

# community interests

WHAT OUR INDUSTRY IS TALKING ABOUT

WHAT HOMEOWNERS NEED TO KNOW

DECEMBER 2017

## UNIFICATION SUCCESS



# VEGAS STRONG



By Sharon Bolinger, CMCA, AMS, PCAM

**I**n the wake of tragedy, our city was thrust into the national spotlight. While we were all shocked by the events that unfolded, we've also seen our friends, neighbors, coworkers, and peers unite in support of those affected by these unfathomable circumstances. We've come together as one – as a community – and shown exactly what it means to be “Vegas Strong.” Each one of us should be proud of this collaborative effort that illustrates the best sides of our humanity.

All of Las Vegas has been affected by these events. Residents of our LV community suffered losses that can never be replaced. While showing our strength and spirit is part of building community, so is sharing in the grief of our neighbors. In the coming days, weeks, months, and even years, remember to be compassionate, respectful, and empathic to those around us.

Thank you all for your patience, understanding, and kindness in recent days. Our city continues to recover from recent events, and the healing process will take time. Remember, you're not alone. Our HOA communities are more than a collection of homes, amenities, and streets; it's a network of people, of individuals, who live and operate as one. We hope you'll join us in remaining sensitive to our LV community's needs and serving each other with compassion. We are what makes this city “Vegas Strong.” 🍷

Our community will continue to need support. If you or anyone you know is searching for guidance, please contact the Vegas Strong Resiliency Center, located at the Lied Ambulatory Care Center, at 1524 Pinto Lane. Hours of operation are from 10 a.m. to 7 p.m., Monday through Friday.

Local Phone: **1.702.455.AIDE (2433)**  
Out Of Town Phone: **1.833.299.2433**

Email: **FamilyAssistance@Clarkcountynv.gov**  
Information is also available at **www.ClarkCountyNV.gov**





# community interests

WHAT OUR INDUSTRY IS TALKING ABOUT

WHAT HOMEOWNERS NEED TO KNOW

NOVEMBER 2017

## in this issue:

### Columns

- 6** Editorial Exclamations  
**7** CAI Nevada Chapter Members' Brag Page

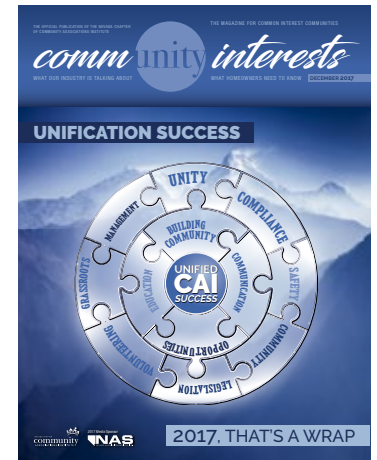
### Articles

- 2** Vegas Strong  
**4** Emphasizing UNITY in CommUNITY, How Did We Do?  
**7** WE NEED YOU!  
**8** Putting Unity Back Into CommUNITY  
**9** CommUNITY Interests Had a Banner Year  
**10** Vegas Strong – The Healing Power Of Trees  
**12** Northern Nevada Taking Big Steps to Achieve Unity  
**13** Membership Committee Meets 2017 Goals; Ready to Move into 2018

- 14** ... Just When You Thought It Couldn't Get Much Better!  
**15** Education Committee Builds Unity  
**16** Catholic Charities Gallery  
**17** Spreading Holiday Cheer in Communities  
**18** "Community" is "Communication" Plus "Unity"  
**19** Board Members as Fiduciaries of their Association  
**20** CAI Manager Spotlight Awards  
**23** Preparing for Another Year  
**24** Dedication and Commitment to the CIC  
**26** Toys 4 Smiles

### The Marketplace

- 27** Classified Advertisements



#### Magazine Committee

Vicki Niggemeyer, DCAL, *Chair*  
 Richard Salvatore, DCAL, *Co-Chair*  
 Andrea Behrens, DCAL, NVEBP  
 Ryan Bossman  
 Cary Brackett, CMCA, AMS, PCAM  
 Jonnette Hill

Deanna Lee  
 Lori Martin, CMCA, AMS, PCAM  
 ShirL McMayon  
 Robert Rothwell, PhD., DCAL  
 Lisa Tufano  
 Judith Hanson, DCAL (*CAI Board Member Liaison*)

#### Design and Layout

Hess Design Studio • [www.HessDesign.net](http://www.HessDesign.net)

#### Subscription Information

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](mailto:marketing@cai-nevada.org).

#### Magazine Deadline

*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.

#### Correspondence

Send business card, ad copy or articles for reprinting to CAI of Nevada, 9171 W. Flamingo Road, Suite 100, Las Vegas, NV 89147, along with payment. *Community Interests* is published by CAI, Nevada chapter. All articles and paid advertising represent the opinions of authors and advertisers and are not necessarily the opinion of Community Interests, CAI Nevada chapter, its board members or staff. The information contained within should not be construed as a recommendation for any course of action regarding financial, legal, accounting or other professional services by Community Associations Institute or CAI Nevada chapter. The publishers and editors of this magazine reserve the right to deny or edit articles that defame, disparage, attack or otherwise are derogatory to other members of this organization, or otherwise do not conform to content or

space requirements. Authors are to be clearly identified in each article. Authors are 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.

Acceptance of advertising in the magazine does not constitute an endorsement by CAI or its officers of the advertised product or service. Advertisers assume personal liability for any claims arising therefrom against the publisher relating to advertising content. The publishers and editors reserve the right to reject advertising that either party deems inappropriate for the publication.

Classified advertising in *Community Interests* gives you a classified ad for \$50 per issue (includes 25 words/.50 each additional word) or \$330/year for members or \$395/year for non-members. Advertising contracts are available from CAI Nevada.

Payment, a signed contract, and your ad sent by e-mail or disk must be received by the 5th of each month prior to publication. Acceptable file formats are Microsoft Word, plain text or in the following high resolution (300 dpi) graphic formats: .jpg, .tif or .eps format. Please send a hard copy of the ad along with contract.

#### 2017 CAI Nevada Chapter Board of Directors

**President**  
 April Parsons, CMCA  
**Vice President**  
 Norm Rosensteel, AMS, PCAM, NVEBP  
**President Elect**  
 Adam Clarkson, Esq., NVEBP  
**Treasurer**  
 Chuck Niggemeyer, DCAL  
**Secretary**  
 Tonya Gale, CMCA, AMS, PCAM, DCAL

#### 2017 Committees

**Awards Gala**  
 Jennifer Ballew, CMCA, AMS, PCAM, *Chair*  
 Marlina Short, CMCA, AMS, PCAM, *Co-Chair*  
**CA Day**  
 Kat Apell, CMCA, AMS, *Chair*  
**Education**  
 Karen Koch, *Co-Chair*  
 Greg Toussaint, DCAL, *Co-Chair*  
**Events**  
 Sharon Bolinger, CMCA, AMS, PCAM, *Chair*  
**Events / Subcommittee Social**  
 Shani Fazzi, CMCA, *Chair*  
**Golf**  
 Ken Coats, NVEBP, *Chair*  
 Gita Lowell, NVEBP, *Co-Chair*

**Directors**  
 James Gibson  
 Judith Hanson, DCAL  
 Chuck Balacy, NVEBP  
**Financial Advisor**  
 Gary Lein, CPA, NVEBP

#### LAC

Norm Rosensteel, AMS, PCAM, NVEBP, *Co-Chair*  
 Donna Zanetti, Esq., PCAM, *Co-Chair*  
 Charles "Chuck" Niggemeyer, DCAL, *Co-Chair*  
**Magazine**  
 Vicki Niggemeyer, DCAL, *Chair*  
 Rich Salvatore, DCAL, *Co-Chair*  
**Membership**  
 Gita Lowell, NVEBP, *Chair*  
 Jason Manwaring, NVEBP, *Co-Chair*  
**NN Education**  
 Tonya Bates, CMCA, AMS, PCAM, DCAL, *Chair*  
 Debora Costa, *Co-Chair*  
**Social Media**  
 Andrea Behrens, DCAL, NVEBP, *Chair*



NEVADA CHAPTER  
 community  
 ASSOCIATIONS INSTITUTE

9171 W. Flamingo Road, Suite 100, Las Vegas, NV 89147  
 Phone: 702-648-8408 | Fax: 702-240-9690 | [info@cai-nevada.org](mailto:info@cai-nevada.org) | [www.cai-nevada.org](http://www.cai-nevada.org)

# Emphasizing UNITY in CommUNITY, How Did We Do?



By April Parsons, CMCA

**U**nity is a word we've heard repeatedly throughout our 2017 CAI year. When I became president of the CAI Nevada Chapter Board of Directors, I chose the theme "Unity in CommUNITY" because it truly resonated with me as a community manager. After all, that's what we all strive for, isn't it?

It feels at times like there's more fragmentation than unity in the world we live in. We have red states and blue states. We have athletes who stand and some who kneel. Within industries, there are those who want to try new ideas and those who want to stick with the tried and true. I want to watch a movie. My significant other wants to watch a ballgame! Why is unity so difficult?

Unity is an elusive term, yet when we have unity, it's palpable. We know it. We can "feel" it. Unity does not come easily; there are times in today's society when it often feels like unity is impossible. However, **striving for unity is ALWAYS worthy of our efforts.** Building unity in commUNITY doesn't happen in one year. Nor does it happen in ten years. It is a never-ending endeavor. As community managers, board members, and homeowners, we all have our work cut out for us.

When we, as individuals, are running low, we can turn to the community within CAI and get recharged. CAI is our ever-present advocate, resource, and "friend." Look at what CAI has done for all of us over the past year.

In the January issue of *Community Interests*, Cary Brackett (CMCA, AMS, PCAM) wrote an article called "CommUNITY 2017." The article included many quotes about what unity means, but my favorite was by Ann Copeland (CMCA, AMS), Community Relations Manager at Desert Shores. She said:

*When we look at the definition of unity, it describes what a Community Association is all about. We all want to live in harmony with our neighbors and live in a peaceful neighborhood where we can enjoy our home and common areas. Unity is required for an association to function properly. Will we all ever be in full agreement on every issue? Probably not; however, working together for a common purpose is important to maintain, enhance, and protect our investments.*

During the months of February through June, we stressed the importance of getting involved with the 79th Legislative Session in Nevada. With unbelievable support from our Legislative Action Committee (LAC), our lobbyist Garrett Gordon, and our Grassroots participants, we accomplished our goal – to unite and make our voices heard!

In June many of us came together at the fabulous Smith Center in Las Vegas for our annual Gala event. In spite of being a very warm evening, the men showed up in suits and tuxedos, the ladies in their very finest evening wear; and we celebrated our CAI membership in high fashion.

CAI routinely offers many speakers in both the North and the South who provide the membership with information to challenge and energize us. In the South, last July, Maurice Talley spoke at the Board Membership Appreciation luncheon. Talley's message was a dynamic "lesson" to those of us in the HOA industry about ways we can help turn the



conversation from the "HOA Hall of Shame" to the "HOA Hall of 'I love my HOA!'"

This fall, Northern Nevada members proudly unveiled a newly reformed committee. Everyone needs to recharge from time to time. Let's applaud the committee for reforming, reenergizing, and getting back to the important role of being uniters.

The entire year was not only productive and fun, but, as I see it, we continued stressing unity. Unity in our individual communities. Unity in CAI. And unity within our greater community. We were united by the Project 150 and other service projects. Members made lunches for our homeless population, volunteered at Catholic Charities, supported the turkey drive and the annual Chet Buchanan toy drive. We all came together to support and give aid to one another as well as to those less fortunate.

However, nothing spelled unity quite so spectacularly as the groundswell of support in the wake of the horrific shooting on October 1. In that moment, all the world, along with Nevada, was united in grief and compassion.

Unity. Easy or difficult? When we all agree about something, it is easy. But that's just not the kind of world we live in. C. JoyBell C. says it well:

*In the quest for unity and peace, we cannot blind ourselves and expect to be all the same. Because in this, we all have an underlying belief that everyone should be the same as us at some point. We are not on a journey to become the same or to be the same. But we are on a journey to see that in all of our differences, that is what makes us beautiful as a human race, and if we are ever to grow, we ought to learn and always learn some more."*

Diversity isn't a dirty word. Yes, diversity brings new challenges, but it also brings fresh ideas. By being open to, listening to, and welcoming new ideas we can overcome the diversity that we face in everyday life and place our focus where it needs to be, on unity. It can be done!

My time as Chapter President is quickly drawing to a close, and it seems it was just yesterday when I was beginning my role. I want to thank each and every one of you for allowing me the opportunity to serve you in such a large capacity.

It was quite obvious from day one how important the members of the board would be to me throughout the year. I am grateful to have had a wonderful, supportive, open-minded, and passionate board of directors to make decisions to help grow and make a meaningful impact on our Chapter.




April Parsons, CMCA, 2017 CAI Board of Directors, President

Thank you! This has been an incredible experience, and one I will cherish forever. 🙏


# THE CLARKSON


LAW GROUP, P.C.

**Community Association  
Corporate Counsel & Collections**




**Focused on Serving  
Your Community**







**Adam H. Clarkson, Esq.**  
Admitted in  
CA, NV, FL, SC, UT




**James B. Fairbanks, Esq.**  
Admitted in  
NV, WA



**Matthew J. McAlonis, Esq.**  
Admitted in  
CA, NV



**John W. Aylor, Esq.**  
Admitted in  
CA, NV



**Brian P. Nestor, Esq., MDR**  
Admitted in  
CA, NV

---

Las Vegas  
**702.462.5700**

Reno  
**775.850.2800**

San Francisco  
**415.391.4900**

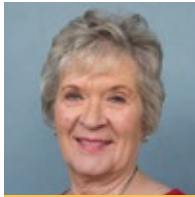
---

[the-clg.com](http://the-clg.com)





# Unity in CommUNITY. How Are We Doing?



Vicki Niggemeyer, DCAL, Community Interests Magazine Committee Chair

Our CAI 2017 theme, proposed by April Parsons, President of the CAI Nevada Chapter Board of Directors, was certainly prescient, and she had perfect timing. Unity in our CommUNITY was definitely evident during the 2017 Legislative session due to good communication and commitment of LAC, Grassroots, and many in CAI and beyond. After a brief hiatus, our Northern Nevada Committee is back, stronger and better than ever; another affirmation of CAI's commitment to putting unity in our commUNITY. The strength and resiliency of Nevada made world-wide headlines after the tragic shooting on the Strip on October 1; once again attesting to the transformative powers of unity with our commUNITY.

April, you did good when you picked our 2017 theme!

This issue recaps our efforts throughout the year to emphasize unity. April

summarizes her perspective of how CAI has accomplished unity in our communities throughout the year in *Emphasizing UNITY in CommUNITY, How Did We Do?* Committee chairs have also added their viewpoints on our collective efforts.

As another year comes to a close, we should NOT end our commitment of bringing unity to our communities by closing our calendars and placing them in the recycle bin.

Unity in Community NEVER grows out of date. So, instead, let's write those words at the top of every month in our 2018 calendars as reminders.

As one year closes, another one starts. I am already excited to see what we can accomplish using our new theme for 2018: Facing the Future. Our loyalty and commitment to CAI have guided us well during 2017; time to carry those same energies into the year ahead and years to come.

Chuck and I wish all of our CAI friends a Happy Hanukkah, Happy Holidays, and Merry Christmas!

*Vicki Niggemeyer, DCAL*



Pull for the House.



CAI collects Pop Tabs for the Ronald McDonald House and BoxTops for Education!

Bring them to CAI for donation.



Barcode Automation, inc.  
**LASER**  
VEHICLE IDENTIFICATION

Know who enters your community using Barcode Automation. Our barcode system automatically identifies vehicles traveling up to 25mph to open your gate or barrier arm.

If you're having trouble with transponders not working on some vehicles, switch to the only system that provides the same convenience without any interference issues.



Schedule a demonstration through one of our Las Vegas service providers:

Valley Automatic Gates  
(702) 228-0904

Innovative Access Control  
(702) 643-6202

Western Door and Gate  
(702) 839-3600

[www.Barcode-Automation.com](http://www.Barcode-Automation.com) • 1-800-528-9167

# WE NEED YOU!

By Norm Rosensteel, CMCA, AMS, PCAM, NVEBP

**A**s I sit here ruminating over another passing year and what will most likely be my final year on the CAI Nevada Chapter Board of Directors, I started to think about how long I've been a member of CAI and how things have changed over the years.

My first experience with CAI was as an onsite manager in Tahoe City, California, in 1986. We were members of the California North Chapter. We had little involvement with the chapter as any events were at least a two-hour drive away. I was thrilled with the information that I received though, as it was the only resource I could find.

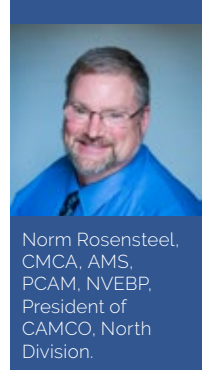
I began working in Nevada in 1992 and began to hear about the Nevada Chapter; however, since it was headquartered in Las Vegas, it was not a big help to me. Finally, after a lot of work by a lot of different people, we brought the Nevada Chapter to Northern Nevada. Donna Erwin and I were the first Northern Nevada appointees to the board in 1999.

Bringing CAI to the northern part of the state brought many rewarding years as we worked together to unify the North and South. Our work emphasized that we are one chapter and one state, and that we have shared goals and visions for our chapter and our industry. Unity brings us strength in all we strive to do. Our legislative efforts are a great example of all of us in Nevada, both North and South, unifying for a common purpose – to lobby against legislation that is unsatisfactory for the average person, and to work to enact legislation that helps all of us live together with more unity in common interest communities.

Overall, I've seen a great deal of progress within our chapter over the years. The programs and educational opportunities offered in Northern Nevada alone rival or exceed what many other chapters are able to provide. I see far more Northern Nevada residents attending functions in Southern Nevada, and many from Southern Nevada now attending legislative hearings and programs in the North. Many of our committees have representation from both sides of the state. I would like to see us identify more as Nevadans, rather than Northern or Southern.

Staying unified has not always been easy. I have seen many people step forward over the years, and rather than complain from the sidelines, they have jumped in to resolve what they see as problems and issues within our chapter. It can take time. It takes a lot of effort. We all need to continue to work at keeping the unity within our community.

We also need to learn and grow with the times. People and society are changing. Generational shifts are occurring, so the way we did things last year, or the year before, may no longer be our best options moving forward. We must constantly remain open to new ideas and new ways of doing things while being respectful of each other and opposing ideas.



Norm Rosensteel,  
CMCA, AMS,  
PCAM, NVEBP,  
President of  
CAMCO, North  
Division.

All of us are members of many different communities; and sometimes these varying communities seem to divide us instead of unifying us - politics, race, religion, financial status. In fact, they can bring us together or they can separate us. Those of us in CAI are reminded regularly that we are all part of this great community of CAI and the common interest community industry, no matter our race, religion, or politics.

As we get ready to close out another year, please pause and consider what you did to put more unity into our CAI community as well as your own, and how you can do more in the years to come. I've seen a lot of progress made over the years, sometimes two steps forward and three steps back, but we ALWAYS manage to keep moving forward in our goal as a unified team.

I've been honored to serve as a board member, officer, and committee member within this chapter over the years, and would like to thank all of you for the support you've given me. We need YOU to CONTINUE putting the Unity in our Community!

## CAI Nevada Chapter Members' Brag Page



Congratulations to **James Gibson** who has just been welcomed to **Community Insurance Group** in the Reno area. He has over 10 years of experience in the commercial insurance agency profession.

James will be involved in all lines of insurance, with a special focus on commercial business related to community associations and non-profits in Nevada and Northern California. James is a past president of the Nevada CAI Board of Directors and is currently serving as a board director.



Congratulations also to **Lori Martin, CMCA, AMS, PCAM**, who has accepted a position at **Los Prados Community Association Inc.** as General Manager/Chief Operating Officer. Formerly with Sun City Anthem,

Lori is looking forward to working with golf and restaurant operations again and a bright group of board members.

# Putting Unity Back Into CommUNITY

By Judith Hanson, DCAL

**I** recently read an article on putting **UNITY** back in **CommUNITY**. This has been, and is, the focus of our magazine, **CommUNITY Interests**, and that of our chapter president, April Parsons.

There are three basic ways in which each of us can add our influence within the community: voting, attending meetings, and volunteering. And, it doesn't matter if your community is an apartment complex, single family homes, condos, or a condominium tower. They all require the same input, and the size of the HOA doesn't matter either; as long as it represents the best interests of the people who live there and pay their assessments regularly.

One of the basic ways that we can add to the sense of **UNITY** is through communication. Does your **commUNITY** have a newsletter, magazine, or newspaper? Does it have a way to send email alerts (be careful here that your residents are in full agreement to get these alerts)? Does it display openness at board meetings welcoming all residents? These are just a few of the lines of communication.

But perhaps even more important than communication are the following: the Board of Directors, your management team (unless you are a self-managed community), your activities and activities director, and your committees. What makes a successful board? Education should be top on the list along with a demonstration of transparency. Don't be afraid to talk to your homeowners and let them


feel a part of your **commUNITY**. Their input can be invaluable and this leads to transparency.

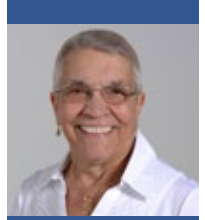
Does your **commUNITY** have committees? If not, why not? Large scale communities, and even small ones, should have at least a couple of key committees such as finance, compliance, and architectural review. In addition, activities play a key role in the success of that **UNITY**. Maybe you don't have a clubhouse, but you can hold block parties, arrange for tickets to a hockey game or baseball game, or enjoy playing cards and/or sharing books through a book club, meeting at the local library or in someone's home. All of these are important ideas to feeling a sense of pride.

As for the article, it stressed that **UNITY** comes from a well-run HOA, communicating openly, creating enjoyable events and lifestyle programs, encouraging volunteerism. Also, according to the article, volunteering is a key to the success of any HOA. Volunteering helps the board run the day-to-day affairs more smoothly by researching projects and enforcing the guidelines of compliance.

Remember the slogan, "today's renters could be tomorrow's owners." You never know when the time is right for them to become a bigger part of the **commUNITY** by purchasing their own place, but this involves inviting them into the fold. They could be the biggest cheer-leader your **commUNITY** and your board have. So, don't make them feel they are not wanted. They are, but they have to be aware of their limitations; and when that happens, they will be a big part of how successful you are at putting **UNITY** back into **CommUNITY**.

**CommUNITY** pride can help to establish this **UNITY** through group participation in a charitable event such as Candlelighters (a big part of the CAI outreach program), or Chuck Buchanan's holiday toy drive (also a CAI outreach program), a food drive, sponsoring a child to go to camp, helping feed the homeless at Catholic Charities, and so much more. It's up to you, your board, and your management team.

Play together and stay together. Make your **commUNITY** the best it can be. Encourage your residents to stay up-to-date on HOA matters that are an important part of any upcoming legislation. Inform residents about local happenings. Finally, help promote the community to future buyers. Show pride in what you do, and it will pay dividends. 




Judith Hanson, DCAL: Aliante Master Board of Directors, Treasurer; Sun City Aliante Board of Directors, Director; The Fields at Aliante, president; CAI board of Directors, director; CAVAL Committee, National

## Still Looking for CAI Love Stories!

**T**his is your last chance to submit your CAI love story! And we want to hear from you!

Tell us how you met through CAI. Were you on a committee together? Did you meet at a CAI event? When did you meet and how long have you been together? A photo of the two of you would be welcomed.

Our February 2018 issue will feature CAI love stories. Please keep your story to 300 words or less, include a photo if possible, and send to Chris Snow at [marketing@cai-nevada.org](mailto:marketing@cai-nevada.org). The deadline for your love story is December 20, 2017. Thank you! 



# CommUNITY Interests

## Had a Banner Year!

by Vicki Niggemeyer, DCAL and Richard Salvatore, DCAL

**F**rom January through December, the *CommUNITY Interests* magazine staff has been diligent about stressing unity within our communities along with the focus on monthly themes. Encouraging our readers to participate, contribute, and unify individual communities along with our CAI community is difficult to measure, but we have seen some quantifiable indicators of success.

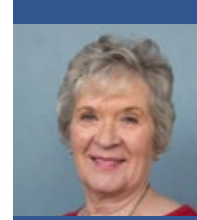
Throughout the Legislative session earlier this year, *CommUNITY Interests* heavily focused on the session and how CAI members and homeowners could make their voices heard. Grassroots took the challenge and made us proud of their efforts. During the last week of the session, when a potentially disastrous amendment to a bill unexpectedly "sprung up," our Grassroots group "sprung" into action and saved the day for homeowners throughout Nevada. They displayed true unity and made a difference.

In July, our committee put together a survey. CAI members from both the North and the South provided thoughtful and important feedback to assist our magazine staff in reporting information our readers want to hear. The responses came from homeowners, managers, and business partners. When our committee met in August to plan our 2018 issues, we absolutely took into consideration the suggestions from the survey. Thank you everyone who participated.

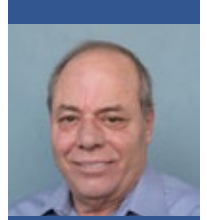
Our September issue highlighted the benefits of volunteerism. It's always good to promote volunteerism

even though most CAI members already understand the necessity and value of giving time to CAI and other community organizations. We see it every day in CAI; when one committee member needs to drop off, there are two or three individuals standing in line to replace the departing member. Volunteering is a vital component for achieving a sense of commUNITY. *CommUNITY Interests* is committed to doing our part to encourage volunteerism.

Many thanks to CAI members who wrote articles for the publication. The magazine staff works hard to meet our obligations, but, without your assistance, we could not produce the quality magazine that we have. Thank you to magazine members: Chris Snow, CAI Marketing Director; Richard Salvatore, Co-Chair; Andrea Behrens, Ryan Bossman, Cary Brackett, Judith Hanson, Deanna Lee, Lori Martin, Shirl McMayon, Lisa Tufano, and Robert Rothwell. 🍷



Vicki Niggemeyer,  
DCAL, *CommUNITY Interests* Magazine  
Committee Chair



Richard Salvatore,  
DCAL, *CommUNITY Interests* Magazine  
Committee C-Chair

## Save the Date!

Be sure to mark your calendar and attend the January 2018 CAI luncheon at the Gold Coast in Las Vegas. The January luncheon is our annual committee sign-up event. Start the year off right by coming to the luncheon and signing up for a committee!

**Ombudsman,  
Charvez Foger  
will be the  
guest speaker!**



**Alisa Vyeniolo AMS®, CMCA®**  
PRESIDENT / BROKER

3283 East Warm Springs  
Suite 300  
P.O. Box 95606  
Las Vegas, NV 89193-5606

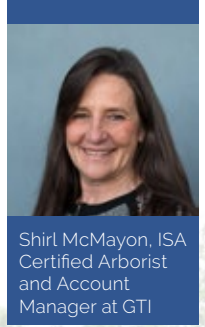
Ph: 702-933-7764 Fax: 702-933-7774

avyeniolo@rpmginc.com  
www.rpmginc.com

AAMC® Accredited Association Management Co.

# Vegas Strong – The Healing Power Of Trees

By ShirL McMayon



ShirL McMayon, ISA  
Certified Arborist  
and Account  
Manager at GTI

**W**hen the community of Las Vegas awoke on Monday, October 2, 2017, to a tragedy that was so incomprehensible, so devastating, so senseless, there was no known way for our hearts and our minds to process, to deal with, to express, or to start healing. The tragic slaughter of 58 souls was unfathomable to any experience known before. Speaking for myself, my heart was filled with such a sorrow that I literally did not know how to go about my day. And then, at 10:00 that night, I received a voicemail from my friend and colleague of 28 years, Landscape Architect Jay Pleggenkuhl, asking for my help on a “special project.”

When I returned the call the following morning, I learned that Jay had spent much of Monday afternoon speaking with the City Manager, the City Attorney, and anyone who would listen to him in his effort to find a space, a “piece of dirt,” to build a community healing garden as a special place to honor those wonderful souls lost to the tragedy.

The City of Las Vegas identified a vacant lot originally slotted for a dog park located in the Art District, at Charleston and Casino Center. By the end of the day on Monday, Jay was given permission to use that vacant city lot as a site for the garden, with one caveat – the city officials requested the garden be completed by Friday, First Friday.

With just four days to complete the task, Jay reached out to everyone he knew in the green industry, every client, every friend, every family member, and the reaction was immediate and immense. Each call for donation of time, material, and/or volunteers was received with an overwhelmingly enthusiastic, “Yes, how can I help?”

From a drawing on a napkin conceived in haste, Jay presented the concept to the City Manager. He constructed the concept and the base of the garden from his soul – 58 trees (one for each victim), one majestic central larger tree (representing the Tree of Life), a Remembrance Wall, a pathway to walk through the grove of memorial trees, and a garden of flowers, shrubs, vines, all representing life and beauty.

**UNFORGETTABLE COATINGS, INC.**

*Renew. Revive. Repaint.*

**WHEN QUALITY WORK IS REQUIRED,  
TRUST THE EXPERTS.**

**Specializing In:**

- Our #1 Specialty is Customer Satisfaction
- Elastomeric and Energy Efficient Coatings
  - Exterior Full Community Repaints
  - Stucco, Wood & Decking Repairs
    - Waterproofing Applications
    - Concrete Staining
    - Deck Coatings

*V Estates*  
Henderson, NV

Paint color palette: Salt Box / DE6141, Crisp Muzin / DE6127, Finest Silk / DE6127, Allspice / DE6127, Homestead / DE6086

UCI Painting | Unforgettable Coatings, Inc.

**WWW.UNFORGETTABLECOATINGS.COM**

**CALL MIKE (702) 630-7070  
OR SEAN (702) 686-4232**





At the end of Day 1, not only had Jay secured a donation for the 58 trees from a local nursery, he had also arranged for the Tree of Life – a majestic Oak tree - donated in full by Siegfried and Roy, as the center of the garden. It was in position by the end of the day.

On Day 2, we installed the remaining trees and the irrigation with volunteers coming and going throughout the day. High school students, local business entities, church groups, boy scouts, UNLV students, contractors (landscape, hardscape, electrical, lighting, plumbing, concrete) and individuals were pouring in and offering their services and staff – at no charge. “We just want to help” – this was the sentiment we heard all day – “we just want to help”. And help they did.

That night, I sent out what I thought was a simple request on Facebook – personally asking friends to help and/or volunteer to complete the garden. Unknown to me, this post for help quickly went viral and the response to help build the garden was overwhelming – from all over the nation! The need to help, the need to heal, was felt by all.

On Day 3, the garden transformed in full “bloom” – a heart-shaped planter bed surrounded the Tree of Life, filled with roses and violas, in colored ribbons of red, white, and blue. The paved pathway was installed through the grove and 1500 shrubs were planted – all by hand, each one by a volunteer, with love and empathy. A random donation of the Heart Rock showed up during the afternoon and was installed next to the flagpole. As the day ended, a small group of people showed up and began to hang the photos of the victims on the Remembrance Wall. All working stopped, all eyes watched this solemn event, all emotions flowing, all knowing deep in their hearts the immensity of what had taken place and what they, as a community, were there to accomplish - a place of healing.

Day 4, the core group continued the push to finish, showing up at dawn, exhausted yet refreshed. The park came together and finished up at an amazing pace and by 5:00 the turf was in place, the walkways were hosed and cleaned, the plants were watered, and the Remembrance Wall was full of mementos, flowers, and photos. The

garden was dedicated in an opening ceremony that evening by Mayor Goodman.

Visitors continued to pour in all day on Friday to watch the process and to enter a place that felt safe. They still to this day come and visit – all hours of the day – sitting silently next to “their” tree, kneeling in the grass to pray, walking the pathway through the grove, sitting on the planter under the Tree of Life, and solemnly taking in the contents of the Remembrance Wall and the victims – exactly as intended.

Thank you to all who helped and supported the effort. Thank you to all Las Vegas communities. Thank you to Jay. 🙏

**Making a Difference. Every Day.**

**FirstService RESIDENTIAL**

**Giving you time to focus on things that matter most!**

*Added-Value Services include:*

- Comprehensive Management
- Advanced Technology
- Developer Services & Transition
- Experience & National Resources

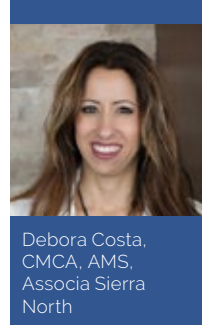
[www.fsresidential.com](http://www.fsresidential.com)

8290 Arville Street, Las Vegas, NV 89139 | 702.215.5077



# Northern Nevada Taking Big Steps to Achieve Unity

By Debora Costa, CMCA, AMS



**H**ow do you create harmony amongst committees? Northern Nevada found itself asking that question at the end of 2016.

In order to create unity, sometimes one needs to go back to the basics, assess needs, and rebuild. For Northern Nevada, 2017 was the year to do just that. As education is one of the primary purposes of CAI, with the guidance of the board of directors and executive director, Northern Nevada was reestablished with an education committee. The education committee coordinates quarterly breakfasts, along with manager and homeowner classes.

Tonya Bates and I started the year by asking ourselves: why are we here; who is our audience; and how do we maximize participation? We utilized these focal points to restructure our vision to define our outreach for the new year and beyond. As CAI exists to establish best practices, research, provide tools, and remain current on matters that affect community associations, our united efforts ensure conformity with the vision of CAI and will create an additional benefit to our regional members.

It was one of my personal goals to create excitement and encourage participation amongst my organization. If people don't know about classes or the benefits of CAI, they won't participate. These efforts yielded increased participation and interest in the success of our CAI branch and its goals.

Tonya worked feverishly to coordinate new classes for managers and homeowner education. Her involvement in both the South and the North was critical in making education recommendations that would work for Northern Nevada.

We had new PCAMs teaching classes this year, and even brought back a few that had not participated in years. I'm excited to say that class attendance increased by 20 percent in 2017, and the year is not over!

By scaling back the other committees in Northern Nevada, I think it's safe to say that many of us missed the camaraderie and benefits that come with working towards a common goal. I'm excited to share that, in addition to education, a Northern Nevada Committee has been reestablished to organize social and fundraising events for 2018. Just as board members are expected to act on behalf of their associations, committee members are here to represent CAI and make it great!

I'd like to thank those who gave their time to write new classes, taught classes, sponsored classes, mentored others, provided feedback, and the hardworking CAI staff. 🙏

**Your Challenges, Our Solutions.**

*Going the Extra Mile to Earn Your Business, One Account at a Time*

**OUR SERVICES:**

- Bankruptcy monitoring
- Senior foreclosure monitoring
- Payment Plan monitoring
- Real-time status reports
- Violation liens
- Board/Manager education
- Eviction or Vacancy Verification
- Same Day Recordings
- Post foreclosure Services
- Online Account Submission

Absolute Collection Services, LLC provides collection services specializing in Homeowner Association collections. ACS will navigate you through the current legislative obstacles facing HOAs. By utilizing the non-judicial foreclosure process, we are able to keep costs to a minimum for homeowners.



**Absolute Collection Services, LLC**  
Specializing in HOA Assessment Collections & Post Foreclosure

[www.absolute-collection.com](http://www.absolute-collection.com)  
customerservice@absolute-collection.com  
Las Vegas • Reno • Sparks • Washoe  
**702.531.3394**



**Harry**  
**“The Happy Homeowner”**

Coming January 2018!

# Membership Committee Meets 2017 Goals; Ready to Move into 2018

By Gita Lowell, NVEBP



Gita Lowell, NVEBP, Director of Business Development, First Choice Tree Service

**N**o matter what the group, company, or organization, it is always challenging to keep up the interest and participation of members, and also challenging to enroll new members.

CAI Nevada membership committee experiences that same challenge, and faces the challenge 'head on.'

Our main goal this past year had been to keep our three membership groups (business partners, managers, and homeowner volunteers), not only aware of the many benefits of being a member of CAI, but the added benefits derived from being an *active/participating* member.

This year, we've experienced an increase in membership in all three groups, as well as a *unity* shared between the groups. While each group has something special to offer that is specific to that group, the underlying thread that *unites* us is the same: improving community associations, improving the community association industry, and making each member better because of interaction between all the groups.

New and current members in each of the groups are introduced to the *unity* that binds us together by networking, learning, socializing, and sharing. What better way to succeed than by building on all the knowledge and experience of those around us!

It's been a great year, but this is only the beginning. We are committed to doing more and better things for our current and future members. A journey starts with one step. We've taken that step and will continue our march to our goal: quality membership that makes us the best organization for all involved in the community association industry. 🌟



Community Management

Real Estate Services

Property Management

Home Rental Services

Your Local  
Management  
Company Team



## Welcome to the Neighborhood

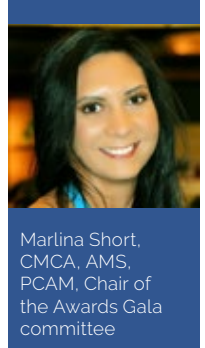
Know-you-by-name-service. A level of commitment that makes you feel like you're our only client. And real-person response whenever you call. That's what you can expect from Terra West Management Services.

Call us today for a one-on-one community consultation  
**702-362-6262** | [www.terrawest.com](http://www.terrawest.com)



# ... Just When You Thought It Couldn't Get Much Better!

By Marlina Short, CMCA, AMS, PCAM



**A**fter our 2017 'Gala,' we received comments from everyone who attended that it was a "tremendous" event.

That's great news for everyone who worked so hard to create a memorable, enjoyable time, but also a challenge for the current Gala Committee to come up with ideas that would make it even more memorable! After hours of 'brainstorming' and 'brain-picking' we did it! We've included changes that will make it a night to remember!

The theme, "The World Is Not Enough," chosen by our 2018 President, Adam Clarkson, Esq, reflects all the action, class, and intrigue associated with James Bond.

Since we received overwhelming unanimous positive feedback, the location will again be The Smith Center, but we moved the date of our Gala to FRIDAY, MARCH 2, 2018, so everyone can be more comfortable in formal evening wear.

The new format for the evening gives a well-deserved post-gala celebration to the nominees, winners, and guests.

We begin with "Registration and Greeting/Mingling," "Call For Seating," "Awards Ceremony," "Upscale Dinner," plus extended "Cocktail Reception and Dessert Bar" with participation in an interactive James Bond mystery.

The Gala Committee is impressed by the surge of nominations for all the categories. Those names will be shared in an upcoming issue of *Community Interests* magazine.

So mark your calendars and start planning for the biggest, most anticipated event of the year. This will be an event where everyone wins!

And you thought it couldn't get much better! 



## Make your Community a PRIME Community!



April Parsons, President  
Supervising Community Manager

181 N. Arroyo Grande Blvd., #125 | Henderson, NV 89074

8687 W. Sahara Ave., #170 | Las Vegas, NV 89117

Phone: (702) 869-0937 | [www.primenv.com](http://www.primenv.com)

*Thank you for your service as a CAI board of director and President in 2017!*



# Education Committee

## Builds Unity

By Greg Toussaint, DCAL




**T**his edition of *Community Interests* magazine is all about *Unity* ... and so is the Education Committee. We're a diverse group of people, consisting of six community managers, six homeowners, and three business partners. This allows people from different backgrounds with different experiences to work together sharing their thoughts and ideas ... that's *Unity* without which we couldn't do our job.

We've been working on a couple of important new programs to promote *Unity* within our Chapter. First, CAI now provides NRED approved C.E. classes to our DCALs which, when attending classes provided by CAI, offer credit hours toward renewing their DCAL recognition. This means DCALs are no longer forced to attend the same classes repeatedly, and homeowners benefit by learning from and sharing thoughts with our many business partners ... *Unity*.

And second, many of our DCALs have asked for new ways to build on their DCAL achievements. The Education Committee sent out a survey to all our DCALs to see if there was interest in allowing DCALs to earn a higher level "Advanced DCAL" recognition by taking more-advanced education programs and by increasing their involvement in the Chapter. The majority who responded were in favor, so the Education Committee is busily putting together the ADV-DCAL program requirements. More education

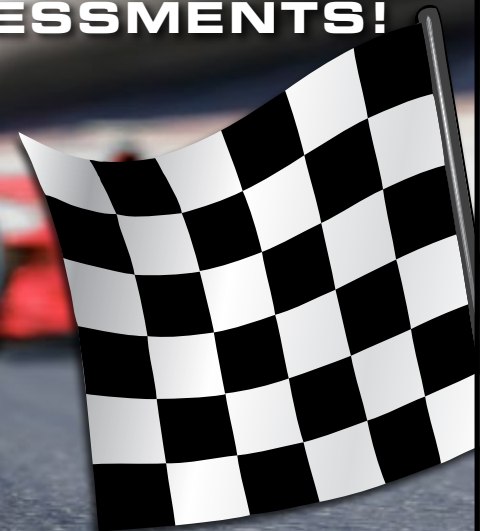
is always a good thing for board members, and getting more involved in the Chapter builds ... wait for it ... *Unity*! So, stay tuned for more information about this exciting new program.

Looking generally at our education programs, we teach board members, community leaders, and managers how to build a sense of community spirit and harmony in their neighborhoods, and explain why it's so important. We also emphasize the importance of treating homeowners with respect and of communicating with residents both effectively and frequently. These educational programs create more informed board members and managers which ultimately benefits homeowners and promotes *Unity* within Common Interest Communities.

Let's all do our best to continue unifying both our Nevada Chapter and the communities we serve. 

## **OUTSTANDING SERVICE**

### **BEATS OUTSTANDING ASSESSMENTS!**



- ✓ Licensed and Bonded
- ✓ Reducing Association Collection Costs
- ✓ Attorney on Staff
- ✓ State Approved CE Classes for Community Managers

- ✓ FREE Online Status Reports
- ✓ Over 25 years of experience
- ✓ Knowledgeable Professionals
- ✓ Customer Service Representatives Always Available

**NAS**  
NEVADA ASSOCIATION SERVICES, INC.

   [nas-inc.com](http://nas-inc.com)

**LAS VEGAS: 702-804-8885**

**RENO: 775-322-8005**

**[www.NAS-INC.com](http://www.NAS-INC.com)**



Visit our Facebook page for more photos!  
Search CAI Nevada.

# Las Vegas Luncheon Gallery

At the November luncheon in Las Vegas, CAI proudly presented awards to several outstanding managers at our Manager Spotlight Awards presentation. A brief video of each winner was shown, followed by the receipt of the award. Congratulations to: Tonya Bates, Ann Copeland, Chris Delong, Tonya Gale, Michelle Goodell.




Playgrounds • Repairs • Replacement  
Safety Inspections • Dog Parks • Site Amenities  
Rubber Safety Surfacing

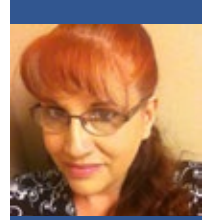
**702.367.TURF**  
www.GreenLivingServices.com  
LICENSE #66773, 68714, 71769






# Spreading Holiday Cheer in Communities

By Dawn Hughes



Dawn Hughes,  
Lifestyle  
Coordinator for  
Aliante Master  
Association

*"The Holiday season is a perfect time to reflect on our blessings and seek out ways to make life better for those around us." —Terri Marshall*

**W**e all know the signs: holiday trees and decorations popping up in the stores, the sound of jingle bells ringing in front of shopping centers, and the joy of loved ones making their plans to travel or visit friends and family. Nothing brings people together more than the end of the year and holiday festivities. No matter where you grew up or your background, everyone looks forward to coming together, reminiscing about how the year has gone by, and participating in the variety of parties to commemorate our time together while celebrating the birth of a new year with new opportunities. Homeowners look forward to this time of year more than any other, except maybe their birthdays.

I look forward to this time of year as well. It allows me to organize a celebration that will set the tone for the upcoming year. Vendors show their support by donating gifts for our large raffle. The choir, orchestra, and band from the local high school entertain residents with songs of the season while carolers stroll from activity to activity. The little darlings of the community decorate gingerbread men and sip on hot cocoa while others head up to the snow hill to go sledding. The smiles on faces and the laughter fill the park with pure happiness. Nothing warms the heart more than seeing a loving family share an exciting moment they will treasure for years to come. That is what being part

of a community is all about, the joy that can come from families sharing a common value together.

It is this time of year when we feel our most generous, have more patience, and look for the good and amazing in the simplest of gestures. It is an opportunity to put stress and concerns aside, to concentrate on what we value most, our family, home, our friends, and community. I encourage all to create events that bring everyone together to celebrate the positives of life and the value we hold for each other and our community.

The best of all gifts is the presence of happiness wrapped up in each other. 

We are 100% employee-owned. That means that The Management Trust has an unrivaled 100% vested interest in your success. Call us, we'd love to talk. But mostly, we'd love to listen.

702.835.6904  
managementtrust.com

## Community management. Built differently.



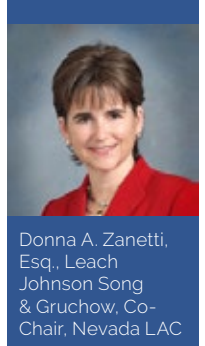
### The Management Trust™

OWNER INSPIRED. CHALLENGE ACCEPTED.



# “Community” is “Communication” Plus “Unity”

By Donna Zanetti, Esq.




**D**uring the 2017 legislative session, the Legislative Action Committee (LAC) focused on communication as a way of building unity between ourselves, our communities, and our legislators. First, and most importantly, LAC worked on improving communication with Grassroots members by producing a weekly update on the status of each bill it was tracking and working during the session. When we needed it, Grassroots members, managers, and board members responded to save our ability to effectively collect delinquent assessments.

In the last week of the legislative session, LAC's lobbyist learned about a proposed amendment called the "Nevada Homeowner Equity Protection Act." Legislators assigned to a conference committee on an otherwise innocuous HOA bill were being pushed to add this amendment to the bill without any opportunity for public hearing or financial vetting. This amendment would have gutted every community association's ability to foreclose on delinquent assessments by giving the delinquent owner the right to sue the HOA if the home failed to sell for a "commercially reasonable" price.

Keep in mind that once the six conference committee members agree, the affirmative vote of each house almost always follows. LAC put out an urgent action alert to Grassroots members, managers, and board members, and you responded with hundreds of calls and emails to the conference committee members. The volume was so high that it threatened to disrupt IT operations at the legislature. By 3 p.m. on the last Friday of the session, the conference committee agreed to not propose the amendment. Without that type of unified response, the "Nevada Homeowner Equity Protection Act" would probably be law today.

LAC also worked hard at building its reputation with legislators and the governor's office as a source of accurate information on how community associations operate within the laws and the governing documents. This session, Governor Sandoval introduced several pieces of legislation aimed at making Nevada one of the most military-friendly states in the nation, including a state version of the federal Servicemembers Civil Relief Act. The state bill explicitly protects servicemembers from lender and HOA foreclosures while the soldier is on active duty and for a number of months thereafter. To avoid civil and criminal penalties, a lender or an HOA has to verify that the owner was not on active duty before initiating any collection activity. Verifying active duty status requires access to a social security number and/or a birthdate. LAC worked closely with the governor's staff to help them understand that, unlike a lender, HOAs do not collect this information. Therefore, the bill had to include some mechanism which would allow an HOA to comply. The governor's office added language to make this bill workable for community associations and the bill passed.

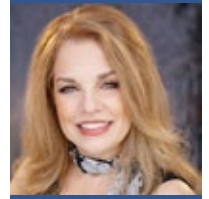
As a second example, to address a constituent's concern about restrictions on xeriscaping in one HOA, a legislator planned to introduce a bill specifying a minimum variety of drought tolerant plant species which must be available to owners in every community association. LAC, and frankly most Nevada community associations, are very supportive of water-saving landscaping in our dry state. However, in this case, LAC provided information to the legislator that demonstrated that this well intentioned bill would not have solved her constituent's problem. The limitations on drought tolerant species which the constituent's HOA imposed were not due to an arbitrary board or overly restrictive CC&Rs. The limitations came from the municipality and its underlying agreement with the developer. The way to solve the constituent's problem was to use the municipality's process to amend the underlying agreement.

This is another example of how LAC's willingness to work with legislators by answering questions, doing research, and offering solutions to constituent issues is helping to build unity with our elected officials. 



# Board Members as Fiduciaries of their Association

By Anne Calarco, DCAL, CMCA, AMS, LSM, PCAM



Anne Calarco,  
DCAL, CMCA,  
AMS, LSM, PCAM,  
Level Property  
Management

**W**hen homeowners consider running for a position on their board of directors of their homeowners association, they need to look at what it is they are really taking on in making that decision to run. Board members are volunteers who, for the most part, have the best interests of their community at heart, but their role in serving as board members is more a position of responsibility. They are responsible to the members of the association, and, as such, are a fiduciary of the association.

A fiduciary is someone who owes a duty of loyalty to safeguard the interests of another person or entity, such as a trustee of a testamentary trust or a guardian of an estate. A fiduciary may be required to hold funds and assets of another, and has the express duty not to benefit at the expense of the one(s) they are responsible for. A fiduciary must avoid "self-dealing" or "conflicts of interests" in which the potential benefit to that fiduciary is in conflict with what is best for the person who trusts him or her.

This "duty of ordinary care and loyalty" means that the board member serving the association and its members must put aside any ideas of self-interest, profit, or actions that may only benefit or affect a select number of the membership. The "duty of care" is the responsibility of the board members to ensure that their decisions and day-to-day operations of association business protects, preserves, and works to enhance the assets of its members - mainly the association and its common areas. The "duty of loyalty" is much the same as "duty of care" in that the board's loyalty in its actions are to protect the interests of the association member-owners and to benefit them as a whole.

The ideal board as a whole needs to work together, allowing for the fact that they each may have their own ideas and differ in their opinions. When a majority of the board votes one way on an issue, others may be disappointed and frustrated when the vote did not go their way. Those board members must put their disappointments behind them, move forward, and support the majority board decision. A board that understands its responsibility to all the members of its association is a working and productive board.

A large part of the duties of a board of directors, as a member and a fiduciary, is to maintain a healthy financial condition for the association. Working within their annual budget and in controlling the expenditures and expenses for their association is an important part of acting as a fiduciary as well as making sure they have a well-funded reserve account for the replacement of major common area components.

Acting as a good fiduciary also means that in a review of their expenses, the board does not shy away from their responsibility of making sure that assessments meet the total of expenses necessary to properly maintain and

operate their association. As a volunteer, it is sometimes difficult for board members to get past the feeling that in raising members' assessments they are not doing a good job, or they worry that neighbor members will not look favorably on them.

**“ The role of a board member as a fiduciary, acting in their “duty of care and loyalty,” ensures the proper maintenance and operations of their association and protects the interests of their members. ”**

A board member of a homeowner association is much like a board member of a Fortune 500 corporation; the financial health is all important to its members. So, while your decision to increase assessments is not one that may be easily accepted by the members, it is, in fact, one of your duties as a fiduciary. A successful board is one that looks to the professionals and experts such as their community manager, CPA, attorneys, and Reserve Specialists in establishing a healthy budget and keeping adequate funding in their reserves for larger expenditures down the road.

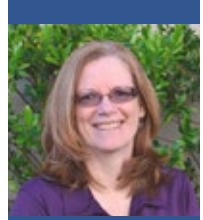
The role of a board member as a fiduciary, acting in their "duty of care and loyalty," ensures the proper maintenance and operations of their association and protects the interests of their members.

CAI has many educational publications, books, articles, and webinars that assist and educate board members in their duties to the association. Explore the many resources available online at: [www.caionline.org](http://www.caionline.org).



# CAI Manager Spotlight Awards

By Kathryn Pangus, CMCA, AMS



Kathryn Pangus,  
CMCA, AMS,  
Assistant  
Community  
Manager,  
Providence Master  
Homeowners  
Association

**I**n the spirit of April Parson's vision for this year's CAI focus on putting UNITY in Community, a few of our outstanding managers were recognized in our inaugural presentation of our "CAI Manager Spotlight Awards," hosted at the November 14 President's Luncheon. We applaud every manager, along with their teams and industry counterparts, who collectively contribute to the betterment of our communities. It is our honor to recognize a few who contribute above and beyond their routine daily responsibilities to significantly improve or benefit the community(ies) they manage. From those nominated, this year the spotlight is focused on these managers for their demonstrations of exceptional leadership in building collaborative relationships which improve their teams, their associations, and the greater community of all our Nevada neighbors.

Many thanks to all these managers for stepping into the spotlight for a moment to give us a glimpse into how they create environments for success. Together we are making great strides in putting UNITY into Community. Here are the managers and their responses to the committee's questions:



**Tonya Gale** has worked in the community management field for nearly eight years.

**Q:** What do you like most about community association management? **A:** *Being able to help communities look their best and maintain a solid financial status.*

**Q:** What do you personally feel is your greatest success? **A:** *Starting my own company and see it thriving.*

**Q:** What have you contributed in 2017 that stands out as an exemplary measure of success or benefit to the community(ies) you manage, that is, above and beyond what is typically expected of an association manager? **A:** *My company manages 29 associations currently, and I attend all meetings. I visit the properties regularly to ensure the board members are happy and to meet with business partners regularly, I do all the budgets, most of the meeting minutes, and maintain each HOA's success each and every day. I work long hours to make not only my company successful, but also to make every individual HOA successful as well. And lastly, at the end of the day, I educate my board members and myself by attending and holding as many educational classes as possible through CAI to ensure everyone is knowledgeable in their individual roles.*

**Q:** Which non-profit organization(s) do you support, and if more than one, which one is your priority? **A:** *I give to many charities through the year, most of them have been brought to me through CAI such as the Candlelighters and the Toy Drive. However, each year I also give to the March of Dimes, The National Multiple Sclerosis Society Walk, and the St. Jude's Ranch. Priorities are LAC and NMSS.*

**Q:** What simple tip or lesson can you share with the CAI Nevada Chapter membership to promote professional success in our industry? **A:** *The key to my success has been*

*education. The more you know the more you can do and the more you can educate others. You are more confident in your actions as a manager if you are well educated and it makes the board trust in your recommendations or comments. Education is everything!*



**Chris DeLong** has worked in the community management field for twenty years.

**Q:** What do you like most about community association management? **A:** *Working with people. No two days are the same, every new day brings a whole new challenge.*

**Q:** What do you personally feel is your greatest success? **A:** *Helping to mentor and develop talented individuals who want to become dynamic community managers, who manage in a proactive manner, surrounding themselves with their own collaborative team, becoming the educational resources to their communities, whereby the direction isn't merely driven by collecting assessments or compliance enforcement but embracing the role to engage the residents by enhancing where they live, whether at a community event or supporting outreach to one of many charitable organizations.*

**Q:** What have you contributed in 2017 that stands out as an exemplary measure of success or benefit to the community(ies) you manage, that is above and beyond what is typically expected of an association manager? **A:** *Working with my team and my board to resolve issues together as a group, such as resolving a significant developer obligation that was left incomplete, building relationships with city and county officials to make the community and the residents whole.*

**Q:** Which non-profit organization(s) do you support, and if more than one, which one is your priority? **A:** *Difficult question at best as there are many great, worthwhile charitable organizations I feel a responsibility to support. The priorities change based on the need, time of the year etc.; for instance, Project 150 is one of my favorites, they do more with less by helping at-risk school-age kids struggling to stay in school. So, at the beginning of the school year, they are a priority. Red Cross, they come out in the middle of the night if your house burns down to provide comfort and*

*kindness at arguably the lowest point of a person's life; more importantly, they become a priority when natural disasters strike, for instance three hurricanes in a month. Three Square, no one should ever go hungry in the United States, especially over the holidays, this organization helps to make a difficult situation better. Spread the Word Nevada, supporting literacy and who doesn't love reading their favorite childhood book to a room full of kids? It's difficult to single out only one. At our fingertips is a huge resource of options helping us serve responsibly that collectively supports all humanity; but even though there are many opportunities, I know it starts with me. That said, my top priority is HomeWorks working through HomeAid Southern Nevada.*

**Q:** What simple tip or lesson can you share with the CAI Nevada Chapter membership to promote professional success in our industry? **A:** *Think outside the box, be innovative and creative in finding solutions which bring value and benefit to your team and especially your community. Don't be afraid to take risks - nothing ventured, nothing gained. Create your own path forward, don't automatically follow someone else's path because that's what they did yesterday, be original. Don't be the manager of assessments and standards, be a manager of communities, building relationships, striving each and every day to promote the positive attributes of living and especially volunteering in a common interest community.*



**Ann Copeland** has worked in the community management field for thirteen and a half years.

**Q:** What do you like most about community association management? **A:** *It allows me to use my background in hotels and retail, especially my customer service and management skills.*

**Q:** What do you personally feel is your greatest success? **A:** *I believe my greatest success is my relationship building within the community, developing and training volunteers for committee members to serve our community.*

**Q:** What have you contributed in 2017 that stands out as an exemplary measure of success or benefit to the community(ies) you manage, that is above and beyond what is typically expected of an association manager? **A:** *Being on-site management, there are many opportunities to work with homeowners and residents on a regular basis, helping neighbors work with each other, breaking down the barrier of "you mean, I have to talk to my neighbor?" Working with Nevada Department of Wildlife in organizing a fishing derby for our children. Working with metro and Councilman Stavros Anthony and his staff on different events and projects to benefit our community such as: National Night Out, shredding events, and Movies in the Park. Successful in securing a Neighborhood Partners Fund grant from the city four years in a row, with the 2017 grant to install fencing for better security in one of our condo complexes.*

**Q:** Which non-profit organization(s) do you support, and if more than one, which one is your priority? **A:** *Nevadans for the Common Good - a non-partisan, faith based organization made up of faith based organizations. We work on different issues that reach across many lines, such as human trafficking, education, healthcare, and meals on wheels to name a few. It is a wonderful experience working with many different people from different religions to bring about change and progress.*

**Q:** What simple tip or lesson can you share with the CAI Nevada Chapter membership to promote professional success in our industry? **A:** *Listen to what the homeowners are saying. Most of the time, people just want to be heard.*



**Michelle Goodell** has worked in the community management field for over nine years.

**Q:** What do you like most about community association management? **A:** *I enjoy working with all the people. You meet and work with a wide variety of people every day, so it is never boring!*

**Q:** What do you personally feel is your greatest success? **A:** *My team! I strive every day to ensure that my work family is strong and can offer the same level of service that I do, and what I would want if I was our client. My philosophy as a leader is that I am always striving to create the new me. We have to work with our assistants, provisionals, and other CAMs so each person is always growing in knowledge and experience! I want the person under me to become the new me some day and I will become the next step up.*

**Q:** What have you contributed in 2017 that stands out as an exemplary measure of success or benefit to the community(ies) you manage, that is above and beyond what is typically expected of an association manager? **A:** *I serve on the Legislative Action Committee and each legislative session I go above and beyond to stay informed of the potential law changes and to keep all our boards as well as homeowners informed of these potential changes. I work with the committee, the lobbyists, the attorneys, and the people we serve to try and ensure the laws benefit our owners and communities and that the industry uses their voice. I also offer in-house training to all board members and managers to keep everyone informed of, not only the law changes, but the responsibilities we face each day in our field, and to equip everyone with the knowledge they need to be successful.*

**Q:** Which non-profit organization(s) do you support, and if more than one, which one is your priority? **A:** *I try and support many (including our HOA clients!) but Susan G. Komen is near and dear to my heart as breast cancer runs rampant in my family. And, with family in military service, I wholeheartedly support the Wounded Warrior Project.*



**Q:** What simple tip or lesson can you share with the CAI Nevada Chapter membership to promote professional success in our industry? **A:** *Just keep putting it out there!*



**Tonya Bates** has worked in the community management field for eleven years.

**Q:** What do you like most about community association management? **A:** *I enjoy the flexibility of community management and assisting homeowners with their homes or their communities.*

**Q:** What do you personally feel is your greatest success? **A:** *My greatest success is opening and growing Opus 1, by networking and building relationships in the community.*

**Q:** What have you contributed in 2017 that stands out as an exemplary measure of success or benefit to the community(ies) you manage, that is above and beyond what is typically expected of an association manager? **A:** *I've sent sympathy cards to longtime residents when their pet has passed away. I arranged for the boy scouts to pull weeds in a homeowner's yard after she broke her hip. I worked with a family buying a foreclosed home to submit an ARC application and get approval prior to closing escrow. I arranged "elves" to paint the trim of a bedridden homeowner's house and install new flowers in front of her window. In addition, I sent Boy Scouts to place sandbags around her front yard when faced with flooding.*

**Q:** Which non-profit organization(s) do you support, and if more than one, which one is your priority? **A:** *I support Moms on the Run, this is my priority. It supports women with breast and gynecological cancers to help pay rent and other bills during treatment. Money earned in Northern Nevada stays in Northern Nevada. I also donate and volunteer at Step 2, a women's treatment facility in which moms with substance abuse issues can complete recovery and stay with their children. I also support the Eddy House by donating a Friday meal for homeless youths in Northern Nevada. I've also contributed snacks to the Washoe County PEACE Grant; this grant assists students in the school district that have been exposed to trauma, bullying, or other disturbance that interferes with learning. My children also attend the Solace Tree, I've provided art supplies to help children that are coping with grief. I'm a recurring "Blood Hero" and donate blood on a bi-annual basis.*

**Q:** What simple tip or lesson can you share with the CAI Nevada Chapter membership to promote professional success in our industry? **A:** *Building community is much more than focusing on the associations we manage. Building community is bringing the change you want to see on a city and area level. Everyone, at some point, needs a hand up or just a reassuring smile. These are simple, random acts of goodwill that everyone can contribute to make tomorrow a better place. 🌍*

## MILLIONS OF USERS CAN'T BE WRONG

More than 2 million users throughout the world use AtHomeNet online solutions for their association.



- › Fully Customizable Websites
- › Mobile Web Applications
- › Newsletter Architect
- › Emergency Alert System

Set Up a Website in ONE Week with...

- FREE Email and Phone Support
- FREE Monthly Enhancements

**AtHomeNet**<sup>®</sup>  
Online Solutions for the Community Association Industry

1.800.556.7852 | Sales@AtHomeNet.com | www.AtHomeNet.com/Communicate



© 2011 AtHomeNet, Inc. All rights reserved. "AtHomeNet" and the AtHomeNet building logo are registered service marks of AtHomeNet, Inc. All other trademarks and service marks shown are trademarks and service marks of AtHomeNet, Inc.

# Preparing for Another Year

By Garrett Roberts, CMCA



Garrett Roberts,  
CMCA, Facilities  
Director CCMC  
Providence

**I**t's time for a reality check, 2017 is about to end and we're going to be entering 2018, whether we like it or not. Now is the time for reflection.

Get yourself out of the "weeds" of the day-to-day operation and into a higher looking perspective on your previous year as this will help you plan for your next year. Now obviously, not everything is going to go as you plan it, but if you reflect and set-up some milestones throughout the year, you will be setting yourself up for success.

Take me for example. This year was a big year for me. I received a promotion, took on two committees, and hired and developed an employee. I am going to be honest though, if I hadn't taken some time back in 2016 to reflect and plan for 2017, I wouldn't have been as prepared for, or successful, in my career development like I was.

**“ CAI enables us as an industry to keep continuity throughout our communities and network with like-minded people. ”**

In addition to reflection, education is important for planning for next year as well. Luckily, I work for a company that values education, which allowed me the opportunity to sign up for multiple CAI classes throughout the year to further my development even more. CAI enables us as an industry to keep continuity throughout our communities and network with like-minded people.

Let's get real, I haven't heard of one person that thought they would work in the HOA world when they grew up. It takes a special kind of person to get complaints about dog waste five times a day. Here's the thing though, I bet that joke resonates with you because, although all communities have their own unique characteristics, there are some underlying common factors that we can all appreciate and learn from. That is the beauty of CAI. From hurricanes to foreclosures, CAI covers it all and gives those of us in the industry the opportunity to learn from other people's experiences and share innovative ideas for solving issues.

This past year I was also fortunate enough to participate in CAI's National Conference since it was conveniently located in beautiful Las Vegas. This experience was instrumental in my career growth as it introduced me to new people who work in our industry, therefore new ideas

and new ways of thinking. I mean, I sat next to a gentleman who is a manager in Dubai! And another great group forming a company from Portland!

So, where reflection helps you fix some things for next year, and where education expands your mind and helps you look at things in (hopefully!) a more efficient way, they both help you plan for the upcoming year. The cool thing about education is that it can also be brought into our community's success as well. By educating your board members and getting them in the "know," your community will only grow stronger and prosper.

So, take this as a challenge to reflect on this previous year and strategize for next year, as well as sign up for education classes. Not everyone is going to do it, but let me tell you something...it will only better prepare you for our ever-changing industry! 



## DETERMINED

to provide our clients with exceptional service and superior legal representation, built on the solid bedrock of long term relationships.

- Construction Defect Resolution, including Association Common Areas and Single Family Home Defects
- General Corporate Representation of Common-Interest Communities
- Prompt Response on Opinion Letters
- CC&R Enforcement
- Community Association Litigation
- Preparation and Amending of CC&R's including Rules and Regulations
- Updates to Governing Documents pertaining to Legislative Changes
- Practical advice on all Community Association Matters
- Educational Opportunities for Community Managers and Board Members

**ANGIUS & TERRY**  
L L P  
ATTORNEYS

ANGIUS & TERRY LLP is a full service law firm focusing on representation of Community Associations in the areas of General Counsel and Construction Defect Resolution.

We proudly support   

9127 W. Russel Road, Suite 220, Las Vegas, NV 89148  
702.990.2017 • [www.angius-terry.com](http://www.angius-terry.com)



# Dedication and Commitment to the CIC

By Community Interests Staff

**C**AI-Nevada offers many education and continuing education opportunities to homeowner leaders, community managers, and business partners for online and classroom learning. Candidates for CAI designations and certifications have an extreme desire and commitment to serving their communities, their profession, and the industry. Here is a summary of some of the opportunities CAI offer. For a more detailed description and requirements, you can visit [www.cai-nevada.org/education](http://www.cai-nevada.org/education) and CAI National at [www.caionline.org/designations](http://www.caionline.org/designations)

## **Dedicated Community Association Leader (DCAL):**

The DCAL designation was developed for homeowners and homeowner board members, in order to receive the training to build on the commitment of serving as a board member of their community associations. Earning the DCAL designation requires; 26 hours of classroom training; attendance at one CICCH Commission meeting; or submit one article for the Chapter magazine.

Maintaining the DCAL requires re-designation every two years and meet continuing education requirements.

## **Certified Manager of Community Associations (CMCA):**

A CMCA is a skilled professional trained in the evolving complexities of community association management, having the expertise to safeguard the assets of community associations. The CMCA program is administered by the Community Association Managers International Certification Board (CAMICB), the only international certification designed exclusively for managers of Homeowner and Condominium Associations and Cooperatives, and comply with stringent National Commission for Certified Agencies (NCCA) standards. Earning the CMCA certification requires knowledge in a variety of areas, gained through extensive training and experience, successfully pass the rigorous CMCA examination administered by CAMICB, and complying with continuing education requirements.

**Association Management Specialist (AMS):** Is the second level in career development for community association managers. Requirements for earning the AMS designation are;

Two (2) years' experience in financial administrative, and facilities management of at least one association; Successfully complete at least two M-200 level courses; Successfully pass the CMCA exam administered by CAMICB.

Maintaining the AMS requires re-designation every three years on August 1st and meet continuing education requirements.

**Large-Scale Manager (LSM):** The LSM is a special designation and is among the highest levels of recognition

awarded by CAI. An LSM has extensive specialized experience in the unique aspects of large-scale community management, in addition, the LSM has met and maintained all requirements for the PCAM designation.

## **Professional Community Association Manager (PCAM):**

The PCAM designation is the highest level of recognition awarded by CAI to members of the community management profession. PCAM candidates are experienced managers who want to demonstrate advanced skills and knowledge and who wish to be recognized as one of the best and most experienced managers in the nation. By earning your PCAM, you join the elite—the select—the best. Prior to committing to becoming a PCAM, the manager must have five years of direct community association management experience, Complete of all six M-200 level courses, and pass the CMCA examination administered by CAMICB.

## **Accredited Association Management Company (AAMC):**

The AAMC accreditation demonstrates a company's commitment to providing the unique and diverse services community associations need. An Accredited Association Management Company ensures that their staff has the skills, experience, and integrity to help communities succeed. Its managers have advanced training and demonstrated a commitment to the industry.

Requirements for the AAMC accreditation: The management company must have a minimum of three years of experience providing community association management services; have a Professional Community Association Manager (PCAM) designee as the company's senior manager; the staff of which 50 percent of managers who have been at the company for at least two years hold a professional manager credential (CMCA, AMS, LSM, or PCAM).

## **Nevada Educated Business Partners (NEBP):**

The CAI Business Partners are indispensable to the community associations they support with their guidance, products, and services. CAI education helps these businesses and professionals differentiate themselves in the competitive community association marketplace.

Business Partner Essentials is a two-part, online course to help CAI-member product and service providers

better understand CAI, community associations and the industry at large. Individuals who pass the course and maintain CAI membership earn the CAI Educated Business Partner distinction, gaining special recognition among thousands of companies and professionals who support common-interest communities—accountants, attorneys, bankers, insurance professionals, landscapers, painters, reserve specialists, software providers and many others.

**Community Insurance and Risk Management Specialist (CIRMS):** The CIRMS designation recognizes a demonstrated high level of competency within the risk management profession. Obtaining the Community Insurance and Risk Management Specialist (CIRMS) designation can help instill your client's confidence in you and assist you in growing your business. Community board members are looking for qualified professionals to help them protect their most valuable investments. Earning the CIRMS requires: Five years' experience in the community association insurance field; Be of satisfactory legal and ethical standing in the industry; Comply with strict rules of conduct outlined by the CIRMS Code of Ethics.

**Reserve Specialist (RS):** Community associations rely on qualified reserve specialists to assist them in extensive reserve planning to keep their communities running smoothly. The RS designation is awarded to qualified reserve specialists who, through years of specialized experience, can help ensure that community associations prepare their reserve budget as accurately as possible. Earning the RS designation requires: Prepare at least 30 reserve studies within the past three full calendar years; Hold a bachelor's degree in construction management, architecture, or engineering (or equivalent experience and education); Comply with strict rules of conduct outlined by the Professional Reserve Specialist Code of Ethics.

**CAI NEVADA - 2017 MEMBER DESIGNATION AWARDS**

Nicholas Bollentino ..... DCAL  
 Piper Cates ..... DCAL  
 Lowell Gervais ..... DCAL  
 Vicki Niggemeyer ..... DCAL

Gary S. McClain ..... CMCA  
 Tarciana Oliveira ..... CMCA  
 Betsy Dianne Sipe ..... CMCA

Ann Copeland, CMCA ..... AMS  
 Shani Fazzi, CMCA ..... AMS  
 Deanna Konrad, CMCA ..... AMS  
 Gary S. McClain, CMCA ..... AMS  
 Eric Theros, CMCA ..... AMS  
 Cheryle Williams-Turner, CMCA ..... AMS

Lorrie L. Olson, CMCA, AMS, PCAM ..... LSM

Lori M. Martin, CMCA, AMS ..... PCAM  
 Helen Marshall, CMCA, AMS ..... PCAM  
 Jeremy McClain, CMCA, AMS ..... PCAM  
 Lisa Parry, CMCA ..... PCAM  
 Katherine Rader, CMCA, AMS ..... PCAM  
 Francesca Stevenson, CMCA, AMS ..... PCAM  
 Daryl S. Wingfield, CMCA, AMS ..... PCAM

Amanda Lower ..... NVEBP  
 Denise Sauro ..... NVEBP

Katherine J. Dietz ..... CIRMS

Dawn A. Osterode ..... RS

**Congratulations to all of the 2017 CAI Nevada Designation Recipients**

Thank You for your commitment and dedication to the Common Interest Communities in the State of Nevada

**YOUR LOCAL FULL SERVICE COMMUNITY ASSOCIATION LAW FIRM**



Van Duyne Law Group works closely with our client as we believe the best attorney client relationship is based on respect for the client's wishes balanced with strong legal counsel and advice.

---

COMMUNITY ASSOCIATIONS | RESTATEMENT & ENFORCEMENT OF GOVERNING DOCUMENTS  
 CONSTRUCTION DEFECT LITIGATION | MEDIATION & DISPUTE RESOLUTION |

*WE PUT OUR CLIENT FIRST*   



1575 Delucchi Lane, Suite 215  
 Reno, Nevada 89502

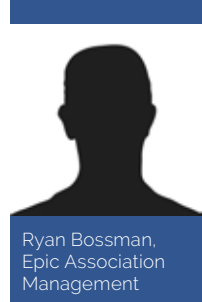
Office: (775) 345-3402  
 Fax: (800) 345-1085

sheila@vanduynelawgroup.com  
 www.vanduynelawgroup.com



# Toys 4 Smiles

By Ryan Bossman



**W**ith Christmas right around the corner, everyone is getting excited about what to give their loved ones. But when you take a step back and look at the bigger picture, one good reason for giving stands out above the others. We give because we look forward to that magic moment; that look on someone's face when they open their gift. It makes us happy to see the reactions of the ones we care about light up with excitement. When we show others how much they mean to us, it brings joy to our hearts.

An organization bringing more joy to our community than many realize is Toys 4 Smiles. Founded by Rex Doty in 2006, Toys 4 Smiles is the only non-profit organization in Las Vegas that not only manufactures, but also donates high quality, handmade wooden cars to children of all ages that are in need throughout the year. In fact, their oldest "child" to date is 86 years old! All the materials for the

cars are sourced with help from donations and sponsors. Local volunteers offer their time daily to carefully build and assemble each wooden car. The cars are then donated throughout the valley to places like churches, hospitals, schools, and youth centers. For a lot of these children, these cars may be the only toys they ever get. A lot of time and effort is put into each and every single car to ensure they have a toy that will last a lifetime.



Toys 4 Smiles was founded on the idea of providing a sense of purpose and caring for the children in our communities. With a goal of donating 500 toy cars per year, Toys 4 Smiles just surpassed a huge milestone. As of October 2017, they have donated over 300,000 toy cars to children in need. In this digital age, it's hard to appreciate the value of these wooden cars, but something as simple as a wooden car can really make a difference in the lives of those in need. If you could see the children's faces when they receive these cars, it is truly something incredible to witness.



The gift of giving is not reserved just for the holidays; it's important to give throughout the year. There are many kids who need help, no matter what time of year it is. A toy can be a powerful tool to help a child cope with the world around them. It can be a creative outlet, or the inspiration to help them through a difficult time. But these toys not only help children; those who volunteer can feel the value and importance of being involved in something bigger than themselves. Maybe this year consider spending some time with the Toys 4 Smiles family. Get involved with a group of like-minded, caring, and loving people, who just want to put a smile on a child's face.

To learn more, donate, or volunteer your time and get the opportunity to be a part of something as special as this organization, please visit [www.toys4smileslasvegas.org](http://www.toys4smileslasvegas.org).



**ASPHALT & PAVING**

**Affordable Striping & Sealing**  
*Locally Owned & Operated*

- Asphalt Seal Coating & Crack Fill
- Curb Painting, Striping, Road Markings
- Traffic Signs & Installation

Contact Shonda Decker  
702-222-9009 • shonda@affordablestriping.com  
www.affordablestriping.com

**American Pavement Preservation**

*Full service asphalt maintenance, preservation and paving*

Seal coat, slurry seal type 1, 2, 3 paving patching crack seal, striping/pavement markings/sign installation  
702-507-5444 • www.americanpave.com

**Holbrook Asphalt**

Our in-house Accredited Pavement Managers have the highest level of training specific to lowering the costs of pavement ownership through the most modern engineering advancements in pavement preservation.  
702-823-3902 • www.holbrookasphalt.com

**Sunland Asphalt**

A full-service paving and pavement maintenance contractor serving the Southwest for over 30 years.  
Contact Gary Hayes at 702-563-6872 or GaryH@sunlandasphalt.com • www.sunlandasphalt.com

**ATTORNEYS**

**Angius & Terry, LLP**

*Full Service Community Association Law Firm*  
General Counsel including CC&R Compliance and Construction Defect Resolution  
1120 N. Town Center Drive, Suite 260  
Las Vegas NV, 89144  
702-990-2017 • Fax: 702-990-2018  
www.angius-terry.com

**Fenton Grant Mayfield Kaneda & Litt LLP**  
*Construction Defect Attorneys*

1955 Village Center Circle, Las Vegas, NV 89134  
702-947-4900 • Fax: 702-947-4901  
www.fentongrant.com

**The Clarkson Law Group, P.C.**

*Community Association Corporate Counsel (Including Collections)*  
2300 W. Sahara Avenue, Suite 950  
Las Vegas, NV 89102  
702-462-5700 • Fax: 702-446-6234  
9190 Double Diamond Parkway  
Reno, Nevada 89521  
775-850-2800 • Fax: 702-446-6234  
www.the-clg.com

**Make Your Ad POP! Add Color!**  
Call the CAI Office at 702-648-8408

**ATTORNEYS**

**Van Duyn Law Group**

A Local Law Firm Handling Local Community Associations with Care  
Free Initial Consultation for Board Members & Managers  
Free Training for New Board Members  
1575 Delucchi Lane, Suite 215, Reno, NV 89502  
775-345-3402 • Fax: 800-345-1085  
sheila@vanduynlawgroup.com  
www.vanduynlawgroup.com

**Wolf, Rifkin, Shapiro, Schulman & Rabkin, LLP**

*Full Service Community Association Law including Construction Defect Resolution*  
3556 E. Russell Road, 2nd Floor  
Las Vegas, NV 89120  
702-341-5200 • Fax: 702-341-5300  
5594 Longley Lane, Unit B, Reno, NV 89511  
775-853-6787 • Fax: 775-853-6774  
mschulman@wrslawyers.com  
www.wrslawyers.com

**BANKS**

**Alliance Association Bank**

As a leading provider of community association financial services, Alliance Association Bank recognizes the importance of not only accurately and quickly processing homeowners' assessments, but also providing safe and secure deposit services with a competitive rate of return on the associations' funds.  
*For more information, contact Denise Sauro, VP/ Association Financial Partner*  
888-734-4567 • Cell: 702-845-1743  
DSauro@allianceassociationbank.com  
**Alliance Association Bank is a division of Bank of Nevada, Member FDIC.**

**City National Bank**

City National Bank's Community Association specialists offer comprehensive treasury services with regional offices in Summerlin and Reno.  
Contact Julie Hayre at 213-673-9391 or Kelli Crowley at 949-233-4089. CNB Member FDIC

**Mutual of Omaha Bank**

*Community Association Banking*

- Automated lockbox
- Single signature card
- HOA loan solutions
- Flexible CD options
- Credit card and e-payments
- Internet cash management
- Integrated image deposit
- Dedicated customer service

*Chuck Balacy, NVEBP, Regional Account Executive*  
chuck.balacy@mutualofomahabank.com  
*Direct 702-563-9391 • Fax 402-633-6340*  
*Tony Troilo, NVEBP*  
tony.troilo@mutualofomahabank.com  
702-771-9569  
www.mutualofomahabank.com

**BANKS**

**Seacoast Commerce Bank**

HOA Banking Solutions from Seacoast Commerce Bank, priding themselves on the ability to maximize their client's use of banks services with a no fees approach to banking.  
Contact:  
*Ken Carteron, NVEBP, Senior Vice President*  
Cell (760) 803-9541  
kcarteron@sccombank.com

**U.S. Bank - HOA Division**

*Kim Piscione, Vice President/Relationship Manager*  
2300 W Sahara Ave, #600, Las Vegas, NV 89102  
702-251-1658 (office) • 866-375-8616 (toll free)  
kimberly.piscione@usbank.com (email)  
Serving our community for all your HOA banking needs (payment processing, HOA loans, investments, fraud protection) for more than 25 years!

**COLLECTIONS**

**Absolute Collection Services**

*Las Vegas*  
8440 W Lake Mead Blvd #210, Las Vegas, NV 89128  
702-531-3394 • Fax: 702-531-3396  
*Reno*  
1 East Liberty, 6th floor, Reno, NV 89501  
775-419-0744  
www.absolute-collection.com

**Nevada Association Services, Inc.**

*"The Delinquent Assessment Collection Specialist"*  
702-804-8885 • Fax 702-804-8887  
775-322-8005 • Fax: 775-322-8009  
www.nas-inc.com  
License No. CA01068

**CONSTRUCTION CONTRACTORS**

**EmpireWorks Reconstruction and Painting**

Since 2005, EmpireWorks has specialized in exterior repaints for HOA's.  
Our services include painting, carpentry, iron repair/fabrication, decking/waterproofing and stucco work.  
For a free proposal call 888-278-82000 or visit www.empireworks.com

**MK House Consulting, Inc.**

*General Contractors*  
Over 25,000 HOA projects completed in 9 years.  
From trash outs to repaints to large reconstructions, A/C, repipes, and re-roofs, we make community managers' jobs easier. Licensed, bonded, insured.  
702-370-1913 NV Lic # 71558, limit \$4,500,000  
6670 Gomer Road, Las Vegas, NV 89139

**Nigro Construction Services**

*Unlimited B Licensed Design-Build Contractor*  
Maintenance, Construction & Reconstruction  
For All Size Projects. Commercial & Residential.  
*Licensed. Bonded. Insured.*  
NV Lic. #963085  
Karen Kelly 702-577-5136 • 702-795-6047  
NigroConstruction.com



**CONSTRUCTION CONTRACTORS**

**ProTec Building Services**  
*HOA Maintenance Experts*

One-stop-shop for all your maintenance needs:

- MAINTENANCE PROGRAMS
- REPAIRS
- CONSTRUCTION
- WELDING
- PLUMBING
- ELECTRICAL
- GUTTER CLEANING
- MAINTENANCE MANUALS

800-557-2217

info@GoProTec.com • www.GoProTec.com

**CPAS**

**Bainbridge, Little & Co, CPAs**

Audits, Reviews & Tax Preparation

*"We Specialize Exclusively In HOAs"*

We are very reasonably priced to fit just about any Association's budget

3620 N. Rancho Drive, Suite 106

Las Vegas, NV 89130

702-243-2695 • Fax: 702-243-8734

sbainbridge@blccpas.com • www.blccpas.com

Sam Bainbridge, CPA & Mark Little, CPA

**Chen Accounting Group, Ltd. – CPA**

*Assurance (Audit/Review/Compilation/AUP), Tax Compliance & Advisory*

"NOT JUST A REQUIREMENT.

WE PROVIDE ANSWERS!"

We deliver responsive service, insightful advice and personal support. We see each engagement as an agreement between partners that wish to create a close and mutually beneficial long-term relationship. CHOOSE TO HAVE THE ANSWERS TODAY! 702-252-8881 • Fax: 702-543-6795

mchen@chenaccountinggroup.com

www.chenaccountinggroup.com

**Hilburn & Lein, CPAs**

*A Professional Corporation*

Over 45 years combined HOA experience.

Specializing in HOA audits, reviews, tax, and consulting work.

5520 S. Fort Apache Rd.

Las Vegas, NV 89148

702-597-1945

Gary W. Lein, CPA, NVEBP | Philip C. Bateman, CPA

gary@hilburn-lein.com | phil@hilburn-lein.com

**Morrison, Brown, Argiz & Farra, LLC**

*Certified Public Accountants and Advisors*

*(Kane Condominium and Association Services Division)*

Providing the highest quality in audits of financial

statements, forensic accounting and fraud

investigations and other professional services.

400 S. 4th Street, Suite 500

Las Vegas, NV 89101

Call or email us at

702-650-7248 • info@associationcpas.com

**CPAS**

**Ovist & Howard, CPA's**

*Specializing in Financial Statements, Taxes and Consulting for HOA's since 1990.*

Our Partners and Managers have over 80 Years of combined HOA experience. And with over 20 staff members, we have the resources YOUR Association needs.

www.ohcpas.net • hoa@ohcpas.net

702-456-1300 • Fax: 702-456-6155

Kristina Deuser, CPA Eric Lorenz, CPA

**DOCUMENT MANAGEMENT**

**CondoCerts**

*A Mutual of Omaha Bank Company*

• Online demand and resale disclosures

• Universally accepted questionnaires

• Real time account access 24/7

• Dedicated customer service team

Chuck Balacy, NVEBP, Regional Account Executive

chuck.balacy@mutualofomahabank.com

Direct 702-563-9391 • Fax 402-633-6340

Tony Troilo, NVEBP

tony.troilo@mutualofomahabank.com

702-771-9569

www.CondoCerts.com

**FENCES/AUTOMATIC GATES**

**Fencing Specialists, Inc.**

*The Residential, Commercial, and Industrial Fencing Specialists Since 1983*

Offering a full line of services including automatic gates, wrought iron fences, custom ornamental iron and maintenance and repairs.

Licenses #20864 & #71856

Contact Tamra Mitchell at

tm@fslv.com or (702) 644-3750

www.fslv.com • www.fencingspecialistsinc.com

**FITNESS EQUIPMENT**

**KRT Fitness and Patio Concepts**

Your source for Commercial Fitness Equipment and

Contract Outdoor Furniture & Site Furnishings

702-490-3558

info@krtconcepts.com • www.krtconcepts.com

**CAU**

Barbara Westhoff, CIRMS, Marketing Specialist

267-757-7174 • Fax: 267-757-7474

bwesthoff@cauinsure.com • www.cauinsure.com

1180 N. Town Center Drive, Suite 100

Las Vegas, NV 89144

*"Insurance for Associations, that's all we do!!"*

**Ron Wright - Mike Menath Insurance**

*For all your insurance needs including Auto/Home/Business/Life/Health/Bonds/Workmans Comp*

333 Village Blvd. # 203, Incline Village NV 89451

800-756-6507, 775-831-3132

Fax: 775-831-6235 • rwright@menath.com

**INSURANCE**

**Patrick Ward Insurance Agency**

Specializes in Homeowners Associations, Planned Unit Developments and Condominium Associations. We are a full service Brokerage Firm. We offer on site safety inspections, insurance workshops and offer 3 HOUR CREDITS for continuing education. Contact Patrick Ward or Yolanda Torres

2880 S. Jones, Ste. 4, Las Vegas, NV 89146

702-579-7505 • Fax: 702-367-1039

pward@farmersagent.com

**RF Insurance Group**

and **Community Insurance Group**, our specialty company, are committed to handle all of your HOA insurance needs.

1980 Festival Plaza Dr, Suite 300

Las Vegas, NV 89135

702-680-0122 • rich@rfinduranceagency.com

**Western Risk Insurance Agency**

*Full Service Independent Agency & Brokerage Firm*

Mark S. Coolman, CFP, CIRMS, NVEBP

Francie Stocking, CISR, CRIS, CPIW, CIC

Mindy Martinez, CIC, CISR, CIRMS, DCAL, NVEBP

3140 S. Rainbow Blvd. Suite 400

Las Vegas, NV 89146

702-368-4217 • Fax: 702-368-4219

www.westernrisk.com • youragent@westernrisk.com

**LANDSCAPING**

**First Choice Tree Service**

*"Always Your Best Choice"*

Providing expert tree care since 1989

Tree Care – Plant Health – Landscape Enhancements

Gita Lowell 702-339-6908

businessdevelopment@firstchoicetree.com

**Gothic Grounds Maintenance**

*Manager, Community Association Sales & Customer Service*

6325 S Valley View, Las Vegas, NV 89118

702-676-1185 • Fax: 702-678-6968

ghill@gothiclandscape.com

**Integrated Landscape Management**

Landscape Management - Irrigation Management -

Landscape Improvements - Tree Management -

Property Health

702-305-2492 • ilm-llc.com

**LandCare**

*Your Land. Our Care.*

- LandCare Management
- Landscape Installation
- Landscape Design
- Water Smart Irrigation Management
- National Company

Contact: Owen Calvin

P: 702-385-4590 • M: 702-429-7527

Email: Owen.Calvin@LandCare.com

www.LandCare.com

**LANDSCAPING**

**Par 3 Landscape Management**

Par 3 Landscape Management is your HOA's full service landscape partner. Celebrating 22 years in the Las Vegas valley.  
Kurtis Hyde  
4610 Wynn Road, Las Vegas, NV 89103  
702-415-7009 • Fax: 702-253-7879  
kurtis@par3landscape.com • www.par3landscape.com

**The Groundskeeper**

1427 Gragson Ave., Las Vegas, NV 89101  
Contact Pedro Botello  
702-657-0087 • Fax: 702-657-1120  
lvcustomersvc@groundskeeper.com  
www.groundskeeper.com

**MANAGEMENT**

**CCMC**

*Now this feels like home.®*  
Community Association Management & Consulting  
702-248-2262 (CCMC) • tledvina@ccmcnet.com  
www.CCMCnet.com

**Colonial Property Management**

*Las Vegas/Henderson/Mesquite*  
**Contact: Trish Hall**  
8595 S. Eastern Ave., Las Vegas, NV 89123  
702-458-2580 • Fax: 702-458-2582  
info@cpmlv.com • www.cpmlv.com

**Complete Association Management Company (CAMCO)**

*Your Local Family Owned Management Company  
Our Services are Tailored to Fit Your Association*  
Contact the Professionals, as Our Name Says it All!  
702-531-3382 • Fax: 702-531-3392  
contactus@camconeveda.com  
www.camconeveda.com

**Epic Association Management**

*Professional. Reliable. Efficient.*  
8712 Spanish Ridge Ave.  
Las Vegas, NV 89148  
tonya@epicamlv.com  
702-767-9993 • www.epicamlv.com  
*Let us show you what management should be!*

**Equus Management Group**

*The Largest Locally Owned & Operated  
Community Management Co. Serving No. Nevada*  
Rick Gardner, President - Jeff Gardner, CFO -  
Joele Rogers, Sr. Community Mgr  
5480 Reno Corporate Drive, Ste. 100  
Reno, NV 89511  
775-852-2224 • www.equusmanagement.com

**MANAGEMENT**

**Eugene Burger Management Corporation**

*"Legendary Service Provided by Exceptional People"*  
www.ebmcc.com  
*Southern Nevada Contact:*  
Katherine Wolfe, DCAL, CMCA, AMS, PCAM  
Southern Nevada Regional Manager  
katherinewolfe@ebmcc.com  
702-873-3071 • Fax: 702-873-0629  
*Northern Nevada Contact:*  
Lori E. Burger, CPM, PCAM, S-CAM  
Senior Vice President/Northern Nevada Regional Manager  
775-828-3664 • Fax: 775-828-2677  
loriburger@ebmcc.com

**FirstService Residential**

We have five (5) offices located throughout Southern and Northern Nevada.  
Our main office locations:  
8290 Arville Street  
Las Vegas, NV 89139  
639 Isbell Road, Suite 280  
Reno, NV 89509  
702-215-5058 • 775-332-0714  
www.fsresidential.com

**Level Property Management**

*2012 CAI 'Outstanding  
Small Management Company'*  
Anne Calarco, DCAL, LSM, PCAM, President  
702-333-1050 • Anne.Calarco@levelprop.com  
*'Taking your Community to the next Level'*

**Opus 1 Community Management**

*"Your award winning choice in local community management."*  
Tonya Bates, PCAM, DCAL  
1380 Greg St. #208, Sparks, NV 89431  
775-284-4788  
tonya@opus1cm.com • www.opus1cm.com

**Soleil Association Management**

*Local Management for Local Communities*  
Contact: Shelley Leibold  
7200 Las Vegas Blvd. South, Suite A  
Las Vegas, NV 89119  
702-639-8410 • Fax: 702-252-0518  
info@soleilam.com

**The Management Trust**

*Owner Inspired. Challenge Accepted.*  
8485 W. Sunset Road, Suite 100  
Las Vegas, NV 89113  
702-835-6904 • 702-835-6905  
www.managementtrust.com

**Prime Community Management, LLC**

Contact: April Parsons, President  
Managers: Tanya Chamberlain,  
Jann Smit & Jeani Wheeler  
181 N. Arroyo Grande Blvd., #125  
Henderson, NV 89074  
8687 W. Sahara Avenue, #170  
Las Vegas, NV 89117  
702-869-0937  
www.primenv.com

**MANAGEMENT**

**Real Properties Management Group Inc.**

*Alisa Vyenielo & Helen Wise*  
3283 E. Warm Springs, Ste. # 300  
Las Vegas, NV 89120  
702-933-7764 • Fax: 702-933-7774  
www.rpmginc.com

**Seabreeze Management Company**

*People. Performance. Passion*  
Professional full-service Community Management  
Isaiah Henry, President  
8960 W. Tropicana Ave. Suite 300  
Las Vegas, NV 89147  
800-232-7517 • www.seabreezemgmt.com

**Taylor Association Management**

*"Bringing Community to Your Neighborhood"*  
Contact: Jason Hoom, PCAM or Pat Taylor, CMCA  
*Henderson Office:*  
259 North Pecos Rd. #100  
Henderson, NV 89074  
855-764-8639, 702-736-9450

*Centennial Office:*  
5550 Painted Mirage Rd, #330  
Las Vegas, NV 89149  
702-818-4900 • Fax: 702-818-4899  
www.tamhoa.com

**Terra West Management Services**

*Las Vegas/Reno/Southern Utah*  
702-880-4671  
www.terrawest.com

**PAINTING**

**CertaPro Painters of Southern Nevada**

*Contact Jim Zades*  
*CertaPro Painters is your full service painting & drywall contractor serving Southern Nevada communities and community managers with exterior and interior painting since 2005.*  
1000 N Green Valley Pkwy 440-332  
Henderson NV 89074  
702-343-1204 • jzades@certapro.com

**The Sherwin-Williams Company**

Your Full-Service Paint Manufacturer with 18 stores in Southern Nevada. Celebrating 150 Years! Ask Sherwin-Williams for: Color Books, Repaint Specifications, Job Walks.  
Jason Manwaring  
702-349-3613 • Jason.A.Manwaring@sherwin.com

**Unforgettable Coatings, Inc.**

*Renew. Revive. Repaint.*  
*"A paint job is only worth doing if it's done right"*  
When high quality applications and expertise is required, allow us to better serve your clients.  
702-287-1456 • Fax: 702-541-9900  
www.unforgettablecoatings.com  
service@unforgettablecoatings.com



**PLAYGROUND MAINTENANCE**

**Green Living Services**

*Making Nevada Greener One Community at a Time*

- Playground Experts!
- Safety Audits
- Surfacing
- Site Furnishings
- Custom Designs
- Refresh, Repairs or Replacements
- Synthetic Turf and Pet Parks too!

4205 West Tompkins Ave, Suite One  
Las Vegas, NV 89103

Ken Jackson, CPSI  
702-367-8873 • info@GreenLivingServices.com  
www.GreenLivingServices.com

**Park Pro Playgrounds**

*Protect Your Community & Your Children! CPSI Certified*

Maintenance Programs - Vandalism Clean Up -  
Consulting - Surface Testing - Repairs - Replacements  
Office: 702-254-4111

Contact: Kristi Beber at 702-354-2111  
kbeber@parkproplaygrounds.com

**POOL SERVICE**

**Rebel Pool & Spa**

3540 W. Sahara Avenue Unit 254  
Service | Repairs | Installation | Commercial and  
Residential

Servicing the greater Las Vegas, Summerlin and  
Henderson area  
702-625-2436 • service@rebelpools.com

**RESERVE STUDIES**

**Association Reserves - Nevada**

7251 W. Lake Mead Blvd., #300  
Las Vegas, NV 89128  
702-850-2451 • Fax: 702-850-2461  
Contact: Paige Daniels • pdaniels@reservestudy.com

**Browning Reserve Group**

Robert W. Browning, RS, NV RSS #005  
*Serving Nevada Since 1999*  
3753 Howard Hughes Parkway, Suite 200  
Las Vegas, NV, 89169  
877-708-0600 Toll Free • 916-393-0610 Fax  
www.BrowningRG.com • Bob@BrowningRG.com

**Complex Solutions, Ltd.**

*Reserve Studies Simplified*  
3215 E. Warm Springs Rd. #400, Las Vegas, NV 89120  
702-361-0111 • Fax: 702-361-6685  
www.complexsolutionsltd.com

**GeoReserves**

-Reserve Studies  
-GeoMapping & GIS  
-Financial Consulting  
Byron Goetting, NV RSS #072  
3172 N Rainbow Blvd #289, Las Vegas, NV 89108  
702-630-0948 • byron@georeservestudies.com  
www.georeservestudies.com

**RESERVE STUDIES**

**Nevada Reserve Studies, Inc.**

*Serving all of Nevada*  
• Residential & Commercial Studies  
• Consulting Services  
• Expert Witness Services  
Douglas Taylor, RS, PRA  
State Registration: RSS.0000017  
702-432-5587  
On-Line Bid Request at: www.nevadastudies.com  
dtaylor@nevadastudies.com

**RESTORATION**

**BELFOR Property Restoration**

*Single Source Provider, Offering Complete 24/7  
Emergency Response and Reconstruction  
Services*

800-856-3333  
Michelle Turner (Northern Nevada)  
michelle.turner@us.belfor.com  
Andrea Pineda, NVEBP (Southern Nevada)  
andrea.pineda@us.belfor.com  
Licenses 0078990 limit - \$1,000,000, 0078991  
limit - \$1,000,000, 0078992 limit - \$1,000,000,  
0067311 limit - unlimited  
www.belforUSA.com

**Steamatic Total Cleaning & Restoration**

*"Restoring lives and properties"*  
• 24 Hour Emergency Service  
• Specializing in Commercial, High-Rise,  
Mid-Rise & Apartment Restoration  
• Mold Remediation  
• Fire/Smoke Damage Restoration  
• Water & Flood Extraction & Drying  
• Crime Scene Cleanup  
• Personal Property & Odor Control

**Alina Dima**  
2851 Synergy St, North Las Vegas, NV 89030  
702-633-0383 • Fax: 702-633-0012  
alina@markenent.com  
www.steamaticlv.com

**ROOFING**

**Titan Roofing LLC.**

*"Weather or not, we've got you covered"*  
Contact: Peter J. Cicchetti at  
pjc@titanroofing.net  
Over 30 Years Experience as a Full Service Roofing  
Company.  
4095 Ponderosa Way, Las Vegas, NV 89118  
Office 702-597-0878 • Fax 702-597-2714  
www.titanroofing.net  
License #0076672 Bid Limit \$4.5 Million

**SECURITY**

**Allied Universal Security**

*Security Professionals - Armed and Unarmed*  
Industry Leader Providing Residential Security Services  
HOA's, Gated Communities, High-rise Condominiums.  
Contact Steve McCoy  
702-544-8396 • steve.mccoy@aus.com

**SECURITY**

**TSI**

*Locally owned and operated company providing  
"PEACE OF MIND" for over 15 years*  
• CCTV/ IP Camera • Burglar Alarms • Access Control  
• Intercom Systems • Fire Extinguishers • Emergency/  
Exit Lighting • Fire Sprinklers • Fire Alarms • Backflow  
Devices • Roving Patrols • Parking Enforcement  
• Towing Assistance • HOA/ Commercial Security  
Services  
9555 Del Webb Blvd Las Vegas, NV 89134  
702-967-0000 • www.tsivegas.com

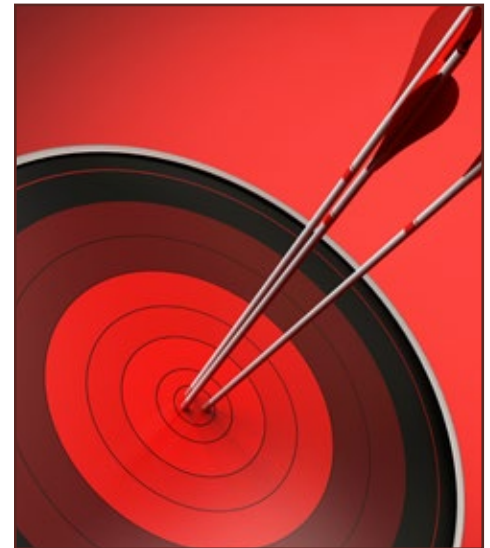
**Vet-Sec Protection Agency**

*2017 CAI Nevada Chapter Silver Sponsor*  
Vet-Sec Protection Agency offers the following security  
services for Homeowner's Associations:  
Mobile/Courtesy Patrols, Traditional Standing Officers/  
Gatehouse Officers & Alarm Response throughout the  
Las Vegas Area.  
4045 Spencer St., Ste 306, Las Vegas, NV

**WANTED**

**Your Ad Here**

You saw it in The Marketplace, so will Your Customers!  
For advertising information, call 702-648-8408



**Get Your  
Company,  
Products and  
Services Noticed!**

Advertise in the  
*Community Interests Marketplace!*

Call the CAI Office at  
**702-648-8408**

***You have been  
Activated...***

***The Date  
is Set:***

***March 2,  
2018***

***Your Mission:  
Mark Your  
Calendar!***

***2017 CAI Awards Gala  
March 2, 2018  
at the Smith Center***

***5:15 p.m. .... Registration***

***6:00 p.m. .... Awards***

***7:30 p.m. .... Dinner***

***9:00 p.m. .... Hosted Cocktail &  
Dessert Reception***





# Thank You!

## TO OUR 2017 CAI-NEVADA SPONSORS

*community interests*

### 2017 DIAMOND PLUS

Nevada Association Services (NAS)

### 2017 DIAMOND

The Clarkson Law Group

### 2017 PLATINUM

Wolf, Rifkin, Shairo, Schulman & Rabkin, LLP

### 2017 PALLADIUM

Angius & Terry LLP

Taylor Association Management

Unforgettable Coatings

### 2017 GOLD

Alliance Association Bank

Bainbridge, Little, & Co., CPAs

CCMC

EmpireWorks Reconstruction and Painting

Epic Association Management

FirstService Residential

Ovist & Howard, CPAs

Seacoast Commerce Bank

Terra West Management Services

Western Risk Insurance Agency

### 2017 SILVER

Absolute Collection Services, LLC.

American Pavement Preservation

Association Reserves - Nevada

BELFOR Property Restorations

Browning Reserve Group

CAMCO

CertaPro Painters of So. NV

Chen Accounting Group

City National Bank

Colonial Property Management

Community Association Underwriters of  
America, Inc. (CAU)

Complex Solutions, LTD

Eugene Burger Management Corp of  
Nevada

Fencing Specialists Inc.

First Choice Tree Service

Geo Reserves

Gothic Landscape Maintenance

Integrated Landscape Management

Kane Condominium & Association Services

A Division of MBAF, Certified Public

Accountants & Advisors

KRT Fitness & Patio Concepts

Level Property Management

Menath Insurance

MK House Consulting, Inc.

Mutual of Omaha

Opus 1

Par 3 Landscape Management

Park Pro Playgrounds

Prime Community Management

ProTec Building Services

Real Properties Management Group

Rebel Pool & Spa

Sherwin-Williams Company

Steamatic Restoration

Sunland Asphalt

The Groundskeeper

Titan Roofing LLC

TSI

US Bank

Van Duyne Law Group

Vet-Sec Protection Agency



9171 W. Flamingo Rd, Ste 100, Las Vegas, NV 89147  
Phone: 702-648-8408 | Fax: 702-240-9690  
info@cai-nevada.org | www.cai-nevada.org