$1735**

October 28, 2014 – Pack Donated Food, Food Bank of Northern Nevada

- 14 Participants donated their time to pack donated food for distribution to local food Pantries. **Total Hours Donated—35 Hours**

November 20, 2014 – Fall Harvest Meals, Virginia Palmer Elementary School

- Business Partners, Board Members, Management Companies and Community Management Companies, donated more than Twenty (20) Fifty (\$50) Gift Cards to purchase Thanksgiving Meals for the disadvantaged students at Virginia Palmer Elementary School. **Total Hours Donated—5 Hours; Total Funds Donated—\$1000**

November 20, 2014 – Child and Teen Grief Awareness Day, Solace Tree

- Participants of CAI Manager’s Breakfast Classes and DCAL Classes dressed in blue to bring awareness to Child and Teen Grief Awareness Day. Participants

were invited to make a monetary donation towards the Solace Tree. CAI Board President, Norman Rosensteel and President Elect James Gibson, presented Emilio Parga Executive Director of Solace Tree a check for the total funds raised. **Total Hours Donated—10 Hours; Total Funds Donated—\$725**

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TONYA GALE, SCM, CMCA, AMS, PCAM IS THE OWNER OF EPIC ASSOCIATION MANAGEMENT AND CHAIR OF THE MEMBERSHIP COMMITTEE

Almost 25 ... and Still Growing!

by Tonya Gale, SCM, CMCA, AMS, PCAM

As the Nevada Chapter of Community Association Institute is moving into their 25th year, we wanted to take a bit of time to explore how CAI Nevada started and highlight some of our stars over the years.

This chapter was started in December of 1990 and in 1994 the first Board of Directors were named with Articles of Incorporation prepared and signed. Two of the original Board of Directors members are still active with this chapter, Gary Lein and John Leach.

Gary Lein is a Certified Public Accountant (CPA) and a shareholder in the accounting firm of Hilburn & Lein, CPA's. He has been a resident of Las Vegas since 1985 and has seen the Valley grow into what it is today, including the ever growing homeowner association population. Mr. Lein was also the CPA representative on the Commission for the

Common-Interest Communities (CCIC). As the CCIC representative he constantly fought to ensure the Managers, Board of Directors and Homeowners Associations as a whole were fairly represented when the Commission brought new regulations to light. We are very grateful for the work Mr. Lein has done and continues to do in order to make our lives less complicated.

John Leach, Esq. has been a staple in the world of CAI assisting with legal issues and going to bat for the Homeowners Associations when faced with potential laws that are not in the best interest of Common Interest Communities (CIC). He has served on the CAI Board of Directors on many occasions over his long-standing career and was President of CAI in 1995. Mr. Leach serves as a member of the CAI Legislative Action Committee and testifies before the Senate regarding proposed legislation involving CIC. Mr. Leach also volunteers his time to speak whenever asked at manager and board member seminars and believes knowledge is power and can help keep the CIC moving in the right direction. He continuously goes above and beyond for CAI and all the CIC stands for. He is also a member of CAI National College of Community Association Lawyers.

Some of the other notable long standing members of CAI Nevada include:

Robert McClintock of McClintock Accountancy Corporation (CAI Member since 1981)

Ron Austin, CIRMS of Community Association Underwriters (CAI Member since 1989)

Larry Carter, Aubrey Goldberg, William Lindsey, Elizabeth Shafer and Stacy Standley of the Spanish Trail Master Association (CAI Members since 1990)

Victoria Parris, CMCA, PCAM of CCMC (CAI Member since 1990)

Katherine Matheson of Terra West (CAI Member since 1990)

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to hold the title of President of the Nevada Chapter over the course of the last twenty plus years. It takes a special person to be able to put forth the effort of being President of such a large and diverse organization and for that we are all appreciative.

Dennis McGarvey, Carol McMahon Doerfler, Shari Rios. CMCA, PCAM, Ron Anderson, John Leach, Esq., Judy Farrah, CMCA, LSM, PCAM, David Johnson, Esq., John Terranova, Jean Georges, Roger Grant, Esq., Kathryn Tavenner Pauley, Norm Rosensteel, CMCA, AMS, PCAM (2002 & 2014), Alissa Vyeniolo, CMCA, AMS, Jon Lattie, Esq., Kevin Ruth, Mark Coolman, CIRMS, Trish Hall, CMCA, Jeanne French-Newman, Susan Bauman, Nathalie Ross, Patricia Taylor, CMCA, Paul Terry, Esq., Donna Toussaint, DCAL

If it were not for the hard work and dedication of these fine individuals, along with all the current members, the Nevada Chapter would not be where it is today, the 8th largest chapter in the world with some of the most involved members who help arrange such events as the monthly luncheons, the monthly manager breakfasts and the monthly Manager and DCAL classes.

We salute you all and are indebted to those who have paved the way for the current chapter members. Your dedication to the preservation of the homeowners associations will live on through us all. ●



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Horses ... Cows ... Oh My!

by Piper Pendergrass-Cates

Most community managers are probably used to those HOAs who have non-compliance inspections, regular board meetings and all the behind the scenes financial paperwork. What about those HOAs that are different? Different types of problems or amenities?

Not all HOAs are gated with manicured common areas, playgrounds and swimming pools. Did you know that some HOAs cater to horses and cows? I manage one of each. One association leases their common area to a rancher who lets their cows roam free. I am sure you can begin to imagine the issues that may arise out of such freedom. Birds and other animals attend the board meetings, and not to forget being stuck after the board meeting because you can't get in your car due to the cows grazing around it.

Another association's amenity is a horse arena with bleachers and a microphone booth

that owners can utilize. Many clubs, like 4-H programs, use this amenity. The Board of Directors holds their community event there each year. One would probably imagine an HOA like this being located out in the middle of nowhere, but one of these is located in town! One question that arises commonly arises: is a mini pony considered a horse? Mini horses/ponies are gaining popularity as they are not only cute but also considered good guide horses to the blind since their natural guide instinct is so great....and they are protected like guide dogs!

Both of these types of HOAs can create an interesting day in the life of a community manager. While these may not be the norm in our industry, it is my norm, which got me thinking outside of the box, furthered my experience and also educated me in the HOA life of combining homeowners, cows and horses. ●



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MELISSA RAMSEY, CMCA, AMS, PCAM, CPO IS VICE-PRESIDENT WITH FIRSTSERVICE RESIDENTIAL AND CAI MAGAZINE CHAIR

Another Year has Come and Gone

by Melissa Ramsey, CMCA, AMS, PCAM, CPO

Where did 2014 go? It seems like yesterday the magazine committee was coming up with themes for each of the 2014 issues with a focus on volunteerism. We spent so many meetings thinking outside of the box to come up with organizations in our community that in some way impact or are impacted by associations and communities. I hope all of our readers enjoyed the twist to the magazine, finding the articles informative while learning something new about their communities.

Now the committee has already tackled the themes for 2015 as we focus on education. Our goal is to not just provide educational

resources to managers, but also to owners, board members, and even our business partners. We are excited to reach out to members of CAI for their insightful knowledge over the upcoming year while we highlight our 25th anniversary too!

And of course I want to thank each member of our committee who takes the time out of their busy schedule to volunteer. We could not put together such an exceptional piece of journalism without so many eyes looking at the articles, minds generating ideas, and personalities to bring unique experiences to the table. ●

Northern Nevada Recap of 2014

by Beckie A. Richter

I know, you've probably heard this a thousand times already, but...wow! I can't believe the year is almost over! It's unbelievable how quickly time passes whether you're having fun (or not!). But let's talk about some fun!

Over the course of this year, the Northern Nevada Committee has grown, shrunk, and grown again, improved and upgraded, and as a whole, become stronger as an intricate part of the Nevada Chapter of CAI.

The Northern Nevada Committee and the Education Committee work together to coordinate an event nearly every month including monthly Manager's Breakfasts and Homeowner Seminars, quarterly Members Breakfasts, a Bowling Tournament, a Golf Getaway, and Tradeshow Luncheon. It's enough to make your head spin. The involvement in these events is priceless for attendees whether the goal be building a client base, obtaining continuing education credits, learning more about Associations, or purely enjoying the company of others in the industry that understand and can offer support.

In addition, I still want to mention the Subcommittees and other facets that we

assist with. Be it the annual Gala Awards, the Magazine Committee (which makes this publication a reality), the Chapter Party Committee, or the Community Outreach Committee. Our Northern Nevada Committee has regularly contributed to, donated time, and raised funds for Virginia Palmer Elementary, as well as other Washoe County schools, the SPCA, the Northern Nevada Food Bank, Solace Tree, Habitat for Humanity, and Sierra Donor Awareness to name a few. But I digress. You are probably already aware of the devotion of this Committee to the region, and know about the tireless time we invest to make our industry and community "a better place". If you don't, I encourage you to ask, join the team, and find out how much fun we inundate ourselves with consistently! Because it IS fun!

So, can you tell that I am a little proud of the accomplishments and goals that this Committee has met in 2014? Does it show that I am excited to be part of this Committee of enthusiastic professionals? Is it evident that I am extremely pleased to work with an amazing group of people on a regular basis and be able to achieve so much? Well, I am! I am truly grateful for each and every person involved. I am sending a giant virtual thank you to each of you who served on the Committee alongside me in 2014. ●



BECKIE A. RICHTER IS A SUPERVISING COMMUNITY MANAGER WITH FIRSTSERVICE RESIDENTIAL AND NN COMMITTEE CHAIR

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