

Community Interests

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



CULTIVATING YOUR COMMUNITY

U.S. Landscape Team at Tournament Hills in Summerlin.



CARI STARK IS THE
MARKETING DIRECTOR
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How to Obtain Usable Bids and Identify the Misleading Ones

by Cari Stark

Obtaining formal bids begins with specifications for the work to be done. The bids received are not always apples-to-apples because there are various ways of approaching a scope of work.

For instance, is the bid for one coat of paint, or two? A bid for one coat of paint will cost less than the bid for two coats. However, the discrepancy with competing bids becomes increasingly more problematic when they appear to have the same approach for doing the work, i.e., they both specify two coats of paint.

If two competing bids appear equal in terms of approach, yet one bid is significantly lower than the other, this is a red flag. When you notice red flags, ask questions. The ultimate goal when soliciting bids is to receive apples-to-apples bids. This is the only way to obtain usable bids.

To keep with the two coats of paint versus one coat example, here is what you should know: there is a difference between a real two-coat application and cross-hatching. While cross-hatching is a perfectly acceptable practice, it is not a true two-coat process.

WHAT IS CROSS-HATCHING?

- Painting (or spraying) in one direction (up and down) and again in another direction (left and right).
- It takes about 30 percent less time and 30 percent less paint than a true two-coat process.
- The time and materials difference results in a lower price than a bid for a true two-coats.
- The workmanship and quality are not comparable to a true two-coats.

WHAT IS A TRUE TWO-COAT APPLICATION?

- The first coat of paint must be allowed to dry for one to four hours before the second coat is applied.

- The first coat of paint is approximately 80 percent lighter than the final coat (this will allow you to visibly inspect the work and accurately determine if two coats were applied).
- Each coat should be relatively thin for maximum durability and longevity, as opposed to one thick coat applied using the cross-hatching technique.

If two bids appear comparable in scope of work to be performed yet differ drastically in price, ask the contractors to define two-coats for you. This will allow you to determine if the bid is for a true two-coats or if the bid is priced for cross-hatching. This applies for other repair work as well, be it wood replacement or fence repairs. If two bids differ significantly in price yet appear equal in scope, ask the contractor to explain their approach. Yes, this seems like more work for you but it's worth it in the long run.

PAINT RECOMMENDATIONS:

- For the first coat, use a primer for the greatest durability.
- To prevent a contractor from coming back a few minutes later to apply a thin second coat, require a dry time between coats of one to four hours depending on humidity and temperature. For example, Las Vegas requires less in-between dry time than Seattle. ●



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APRIL 2015

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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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JAMES GIBSON
2015 CAI PRESIDENT

President's Message

The first quarter of 2015 has come to an end; we started out the year discussing our potential for growth and reminded ourselves why our chapter exists. In February, we ventured into what we may expect during the now current legislative session, and in March we opened up our minds (and hearts) to the dynamic and demanding role of the community manager. Now, let's talk about the tremendous impact the business partners/vendors have within our industry.

There are approximately 160 business partners included within our chapter membership, experts in the following fields: attorneys, financial services, contractors, builders/developers, collections, engineering, document processing, fencing, IT, insurance, landscaping, furniture, parking, reserves, security and many other sectors. Every single one of these service providers plays a vital role in the success of the communities we serve every day.

Recently our chapter adopted the Nevada Educated Business Partner recognition, and fortunately for over 3,000 Common Interest Communities in Nevada many of our business partners have enrolled in and/or completed the task. This means that we have the option to work with vendors who truly understand the 'ins and outs' of our industry and the numerous challenges we face with respect to stringent regulations and ongoing statutory changes within our legislative oversight. Given the Nevada State Contractors Boards' recent call to action for stronger consideration

and enforcement of the State's licensing requirements, it is certainly reassuring to know that the folks who serve our clients along with us are dedicated to understanding the specific requirements our communities must follow. They provide us unparalleled advisement that can only be gained through their individual experiences.

When I imagine a world without our business partners I envision a landscape very similar to a nuclear winter where everything is black and white and no color or distinct attributes to be seen. Our business partners are the color that complements each association's character, whether it be a landscaper, or painter providing insight into what will make the community 'pop,' or an attorney or insurance agent advising the community on managing risk properly, each individual vendor has a keen sense of how to protect and improve the communities we represent and we are grateful for their service!

James Gibson

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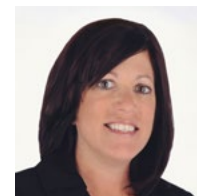
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MARY RENDINA
CHAPTER EXECUTIVE
DIRECTOR

Chapter Commentary

We are entering the second quarter of the year and our Chapter is in full swing. During the first quarter we hosted the "Snow Ball Awards Gala" during which we recognized outstanding members for their contributions to the Nevada chapter and our industry as a whole. Congratulations to all the nominees and winners and a huge "thank you" to our Gala Committee and sponsors who made this event possible.

The education committees, both in the North and the South, have been busy writing and hosting our manager and homeowner training. I'm very excited about the Education Media sub-committee whose members have worked incredibly hard to write and present online training videos for homeowners. These training videos will be launched this month! We have come so far in education in our chapter. Our education committee has developed manager c.e. classes, advanced DCAL classes and education for business partners. We continue to excel in the area of education.

The Events Committee continues to grow and with it fresh and innovative ideas for our monthly luncheon program. The Outreach and Social sub-committees hosted our first quarter wine and canvas social event to benefit Trauma Intervention Program of Las Vegas. It was a huge

success and Jill Bernacki from TIP was in attendance to receive the donation from our Chapter Outreach committee.

The Northern Nevada Committee hosted a semi-annual membership breakfast in January and March. The March program was a 'meet and greet' with our Ombudsman Sharon Jackson and Administrator 'JD' Decker. Our chapter leadership has done an amazing job of bridging the gap between the Real Estate Division, the Ombudsman's office and our chapter and we look forward to working together for the betterment of our industry as a whole.

Our semi-annual new member breakfast was one of the largest in recent history. Thank you to the membership committee and chapter committee chairs who were on hand to welcome the new members, talk about benefits of membership and invite them to get involved.

If you have not registered for the CAI National Conference and Chapter Party there is still time. www.caionline.org

Happy Spring!

Mary Rendina



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Ten Best Practices for Managing Vendors and Contracts

by Lisa de Marigny, DCAL

It is important to exercise fiduciary care when managing association property. In doing so, there are many articles within the Nevada Revised Statutes (NRS) and Nevada Administrative Code (NAC) 116 that pertain to managing association business. However, it is equally important to know your association's governing documents including Covenants, Conditions & Restrictions (CC&Rs), by-laws and resolutions. While governing documents and laws pertaining to this subject can be overwhelming for a volunteer board member, adopting best practices assures consistency and prudent association asset management, which ultimately protects homeowner value.

Ten Best Practices for managing vendors and contracts include:

1. PREQUALIFY VENDORS

- a. Verify that all vendors have a valid state Contractor's License in good standing at <http://www.nvcontractorsboard.com/>.
- b. Have the vendor provide an insurance certificate naming the association as an additional insured.
- c. If as a board member, you know or have a relationship with the vendor, disclose it.
- d. Do not accept gifts of any kind from vendors.
- e. Some projects may require site visits or detailed discussion. Consult your attorney or management company to avoid having a quorum of the board present and/or making decisions, or voting at workshops.

2. CONDUCT FORMAL REQUESTS FOR PROPOSAL (RFP)

- a. Send RFPs to a minimum of three qualified vendors. Don't waste the time of the vendor or the management company/association if the vendor is not a potential fit.
- b. The format of the RFP can vary depending on the project and will need to be tailored to comply with your governing documents

and laws. Being clear about the purpose, goal, and scope of work is crucial. For more complex projects, you may consider hiring a professional to formulate a scope of work.

- c. To make an equitable comparison of vendor proposals, include specific evaluation criteria. If possible, use a fill-in-the blank response form and ask the vendor to attach additional information if necessary.

3. BE TRANSPARENT

Since submissions must be opened at a public meeting, it is important to evaluate vendors on a level-playing field. Do not feel pressured to make a decision if you are not clear or have questions regarding vendor submissions. Postponing a decision until the next meeting may be prudent in this case. At the same time, be sure you are not unnecessarily delaying essential work.

4. TASK COMMITTEES

Ask committees to assist by soliciting homeowner input or consulting community members with specific expertise who may be willing to help. When working with committees, review the committee charter and provide a defined goal by which you are seeking assistance. Like you, these homeowners are volunteers. Respect their time and willingness to be part of a solution.

5. CONSULT PROFESSIONALS

As a homeowner, you cannot be an expert in all projects. Consult subject matter experts i.e. landscape architects, arborists, engineers, etc. when necessary. Use the management company resources that may be available to you. Attorney and finance professionals are critical to your success.

6. EXECUTE AGREEMENTS

Have your attorney draw up formal agreements or review the vendor's standard agreement to safeguard the association from liability, and to outline service expectations at the agreed upon price.



7. MANAGE VENDORS

Have a plan to manage the work of the vendor. The management company may have resources and board members may be able to oversee the work. In some cases you may have to hire an outside resource. Re-bid projects often enough to keep vendors honest, but not so often that the association is incurring the cost of switching to a new vendor without good reason.

8. KEEP A CALENDAR

To fulfill your duty to protect association assets, proactively manage vendor contract expirations, schedule reserve projects, keep an association calendar of maintenance and ad-hoc work to be performed.

9. BUDGET

Know what you have budgeted for expenses and maintenance work. Even though we are required by NRS to review the reserve study once per year, it is recommended that the study is monitored more often and that it remains a frequently consulted document.

10. DOCUMENT PROCEDURES

To ensure that best practices remain in place when board members turn over, and to provide process integrity for the community, consider documenting them into a resolution.

Just as board members are charged with equitably applying the C,C&Rs to protect homeowner value, a solid process of managing vendors and contracts is vital to protecting association assets. ●

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As a community manager or board member, your position can be difficult and complex. Let us make it easy for you. Our legal team helped draft the standards for the common interest development (CID) industry. We continue to be leaders in refining guidelines, including meeting with legislators and participation in drafting CID legislation. When you have legal concerns, come to the experts with real world experience.

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Hiring a Licensed Contractor

Investigate First ... Protect Yourself

by Judith Hanson, DCAL

In February of 2014, Michelle Mortenson of Channel 8 put together, in conjunction with the Nevada Contractor's Board, an eye-opening piece on licensed vs. non-licensed contractors.

This first appeared on "8 on Your Side, Stings Nap Unlicensed Contractors."

What sparked my interest were two things: the number of home owners in my own community using unlicensed contractors for an assortment of projects, and more importantly one paragraph from the article which pretty much summed up why not to hire an unlicensed contractor. The article said: "Unlicensed contractors often offer bids at a great price, but that great price can quickly disappear if your job takes a nasty turn. These contractors do not provide Workers' Compensation insurance if someone gets hurt. That means you pay for the medical bills."

Then, on Monday, February 9th, 2015, almost a year to the date later, I was watching Channel 13 news in the morning and I heard some amazing statistics that said the following: "Contact 13 has learned that in the last fiscal year, the Contractors Board filed nearly 500 criminal charges against unlicensed contractors in Nevada. That resulted in 363 criminal convictions. If you look at the amount of money lost to unlicensed contractors, it adds up to more than a whopping \$3 million."

I've lived in Las Vegas since 2006, and I would not dream of hiring an unlicensed contractor. My biggest fear is being ripped off like the story provided in the Channel 8 news release and then again summarized on Channel 13. "Many of our unlicensed contractors, especially those that we see advertising on Craigslist, are known for coming in, taking your money up front, doing

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poor workmanship and abandoning the project," said Jennifer Lewis with the Contractors Board.

I honestly believe all boards throughout the valley need to warn their homeowners about the problems involved with not having a licensed contractor do work on their property. This is especially evident when you hear a story on the news that a management company, whose responsibility is to work for an HOA, recommended a contractor who was unlicensed but came highly recommended. The contractor was one of these scam artists. Check it out at Channel 13 for yourself. The tale this homeowner told is frightening, especially when you see the amount of money given up front as a deposit and the contractor never showed up again. When that happens, your only recourse with an unlicensed contractor is legal action.

We have vendors and contractors advertising all the time in our publications in Aliante. If anyone asks our management company to recommend a specific patio specialist, lawn care vendor or any other specialist, our management company backs totally away from any recommendations. Their advice is "call first and check it out for yourself before it's too late."

In my opinion, two of the biggest offenders for not having licenses in place are the landscapers and cleaning services. How do you know if your contractor or service provider is licensed or not? If he or she is, they will have their license number prominently displayed on their vehicle and their business cards. If there is not a license number on either, you can be pretty confident that they are unlicensed. Get their driver's license and check it out through the Nevada Contractor's Board or Better Business Bureau. Both of these services are prominently advertised in the yellow pages of the phone book or on an Internet search. The licenses are expensive but the fines, if caught, are even more expensive. The unlicensed contractors are usually, but not always, preying on seniors and senior communities. So be "penny wise and pound safe."

CAI's education department, along with Lauren Shear, PCAM, and Tony Lonardo, who is in his twelfth year as a Project Manager for Clark County, presented a class for homeowners on contractors and licensing. In that class, Lauren couldn't stress enough the importance of hiring licensed employers.

What are the downfalls in hiring unlicensed contractors?

Two things come to mind: One, they do not have workmen's comp, and second, the price quoted may not be the price you pay in the end.

Both of these are very big problems. Should they fall off your roof, whose responsibility is it? Yours! Should they cut off a finger and require emergency care, whose responsibility is it? Yours! I could go on and on, but I think you get the point.

Then there is the other issue – pricing, which, along with workman's comp, was identified in the paragraph I pulled from Channel 8's website. How does an unlicensed contractor come in so low? Well, he doesn't have a license so he doesn't have a hefty license fee. Since he doesn't have workmen's comp, his cost for the work can be low, unlike doing business with licensed contractors, who have paid for the privilege of having insurance. The contractor may look at a job and say, "I've two workmen who I've hired for \$10 an hour, so I will add \$5 to the price or double it. I will sell the supplies at cost plus a small percentage markup, and then give you a price." But, what you may not realize, unless you sign a contract that can be held up in court, is that they can come back to you and ask for additional monies because they didn't take into account that your water line went farther than anticipated or that the dimensions on the wall you are putting up were slightly skewed.

Remember, when you hire someone who is licensed, you have the full protection of the Contractors Board, which can investigate and take action against that contractor. The board says that is why sting operations like this are so important, in order to get these unlicensed contractors off the street.

Here's the bottom line: If you want to hire a contractor, do your research first. Call the Contractors Board. They'll tell you if someone is properly licensed, and whether or not they have faced previous violations. So, in the end, it is "Buyer Beware." ●



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The Art – Juggling

by Felicia McMillan

Metaphorically, juggling is the art of skillfully balancing multiple tasks to achieve a goal. It is the ability to keep things in constant motion without dropping the ball.

Our challenge as community managers is that we often see ourselves as “jugglers” when managing day-to-day tasks for our clients, and have to work to create balance when interacting with our external and internal clients without disrupting customer service.

Building community takes time, effort and cooperation. It's about building relationships, consensus, and trust. It understands that communities consist of neighborhoods, not houses; and customers, not owners.

Customer service, in its simplest form, is to ensure that our clients want to come back, or continue to do business with us. It is the ability to enhance the level of customer satisfaction before, during and after the provisioning of a request. The primary cause of success in our industry is to constantly and consistently exceed the customer's expectations.

Keep in mind that our customers include every single board member, homeowner, service provider and fellow employee. In other words, we cannot afford to be “off.” Our customer's short term and long term welfare is our number one goal. Therefore, we must always remember while juggling our numerous tasks, that perception (or the way we respond to a request) is reality in the minds of every customer when it comes to experiencing service satisfaction.

Meanwhile, we are constantly being faced with managing our time, and doing so effectively requires an important shift in focus from activities to results. Time management should be the process of organizing and planning how much time you will allot for a specific activity to encourage greater productivity and effectiveness. Being busy isn't the same as being effective.

The key to managing time is to keep customer service foremost in our mind; with service being

the variable – the need is always changing. A successful manager is able to balance his or her time between the needs of external and internal clients. Further, he or she understands that at a moment's notice her focus must shift in order to adapt to a specific client's needs.

Every successful community manager strives to ensure that the service to customers is based not only on systems, but his or her personal ability to creatively manage under

all conceivable conditions and circumstances. As community managers, we all strive to be extraordinary in an already crowded industry and finding the “blue ocean” means creating points of distinction that set us apart from the others in the sea.

One way to differentiate is through education. While the state has requirements for community managers, other organizations such as CAI offer additional resources and accreditations to accelerate our careers and increase our skills as professionals. The pursuit of higher education through CAI's Professional Manager Development Program (PMDP) is one way to ensure confidence and professional credentials, which demonstrate that we have the expertise essential to balance the challenging and often demanding expectations of community association management.

Building community takes time, effort and cooperation. It's about building relationships, consensus, and trust. It understands that communities consist of neighborhoods, not houses; and customers, not owners. Why? Because when we as managers are able to effectively “juggle,” we maintain balance, provide solutions and exceed the expectations of the individual and build community. ●

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Getting Past all the ‘Tchotchkes’ and Maintaining a Good Vendor/Contractor Relationship

by Sheila D. VanDuyne, Esq.

We’ve all gone through the parade of vendors giving away ‘tchotchkes’ at the CAI tradeshows. I’m sure we’ve all enjoyed collecting our chapsticks, totes, mints, mugs and squishy stress animals. Unfortunately, no matter how many of those promotional items we collect, they really don’t replace a good vendor/association contract, a good association policy, and a plan for drafting and evaluating Request for Proposals and the resulting bids.

Firstly, there are several key provisions to make sure are contained in every contract:

- 1. Indemnity:** Indemnity is the concept of shifting financial loss or legal liability from one party to another. Ideally, an association wants a clause that protects the association and the manager from liability for any claim

or lawsuit that occurs because of a vendor’s work. I have often seen indemnity clauses in contracts that go the opposite way. I have seen indemnity clauses wherein one party indemnifies another for intentional (and not just negligent) actions.

- 2. Insurance:** The contract should set forth how much workers compensation insurance and comprehensive general liability insurance are to be maintained and a requirement that those policies are kept in force for the duration of the work. I have seen cases when a vendor will stop paying insurance premiums sometime during the work due to cost overruns. This is not good! The contract must also require that the association be named as an additional insured. When obtaining insurance, have your agent take a look at the contract’s indemnity clause.

- 3. Scope of work, warranty clauses, payment and termination clauses:** Frequently, the scope of work in a contract is a very broad-brush description. The scope should be very specifically described so both parties understand what is to be done and when it is to be completed. Also, consider that an association may typically terminate if the contract permits a termination or if there is a material breach. Proving such a breach can be difficult and time consuming. One option is to include a termination clause allowing termination by the association without having to prove such a breach. (See “Look Before You Leap: Termination Provisions In Vendor Contracts,” 11/15/13 WNCW citing Georgia HOA & Condo Law Blog.)

- 4. Attorney’s fees and arbitration clauses:** When considering these clauses, an association should consider what would really benefit the contracting parties. Arbitration is popular – but if something goes bad do the parties wish to be prevented from going to court? If you choose arbitration –spell out some details

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such as who will be the arbitrator and how does an arbitration get underway.
(See generally "Checklist for Vendor Contracts" by Jeffrey A. Barnett, APC, 2013)

Secondly, I would recommend your association adopt a policy regarding contracting and bidding procedures. In these policies the association might wish to address the following key points:

1. Who can bind the association? What if a board member signs a contract on behalf of an association without the board's authorization or knowledge, either intentionally or simply because of a misunderstanding? In either case, if the vendor reasonably believed the board member had the authority to sign, then the contract can be binding on the association. One way to address this potential problem is to have an articulated policy regarding contracting with vendors that requires an express vote to authorize a board member to negotiate or execute a particular contract. When sending out RFPs, include a statement regarding the association's contracting policy including who can bind the association. (See generally "HOA Contracts: Can One Board Member Contractually Bind Your Homeowners Association?" October 2009 Plain English Media HOAleader.com)

2. State the requisite clauses to include in every contract – termination, indemnity, insurance. State what type of contracts are reviewed by an attorney. Give a checklist of key contract terms to assist in evaluating and negotiating vendor contracts.
3. There are pros and cons for sending every contract out to bid every year. Address what types of contracts are sent out for bids and how frequently.
4. Identify who drafts the RFPs and what they should contain.
5. List the association's policies for using a handyman, a licensed contractor?
6. State the association's policy regarding conflicts of interest. What if the vendor knows or is affiliated with a board member or lives in the association?

In conclusion, a little time spent thinking about vendor contracting procedures and contracts in advance will go a long way to helping an association establish and maintain excellent relationships with its service providers. ●

It's Always Good to Have a Backup Plan!

Many people are not aware that when your community has a loss of power, the gates will be locked in the position that they are in at the time of the power outage, which is almost always closed. This can lead to the gates being tampered with or forced open by vehicles trying to enter or exit the community which will lead to extra wear-and-tear on the gate operators and therefore diminishing the overall lifespan of the gates.

Installing battery backup units on the gate operators will ensure that the gates are locked open in the event of a power outage, allowing vehicles to ingress and egress as necessary.

CAS recommends having battery backups installed on all gate operators to ensure proper traffic flow when the power is out and to extend the life of the gates.

Be proactive, have a backup plan!



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KEN COATS IS THE OWNER OF KRT FITNESS

How Color Affects Residents in Your Fitness Facility

by Ken Coats

When was the last time you evaluated the colors in your fitness facility? If it's been some time, you're likely influencing your residents' behavior – without even knowing it. You see, colors have a tremendous effect on mood.

Unfortunately, when designing fitness facilities, many owners and managers worry about offending a few residents, so they stick with less-controversial color palettes – white, grey, beige, etc. Calming colors like these actually encourage inactivity. Not exactly the ideal outcome you want for a fitness facility, right? Your fitness room should stimulate the mind and entice productive concentration. After all, mentally preparing to work out isn't easy.

So what's the best color for your facility?

I always suggest picking a general color that matches your demographic and go from there. Instead of catering to yourself or your business partners – match your residents' style.

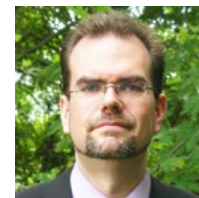
Below are some colors and their effects on moods, emotions and mindsets. Which ones can you use to inspire your residents as they enter your fitness center?

- **Reds:** "Physical" - Stimulates the "now" effect - increases heart rate and breathing.
- **Yellows:** "Emotional" - Increases confidence and optimism - speeds metabolism and

increases concentration.

- **Blues:** "Intellectual" - Create calming and peaceful feelings - increases productivity and suppresses appetite.
- **Oranges:** "Physical comfort" - Creates feelings of enthusiasm and cheerfulness.
- **Blacks:** "Seriousness" - Strength, power and security.
- **Greens:** "Balance" – The color of reassurance and abundance - nature and peacefulness.
- **Whites:** "Clean Sophistication" – Represents purity and, like black, uncompromising. It is clean, hygienic and sterile. Visually, white gives a heightened perception of space.
- **Browns:** "Warmth" - A blend of red, yellow and large amount of black, it has much of the same seriousness as black, but is warmer and softer – has associations with the earth and the natural world. It is a solid and quietly supportive.
- **Greys:** "Neutrality" - Pure grey is the only color that has no direct psychological properties. Quite suppressive and has a dampening effect on other colors used with it. ●





VINCENT T. OLIVA,
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Sealcoating and Slurry Sealing Your Community Roadways

by Vincent T. Oliva, CMCA®, AMS®, PCAM®, CM

Now that the holidays are behind us and the operating budgets are adopted and mailed, and in preparation for warmer weather, it is that time of the year where the Boards of Directors begin to plan their major projects for the upcoming fiscal year. If you live in an association with privately maintained roads, the time has come to evaluate them and review your Reserve Study to determine if it is time for some repairs.

Slurry seals are used to fill existing pavement surface defects as either a preparatory treatment for other maintenance treatments or as a wearing course. Slurry seals will typically cover only a portion of your roadways, and is typically less cost prohibitive than a sealcoat.

Sealcoating, which typically covers the entire roadway, is in greater need in colder climates, but is useful in warmer climates as well. Since asphalt is a petroleum product, other petroleum products will react with the surface. This includes vehicle oil and gasoline. The sealcoat will act as a barrier against those materials. A sealcoat is not a crack filling agent; this must be done prior to applying the sealcoat. Properly applied, sealcoat can save an owner huge costs over the life of a hot mix asphalt pavement.

Periodic asphalt maintenance such as sealcoating will extend the life of the asphalt up to 30 years. When applied appropriately and at the right time, sealcoating prevents oxidation caused by harsh weather like rain, ice and snow. By sealcoating annually, asphalt can be preserved for an extended period of time, however, this course of action is typically recommended every 3-5 years or longer, depending on the wear of your roadways. Sealcoating also saves community associations a lot of money preventing further asphalt repairs.

These types of roadway maintenance should be itemized in your Reserve Study, and paid from your reserve fund. If your community is in need of repair, it is appropriate to begin to prepare your Request for Proposal (RFP) and begin to gather proposals that you will review at your next board meeting. While the beginning of the year is upon us, you will want to get this important work scheduled as early as possible, and allow your homeowners plenty of notice in the event that parking, etc. will be limited on your roadways for a period of time.

A little bit of maintenance goes a long way in saving your association's reserves in the long run. ●





SHIRL MCMAYON,
ACCOUNT MANAGER,
GTI; ISA CERTIFIED
ARBORIST AND
A MEMBER OF
COMMUNITY INTEREST
MAGAZINE COMMITTEE

Tree Root Damage and Innovative Solutions for Your Community

by Shirl McMayon

As community managers, landscape committee members, board members, homeowners and landscape vendors (me) we've all had to deal with the issue of tree roots and the problems they can cause with infrastructure like block walls, sidewalks, utility pipes, etc.

Fortunately, how we deal with the issue is changing – there are alternative solutions to simply cutting down a majestic old pine tree and planting a new one. Chopping down and replacing is not always the best, and never the only, solution. After all, how do you *replace* a tree? Planting a new tree is obvious answer, but does that 24" box new tree *really* replace the former tree ... maybe in about 15 years, after you and I have long moved on.

So let's talk about alternative solutions to removal/replacement – and there are many that are often overlooked or misunderstood or simply unknown.

In 2000, a two-day symposium entitled "Strategies to Reduce Infrastructure Damage by Tree Roots" was held at the University of California, Davis, to address the problem of damage by tree roots. This symposium brought together nationally and internationally renowned researchers, educators, tree managers, consultants, landscape architects, infrastructure engineers, and urban planners. The symposium's objective was to initiate a

process that would lead to the development of guidelines to reduce infrastructure damage caused by tree roots.

This is very exciting news to an arborist (me) but mostly likely a real snoozer for 99 percent of the population. But how much time and energy do you spend within your communities dealing with trees and the damage their roots cause – real monetary damage that eats away at the budget ... real damage that must be dealt with because of potential liabilities related to trip hazards, cracked walls, etc.?

As an arborist, a tree hugger and a relentless advocate for urban greening and the benefits of trees, I'm not here to tell you trees are dangerous or that they cause problems. In fact, quite the opposite: I'm here to tell you that often times it is not the *tree* that is dangerous; rather, it is the *management, or lack of management,* of the tree and its immediate surroundings, the "infrastructure," (created by man when developing land usage) that creates the problem. Cleverly stated by Dr. Kim Coder, University of Georgia, 1998: "Roots do not act as primary causal agents of damage within infrastructures and engineered resource control solutions. Through careful disregard, tree roots are invited into resource concentration areas where valuable and abundant resources are available. As with a full cookie jar left open on the floor in the middle of a playground, a child may be blamed (or even punished) for cookie resource indiscretions, but better solutions are clearly present."

Tree-based strategies include species selection (preventative) and root pruning (remediation);

Infrastructure-based strategies include design approaches that increase tree space and modifications or alternatives to concrete (preventative);

rootzone-based strategies include root guidance systems (preventative) and water management techniques that minimize the potential for contact between roots and infrastructure.



Tree roots can cause extensive damage to site amenities and sidewalks.



The simplest, yet most overlooked, option for root management is **managing water to direct root distribution**. Keeping the upper soil/root zone dryer than the lower zone would encourage roots to drive deeper into the soil seeking the moisture and would discourage roots from surfacing to seek readily available water. This is most often the case with trees planted (and watered) in turf areas where the primary focus is typically on the turf water needs than the tree water needs.

When concrete is removed to repair a trip hazard, you may consider re-aligning the sidewalk in the form of a bump-out to accommodate the tree root and to minimize re-occurrence of the problem. Replacing the concrete with another material such as decomposed granite, rubberized pavers, porous concrete or asphalt may be another option. Some repairs may benefit from bridging over the roots utilizing pier and beam, cantilevered sections or boardwalks to create a spatial separation between infrastructure elements and the root zone.

Whichever method you select, always seek the help of a certified arborist. Your community trees are a valuable asset ... to your homeowners and to the surrounding urban population benefiting from all that trees have to offer.

The guest speaker for the June CAI Nevada luncheon will focus on this topic and will describe the options in greater detail. ●

Notice I have labeled each of these strategies as either preventative or remedial (and they can be both). I would venture to guess that a majority of you has never had the luxury of solving the problem utilizing preventative measures. You've had little to no input in species selection, sidewalk construction method, use of structural soils, root paths, continuous trenches, etc. You've simply been left to deal with the problem – remediation.

What are those remediation strategies that work best?

I'll briefly describe a few alternative solutions.

Root pruning, followed by root barriers, is often a very simple alternative to taking down the tree. When performed by professionals, this process is a very successful and affordable remediation to the problem. Be warned, root pruning is an injurious practice that can significantly damage trees. Both the structural strength and health of the tree can be affected. Typically, the larger the roots, the greater the number of roots cut, the closer the cuts to the tree trunk, and the older and less vigorous the tree, the greater the potential for injury. Once roots are pruned, spend the time and money to install a root barrier. This places a physical or chemical barrier between tree roots and sidewalks, curbs or walls: roots growing laterally are either deflected down below the depth of the barrier or constricted or "trapped" by a physical barrier.

Another remedial treatment is to use **foam underlay** as a backing material under new concrete and over existing roots. The foam protects the replacement slab by compressing in response to radial expansion of roots.

Have a **Great Idea**
for an Article?



Contact Chris Snow at
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Proper Tree Staking

by Glenn MacEachern

Tree staking for newly installed trees in the Las Vegas valley is crucial due to the amount of wind we receive beginning late March and thru April. Consistent winds in excess of twenty miles per hour for days can be expected each year throughout the desert southwest.

Most trees require the double staking system, with double ties as well, to provide adequate protection for sustained winds. The nursery stake that is used during the greenhouse or field growing period must be removed at installation as it will cause damage to the tree trunk from the constant rubbing and also inhibits supportive tissue growth.



Supportive tissue growth is essential for the overall health and strength of a tree. Proper tree staking will allow a tree to move up to a foot in any direction; this movement builds supportive tissue and strengthens the tree trunk as it grows.

The length of tree staking is normally two years depending on the variety and wind conditions of each tree. Selective pruning at the proper time of year, fall thru winter, to allow wind passage thru a tree will also lower the wind resistance and improve the overall structure of a tree. ●

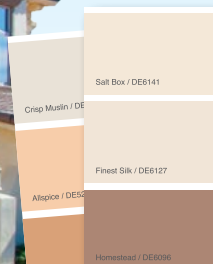


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CAI Nevada Chapter Members' Brag Page

ATC APPOINTMENTS NORM ROSENSTEEL, PCAM, NVEBP PRESIDENT



ATC Assessment Collections Group is proud to announce the appointment of **Norm Rosensteel, PCAM, NVEBP**, as president of the firm. Norm brings nearly 30 years of association industry experience as well as a unique perspective on association assessment collections from a manager's point of view. Norm holds a Supervising Community Manager certificate, and has served several terms on the Nevada chapter Board of Directors, two years as president and is currently co-chair of the Nevada Legislative Action Committee.

SUN CITY HAS DONE IT AGAIN! CONGRATS

Back in 2012, **Sun City Aliante** was the only seven member board in the state of Nevada that was 100 percent DCAL (Dedicated Community

Association Leader) certified. Over the next few years the board changed but once again they are 100 percent DCAL certified. This is impressive considering how many HOAs there are in the state and how many have fewer than seven board members to their credit. It says something about not only the integrity of the board, but also about their commitment to care enough to become educated and to share their knowledge with the community at large.

The present board is composed of **Don Schaefer**, President (elected to the board in 2006), **Warren Geller**, Vice-President (2013), **R. Wayne Headricks** (2013), **Mark Klein** (2014 – second time around), **Betty Kramer** (2013), **Judith Hanson** (2008) and **Mark Smith** (2006).

Congratulations to Sun City for a job well done – Nevada's Only Seven Member DCAL Certified Board for the second time around. ●

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What is the Gary Lein Award?

Gary Lein can be one of the few credited with starting the chapter in 1990. You may ask what does it take to start a CAI Chapter? It begins with knowledge of national CAI and what other chapters were doing to make a name for themselves and their members.

These early members created the "Organizing Committee" and set about to accomplish the requirements set by national to incorporate a new chapter. A description of the area to be served backed up by evidence that the area could be served by a new chapter. Zip codes were verified to ensure the area in question didn't fall into another chapter's area. Above all there had to be a commitment by the chapter leadership and the contact name and information for the initial 50 charter members. The original board of directors were Richard Serfas, Frank Mason, Dennis McGarvey, Gary Lein and John Leach.

As we look back through the last 25 years, we owe much gratitude to Gary Lein and John Leach, being founding members of the Nevada Chapter and still as active in it's success today as they were in 1990. The leadership and volunteerism it took to make this chapter at a time when they themselves were starting their own firms with their own young families is a testament to their dedication to CAI.

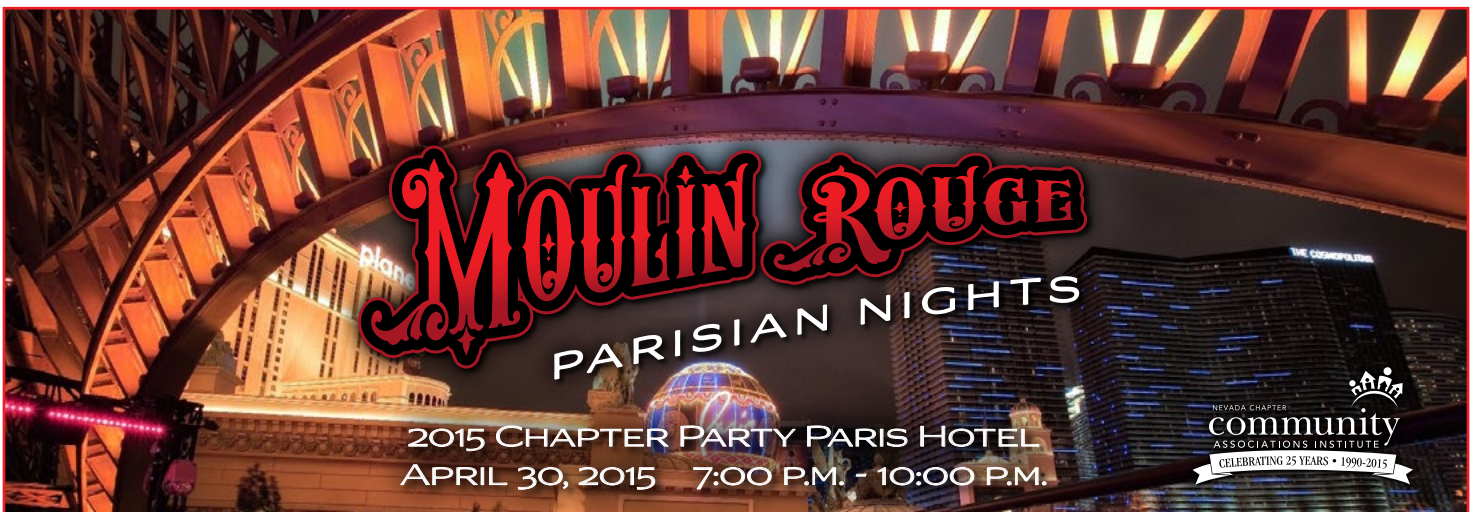
Now we continue to celebrate and acknowledge long time chapter members for their leadership with the Gary Lein Award presented at the

Awards Gala. This is not an annual award, but an award of merit selected by past recipients with input from the board of directors. Candidates are chosen by being positive ambassadors of CAI, Board of Director Involvement, commitment, years of involvement to Nevada and National CAI, time in the industry not just CAI, working with legislators with a commitment to education to name just a few examples that determine a recipient.

On December 13, 1990, CAI Nevada was incorporated, the chapter continues to grow and earn accolades on its own merit and by its members. The seeds of success planted 25 years ago are firmly rooted in Nevada. Thank you to everyone who has come before us by showing us all the meaning of dedication and commitment.

GARY LEIN AWARD RECIPIENTS

Gary Lein, CPA
 Gail Gouker
 Judy Farrah, PCAM
 John E. Leach, Esq. NVEBP
 Sara E. Barry, PCAM, NVEBP
 Norman Rosnesteel, PCAM, NVEBP
 Andrea Behrens, NVEBP
 Robert Rothwell, PhD., DCAL





JOHN LEACH, ESQ.,
CCAL, NVEBP IS WITH
LEACH JOHNSON SONG
& GRUCHOW

The Role of Members of the Board During a Legislative Year

by John Leach, Esq., CCAL, NVEBP

Directors are extremely busy with the administrative and operational responsibilities of their community. With the many diverse and complicated issues they must confront and address, we frequently say that each director must be a “jack of all trades.”

Every two years, directors are confronted with yet another responsibility; namely, what can I do to be an effective director and positive force in our industry during a Legislative session?

The temptation is to sit back and assume that someone else will be attending Legislative hearings, talking with Legislators and communicating with industry professionals who are monitoring the numerous bills that may impact associations. The reality is, the industry needs YOU.



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This plea for help at a grassroots-board-level is exacerbated by the need to combat the vocal, minority that has become well organized over the past several sessions and shockingly has the ear of certain Legislators.

These Legislators need to hear from YOU.

Officers and directors are in the trenches. They have practical experience dealing with the issues and challenges in their respective communities. Thus, they are uniquely positioned to shed light on the "real issues" in associations. YOUR perspective must be heard.

Consider participating and assisting in the following ways:

- 1. Contact your Legislators directly.** When you learn about a bill that impacts your community and the industry in general, please send a message to your Legislator. Encourage other directors and owners to do the same. The messages do not have to be long or detailed, but should express your support of or objection to the bill and provide an example from your personal experience that supports your position. Industry professionals will offer their support in preparing these responses, but your responses need to be personal and not repetitive mass mailers.
- 2. Attend the hearings.** At a minimum, you can sign in at the hearing and indicate your support of or

objection to a bill in question. This will give you a greater understanding and appreciation for the proposed Legislation. It will also assist you in your efforts to interpret and implement the proposed bill if it becomes law.

- 3. Be willing to testify.** It has become painfully obvious that the Legislature would rather hear from YOU rather than from industry professionals who are perceived as hired hands. While you may be able to think of many reasons why you would rather not testify, nothing you do could be more persuasive. No one will ever forget the testimony of Carole MacDonald and Mary Caraza-Lyons who traveled from Pahrump, several sessions ago, to share their positions and experiences. They were well received by the Legislature and their testimony was very persuasive in defeating a very unfavorable bill. This could be YOU.

As an industry, we are extremely grateful for the sacrifice of time and energy expended by the many honorable and diligent officers and directors who serve their communities. Thank you for your service. Please consider what you can do to have a positive impact during this Legislative session. ●


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To read the article "The Community Association Specialist: Insurance and Risk Management" please visit our website at www.cauinsure.com. This article explains the benefits to community associations when working with a CIRMS Designee.

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KEN CARTERON,
NVEBP IS THE SENIOR
VICE PRESIDENT, HOA
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“Tricks of the Trade”

by Ken Carteron, NVEBP

I have been in banking for thirty years now and have seen some pretty scary things happen in my industry that could have been avoided with a little foresight and precautionary efforts on our behalf.

When anyone establishes a relationship with a bank, opens an account, applies for a loan or credit card, they entrust our banker with some very confidential information. We, as the consumer, do this with the understanding and trust that the bank will keep this information in the strictest of confidence. We know that the bank we choose will do all that it can to gain and support that trust and confidence that we have in them. What security measures should we have in place to keep our valuable personal information safe? What can we do to keep our information safe and secure?

Here are a few “tricks” we can all do to prevent an unfortunate incident with our financial security.

Some of this may seem completely obvious, but it is good to be reminded:

CHECKS AND CHECK REGISTERS.

- Always keep your checkbook in a safe place. A locked desk drawer would be great but we all don't have that luxury, so once a week look to see that your checkbook is where you last put it.
- Keep your checkbook register up to date; enter the date and amount of each transaction.
- Check your bank statements regularly to make sure transactions match up. If you have online banking access you have the ability to check your account from almost anywhere at any time day or night. Don't wait until you get your bank statement to check the transaction.
- Never pre-sign checks in your checkbook.
- Never make a check payable to cash, even if you are taking cash at the teller window. When you are at the branch make the check payable to yourself and endorse the back for the teller.

CREDIT AND DEBIT CARDS

- Always sign new cards when you activate them.
- Cut your old cards up before tossing them out.
- Use different pin numbers for different bankcards.
- Never share your pin number with anyone, and never let anyone use your credit or debit cards.
- If you carry your debit and credit cards with you, like most of us do, check your wallet every now and then to make sure you still have your cards.



.....
Account security is important! Anything we do that could give others access to our accounts not only puts our money at risk, but, worse case, gives hackers the opportunity to use our information for illegal purposes.
.....

- Make sure you get your card back from a clerk or cashier after you use it. This would be a good time to check to make sure you have all the rest of your cards when you are putting that one away.
- When you use an ATM be careful not to let other people see you enter your pin.

DOCUMENT SECURITY

- Before tossing it away, shred any document that has your personal information on it ... this includes social security number, Identification number of any kind or account numbers.
- When traveling, if you leave your hotel room without your checkbook or credit cards, use the hotel safe.

INTERNET BANKING

- Do not save bank websites in your favorites for easy access to your bank. Always type in the bank web site address.
- Check the web site address once you access it to make sure it starts with https://.
- Avoid accessing your bank account from shared computers.
- Never leave your internet banking site logged in for an extended period of time.
- Make sure you have closed all tabs after logging off the bank website.

Account security is important! Anything we do that could give others access to our accounts not only puts our money at risk, but, worse case, gives hackers the opportunity to use our information for illegal purposes. We can be charged for a crime we did not commit if someone uses our account information for illegal purposes.

Please consider as many of these "tricks" in your daily routine, for your security and safety now and for the safety and security of your future. ●



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CARRIE OWEN IS SALES AND MARKETING MANAGER/LANDSCAPE DESIGNER WITH RENO GREEN LANDSCAPING

Landscaping During a Drought

by Carrie Owen

It's no secret our region is experiencing another year of drought. According to the U.S. Drought Monitor, Nevada is currently in its fourth year of "Extreme Drought" (nearly 100 percent), which is the latest in a series of several past droughts (1987-1994, 2000-2004, and 2007-2010) lasting three or more years. The northern Sierra Nevada snow pack is currently at 25 percent of normal, making it the driest January ever recorded.

With limited precipitation and higher than normal temperatures, any moisture the area has received has come in the form of rain, even at higher elevations. The dry soil soaks up the water rather than allowing it to run into lakes, streams and reservoirs. As evidence of this phenomenon, the Truckee River is expected to be at 20 percent this year.

In 2014, Governor Jerry Brown declared a statewide drought emergency in California. He urged residents to decrease their water usage by 20 percent. There are several water restriction measures in place in several communities in California, including reducing irrigation times and days with no run-off, using drip irrigation as much as possible and decreasing commercial landscape irrigation by 35 percent.

As Nevada is following in California's drought footsteps, it is important to know what homeowners and commercial properties can do now to help conserve water and avoid future water restrictions.

When installing a new landscape or renovating an existing, keep these seven tips in mind:

- Plan and design your landscape to match the regional climate and soil conditions.
 - Group plants with similar water needs.
 - Only use grass in functional areas (play zones or where it can be enjoyed).
 - Aerate the soil to improve water flow to plants' roots and reduce water run-off.
 - Organize your grass in continuous patterns for easier maintenance and less water usage.
 - Raise the lawn mower cutting height in the summer because longer grass blades help shade each other and retain more water.
 - Use mulch to keep plant roots cool, reduce weed growth and minimize evaporation.
- An efficient irrigation system will save you water and money while maximizing your landscaping growth and health.
- Adapt your watering schedule to the weather and the season. Familiarize yourself with the settings on your irrigation controller and adjust the watering schedule regularly.
 - Schedule watering for each zone separately. For each area, take into account the type of sprinkler, sun or shade exposure, soil type and plant requirements.
 - Inspect your irrigation system monthly. Check for leaks, broken or clogged heads, and other problems, or engage a certified irrigation professional to regularly check your system.
 - Adjust sprinkler heads. Remove obstructions that prevent sprinklers from distributing water evenly and make sure you're watering plants, not sidewalks or buildings.
 - Have your system audited. Hire a professional to conduct an irrigation audit and uniformity test to make sure each zone is being watered evenly.
 - Consider "smart" technology. Climate or soil moisture sensor-based controllers (Smart Clocks) evaluate weather or soil moisture conditions and then automatically adjust the watering schedule to meet the specific needs of your landscape.
 - Matched Precipitation Rate sprinklers allow water to gently soak into the soil with an even distribution, reducing run-off. This increased efficiency results in 30 percent reduced water usage when compared to traditional sprays.

- Think about low-volume drip irrigation for plant beds. Install micro irrigation for gardens, trees and shrubs to minimize evaporation and runoff.
- Water at the right time of day. Watering when the sun is low, winds are calm and temperatures are cooler minimizes evaporation by as much as 30 percent.
- Water more often for shorter periods. Setting your system to run for three, 5-minute intervals lets soil absorb more water than watering for 15 minutes at one time.

Xeriscaping uses drought-tolerant plants and efficient irrigation. Compared to a traditional landscape of similar size, a xeriscape will typically use 50-75 percent less water with less maintenance. Xeriscaping often brings to mind desert landscapes that may be stark and uninviting. However, xeriscaping can be done in a manner that is not only aesthetically pleasing, but also water wise. Xeriscapes begin with:

- Well thought out landscape design and plan
- Appropriate green areas
- Plant selection based on area's soil conditions and climate

Being water-wise does not have to come at the sacrifice of a beautiful and healthy landscape.

- Efficient drip irrigation
- Use of soil amendments
- Appropriate maintenance
- Use of mulch wherever possible to reduce weeds, prevent soil compaction and keep soil temperatures more moderate

Being water-wise does not have to come at the sacrifice of a beautiful and healthy landscape. With a little planning, your landscape will not only survive the drought, but also thrive despite the drought. ●

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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

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A Look Back ... and ... A Look Ahead

by Robert Rothwell, Ph.D., DCAL

This past year has been GREAT for CAI Nevada and our Dedicated Community Association Leaders (DCAL). Not only has our program made tremendous strides, but also our DCALs have been offering assistance to staff and homeowner leaders in many different ways. EVERYONE who is a DCAL should be congratulated because, in our own way, EVERYONE has become an integral part of the direction CAI Nevada is taking in 2015.

We are now a part of something 'big' (CAI Nevada is approaching 1100 members), 'exciting' (CAI Nevada is reaching more business partners, managers and homeowner leaders



than ever before), 'progressive' (our educational programs are stronger and more diverse than ever before) and 'vital' (we have become the backbone of the CAI Nevada chapter).

I hope you, who are striving to become a Dedicated Community Association Leader (DCAL), are as determined as those of us who already are to make CAI the best advocate both for community associations and for all those who work to make them better.

Anyone who has dealt with those who have achieved the recognition of DCAL knows that every DCAL will help and support you in any way possible to make your work as painless as



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Experience teaches us that all we have to do is hint to someone that we are really interested in their opinion, and they will open up and talk directly from the heart.
.....

possible. We are truly dedicated and extremely good at what we do ... a team that pulls together and gets the job done ... a team that is responsive to the needs of our homeowner members ... a team that is always ready with answers and assistance. If you have not yet had much interaction with the chapter members who are DCALs, I think you will be pleased at their competence, energy and get-it-done attitude.

You will have a chance to meet them at the 'Homeowner Leader Exchange' at our Annual Conference and Exposition in Las Vegas from April 29 to May 2 at Caesars Palace.

When I see other members of CAI at different events, it is obvious to me that they are enjoying what they are doing and having fun in the process. This accounts for the thousands and thousands of volunteer hours members of CAI Nevada have offered to their communities.

The fun is in the free exchange of ideas and the camaraderie of working together to make even better an organization that is already a beacon of excellence. The fun is also in keeping in touch with our constituents so that we know where we are doing well and where we can improve.

Experience teaches us that all we have to do is hint to someone that we are really interested in their opinion, and they will open up and talk directly from the heart. If we are good listeners, we will make friends each time we listen ... a personal friend for us and a friend for CAI. 'Friend-raising' is an important part of what we all should be doing!

2014 was awesome ... let's make 2015 even better! ●

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Nomination Form for CAI~Nevada Chapter Ordinary People-Extraordinary Measures Luncheon

Please fill out the required information below to nominate a worthy person or organization for an award as an extraordinary group, person or organization. Please return to the address below.

Your Name: _____ Phone Number: _____

Address: _____

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Person/Organization You Are Nominating:

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Please describe the events you feel warrants this nomination. Please list all pertinent details in 250 words or less. (Attach additional page if necessary). Typed or printed legibly, please!

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Trust Your Gut!

by Tonya Gale, SCM, CMCA, AMS, PCAM

Need to have work done at your home or in your association? Not sure whom you can trust or where to find the most appropriate contractor for the job? We are here to help!

Hiring a contractor for work you are performing in your community should be done with the same regard and care as if it was your own home. Below are a few things that you should verify prior to signing a contract regardless of whether it is a personal or community repair, or maintenance item.

- Make sure any contractor you call is licensed and insured. You can easily log on to the Nevada Contractor's Board website and do a quick search to verify if they are licensed. Always ask for a copy of their current Certificate of Insurance (COI) to verify the insurance limits are appropriate as well.
- Ask friends, family and/or neighbors for recommendations. If they have had a good experience they will be able to provide you information for that contractor. Even better, any bad experiences will also be told so you will know who not to call!
- Ask for references and call them for verification. The Contractor's Board website recommends: "Call the contractor's previous customers and ask if they were satisfied with the work. Go out and look at the work yourself." Spending a little extra time on research, especially if it is a large project, will only benefit you and/or your association once the work is being completed.
- Get at least three bids or estimates. Compare the bids to ensure they are all recommending the same work be completed and if not then question them on the differences. You want to make sure the work is done right the first time and not just the cheapest way possible as it may cost you more if the work has to be done a second or third time.
- Make sure the contractor has the appropriate bid limits. If the work is going to cost \$50,000, but the

contractor only has a bid limit of \$40,000, then this could be a potential problem if the work is not done appropriately. The contract could be considered null and void and recourse against the contractor may then have to include legal action.

- Check with the Better Business Bureau to verify if the contractor has had any complaints filed against them and if they were resolved.
- Check the type of classification the contractor is licensed under to verify that the work they will be performing falls under their jurisdiction. If you are hiring someone to perform plumbing repairs but the licensing is under a roofing classification this would not be a good fit for the work you need performed and, it against the law.

Always trust your gut! If you do not get a good feeling for someone, then move on to the next potential contractor. You do not want to cause yourself more hassle than you are already dealing with on the project. Be sure to cover all of these bases too, especially when you are having work done for your association. It is not just your money that is being spent when repairs and maintenance are being done in the community; it is all of the homeowners. You want to make sure you are doing what is in the best interest of the entire association and not just what is best for you. Go the extra mile. It will pay off in the long run! ●



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