



are CAI members also) and began contacting property managers in apartment complexes and board members in community associations to determine if there were any residents who were in this kind of situation.

Sadly, and unfortunately, there were!

After visiting over 120 elderly homebound, at-risk seniors in various apartment complexes and community associations, it was determined 97 of them should be receiving some sort of help to make sure they were eating at least one full meal every day. These nameless volunteers arranged for representatives from Catholic Charities to interview the 97 seniors. The result ... they are now receiving one full meal a day, delivered through the 'Meals On Wheels' program. Not only are they receiving a nutritious meal each day, but the delivery drivers, who are carefully chosen and trained, also interact with each senior, talking with them, checking their wellness needs, looking for any signs of abuse, neglect, or other issues of concern. Each driver develops a sense of loyalty and responsibility for the 'well-being' of each of those seniors. This caring service gives the at-risk seniors a sense of support and reduces the feelings of loneliness and isolation.

Knowing that loneliness can be deadly and that the Catholic Charities driver might be the only regular social interaction these at-risk seniors receive, our CAI members and their friends went one step further ... they have "adopted" those seniors, visiting them on a regular basis, giving them hope and a reason to live.

Whenever we hear of Catholic Charities and CAI, we immediately think of serving the Thanksgiving Meal or the flyer asking for turkey donations. There's so much more you never even thought about. The unnamed 'heroes' will continue their good works ... "and the world will be better for this."

"It is in giving that we receive." 



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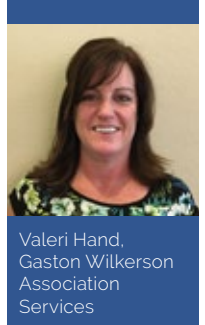
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# Hey, Northern Nevadans:

## Have You Done Your Winter Preparation Check List?

By Valerie Hand



**T**his year has been one of the wildest and memorable years that most of us can recall. We started the year with more snowfall than we have seen in quite a few years, followed by storm after storm that brought too much rainfall and flooding throughout the region. We then went straight from snow to 100 degrees in a 7-day period in the latter part of May/June. We have had a record number of hot days this summer, as we head back into the fall and winter months.

There are some things that must be considered before the season is upon us in Northern Nevada. There should be a plan long before the first flake hits the ground this winter.

### **Snow Removal**

Have a contract for service in place. This is the first step in making sure your property is adequately covered should a large snow event occur. Many associations have a landscaping service that will also provide for snow removal. This can be a valuable way to go for many associations because a landscape company is going to want to keep your business; if they do a poor job removing snow, they realize this could jeopardize their chance of having their annual landscape contract renewed. They also tend to have a little more working knowledge on how your property is laid out which should help them avoid snow-covered items such as curbs, speed bumps, and parking blocks.

Make sure that the contractor you choose for snow removal is clear on what is expected when the snow falls. This is going to involve the manager assisting the board members in making decisions before the snow falls as to how much service will be provided. The more service, the higher the costs.

The snow removal contractor needs to have the trigger points specified in their contract as to when they will respond. Some associations choose to go with larger snowfall events before having contractors start removing snow. Some of this will depend on the location of the property as well as the expectations of the association members for service and of course the budget. One way some associations save money is by having 3-4 inch triggers instead of 2 as is typically stated in snow contracts. While this can save some money in snow removal it can also increase the likelihood of problems, including slow service since your association is not the only client. If you choose a higher trigger point, the contractor may work on another property with a lower trigger point first and will not arrive on your property until done with the first job, which means that although you set a trigger point they may not arrive until well after the trigger is hit.

Make sure you walk with your snow contractor ahead of time to make a map for their personnel on where snow should be moved on the property as well as understanding what obstacles need to be marked so that the plows, bobcats, and other large pieces of equipment do not damage the property. Many contractors provide marking obstacles for a fee, but this can also be done by staff members if they are available and the contractor agrees to the placement of the markers. It would also be a good idea to mark any prior damage so that if damage does occur during the snow season it can be easily identified as the responsibility of the contractor to repair or replace in the spring.

Some other things to consider that have occurred during larger snow events are the clearing of trash enclosures and fire hydrants. The trash contractors will not make much effort to get your container from the enclosure. Make sure that gates to the enclosures can be easily opened and dumpsters can be moved during trash days. Something as minor as a 2-inch ice bump at the opening of a large trash enclosure can keep them from dumping. You still get charged for the trip, and may even get additional fines for overflow should the workers be unable to dump on their schedule. Fire hydrants are another item not commonly thought of until it's too late. Fire codes require that hydrants be accessible. Make sure that the hydrants are cleared, that no snow is piled in close proximity to the hydrants, and certainly do not pile snow on hydrants.

### **Freezing Pipes**

If possible, it's a good idea to have freeze warning signs that can be placed at entrances and exits for those days when pipes can freeze. Those signs are an easy way to give an extra reminder to those who may not fully understand this area and what can happen when pipes burst. Owners should be reminded of the precautionary steps to prevent damage to their homes by sending out notifications on ways they can prevent pipe freeze such as leaving a faucet dripping, turning up thermostats while away to 55 degrees, and opening cabinet doors that have pipes that are exposed to exterior walls. Remember, there are many owners who did not grow up in this area; and while they may have lived in the area for some time, not



everyone has had to face the extreme cold that can do damage to homes.

### Slip Hazards

Almost every association has a problem area where there is little or no sun which creates icy areas that never seem to dry out and continually freeze each night. You should know if any of these areas exist on your property and have a plan for dealing with them before somebody falls. This may mean that somebody has to spread sand or ice melt daily on a particular area, even if it's warm during the day and there is no snow on the property. Owners also need to be made aware of the limitations of snow removal crews. Most owners are willing to take some responsibility for their own safety in their area if you will provide a little assistance. I try to suggest to all properties that free sand or ice melt be made available to anyone that wants it; so, if they have an area of concern near them, they have the necessary supplies to spread some additional ice melt in their immediate area.

### Gated Communities

Gates can also have problems on some properties when winter conditions come into play. If there is any slope to the entrance or exit gates, it may be prudent to leave them open during certain hours to prevent vehicles from sliding in icy conditions into the gates and causing unnecessary damage. Having a plan before the weather hits is the best way to address possible issues before they become a crisis.



There are many issues that may be unique and specific to your association. The best way to deal with potential problems is to have one or more solutions before the problem occurs. It is much easier to handle a problem on a proactive basis rather than reactively. Once you are in a situation where the problem has come up and you do not have a plan, it becomes much more stressful, and, often, more expensive than if you had taken the time to plan. 🏠

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# Thank You For Your Service

By Richard Salvatore, DCAL

**N**earing the end of World War I, on the eleventh hour of the eleventh day of the eleventh month of 1918, an armistice, or temporary cessation of hostilities, between the Allied nations and Germany went into effect. However, World War I, known as "The Great War," officially ended seven months later, when the Treaty of Versailles was signed on June 28, 1919, in France.

The observance of "Armistice Day" originated in 1919 on the first anniversary of the 1918 armistice that ended World War I. It was commemorated in 1921 at Arlington National Cemetery with the burial of an unknown Soldier from World War I. The United States Congress officially recognized the end of World War I when it passed a concurrent resolution on June 4, 1926. A congressional act, approved May 13, 1938, made November 11 of each year a legal holiday, a day to be dedicated to the cause of world peace and to be thereafter celebrated and known as "Armistice Day."

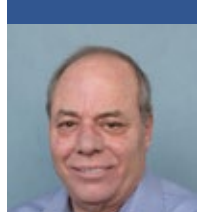
Armistice Day was primarily a day set aside to honor veterans of World War I, but in 1954, after World War II and Korea, the 83rd Congress of the United States, at the urging of the veterans service organizations, amended the Act of

1938 by striking out the word "Armistice" and replacing it with the word "Veterans." Public Law 380 was approved on June 1, 1954. November 11 became a day to honor American veterans of all wars. "Veterans Day" remains an official U.S. holiday, observed annually on November 11, that honors military men and women veterans who served in the United States Armed Forces.

However, it is important to recognize not only the great sacrifices of our military personnel, but also the sacrifices of the family members left behind or traveled abroad, the children who had to relocate as duty assignments change, changing schools and leaving friends. During World War II, a time when the largest deployment of military personnel in our nation's history took place, these family members remained here in the U.S. keeping the home fires burning, working in factories to produce the supplies and equipment that were needed overseas. Who can forget the picture of "Rosie the Riveter" working in an aircraft factory?

The United States of America is the greatest country in the world, thanks to the sacrifices made by our military personnel and their families, protecting our shores from aggression, foreign and domestic. For this, I say: "THANK YOU FOR YOUR SERVICE!"

When you see someone who you know has served or is in uniform, take a moment and thank them for their service to our country. It means a lot to them, knowing their efforts are not in vain. 🇺🇸



Richard Salvatore, DCAL, is Co-Chair Community Interests magazine, President of Kensington at Providence HOA



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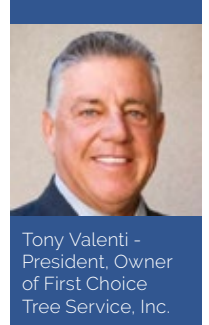
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# Put Some Thought into Pruning

By Tony Valenti



**P**runing can be a tedious job, especially when pruning large trees. I'm always concerned when homeowners attempt tree pruning with little to no experience. Safety is my first concern. Here are cautions to would-be home pruners:

- Never stand on a tall ladder to prune unless someone supports it;
- Don't reach out too far, or above your head, to prune because it could cause a fall;
- When removing large limbs, ensure the ground below is clear to avoid damage to vehicles or structures in the drop zone;
- Don't use chainsaws without proper instruction to avoid serious or life-threatening injuries;
- Don't stand on limbs not strong enough to carry your weight to prevent limb breakage or falls;
- Wear proper personal protective equipment (PPE) such as safety glasses, gloves, earplugs, and hard hats.

## Tips for Pruning

I advocate the ABC Method to prevent tearing the bark or making improper cuts to the trees:

- **Cut A** - 6 inches out from the trunk, half-way into the bottom side of the limb. Cut A prevents the bark from tearing further down the trunk;
- **Cut B** - farther out but on the top side of the limb until the limb drops;
- **Cut C** - cut to the branch collar.

When Cut C is used, a collar is created which wraps around the branch where it attaches to the tree. Within this collar are "auxins," necessary to heal the wound. Removing this collar slows the healing, leaving an entrance for pests. Leaving stubs on limbs is an eyesore and a potential site for infection. Removing the stubs will help begin the healing process.

Homeowners may not realize they may be spreading disease to other trees if they do not properly clean their tools. I recommend a 50/50 solution of water and bleach to sterilize tools when moving from tree to tree.


"Lion tailing" is removing growth from the trunk to a cluster of branches at the end of the limb, creating the effect of a lion's tail. Within that tail, much growth occurs. Severe winds could break off the unprotected limb due to the

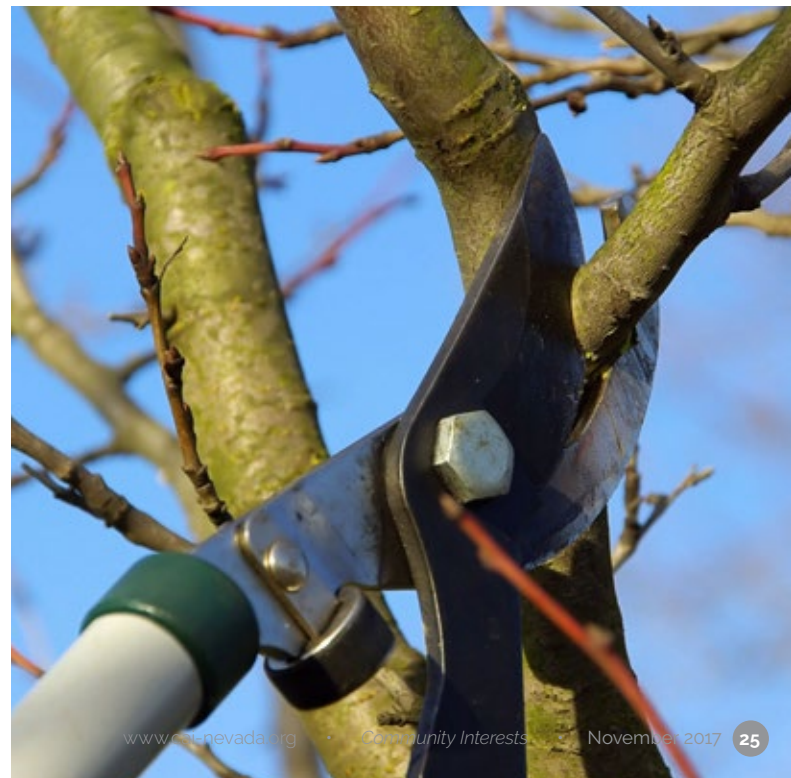
unbalanced weight distribution of the branch. This could create a safety and financial risk for the owner of the tree if the limb breaks and falls onto someone below it.

"Topping," or removing the whole top of the tree, causes trees to decline. I once experienced a homeowner who severely topped their trees. Fortunately, we were able to rescue the trees. However, the trees were topped again, causing them to decline. The trees could not be saved.

Lion tailing and topping cause trees to work harder to produce more food. This allows disease or blight to enter the trees. To nurse diseased trees caused by lion tailing and topping back to health, I selectively remove suckers and leave some to produce food. Each year this process is followed until the tree's health is restored.

I advise homeowners against using "fly by night," companies that offer low-cost, low-quality pruning services. These companies tend to not carry the proper licensing and liability insurance to protect the homeowner from financial risk should an accident or injury occur on their property. I also recommend always consulting a Certified Arborist, no matter which tree service company is chosen.

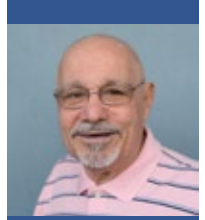
Finally, I have this message for anyone who loves their trees, "It takes 30 years to grow a beautiful tree and only 10 minutes to destroy it. Trust your trees to the experts." 



# CA DAY –

## Beyond All Expectations!

By Robert Rothwell, Ph.D., DCAL



Robert Rothwell, Ph.D., DCAL, CAI  
National Board of Trustees  
Nominating Committee;  
National Chapter Liaison Committee;  
President, The Village Green HOA

**W**hen you read this, you may think I'm exaggerating, but ... not only is our CA DAY Trade Show considered the "Best In The West," but also the classes offered prior to the Trade Show are second to none! Both events were 'sold out' with over 70 business partners representing every aspect of association life and over 250 managers and homeowners eager to hear the latest about the revisions to NRS 116.

Imagine having attorneys who are not only members of the prestigious College of Community Association Lawyers (CCAL), but who are considered the "Best And The Brightest" in the practice of Community Association Law. Add to that the many years of experience in association governance and administration as shown by the Ombudsman, a member of the Commission on Common Interest Communities and Condominium Hotels, members of our Nevada Legislative Action Committee, and we have one TOP NOTCH presentation of pertinent information.

What more could anyone living in or working for the Common Interest Community Industry want!

Well, in my opinion, everyone who attended got what they came for ... knowledge, networking, and results!

The first hour of the morning was a lively presentation by our Ombudsman Charvez Foger; Attorneys Adam Clarkson, Esq. and Michael McKelleb Esq.; and CICCH member and LAC co-chair, Chuck Niggemeyer. During the presentation, different types of questions were asked and answered about such topics, such as: the changes made relating to the requirements for appointment to the Commission for Common Interest Communities and Condominium Hotels, the provisions relating to Real Property, procedures for violation notices, liens and foreclosures on a unit involving military personnel and dependents, executive sessions, Directors and Officers Liability Insurance, and fines.

A 3-hour credit class for managers and advanced DCAL homeowners presented by Attorneys John Leach Esq., Gayle Kern Esq., and Michael Schulman Esq., all members of the prestigious College of Community Association Lawyers, followed the initial presentation and was more than anyone could have asked for. Each attorney presented an in-depth explanation and interpretation of all the revisions and additions to NRS 116 ranging from annual meetings to unit entry ... and everything in between. Over 250 managers and homeowners asked many pertinent questions and got the results they came for.

After the presentation, lunch was served, followed by the spectacular CA Day Trade Show during which, besides the valuable information offered by our business partners, many prizes were awarded to those who attended.

Everyone was impressed ... everyone was pleased ... everyone was a winner. It doesn't get much better! 🏆

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*Be decisive. Right or wrong, make a decision. The road of life is paved with flat squirrels who couldn't make a decision.*

—Unknown

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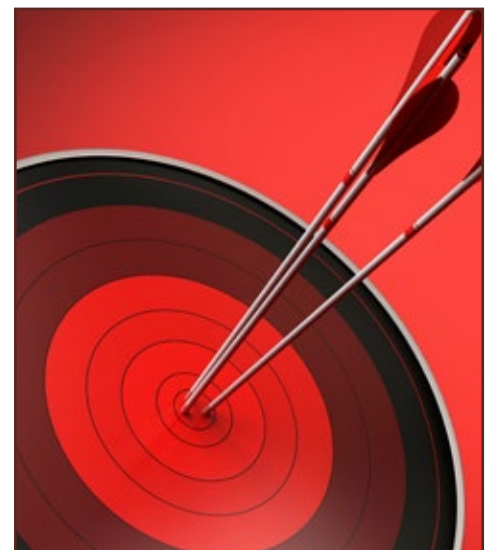
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