

THE MAGAZINE FOR COMMON INTEREST COMMUNITIES

APRIL 2016

# Community Interests

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



Volunteer

**VOLUNTEERISM**

THE OFFICIAL PUBLICATION OF  
NEVADA CHAPTER  
  
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THURSDAY, APRIL 28TH @ THE CAI OFFICE



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

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

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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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# Community Interests

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MINDY MARTINEZ,  
CIC, CISR, CIRMS,  
DCAL, NVEBP, 2016 CAI  
PRESIDENT

## President's Message

### SALUTING THE VOLUNTEERS WHO STRENGTHEN OUR COMMUNITIES

Volunteers. We know them as selfless individuals who work hard to foster change in their communities. We see them all around our neighborhoods – at soup kitchens, animal shelters, hospitals and classrooms. What many people don't realize is that companies, organizations, and even resident communities need myriad volunteers in order to run smoothly.

In fact, the Community Associations Institute considers volunteers the lifeblood of our organization. Our volunteers are extremely dedicated, passionate and willing to sacrifice their time and energy to promote our cause of educating and supporting homeowners.

Since April is Volunteer Appreciation Month, I would like to personally extend a big "thank you" to the many volunteers who often go without recognition. First, I would like to thank the residents who volunteer to serve on boards of directors for their communities. I also appreciate the folks who volunteer to participate and further develop the programs hosted by the CAI. From serving on our Legislative Action Committee, to planning and attending breakfast meetings, to promoting and engaging in our educational seminars, we could not successfully operate without our talented team of volunteers.

Additionally, our Dedicated Community Association Leaders program is comprised 100

percent with volunteers who teach our DCAL classes. Our media program offers education from board member to board member. This personalized learning process is priceless, and it is only possible because of our volunteers.

I'd also like to thank the multiple management company owners who allow their managers to volunteer their time to the CAI. These marvelous managers serve as our committee members, with some even holding positions as chair or co-chair. The leadership, expertise and ingenuity they provide are essential to the success of the CAI.

As we all know, it takes a team to build a community. At the heart of any strong community are its volunteers. That's why we're celebrating everyone who serves this month—and saluting the selfless men and women whose work enhances our lives.

As Mahatma Gandhi said, "The best way to find yourself is to lose yourself in the service of others." ●

*Mindy Martinez*



## CAI NEVADA CHAPTER educational media

### CAI Nevada is proud to announce the launch of Free Homeowner Education!

The one-hour education videos are broken into four 15 minute segments and is available for anyone to use at board meetings! Please go to our Nevada chapter website and click on this logo to view the first video, "Moderating Meeting Madness." Other videos include "Building Community Spirit," "Asset Maintenance & Reserves," "Board Role and Responsibilities" and "Meetings & Elections." [www.cai-nevada.org](http://www.cai-nevada.org)



MARY RENDINA  
CHAPTER EXECUTIVE  
DIRECTOR

## Chapter Commentary

Our 2015 Awards Gala was held on February 20, 2016. We were honored to have in attendance Kelly Richardson, Esq. President, CAI National Board of Trustee, his beautiful wife Robin Richardson, the Nevada Real Estate Division Administrator Joseph (JD) Decker and Ombudsman Sharon Jackson.

I would like to take this opportunity to once again thank our Gala Committee for creating the much anticipated "Event of the Year" and congratulate all the nominees and winners.

I have to confess each year there is a part of me that dreads the Gala because I know there are so many deserving members in each category and only one can be recognized as the winner. The sheer fact that a nominee makes it through the nomination process puts them in a class of winners. I truly wish I could hand out an award to everyone but the fact is we can't.

Awards Gala winners are selected through a points system. They must be members of the chapter during the eligibility period. The nominee submits a nomination form answering questions in which points are assigned. The eligibility period for the recent 2015 awards was July 2014 to June 2015. All participation, designations, magazine articles, etc. had to be fulfilled in that time period. Points are accumulated and verified by the CAI Nevada staff for attendance at CAI National PDMP courses, CAI National designations, attendance at monthly luncheons (now breakfasts), manager seminars, homeowner classes and committee involvement. There are additional points assigned if you are chair of a committee. There are also points assigned for every magazine article submitted. Finally, an essay is submitted. We send the anonymous essays from the South to the Gala Committee members in the North for review and vice versa. This portion represents 15 points maximum.

There is no voting because with voting comes favoritism and bias. The point system can be verified and tracked fairly. It's black and white. Many other CAI chapters are using our method because it is so fair and unbiased.

There are only three awards given by our Chapter Board of Directors ... Volunteer of the Year, DCAL of the Year and Business Partner of the Year ... and they are decided by the nominee receiving a majority vote.

The Chapter President selects his or her recipients for the 'President's Award.' The president can select one person or more ... it's up to the president.

The Awards Gala committee will begin meeting in late spring. Please contact me if you are interested in joining the committee.

Happy Spring!

*Mary Rendina*

Have something to share  
with other members?

**Put it in the  
CAI Nevada Chapter's  
What's Happening Page  
Or Members' Brag Page**

Submissions are due before the  
5th of the month preceding publication.  
Submit your items to [info@cai-nevada.org](mailto:info@cai-nevada.org)  
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ROBERT ROTHWELL, PH.D., DCAL, IS A MEMBER OF CAVC NATIONAL, A MEMBER OF CAI NATIONAL GOVERNANCE AND PUBLIC AFFAIRS COMMITTEE, A MEMBER OF NEVADA LEGISLATIVE ACTION COMMITTEE, COMMUNITY INTERESTS MAGAZINE COMMITTEE AND MEMBERSHIP COMMITTEE, AND PRESIDENT OF THE VILLAGE GREEN HOA

## Retaining Volunteer Leaders

by Robert Rothwell, Ph.D., DCAL

In the first part of this series we discussed different 'clues' we should look for that would indicate a person has leadership qualities. Then I mentioned how we should develop those leadership qualities.

Now we will talk about ways we can keep our volunteer leaders engaged.

We have to realize and be convinced that our volunteer leaders are our most valuable assets. Many association has at least one paid employee, and with that paid employee leveraging dozens of volunteers the association runs on volunteer power.

For any association that relies on volunteers to accomplish their mission, recruiting volunteer leaders is only the first step. The big question is how to keep the volunteer leaders we've recruited active, engaged and totally

committed to the cause.

Let's consider six of the most important things we can do to keep volunteer leaders engaged:

- 1 MAKE VOLUNTEER LEADERS FEEL NEEDED AND APPRECIATED. No matter how idealistic volunteer leaders are and how dedicated to the cause, everyone needs a healthy dose of external appreciation to keep them going. It might sound like a no-brainer, but never forget to tell your volunteer leaders ... as often and in as many ways as possible ... that your association could never accomplish all it does without their help.
- 2 ASK VOLUNTEER LEADERS TO HELP IN SPECIFIC, ACTIONABLE WAYS. If you really want people to help you, avoid the general "join our cause" and "help us change the



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world” kind of call to action. Be specific in giving practical ways that they can volunteer for you and make it easy for them to follow up.

- 3 **INSPIRE YOUR VOLUNTEER LEADERS WITH THE CAUSE, NOT THE ORGANIZATION.** Don't ask your volunteers to help your organization, but the cause. Inspire them with stories of real people they will be helping and real challenges that their work will be addressing.
- 4 **STAY CONNECTED AND MAKE SURE YOUR COMMUNICATION CHANNELS GO BOTH WAYS.** Keep in touch with your volunteer leaders on a regular basis. With the proliferation of social media, e-mail, texting, etc., communication is easier than ever. You can offer tips to help their volunteer work, and relevant and timely information including what's new in your association. Be readily accessible to listen to what your volunteer leaders have to say, too. As the people on the front line, they often have a lot of valuable information to share and important questions and concerns that you might need to address.
- 5 **DEVELOP A COMMUNITY OF VOLUNTEERS.** Build a sense of community among your volunteer leaders. They should feel connected to each other and not just to the association. Online forums can be helpful in this regard, but there is no substitute for good, old-fashioned interaction, in person. Hold a get-together, or even better, throw a party to celebrate the dedication of your volunteer leaders.
- 6 **SHOW YOUR VOLUNTEER LEADERS HOW THEY MAKE A DIFFERENCE.** Highlight your volunteer leaders' successes to show them how their hard work helped the cause. If the volunteer leader is on your Community Outreach Committee, it could be a smile on an elderly resident's face when you bring them some baked cookies and check up on them, or the first book a learning disabled child reads after months of tutoring ... the point is let your volunteer leaders see the results of their efforts.

There's no motivation as powerful as knowing that you made a difference! ●



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OF "COMMUNITY  
INTERESTS" MAGAZINE  
COMMITTEE AND  
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COMMITTEE

## Volunteering – Sign Me Up!

by Shirl McMayon

What is volunteering and why do we volunteer? On the surface, these appear to be simple questions with simple answers. Let's take the first question: What is volunteering? Well... the actual definition of volunteering depends on whether you are referring to the *noun* or the *verb* and also whether from the *perspective of the volunteer* or from the *recipient of the volunteered service*. No surprise to me, the answer is not so simple.

When one volunteers (verb), this is defined as choosing to act in recognition of a need, with an attitude of social responsibility and without concern for monetary profit, going beyond one's basic obligations.

When we look at the *noun* form of the word, the definition becomes twofold: 1) from the perspective of the *doer*, a volunteer is defined as "someone who gives time, effort and talent

to a need or cause without profiting monetarily"; and 2) from the perspective of the *recipient*, a volunteer is defined as "someone who contributes time, effort and talent to meet a need or to further a mission, without going on the payroll."

Let's move on to the second question: "Why do we volunteer?" This simple question is even more complex than the first one. From my perspective, I can only know why "I" volunteer... so I will speak from "where I sit." For me, it has never been a question of whether to volunteer or not; the question was always who, what, where and when! I would like to think I was born with "Sign Me Up" stamped on my forehead. But this desire to volunteer did not come early in life, most likely because my family did not volunteer or teach me the rewards of volunteering. It wasn't until I was an adult, on my own, that I first discovered the "need to be needed" coupled with the "need to serve."

As a college student studying ornamental horticulture, and as a member of the horticulture club at my university, we volunteered countless hours – at senior centers, community centers, local parks, even delivering flowers on Valentine's Day. And it was at that time in my life that I came to know the value of volunteering.

For the majority of my volunteering efforts, I have focused on those areas that align with my career – horticulture, gardening, trees, arboriculture, natural resources, etc. I started small with community events like "Ask The Expert," sitting at a table at a state fair or local green-industry conference; fielding questions from homeowners ranging from fruit trees, to petunias, to soil, to composting. But it wasn't until internet and websites that I realized the limitless opportunities to volunteer in vast ranges of servitude. And by then, I was hooked!

I recall a colleague mentioning volunteer opportunities at the Grand Canyon – specifically, the Grand Canyon Trust (<http://www.grandcanyontrust.org/>). The first time I went on their website and selected "Volunteer Opportunities," my eyes literally bugged out of my head and my heart raced with excitement

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and anticipation! The following is an actual volunteer trip descriptive listed for the year 2016: Jul 10 at 3:00pm – Jul 16 at 10:00am, **Come see the world's largest aspen tree stand—and help protect it!** We'll also visit two more very special places, spending one or two days in each of these strategic sites removing invasive species. Together we can remove most of them in a day or two (and we'll be close to the road so we don't have to haul our bags very far) before moving to the infamous Ten Mile enclosure, the next mountain over...."

Yes, these are 5 to 6 day volunteer trips centered around removing invasive species (aka weeds) from the Grand Canyon and the Colorado Plateau...which translates into crawling around on your hands and knees pulling weeds. Now, who in their right mind would volunteer for these trips, as my brother often asks of me? These trips involve sleeping in a tent 5-6 nights, at altitude, in the wind, sun, rain, snow....sometimes with a toilet...sometimes without....sometimes with a kitchen....sometimes without....and working/volunteering from 8:00 in the morning until 4:00 in the afternoon...**IN ONE OF THE MOST BEAUTIFUL PLACES ON THE PLANET!!!!** My first thought was, "Are you kidding me... I can go pull weeds with renowned biologists on the north rim of the Grand

Canyon, with all food provided (all I have to do is show up), and share knowledge, experience and kindness with 15 strangers....for FREE?????" Yes...Sign Me Up!!!!

I've participated in five of the Grand Canyon Trust volunteer trips since my first sign-up in 2009 and I hope to jump in on future trips. My only obstacles are scheduling conflicts with other volunteer efforts or...the fact that I have a job!

My volunteering efforts with the many CAI committees falls under the "work" category – it's another avenue for me, as a business partner, to associate with the managers, board members and homeowners. But it's also fun, fulfilling and has allowed me to make wonderful friendships with other dedicated committee members.

In closing, and likely unknown to many, there is yet another definition of the word *volunteer*...a definition that relates to my profession. Did you know that plants that grow *where they wish* are called volunteers? In your home garden, you may have a "volunteer Chaste tree" which is simply a Chaste tree that re-seeded itself, that you did not plant, that you did not count on, yet showed up to enhance your garden! Love Volunteers! ●

## Ombudsman Corner

*Question: Since the three bid procedure now includes legal services, does an association have to get bids to retain a collections provider/vendor? Collection costs are basically fixed and the use of a collections provider/vendor is on an as needed basis. Seems a policy/agreement with a preferred provider/vendor would be sufficient and the costly bid process would not be necessary.*

*Answer:* According to the changes to NRS 116.31086 by AB 238 (2015), the solicitation of at least three bids is required based on the projected cost of an association project. To the extent the cost of the services will be 1 percent (if there are 1,000 or more units) or 3 percent (if there are less than 1,000 units) of the annual budget, the association is required to get bids whenever reasonably possible. Based on the expansion of the definition of "association

project" in AB 238, collection services would be included. Whether such agreement would require the three bid process would depend on the potential cost to the association. ●



SHARON JACKSON  
IS OMBUDSMAN FOR  
COMMON INTEREST  
COMMUNITIES FOR THE  
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VICKI NIGGEMEYER,  
CO-CHAIR OF SAGE  
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## Volunteerism Is Good For Us And For America!

by Vicki Niggemeyer

Volunteerism. It's a concept we are all familiar with. Helping someone without any expectation for compensation. Family helping family. Neighbor helping neighbor. It's been around forever.

The word volunteer comes from the French word "volontaire" and was originally used in a military reference in the 1630s. In America, pilgrims and early settlers helped one another. Communities rallied together for protection and support. Our own militia during the Revolutionary War was made up of volunteers. But as a formally recognized effort, volunteerism was "born" in the 1850s.

During America's Second Great Awakening (a religious movement during the early 1800s that stirred people to help the disadvantaged), three bedrock volunteer organizations were established: the YMCA in 1851, the YWCA in 1858, and Red

.....  
**April 10-16 is National Volunteer Week. If you are a volunteer, give yourself a pat-on-the back!**  
.....

Cross in 1881. Since then, volunteer organizations have multiplied exponentially.

According to the volunteeringinamerica.gov website, figures for 2015 confirm that 62.8 million Americans volunteered in some capacity, compiled a whopping 7.9 billion hours served, with a total of \$184 billion worth of value. The average value per hour for volunteer time is \$23.07.

Why volunteer? In March of 2015, an article on the Forbes.com website lists "5 Surprising Benefits of Volunteering." #1 - Makes you feel like you have more time. #2 - Volunteering your skills helps you develop new skills. #3 - Helps you stay healthier, lowers mortality rate, lowers rate of depression. #4 - Helps build experience. #5 - Makes you feel more loved.

Sandy Scott, senior advisor at the Corporation for National and Community Service said in a Huffington Post interview: "Volunteers are the lifeblood of our nonprofits and schools and shelters and neighborhood organizations, hospitals, hotlines."

CAI is one of those organizations that greatly depends on volunteerism. And in turn, CAI greatly benefits all of us who live in HOAs/CICs. That same Huffington Post article declares that homeownership is strongly associated with robust volunteering commitments. It makes sense. Homeowners have a vested interest in their communities. Volunteering is good for us, for our communities and for our country.

April 10-16 is National Volunteer Week. It was established as a way of recognizing the strength we as a nation and community gain by working together and helping one another. If you are a volunteer, give yourself a pat on the back! If you know someone who is not a volunteer, share with them the benefits and encourage them to discover their own volunteer niche. It's a win-win for everyone when we volunteer. ●

### City Of Las Vegas Looking For Help With Squatter Problem...

City of Las Vegas Code Enforcement would like assistance with identifying properties that may be occupied by squatters or properties with vagrant activity. Please send us information including the address to: [CodeEnforcement@lasvegasnevada.gov](mailto:CodeEnforcement@lasvegasnevada.gov); or call 702-229-6615. Any assistance you can provide will help us in cleaning up our neighborhoods. ●

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## CAI Volunteers Are Also Busy With Other Opportunities To Serve...

by CAI Nevada

Those of us who volunteer for CAI recognize that we share the same dedication to this organization. But our communities call on us constantly to serve in other capacities as well. What other kinds of volunteer work do we do now, or have done in the past? The following snippets reveal some interesting perspectives on the volunteer commitments and interests of our Board of Directors and committee chairs outside of their CAI roles.

### **DONNA ZANETTI, ESQ., PCAM, LAC CHAIR:**

My second favorite volunteer job was working with a therapeutic riding program. At that time, I had a lifelong love of horses but didn't have the means to indulge it. I also had a degree in therapeutic recreation that I wasn't using. Every Saturday I got to learn how to care for and work with horses and then I got to share that with children and adults with disabilities. In my office I have a poster called "Cowgirls at the Roundup," the caption of which reminds me that "from the back of a horse the world looks wider." That's what those old therapy horses did. They made the world wider for our clients and for us volunteers.

### **KENDALL ABBOTT, SCM, CMCA, AMS, CHAIR OF GRASSROOTS:**

I am looking forward to starting my volunteer training as a stylist for Dress For Success Southern Nevada. I recently became a member of the Little Black Dress Club at Dress for Success and I can't sing the praises of this organization enough. Dress For Success helps women looking to start work with clothes for job interviews, resume writing and interview etiquette. Founded in 2009, Dress for Success Southern Nevada's mission is to empower women in the Las Vegas valley to achieve economic independence by providing professional attire, a network of support and career development tools to help them thrive in work and in life. I am excited to work with their organization to further their mission!

### **DONNA TOUSSAINT, DCAL, CAVL, BOD TREASURER:**

My kids always laugh at me and say, "If it pays in real money then our Mom doesn't do it. She lives for volunteering."

Other than all my CAI activities, one of my passions is our environment. I served on the Nevada Conservation League Board of Directors for many years. Serving on both the education board and the legislative action board was very interesting. I also chaired NCL's legislative Political Action Committee. Preserving our environment for our kids and grandkids is extremely important to me. Climate change is a real thing that needs to be dealt with. We can all do our part by recycling and by having water smart yards. I enjoy political campaigns and enjoy volunteering my time to local candidates. The first campaign I volunteered for as a child was in 1955 folding letters and stuffing envelopes. As you can see, none of the passions that I volunteer for are very controversial!

### **GREG TOUSSAINT, DCAL, EDUCATION COMMITTEE:**

To me volunteering provides an opportunity to devote time to those things you want to do rather than those things you have to do. I currently serve on the Traffic & Parking Commission for the City of Las Vegas as well as the City's Neighborhood Partnership Fund Board of Directors which provides matching grants to community leaders wanting to improve their communities. I previously served on the City's Pre-Disaster Mitigation Committee and as a community representative to the McCarran Airport's FAA Part 150 Noise Compatibility Study. In my new community, I chair the Lakes Committee which is responsible to maintain the health and beauty of our four lakes. In my previous community I served on the HOA board of directors for many years; in that same community I founded and organized a large annual holiday event.

**JUDITH HANSON, DCAL, CAVL, CAI BOD DIRECTOR:**

When I moved to Vegas in the fall of 2006 with my husband and two dogs, I knew nothing about volunteering. I had been too wrapped up in raising a family and helping my husband develop his dream job – owning a business of his own. It didn't take me long to realize that if I wanted to meet new people and find a way to get out of the house, I'd have to volunteer some of my time. Therefore, in 2008 I started volunteering in my own small community, Sun City Aliante, and then branched out to the Cleveland Clinic Lou Ruvo Center for Brain Health (CCLRCBH). I found a number of new roles. Roles that suited me just fine, from helping establish the library for the clinic to taking pictures, writing articles for a volunteer newsletter and before you knew it, I had my hands in a large variety of challenges. Even to this day, I keep finding new roles and new assignments that I can get involved with at the clinic, from entering data into a memory base to welcoming attendees at seminars. I find the new challenges to be just as rewarding as the old challenges at the clinic as my mind and body are constantly on the prowl looking for new ways to be of service to a very important aspect of our community – the research into finding a cure for Alzheimer's, Dementia and related diseases.

**NORM ROSENSTEEL, CMCA, AMS, PCAM, CAI BOD DIRECTOR:**

As many of you know, my oldest daughter, Lauren Martelle, had a liver transplant at age 19 due to a blood clot that

lodged in her liver. She is now treasurer of the Board of Directors of the Sierra Nevada Donor Awareness Network. Their mission is to raise awareness for the need and success of organ and tissue donation in our communities. They also raise funds for educational and financial aid for people and families impacted by organ and tissue donation. Their major fundraiser is on the third Sunday of September (September 18, 2016) each year where the community gathers to recognize both recipients and donors and their families. My family (and CAI!) has helped with this fundraiser for the last six years and will continue to do so to honor Lauren's donor and his family. My daughter and my family have been blessed with this amazing gift and I encourage all of you to please be an organ donor if you are not already. My wife, Sue, recently donated stem cells to a sibling. There are so many ways to help others. Please visit [www.sierranevadadonorawareness.com](http://www.sierranevadadonorawareness.com) for more info and to register as a donor. Give the gift of life!

**CHUCK NIGGEMEYER, DCAL, CO-CHAIR LAC:**

One of my favorite volunteer positions came about while serving in the USAF at McGuire AFB, NJ. I had the pleasure of being a youth volunteer. I was a coach for a youth basketball team (I think we only won a couple games but it was very fulfilling anyway). I sensed my career as a basketball coach was not going anywhere so I then volunteered to help with the little league baseball



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program. I soon found myself as a baseball coach and was asked to help manage one of the teams (again, our win record was not great but what a worthwhile experience!). I soon was asked to be an umpire and attended a local school run by a little league umpire who umpired in the little league world series. I will say being an umpire was a little intimidating along with humbling. I finished out my youth volunteering as the base little league commissioner. I learned a lot about how to interact with youth and their parents as competitive sports, even at a youthful age, is challenging and yet extremely rewarding. The satisfaction of working and helping youth during that period of my life was one of the most rewarding things I have ever done!

**MELISSA RAMSEY, CMCA, AMS, PCAM, CPO, CHAIR OF MAGAZINE COMMITTEE:**

The American Red Cross... why I volunteer? While in college I worked as a lifeguard during the summer. During a kid's pool party one afternoon, I had to put my skills to use during an active drowning situation in the pool's deep end. After this situation, the facility I was at began visiting local preschools to offer the Red Cross' Whales Tales program to educate children on proper water safety. It was during this time that I realized the importance of volunteering with an organization that offers such a wide range of safety education to people of all ages. I am pleased to still teach various Red Cross programs!

**JAMES GIBSON, BOD VICE PRESIDENT:**

In addition to CAI, I spend my time volunteering for the United Cerebral Palsy of Nevada organization as a Board Trustee and fundraiser. My involvement is driven by my own son's circumstances which has morphed into a statewide effort to create a life without limits for those who live with disabilities. As a result, we have managed to gain the support of many local and national businesses during the month of September, which is when we hold our longest fundraiser called "September." The month-long event encourages folks to get out and be active as well as raise funds and awareness for those with disabilities. There is hope within us all and that hope is amplified when we come together.

**APRIL R. PARSONS, SCM, CMCA, BOD PRESIDENT ELECT:**

If you have children, more than likely you have been to a sporting event to watch them grow in a sport they love. With each sport, there is a Team Mom. That has been me for football and baseball. Generally speaking, my duties as Team Mom were to do the administrative tasks for the team which would allow the coach to concentrate on coaching, the players and team development. Becoming a Team Mom means attending league meetings, receiving fundraising information, picking up uniforms, getting waivers signed, trying to find sponsorships, assisting with setting up the first practice, scheduling picture

day, snack shack assignments, ensuring a good player list is implemented and, most importantly, has all of the parents' contact information. There is also the constant communication with the team's parents and I am very thankful for the apps that we have today for this purpose. It seems like a lot, but it is very rewarding. I feel that volunteering for your child is important as they will grow up knowing that it's great to be involved and have fun by giving your time. Every parent knows the effort put in and most are very supportive as we are all busy in our lives. I strive to ensure that it is a successful season that makes the kids and parents enjoy the season and look forward to the next.

**VICKI NIGGEMEYER, HOMEOWNER, CO-CHAIR MAGAZINE COMMITTEE**

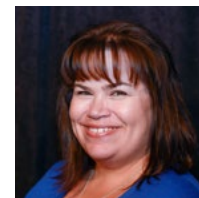
My second most favorite volunteer job was belonging to and doing choreography for the C&W dance team that Chuck & I were part of for nearly 10 years. The team of 6 to 10 couples, depending on the year, danced at street fairs, county fairs, civic events and nursing homes throughout Western Washington. The dancing was fun, doing the choreography was both challenging and fun!

**MICHAEL SCHULMAN, ESQ., BOD DIRECTOR:**

I have had the honor of serving on the Board of United Friends of the Children (or as we like to refer to it the first "UFC") for over 25 years. UFC is a charity based in Los Angeles that was created to help protect children in the foster care system while they were away from their families and before they had been placed with other families. Ultimately, the mission of UFC grew to help provide aid to individuals who were in the foster care system and who aged out on their 18th birthday. There is no safety net for these kids. Forty to sixty percent of them become homeless. Many of them have no prospects for continuing their education, have no job training and no longer have a place to live. UFC creates housing and training for many of these young adults. UFC helps those that want to continue their educations. UFC has numerous success stories about kids obtaining scholarships to four-year colleges, ranging from schools such as Cal State Northridge to Yale. It was incredibly fulfilling.

I also had the honor of serving on the Board of Trustees of the Sierra Canyon School in Chatsworth, California, where both my daughters attended school. A major job of the board was to raise funds to cover the gap between tuition and the actual costs of the education. The fund raising also provided scholarships for deserving students who would not have otherwise been able to obtain an education at a college preparatory school.●





DAWN OSTERODE,  
CMCA, AMS RESERVE  
ANALYST  
BETTER RESERVE  
CONSULTANTS

## Volunteerism – Communicating The Opportunities

by Dawn Osterode, CMCA, AMS

In today's society it seems more and more difficult to recruit volunteers. Is it because the definition of the word volunteer can be a bit unsettling? *"To offer to do something without being forced to or without getting paid to do," -Merriam-Webster.com.*

As we know, this industry is based upon our community volunteers, because without them there is no community and no voice. So, how do we take the stigma out of the word volunteer and bring back its core intent of donating one's time for the common good?

It all comes down to communication! One of the last things a homeowner is thinking about is the homeowners association when they move into a planned community. There is so much paperwork presented through the purchase transaction; how do you make your request for volunteers not only stand out, but look appealing to new owners and the existing membership?

Some may have a few sentences in their newsletter, a message on the bottom of an agenda mailing or a "We Need You!" message in their welcome letter to new homebuyers. However, to spike interest for involvement it is imperative to bring a level of zest and excitement to your message. If a document is already full of information, your message may be lost in the mix.

Take a moment to create a fun, yet informative recruitment flyer. Emphasize how you can meet your neighbors, build community and help shape the direction of your association for which you have a financial interest. Stress that the time involvement is minimal and you get to work in a team environment. This key document can be included in your welcome package, annual membership mailings, sent as an e-blast to the community, posted on your website and even displayed in the common area for ongoing recruitment.

Instead of just providing the name of the committee, take a few words to describe the purpose, such as: "Be involved in how our rules are enforced, join the Covenants Enforcement

.....  
***"To offer to do something without being forced to or without getting paid to do," -Merriam-Webster.com.***  
.....

Committee," "Like to plan events and meet people? Join the Social Committee."

Make a personal connection with your membership. Emphasize that volunteering their time and talents can be fun, rewarding and beneficial to the community as a whole! ●



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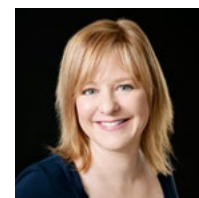
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## Five Ways to Give Back in Your Neighborhood

by Emily Lewis

*I always wondered why somebody doesn't do something about that. Then I realized I was somebody. – Lily Tomlin*

Making your neighborhood a better place doesn't have to be difficult, expensive or time consuming. Here are five ways you can give back:

### 1. Schedule a cleanup.

Large dumpsters are available for rent and can accommodate lots of junk and debris. You may be able to work with local businesses to collect items like oil, paint and electronics as well.

### 2. Participate in neighborhood watch.

Our local police departments understand the many benefits of a neighborhood watch and have officers available to assist residents in forming a group. Visit their websites for more information.

### 3. Hold a block party.

What better way to get to know your neighbors than with food and conversation! Potlucks work great and a small committee can easily take care of advertising and cleanup (don't forget to pull a permit if you plan to block off the street).

### 4. Create a neighborhood social media page.

Social media is an easy way to connect your neighborhood. Sites like Facebook and NextDoor offer easy ways to communicate and build relationships without leaving your couch.

### 5. Help out a neighbor.

Noticed that your neighbor's landscaping is looking a little unkempt? Perhaps they're having difficulty bringing their trash bins up to the house? Instead of getting annoyed, try lending a helping hand – most of us could use one sometimes!

Don't stop with these suggestions – come up with your own creative ideas. Just a little thought and planning can make your neighborhood an even more welcoming place to be! ●



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VICKI NIGGEMEYER,  
CO-CHAIR OF SAGE  
HILLS HOA DISASTER  
PREPAREDNESS  
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## Communication ... A Key Element For Success

by Vicki Niggemeyer

We hear it all the time in CAI: to be a good board member, manager, committee chair, or whatever your role(s), you need to have good communication skills. But what exactly does that mean? We all talk to one another. Isn't that communicating? Yes. And no.

Several years ago I was having a conversation with a very close friend. We were talking about making our paychecks stretch from one pay day to another. We talked and talked, seeming to communicate and yet we were both a bit frustrated that neither one of us could quite grasp the other's point of view. Finally, we realized one of us was talking about a paycheck twice a month, the other was talking about a paycheck once a month. Big difference!

Often in life, it's those small pieces that make a huge difference in what we are communicating to one another. Sometimes it's because we don't listen well enough. Sometimes we just get so overly focused on the big pieces, that we can leave out the vital little piece that is essential to overall understanding.

In November 2014, in Cleveland, Ohio, a 911 call was made about a young boy playing in a city park and it appeared that he had a gun. Dispatchers relayed the information immediately; however, they failed to transmit

the entire 911 message. They left out the part about the caller saying, "it appears to be a toy gun." Police arrived without that vital piece of information, and soon Tamir Rice, a 12-year-old boy, was dead.

Communication sounds so simple, and yet it can be so complex. Sydney J. Harris (American journalist) once said: "The two words 'information' and 'communication' are often used interchangeably, but they signify quite different things. Information is giving out; communication is getting through."

So, what does it take to be a good communicator? The website [skillsyouneed.com](http://skillsyouneed.com) lists four types of communication:

- Vocal/verbal (conversation, lecture, address, etc.),
- visual (signs, graphics, maps, photos, etc.),
- written (print media, digital media, newsletters, etc.),
- non-verbal (body language, gestures).

**Vocal/verbal** is just what it implies: speaking. Everyone engages in verbal communication repeatedly, in our personal lives as well as

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professionally, but there are nuances of difference depending on the situation. Within the HOA setting, good verbal communication skills are essential. Board members, committee chairs and managers are constantly engaged with homeowners and co-workers, leading meetings and discussions, sometimes teaching classes, sometimes speaking to a group seeking volunteers or participation for an upcoming program or event. Before you speak to any group, think about the following concepts.

**Know your objective.** What is this meeting/class about? Identify all the important elements. Think and re-think to be sure you understand what you want to achieve.

**Know your audience.** If you are addressing your neighbors at an HOA meeting you will want to express yourself in terms that an average homeowner will understand. If you start talking about your wonderful manager who is a PCAM, it probably won't get the ebullient response you expected. Choose your words carefully for the audience you are speaking to. What does your audience need to know? What do you need them to know? Be clear and concise in your message.

**Plan what you want to say.** Agendas are absolutely indispensable for any kind of meeting. If you are doing a presentation, a well thought out agenda is also useful for keeping yourself on track. Planning in advance and being well prepared minimize the chances of things falling through the cracks.

**Be a better listener.** In order to communicate well, we must listen. As a matter of fact, on the skillsyouneed.com website, listening is ranked very high for effective communication. "Listening is the ability to accurately receive and interpret messages in the communication process. Listening is key to all effective communication; without the ability to listen effectively, messages are easily misunderstood."

One last list for you regarding effective communication; the seven Cs are: be... clear, concise, concrete, correct, coherent, complete and courteous. (From mindtools.com.)

**Visual** communication is pretty simple and a method we use all the time without really thinking of it as communication. Signage. Of course there are other types of visual communication such as maps in the malls, logos and graphics on printed materials, even graffiti is a type of visual message. Within the HOA community signage is usually about speed limits, pool and exercise room regulations, neighborhood watch and security, and often signs about upcoming events within the community. Signs do work, as long as there aren't too many of them vying for attention.

**Written** communication within the HOA industry falls into several categories: newsletters, flyers, brochures,

e-mails, websites, Facebook posts...the list can go on and on when we look at the digital offerings that abound in our society. The essentials for good written communication are much like those skills covered for verbal communication: know your objective, identify your audience and write to them specifically, and make an outline (similar to an agenda) of what you want to include. The difference between verbal and written is obvious. You have to write! Consequently there are other criteria that come into play with written communication.

I suspect most of you are already familiar with the "who, what, why, where, when" formula used by journalists. The five Ws work! They help identify the vital information readers need. So check and re-check for the five Ws.

Few of us are perfect, but do your best with spelling, grammar and punctuation. If you aren't sure, look it up in the dictionary or on the internet. There are many dictionaries and grammar sites online.

Use graphics when possible. You know that old saying, "a picture is worth a thousand words!" Pictures/graphics help pull the eye into an article and give relief to what could otherwise be a page (or pages) covered with text only.

The number one mistake many writers make is the failure to edit and proofread their own work. Yes, it takes a bit longer, but little mistakes are usually caught with a simple second reading of your work. If you are responsible for written communication in your community or office, make it a fundamental rule for yourself to always proofread and edit before printing or hitting the send button. Proofread, proofread, proofread!

**Non-verbal** communication is something we all engage in, but typically don't think about. Body language. Gestures. Sighs. Looking at our watches. Checking our phones instead of paying attention. You get the idea. Be careful about your body language when you are in front of a group. It sends a message; sometimes the wrong message.

Good communication skills don't usually come naturally, but they are skills that can be improved upon. If you want to explore in-depth how to enhance your own communication skills there are many sites online that provide information, programs to purchase, or other research/instructive materials. Check them out. Or simply identify speakers you believe are effective, study their styles and emulate them as best you can.

Mistakes will always happen. Information will be omitted. No one is perfect. But awareness of the pitfalls and working to improve communication skills will always benefit you, your HOA, your business and CAI. ●



JOE KOSKA, DIRECTOR OF MARKETING, BRIAN BERG INSURANCE SERVICES, INC.

## Top Five Reserve Study Misconceptions

by Joe Koska

Professional Reserve Study providers help guide associations toward having sufficient funds for the major common area repair and replacement projects their association will face. They may provide counsel, but the board remains in control of the association. So what are the biggest misconceptions seen among clients? All clients are well-intended, but we regularly see the same five costly thinking errors leading to decisions which end up being expensive or disruptive for their association. Read on, to avoid falling prey to them yourself!

### 1) THINKING THAT CONTRIBUTING 50 PERCENT OF THE RECOMMENDED RESERVE CONTRIBUTION WILL RESULT IN THE ASSOCIATION BEING 50 PERCENT FUNDED.

It takes a significant amount of cash to provide for the timely repair and replacement of the association's reserve components. But it only

takes 10-15 percent more to add some "margin" to your reserve fund and be on-track to become fully (100 percent) funded. Cutting reserve contributions in half dooms the association to having inadequate cash, leading to deferred maintenance, special assessments and a host of other problems.

### 2) THINKING THAT DELAYING A PROJECT WILL SAVE THE ASSOCIATION SOME MONEY.

So common, but so wrong! Timely repair and replacement projects can go smoothly. But delays make problems bigger and more expensive. It is all too common to see a \$50,000 painting project turn into a \$100,000 painting and repair project due to deferred maintenance and delays. Net effect - unnecessarily higher costs for the homeowners.



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**3) THINKING: "IT'S NOT MY PROBLEM... IT'S A FUTURE PROBLEM THAT SOMEONE ELSE CAN DEAL WITH."**

This reveals a fundamental misconception about reserves. Roof, paint, asphalt, elevator, etc. all started deteriorating the day they were first installed. That includes last year, this year, yesterday, today, tomorrow, next week and next year. Reserve contributions offset ongoing deterioration, not a vague expense far off into the future. The "cost" of ongoing deterioration is as real as any other "invoice" the association faces. If every homeowner were to pay their fair share, over the months and years they own a home in the association, the future will take care of itself.

**4) THINKING IT IS NOT NECESSARY TO UPDATE THE RESERVE STUDY.**

Do you buy or sell stock based on outdated business news? Would a bank make a loan based on an old tax return? Good decisions require current information. Every year the conditions of your assets change, the cost of replacement changes and your reserve balance changes. Since reserve contributions are typically one of an association's largest budget line items, it makes sense to update that big line item annually. Not only is it a wise thing to do, but homeowners deserve an accurate update on the association's preparedness for the care of the major common area assets, not a regurgitation of something out of date.

**5) THINKING WE CAN'T AFFORD APPROPRIATELY SIZED RESERVE CONTRIBUTIONS.**

The problem is that this statement is just plain not true! Reserve contributions are relatively inexpensive for the average condo association in the US, adequate reserve contributions are typically \$3-\$5/per unit, per day. That's about the cost of a premium coffee drink. Adequate reserve contributions for planned developments are significantly less. So when people say their association can't afford appropriate reserve contributions, what they are really saying is: "I'd rather buy my favorite cup of brand-name coffee than pay my fair share of my home's roof, paint and asphalt deterioration."

For many people "perception" is reality, even when perception and reality are quite different! The way something is regarded, understood or interpreted leads to a mental impression that may not reflect the truth. But the people responsible for directing the association finances and protecting the value of the properties within the association are held to a standard of reality, facts and the truth. Well-intended board members and managers who are open to overcoming some "misguided thinking" can avoid many costly errors in judgment and decision-making. ●

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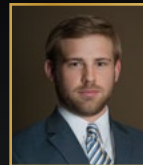
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*If you have anything you want to share, please submit it at least six weeks prior to the magazine publish month. Anything received after the 20th of the month prior to publication may not make it into that issue, but will appear in the following issue. Please submit your items to [info@cai-nevada.org](mailto:info@cai-nevada.org) or fax to 702-240-9690.*

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# Ordinary People ~ Extraordinary Measures

## OPEM 2016 NOMINATION FORM

CAI's Nevada Chapter is now accepting nominations for this year's celebration of ordinary people's extraordinary measures that truly make a difference, impacting others in a positive way. If you know of such an unsung hero, please let us know! The 2016 OPEM Committee will determine which nominees will be honored at CAI's September 13<sup>th</sup> breakfast meeting.

I am nominating:

Person/Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ e-mail: \_\_\_\_\_

Reason for nomination\* \_\_\_\_\_

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\*please describe the events you feel warrant this nomination. List all pertinent details in 250 words or less (attach additional page if necessary). Type or print legibly please!

Your name: \_\_\_\_\_

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## Help Spread The Word About CAI By Using An Electronic Signature!

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Many of us who volunteer with CAI lament the fact that it seems difficult at times to get the word out about CAI and recruit new members. How do we, as individuals, recruit new CAI members? How do we spread the word about an organization that we find valuable? What is an easy and effective way to get the word out to fellow homeowners that CAI is a terrific organization?

Tom Skiba, Chief Executive Officer with Community Associations Institute at the National level, has some ideas. In a recent CAI e-mail newsletter to CAI chapters throughout the US, Skiba said: "At the Board Retreat last month we discussed a wide variety of ways that leadership can support the expansion of the CAI brand, making others in the community association world aware of CAI, the tools and resources we offer, and the tremendous value of membership. One of the first and easiest ideas was to provide Board and MG members with an additional signature line that they could use on all of the e-mails and perhaps those of co-workers, to signal their support of CAI and provide a link to learn more about what we do."

Sounds pretty simple! Will it work? We will never know if we don't try it.

Below are three options for affixing the CAI signature to your e-mails. You can also access this information by going to: [www.caionline.org/Leadership/Pages/E-Mail-Signature.aspx](http://www.caionline.org/Leadership/Pages/E-Mail-Signature.aspx).

### OPTION #1 TEXT ONLY

This is the easiest way to add the message. Type the following into your e-mail signature: I'm a CAI member. Find out why you should be one too, at: [www.caionline.org/LearnMore](http://www.caionline.org/LearnMore).

### OPTION #2 GRAPHIC AND TEXT

Some e-mail programs will let you use a graphic file in your signature. This adds more impact to the message.

On the website listed above, save this graphic to your computer



(right click, select "save picture as" or "save as") and insert into your e-mail signature. Type this text next to the graphic: I'm a CAI member. Find out why you should be one too, at [www.caionline.org/Learn More](http://www.caionline.org/Learn More).

### OPTION #3 GRAPHIC ONLY

Another way to add the message is to include a graphic with a hyperlink. Not everyone will be able to do this (company policies, etc.) but if you can, it's the best way to show your support.

Save this graphic to your computer (right click, select "save picture as," or "save as")



Insert the graphic into your e-mail signature; click on the graphic, then click on the hyperlink icon. Add a hyperlink to the graphic to <https://www.caionline.org/LearnMore>.

Let's try it! What do we have to lose? Please support CAI by incorporating this promotional information along with your digital signature. ●

# Wine Tasting

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## Calcium Deposits – Not Just an Eyesore

by Richard Salvatore, DCAL

Living in an area where homes are divided by concrete walls and hard water is dispensed through irrigation systems, the combination usually causes headaches for homeowners. When these two come in contact with each other the result is an unsightly calcium build-up on the concrete surface.

Calcium or hard water deposits can appear not only on concrete but on a variety of other surfaces, such as fountains, swimming pools or spa walls, plumbing fixtures, water lines and numerous other areas. These deposits are formed when rain, snow melt, or irrigation water seep or leach into the ground. As this water travels it collects various minerals from the ground until it comes in contact with a structure. When this water leaves the ground and dries on a surface it becomes crystallized. Unfortunately, there is no way to completely eliminate this problem, you can only try and keep it to a

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***Many homeowners who experience this problem believe that it is the homeowners association's responsibility, but in most cases, it is the homeowners who must treat this as part of their regular property maintenance.***  
.....

minimum, but this takes a little effort on the part of the homeowner.

Many homeowners who experience this problem believe that it is the homeowners association's responsibility, but in most cases, it is the homeowners who must treat this as part of their regular property maintenance. Many believe it is caused by their neighbors' over watering, but this would be a rare case. After a good rain event it will take a few days or weeks before these deposits begin to show up. If left untreated over a long period of time, these deposits may cause damage to the structure, creating unanticipated costly repairs to the homeowner.

You can find ways to remove these deposits on surfaces by searching the internet as I have done. The easiest way I found to remove these deposits on my walls is by using a pressure washer or garden hose with the nozzle set on stream. However, you need to use caution with this method, because if you concentrate the stream of water in one area too long, it could cause damage to the surface. On really stubborn areas you may need a stiff bristle brush or broom to help remove the deposits. After the deposits are removed and the surface is allowed to dry, you can apply a concrete sealer to the area. Again this will not completely eliminate this but it will slow the process down.

I have passed this information along to the members of my association and would recommend you do the same. By providing them with a reason why these deposits appear, it also provides them with a means to deal with it, in turn saving the association from receiving complaints from their homeowners. ●

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# When Should I Call 911?

provided by Judith Hanson, DCAL

911 is designed to assist residents in the case of emergencies such as:

- Injured persons who need Fire/Rescue immediately
- In-progress calls (calls that are happening at that moment, or where criminals have just left the scene of the incident)
- Or any situation which may result in an immediate threat to life or property
- Reports being made for insurance or court purposes only
- Noise complaints, e.g. loud music
- Suspicious persons or vehicles that left the area more than one hour ago
- Any other incident when you do not think a time delay will have an effect on the situation.

If you aren't sure which number to call, it is best to be safe and call 911. ●

## WHEN SHOULD I CALL 311?

If your situation does not require immediate assistance, dial 311. Types of situations that can be reported to the 311 number include:

- Lost or stolen property

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Andrea.pineda@us.belfor.com  
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CAI NEVADA CHAPTER'S  
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7:30AM SHOTGUN START



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