

# 2017-2018 DIRECTORY

## O F C A I M E M B E R S

### BUSINESS & PROFESSIONAL DIRECTORY

Find the  
**CONTACTS**  
and **RESOURCES**  
you need in the Nevada Chapter



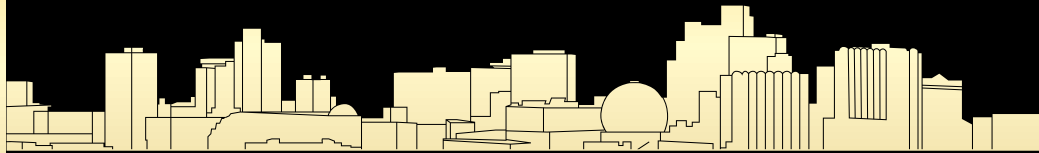
THE OFFICIAL PUBLICATION OF  
NEVADA CHAPTER

  
**community**  
ASSOCIATIONS INSTITUTE

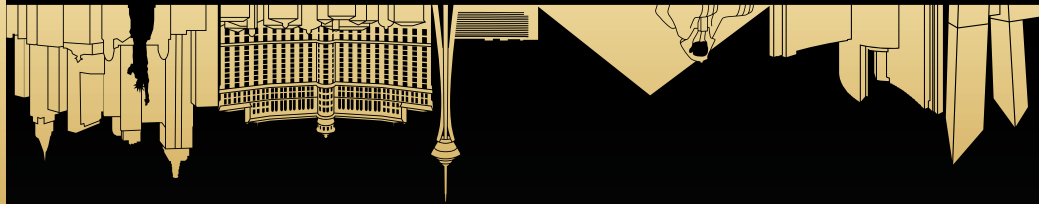
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Community Association Corporate Counsel & Collections



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# 2017-2018

## CAI Nevada Chapter Business & Professional Directory

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Every effort has been made to ensure the information is correct. CAI-Nevada claims no responsibility for the accuracy of member information.  
Record accuracy is the responsibility of the member to update information with National.

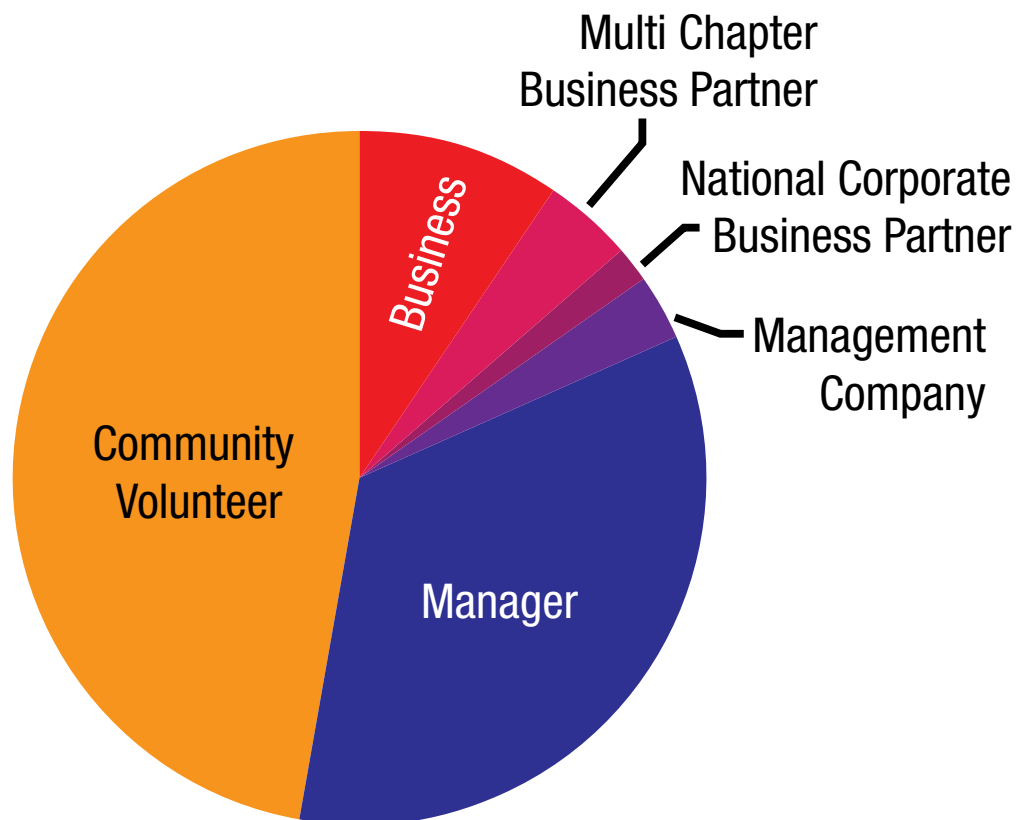
# CAI MEMBER EXPECTATIONS

CAI is committed to the development and support of successful communities around the world. Doing so requires a thoughtful, professional and ethical commitment by community leaders, professional community managers and a wide variety of business partners.

Every CAI member can contribute to our mission of building and sustaining successful associations, advancing professionalism and supporting a positive public image through the application of six core principles:

- Building on atmosphere of transparency, integrity and honesty
- Acting in good faith and in the best interests of our stakeholders
- Complying with all applicable laws and regulations
- Respecting the confidentiality of community and resident information
- Enhancing skills, knowledge and understanding
- Accepting personal and professional responsibility for decisions and actions

This is a standard to which members aspire that was adopted unanimously by the Board of Trustees in 2011.





# Validation

## SIXTH NATIONAL SURVEY AFFIRMS COMMUNITY ASSOCIATION SUCCESS

For the sixth time in 11 years, Americans living in homeowners associations and condominiums have told pollsters they are overwhelmingly satisfied in their communities.

The March 2016 survey affirms the findings of almost identical national surveys conducted in 2005, 2007, 2009, 2012 and 2014. The 2016 survey was conducted by Zogby Analytics for the Foundation for Community Association Research.

The findings from the six surveys are strikingly consistent and rarely vary a standard margin error for national, demographically representative surveys.

- By large majorities, most residents rate their overall community experience as positive or, at worst, neutral.
- They say their association board members serve the best interests of their communities.
- They say their community managers provide valuable support to residents and their associations.
- They support community association rules because they protect and enhance property values.

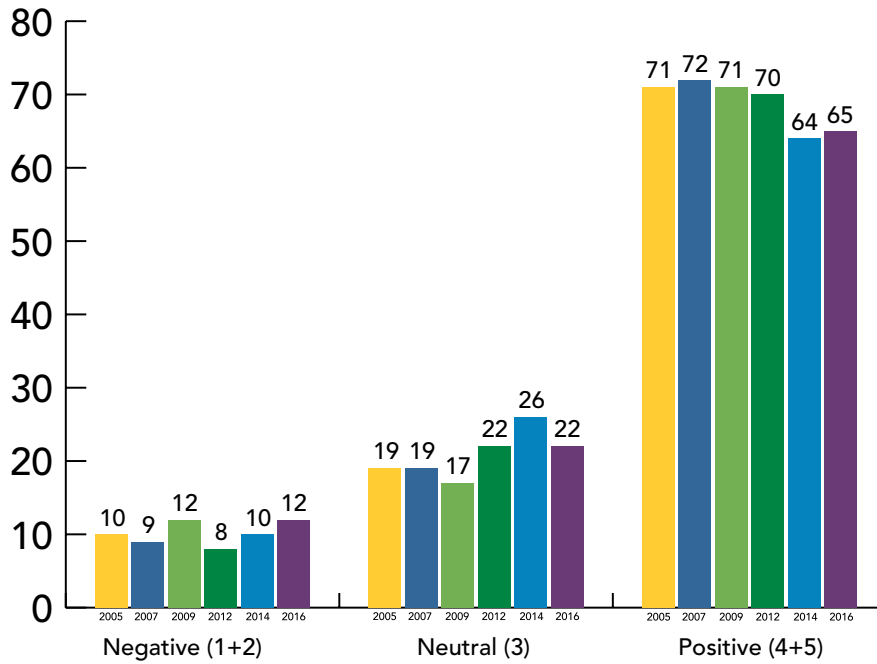
The findings objectively refute the unfounded and unsubstantiated myth that the community association model of governance is failing to serve the best interests of Americans who choose to live in common-interest communities.

The findings below compare results from the six surveys conducted since 2011. Totals may not equal 100 percent due to rounding and "don't know" answers.

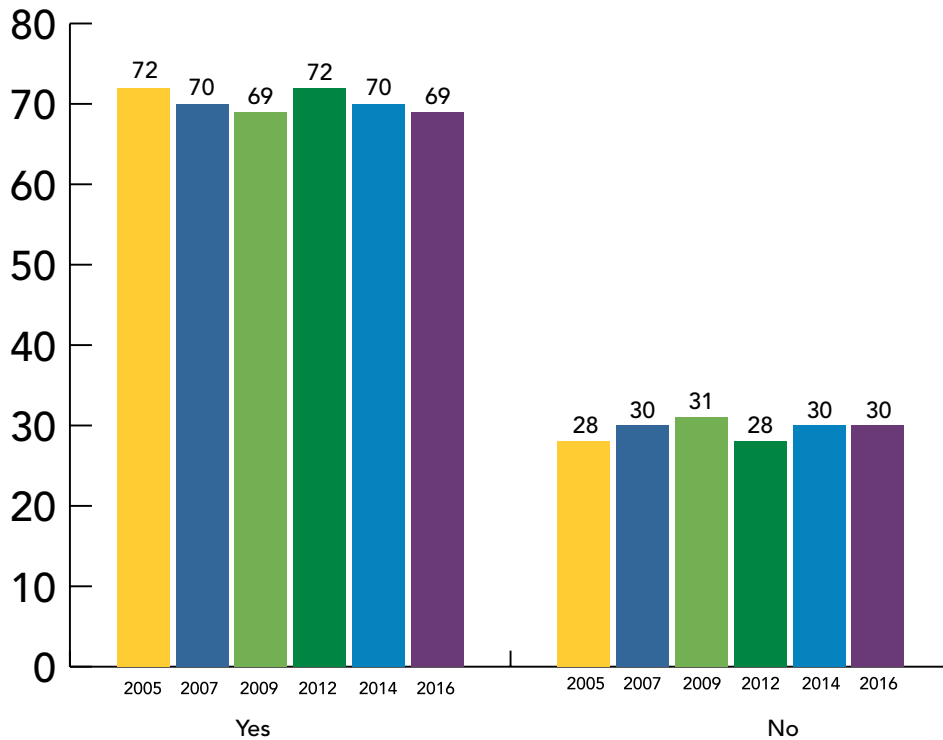
# 2016 CAI NATIONAL SURVEY

VALIDATION | SIXTH NATIONAL SURVEY AFFIRMS COMMUNITY ASSOCIATION SUCCESS

On a scale of one to five, with one being very bad and five being very good, how would you rate your overall experience living in a community association?

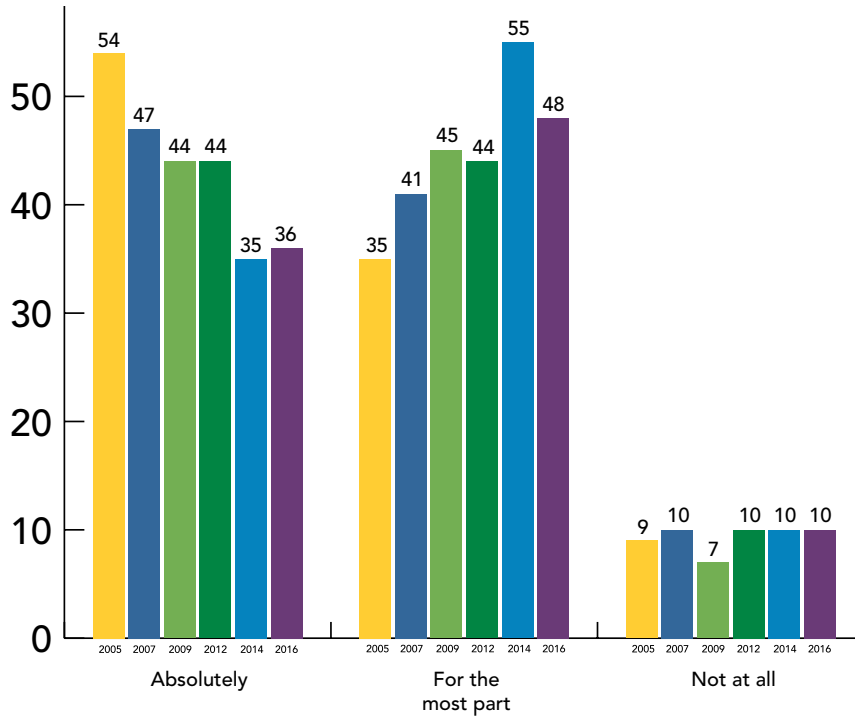


In your current community, have you ever attended any community association board meetings?

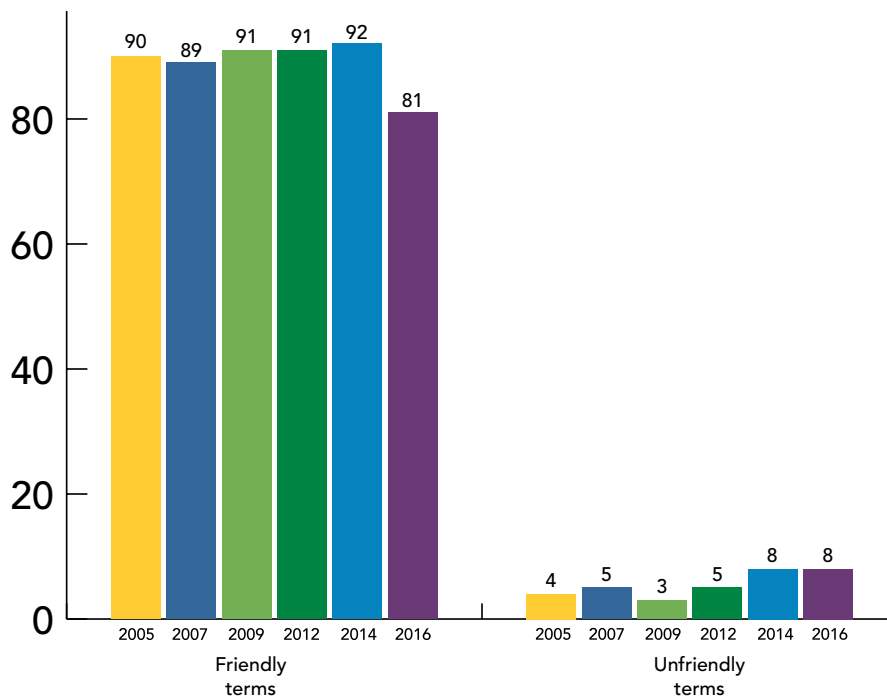


# 2016 CAI NATIONAL SURVEY

Do you think the members of your elected governing board strive to serve the best interests of the community as a whole?

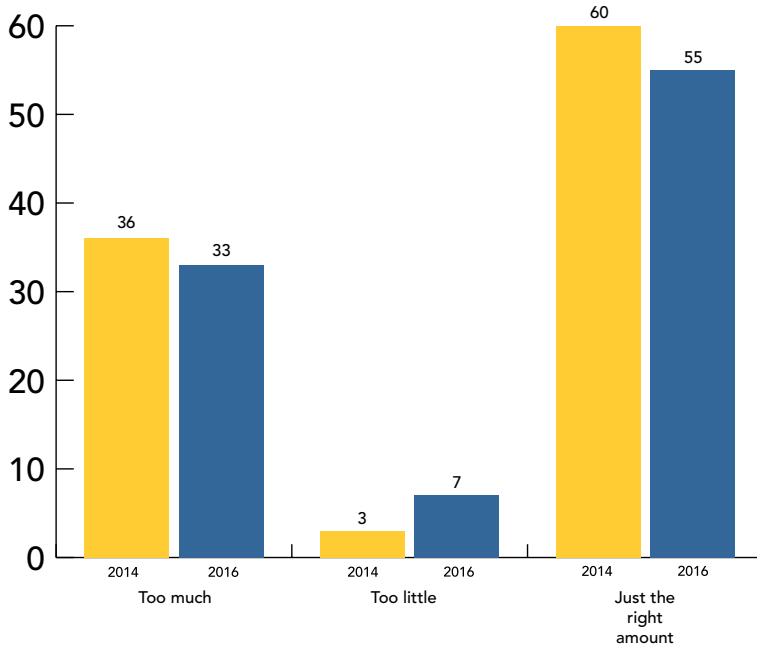


Overall, would you say you are on friendly terms with your current community association board, or would you say you are on unfriendly terms with them?

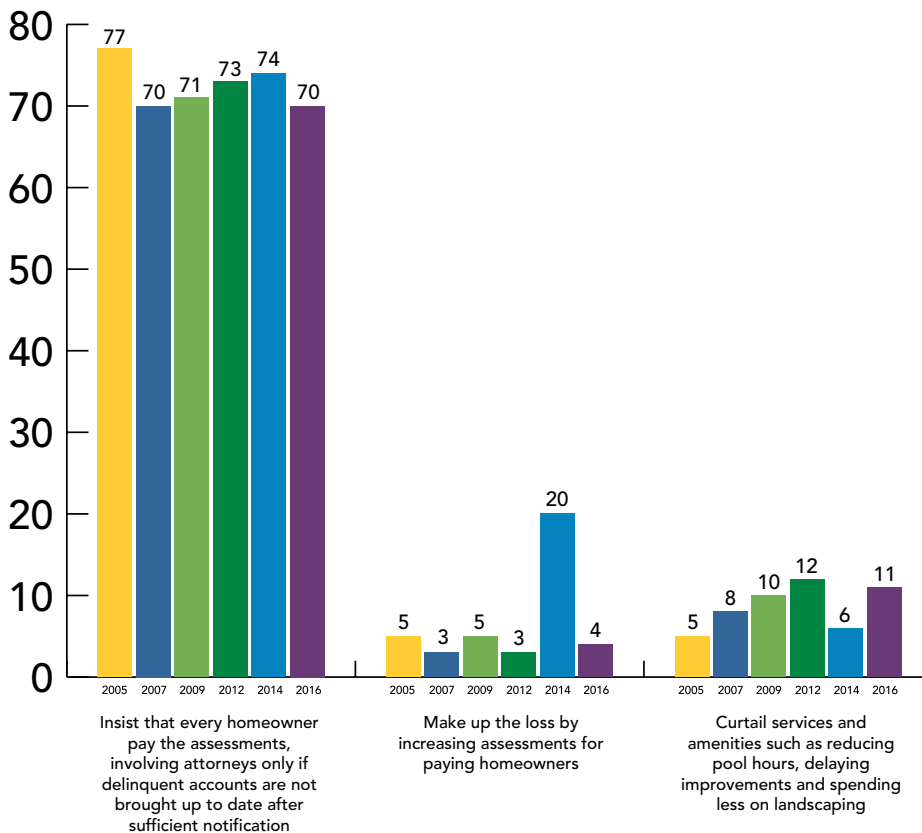


# 2016 CAI NATIONAL SURVEY

And thinking about the amount of your overall assessments that you pay for the services provided by your association, do you feel the amount of your assessments is too much, too little, or just the right amount?



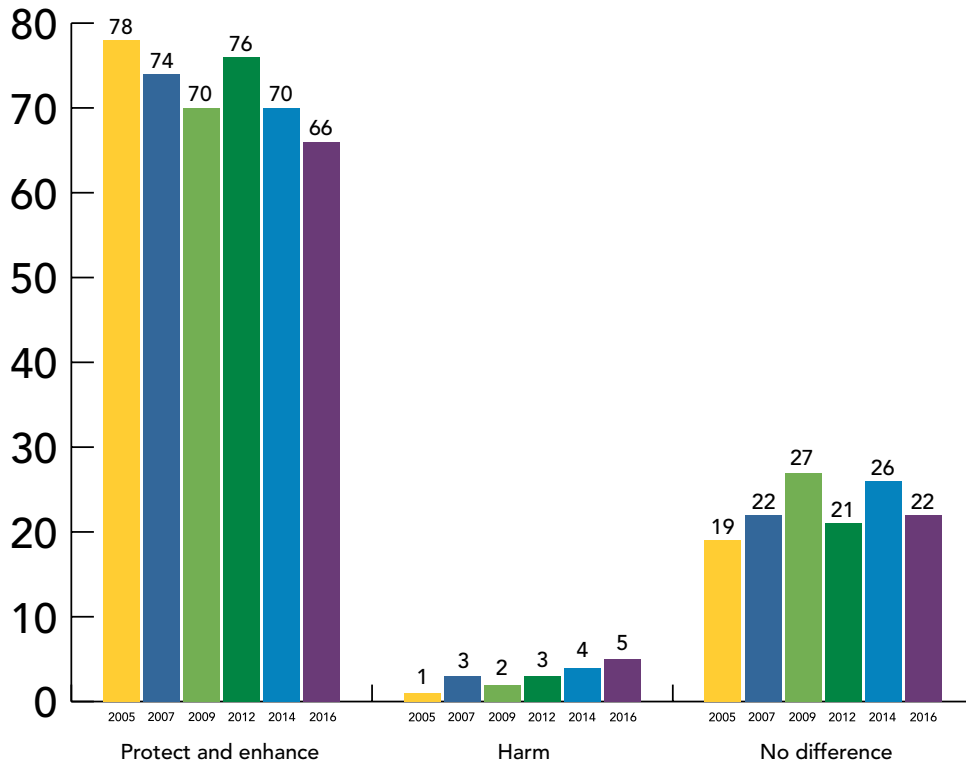
What do you think your community should do when residents neglect to pay their assessments?



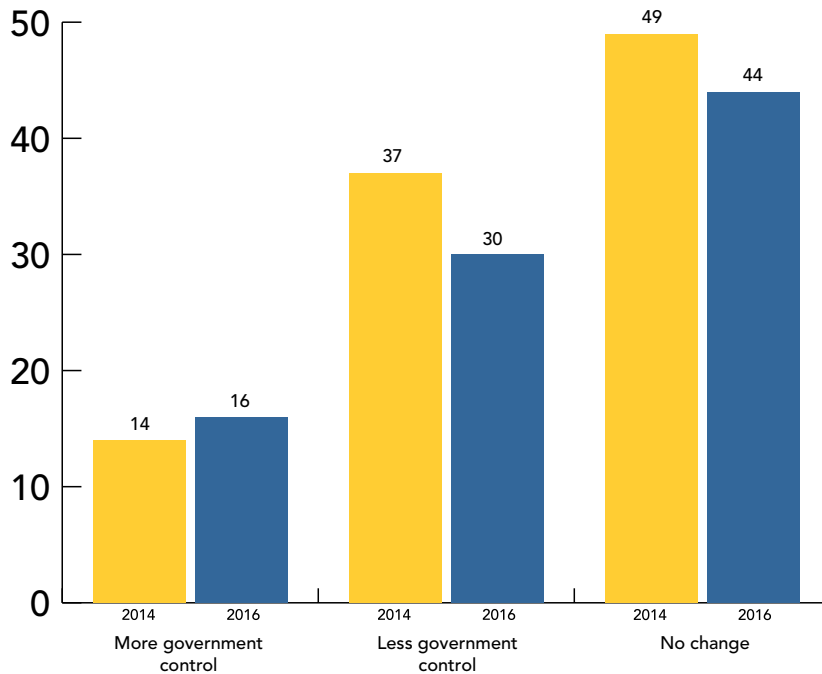


# 2016 CAI NATIONAL SURVEY

Do the rules in your community protect and enhance property values, harm them or make no difference?



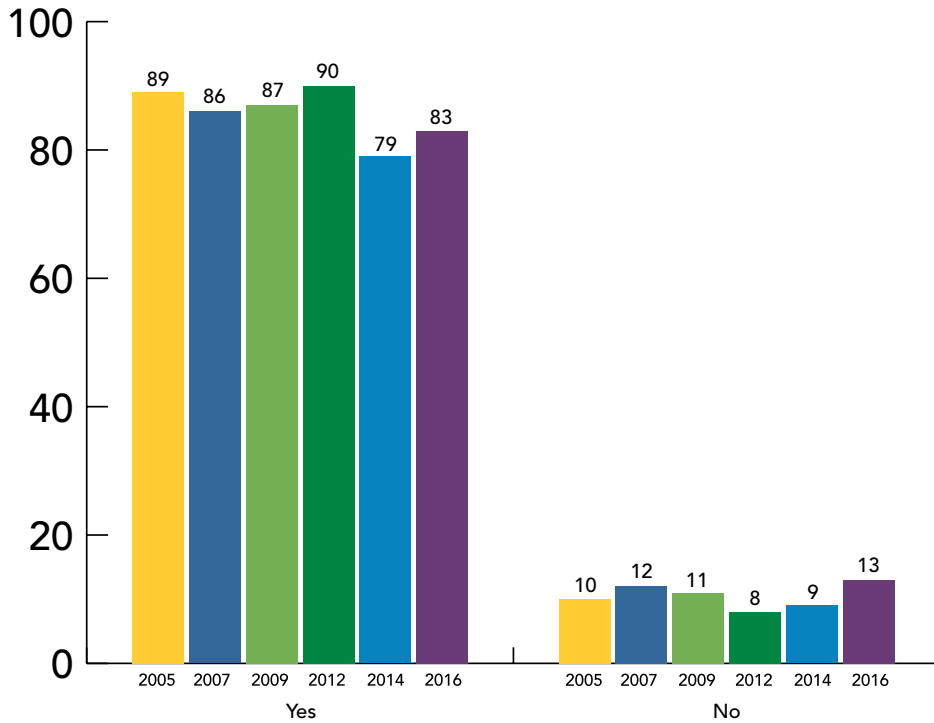
The governance of community associations is subject to differing state laws and regulations. Would you like to see more or less government control of these associations, or would you prefer no change?



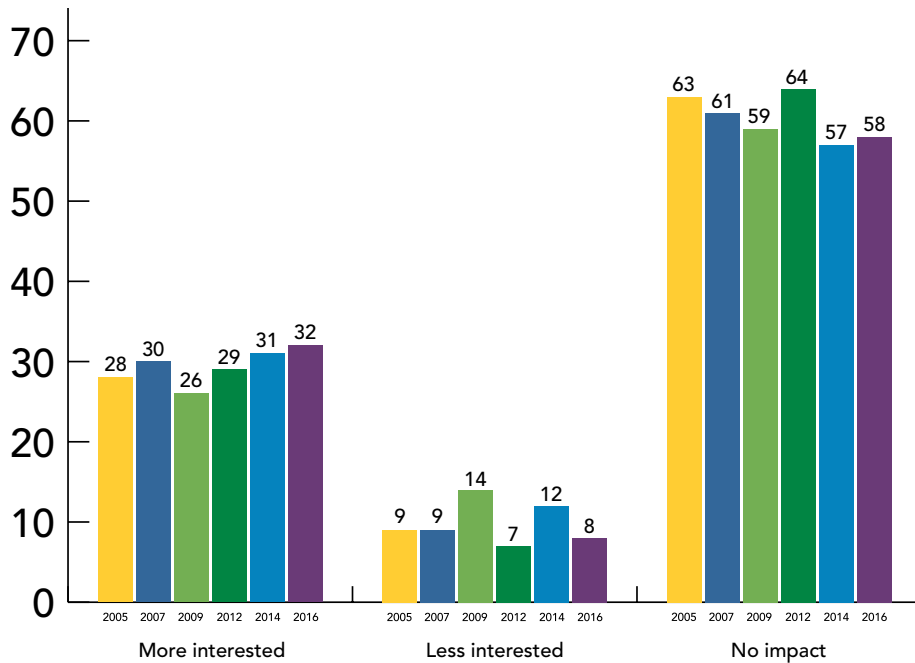
# 2016 CAI NATIONAL SURVEY

VALIDATION | SIXTH NATIONAL SURVEY AFFIRMS COMMUNITY ASSOCIATION SUCCESS

When you were considering the purchase or rental of your current home, were you told that it was in a community association?



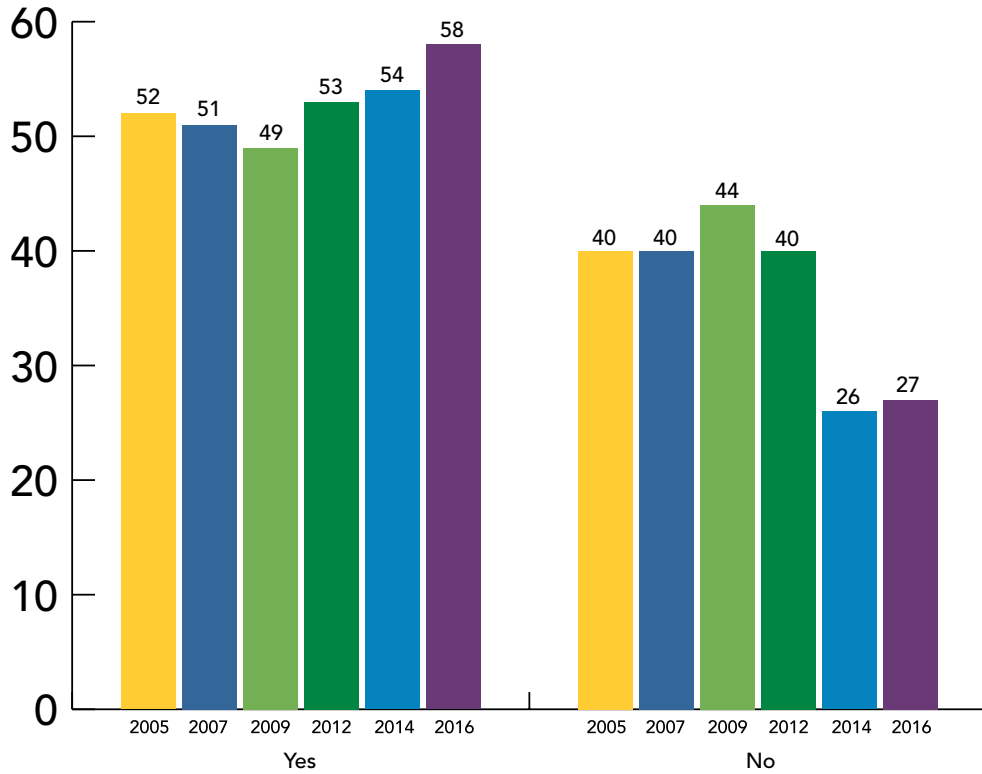
Did the fact that your current home is in a community association make you more interested or less interested about purchasing or renting your home, or did it have no impact?



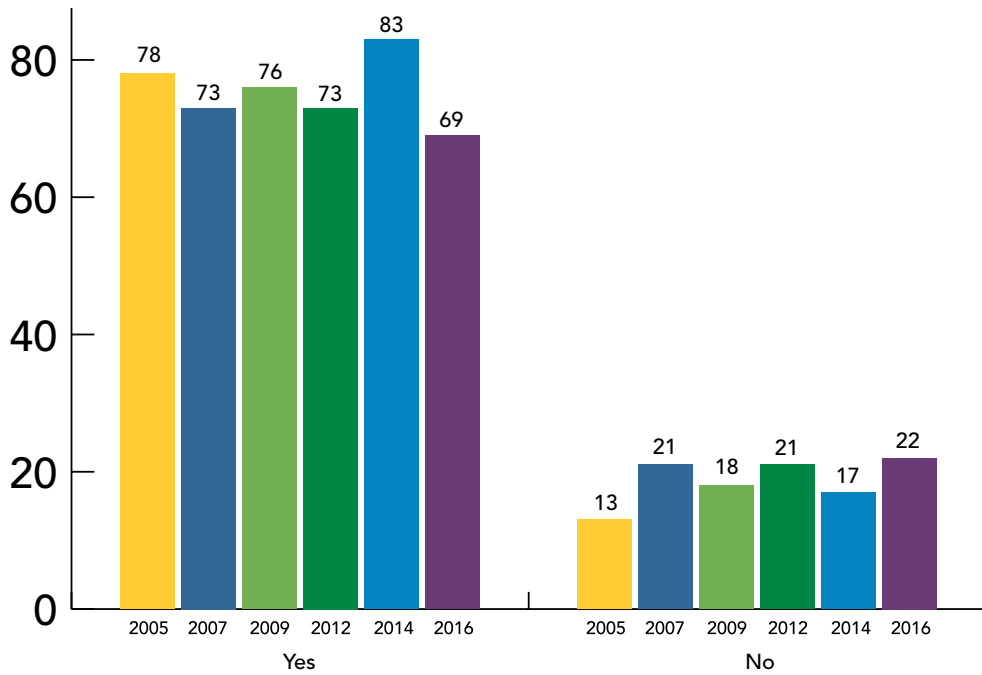
# 2016 CAI NATIONAL SURVEY

VALIDATION | SIXTH NATIONAL SURVEY AFFIRMS COMMUNITY ASSOCIATION SUCCESS

Does your association employ a community manager?



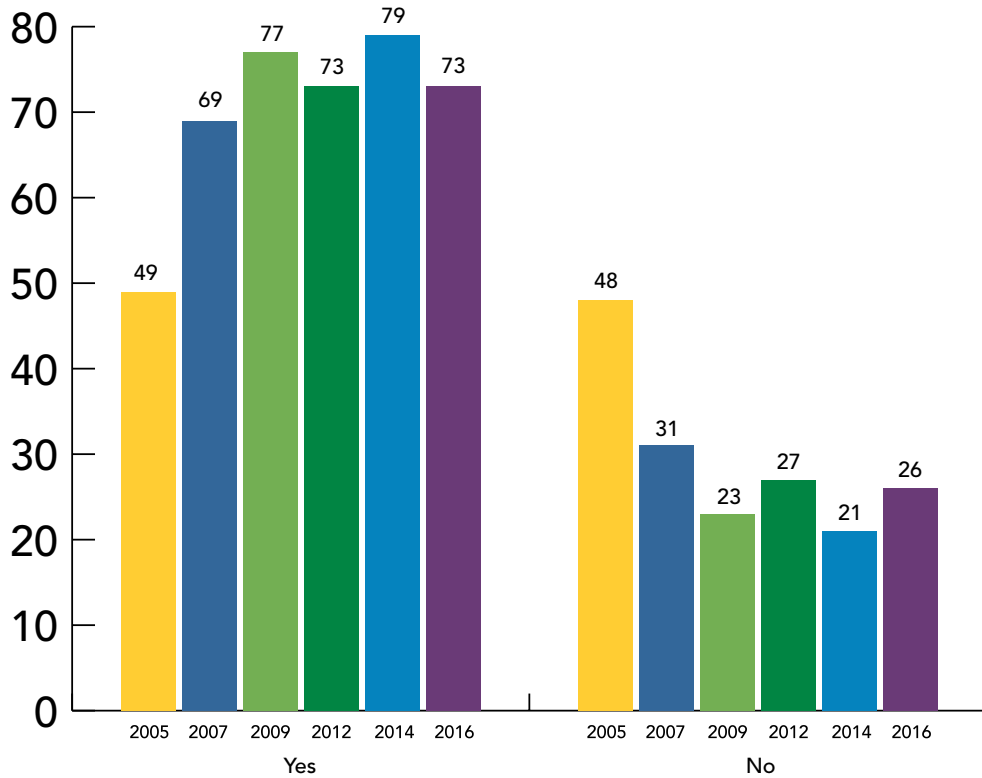
In your view, does the manager provide value and support to residents and the community as a whole?



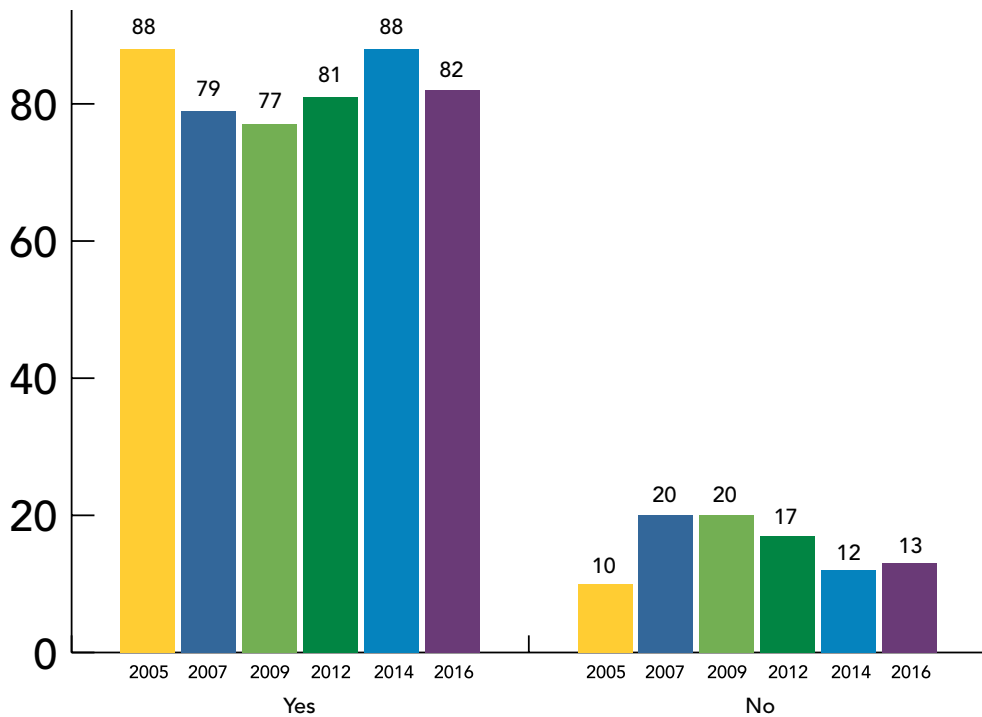
# 2016 CAI NATIONAL SURVEY

VALIDATION | SIXTH NATIONAL SURVEY AFFIRMS COMMUNITY ASSOCIATION SUCCESS

Have you had any direct interaction with your community manager?

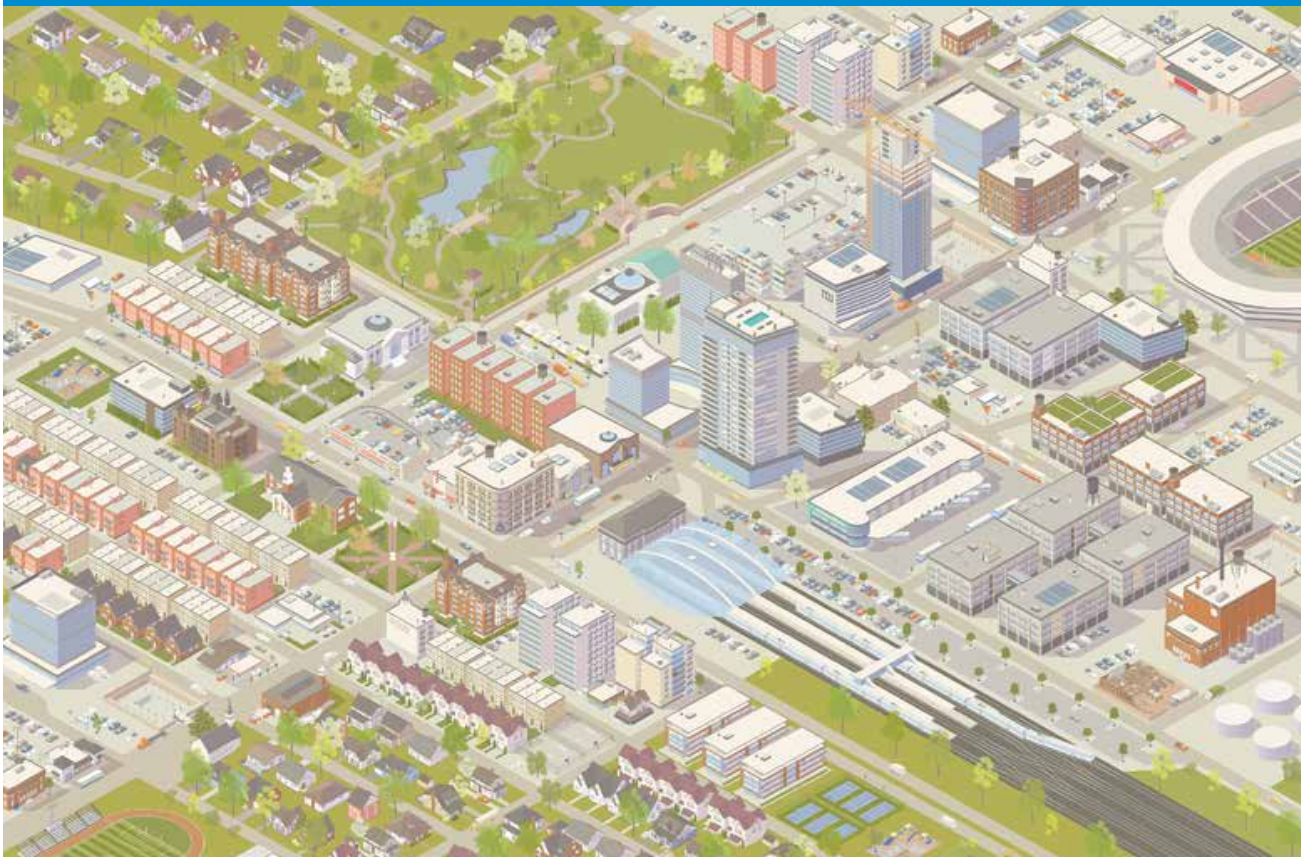


Was it generally a positive experience?



# HOA SWEET HOA

COMMUNITY  
ASSOCIATIONS  
REMAIN POPULAR WITH  
AMERICAN HOMEOWNERS



2016 HOMEOWNER SATISFACTION SURVEY

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## Community Associations: Preferred Places to Call Home The results are in!

For the sixth time in 11 years, Americans living in homeowners associations and condominiums say they're overwhelmingly satisfied in their communities:

**87%** » of residents rate their overall community association experience as positive (65%) or neutral (22%).

**84%** » say members of their elected governing board "absolutely" or "for the most part" serve the best interests of their communities.

**69%** » say their community managers provide value and support to residents and their associations.

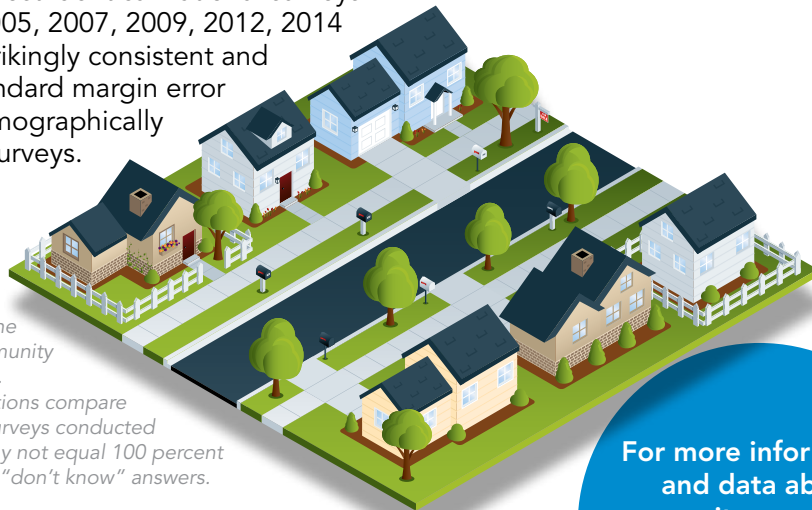
**88%** » say their association's rules protect and enhance property values (66%) or have a neutral effect (22%); only 5% say the rules harm property values.

These findings objectively refute the unfounded and unsubstantiated myth that the community association model of governance is failing to serve the best interests of Americans who choose to live in common-interest communities.

Results from almost identical national surveys conducted in 2005, 2007, 2009, 2012, 2014 and 2016 are strikingly consistent and rarely vary a standard margin error for national, demographically representative surveys.

The 2016 survey was conducted by Zogby Analytics for the Foundation for Community Association Research.

The following illustrations compare results from the six surveys conducted since 2011. Totals may not equal 100 percent due to rounding and "don't know" answers.

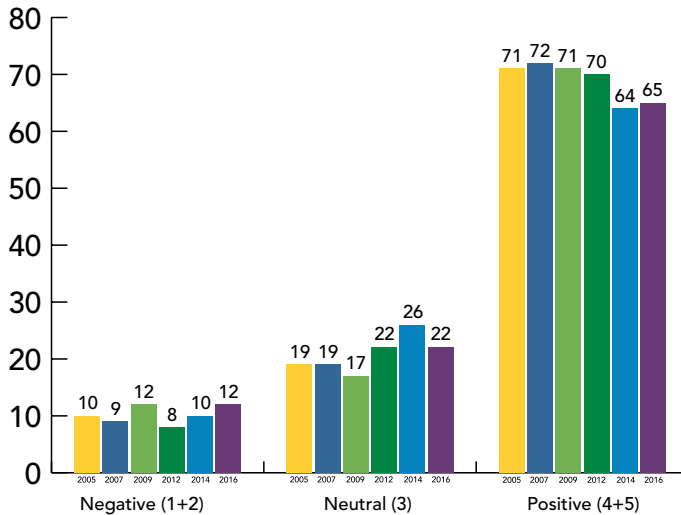


For more information and data about community associations, visit [www.caionline.org/aboutcommunityassociations](http://www.caionline.org/aboutcommunityassociations)

# 2016 HOMEOWNER SURVEY

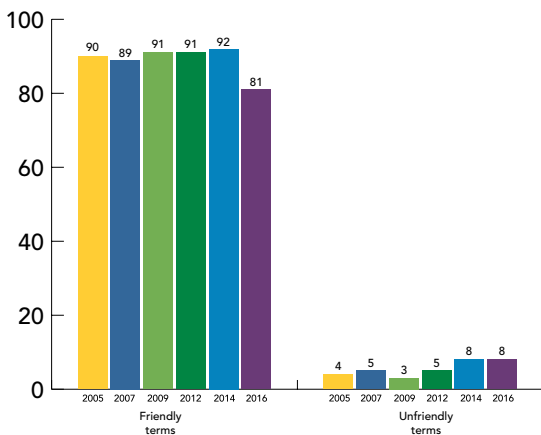
## The Association Experience & Effective Board Leadership

On a scale of one to five, with one being very bad and five being very good, how would you rate your overall experience living in a community association?



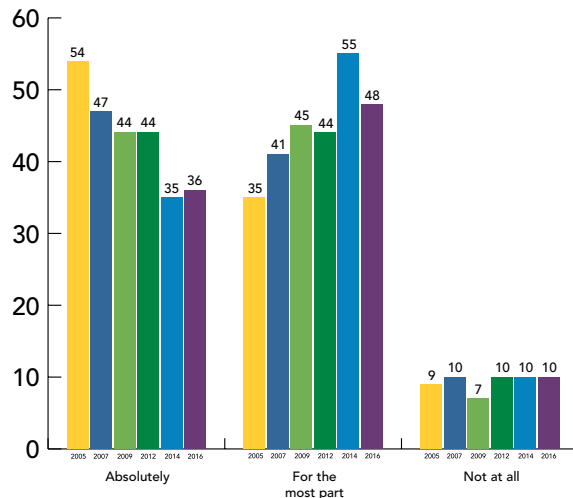
**87%** » of residents rate their overall community association experience as positive (65%) or neutral (22%)

Overall, would you say you are on friendly terms with your current community association board, or would you say you are on unfriendly terms with them?



**81%** » say they are on friendly terms with their association board

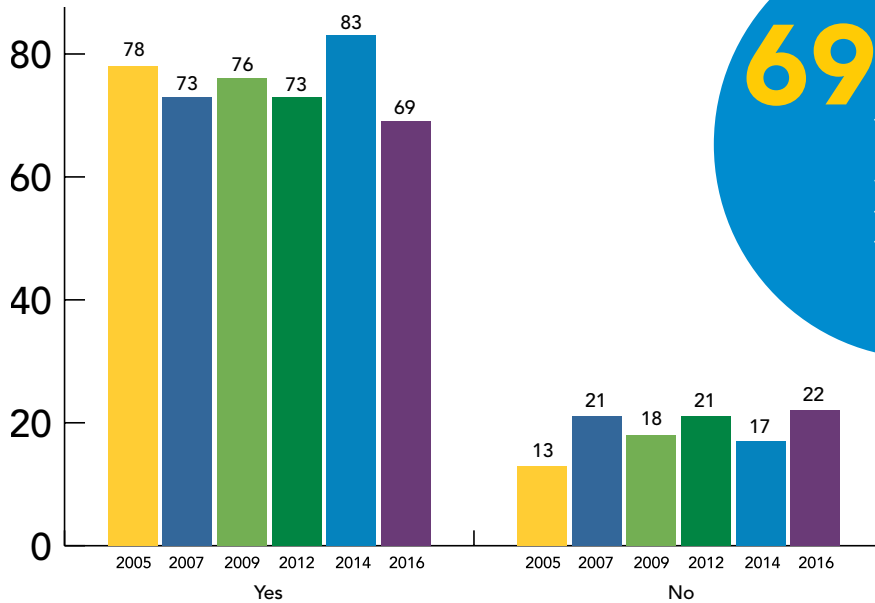
Do you think the members of your elected governing board strive to serve the best interests of the community as a whole?



**84%** » say members of their elected governing board "absolutely" or "for the most part" serve the best interests of their communities

## Association Assets: Community Managers

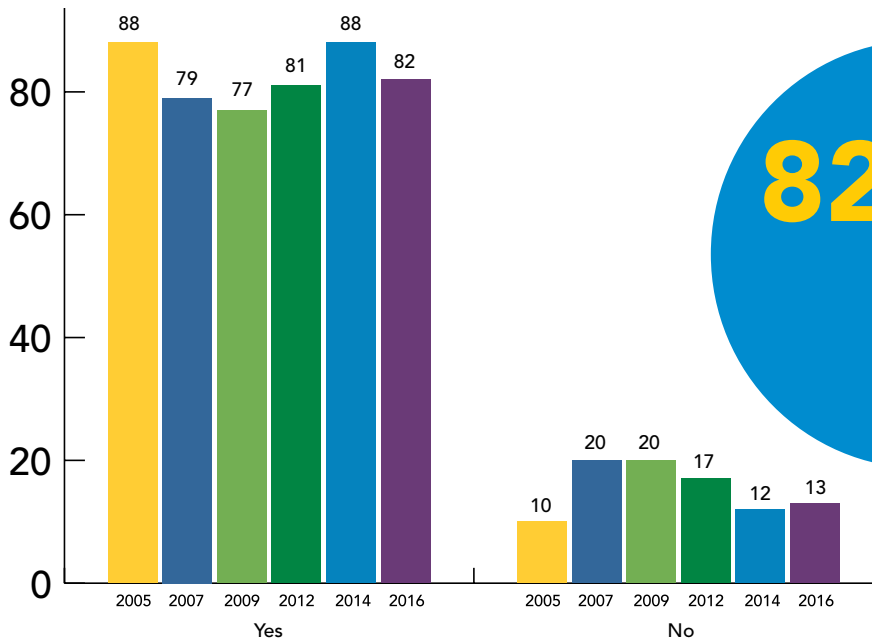
In your view, does your community manager provide value and support to residents and the community as a whole?



**69%**

» of residents say their community managers provide value and support to residents and their associations

Was direct interaction with your community manager generally a positive experience?



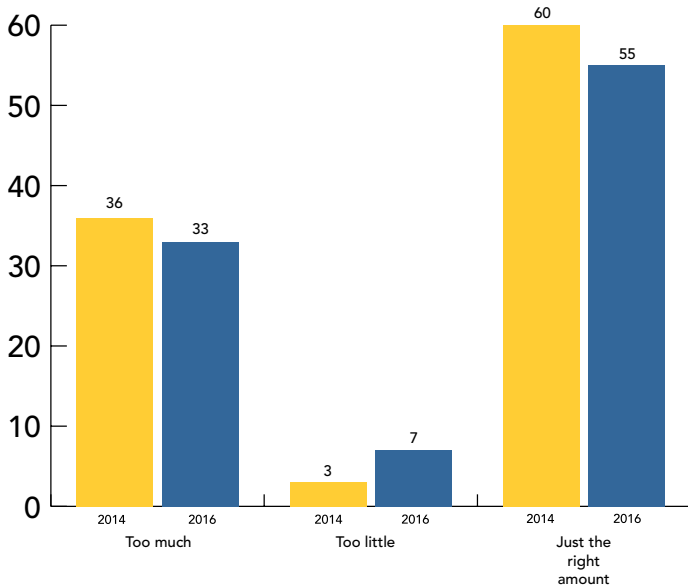
**82%**

» of residents who had direct contact with their community manager say it was a positive experience



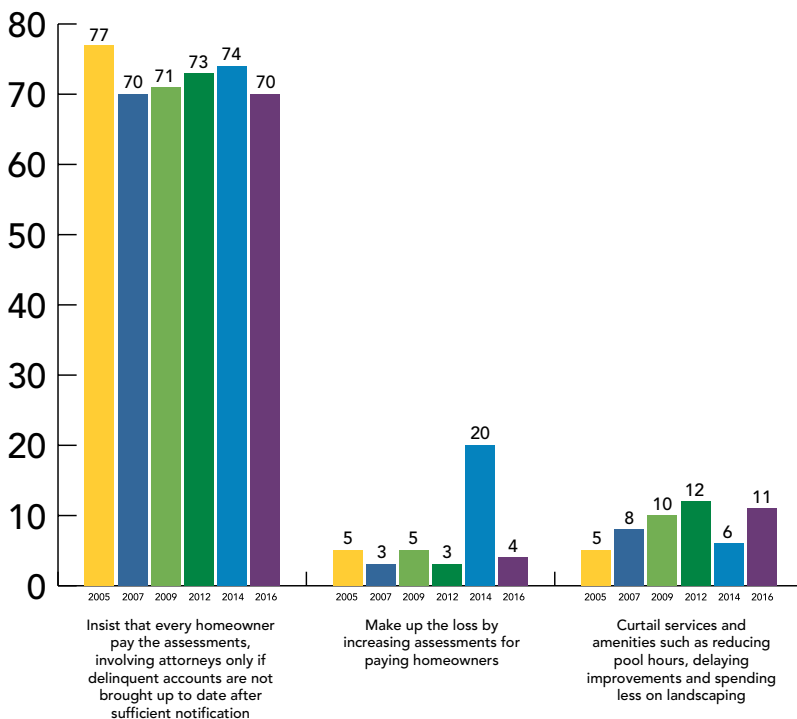
## Assessments: Acceptable Amounts

Thinking about the amount of your overall assessments that you pay for the services provided by your association, do you feel the amount of your assessments is too much, too little or just the right amount?



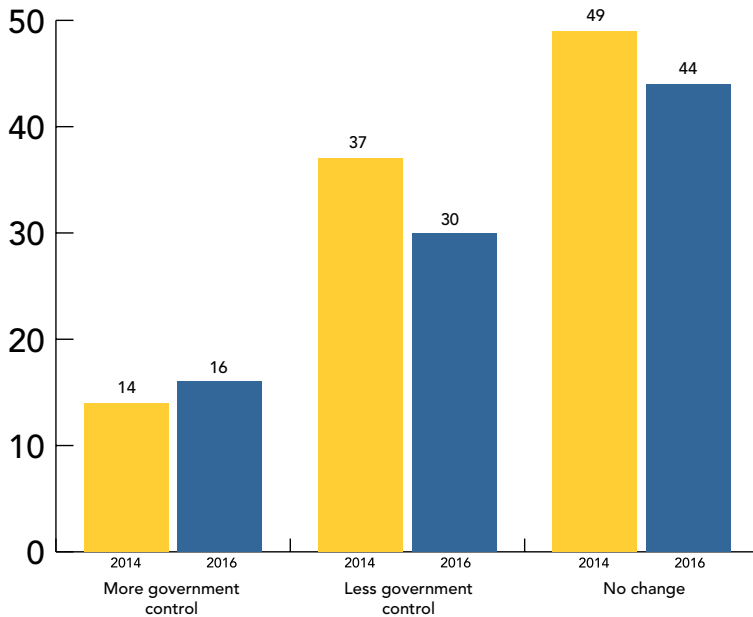
**62%** of residents say their association assessments are "just the right amount" — or "too little"

What do you think your community should do when residents neglect to pay their assessments?



## Association Governance: Under the Right Control

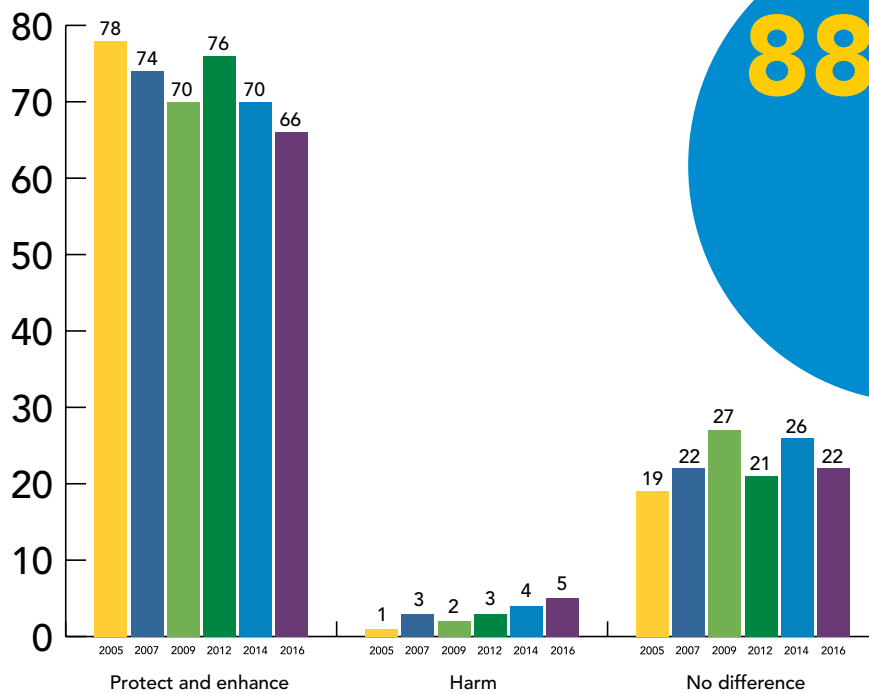
The governance of community associations is subject to differing state laws and regulations. Would you like to see more or less government control of these associations, or would you prefer no change?



**74%**

» of residents prefer either no change or less government control within their association

Do the rules in your community protect and enhance property values, harm them or make no difference?



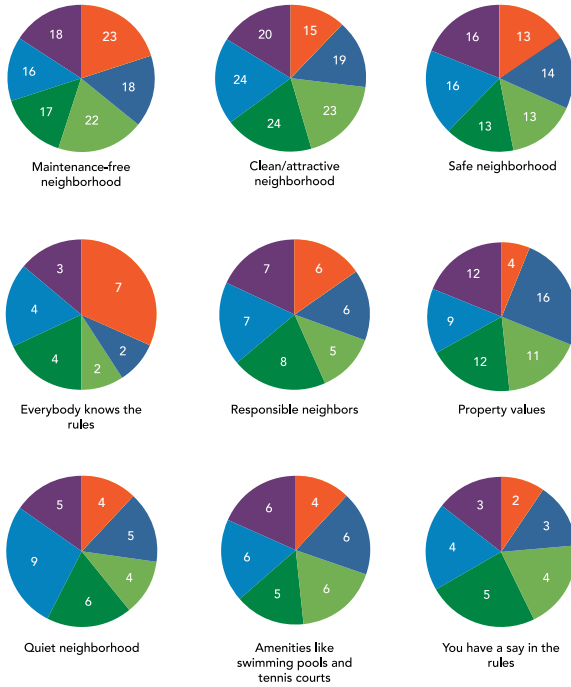
**88%**

» of residents say their association's rules protect and enhance property values (66%) or have a neutral effect (22%); only 5% say the rules harm property values

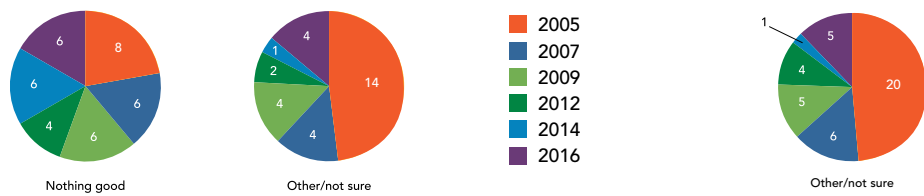
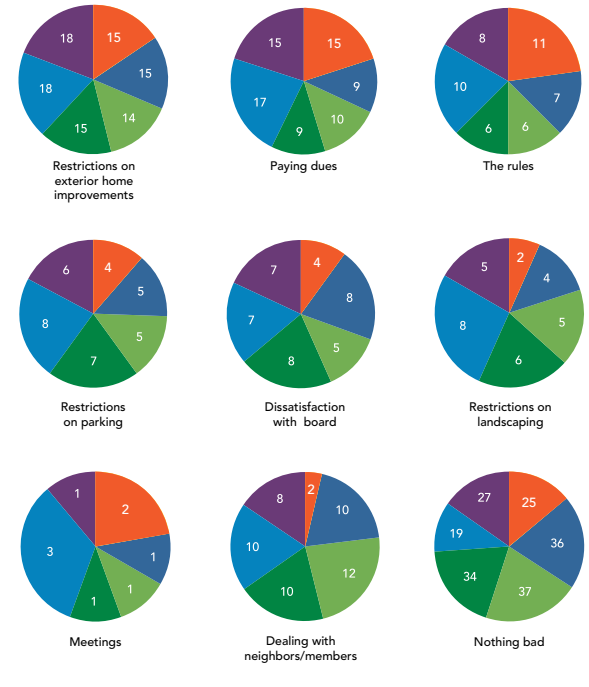
# 2016 HOMEOWNER SURVEY

## Association Superlatives: Best and Worst

### Best aspects of living in a community association



### Worst aspects of living in a community association





## ABOUT CAI

With more than 34,000 members, CAI works in partnership with 60 chapters, including a chapter in South Africa, as well as with housing leaders in a number of other countries, including Australia, Canada, the United Arab Emirates and the United Kingdom. We work to identify and meet the evolving needs of the professionals and volunteers who serve associations, by being a trusted forum for the collaborative exchange of knowledge and information, and by helping our members learn, achieve and excel. Our mission is to inspire professionalism, effective leadership and responsible citizenship—ideals reflected in associations that are preferred places to call home. Visit [www.caionline.org](http://www.caionline.org) or call (888) 224-4321.



## ABOUT THE FOUNDATION FOR COMMUNITY ASSOCIATION RESEARCH

Our mission—with your support—is to provide research-based information for homeowners, association board members, community managers, developers and other stakeholders. Since the Foundation's inception in 1975, we've built a solid reputation for producing accurate, insightful and timely information, and we continue to build on that legacy. Visit [www.cairf.org](http://www.cairf.org)

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caisocial



Community Associations Institute



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# about community associations institute



## Building Better Communities

Founded in 1973, CAI and its U.S. and international chapters provide information, education and resources to the homeowner leaders and professionals who govern and manage homeowners associations, condominium communities and cooperatives. CAI's 33,000-plus members include community association board members, other homeowner leaders, community managers, association management firms and other professionals who support common-interest communities.

CAI serves associations by:

- Advancing excellence through seminars, workshops, conferences and education programs
- Publishing the largest collection of resources available on community association management and governance
- Advocating on behalf of community associations and their residents before legislatures, regulatory bodies and the courts
- Conducting research and serving as an international clearinghouse for information, innovations and best practices

CAI believes community associations should strive to exceed the expectations of their residents. Our mission is to inspire professionalism, effective leadership and responsible citizenship, ideals that are reflected in communities that are preferred places to call home.

Visit [www.caionline.org](http://www.caionline.org) or call (888) 224-4321.



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[www.caionline.org](http://www.caionline.org)

# 2017 CHAPTER LEADERSHIP

## BOARD OF DIRECTORS

### PRESIDENT

**April Parsons** CMCA, AMS  
aparsons@primenv.com

### VICE PRESIDENT

**Norm Rosensteel**, CMCA, AMS, PCAM, NVEBP  
normanrosensteel@att.net

### PRESIDENT-ELECT

**Adam Clarkson**, Esq., NVEBP  
aclarkson@the-clg

### TREASURER

**Chuck Niggemeyer**, DCAL  
chucksaleo@cox.net

### SECRETARY

**Tonya Gale**, DCAL, CMCA, AMS, PCAM  
tonya@epicamlv.com

### DIRECTORS

**Chuck Balacy**, NVEBP  
chuck.balacy@mutualofomahabank.com

**James Gibson**  
james-gibson@leavitt.com

**Judith Hanson**, DCAL  
judithhanson@hotmail.com

## CHAPTER STAFF

### EXECUTIVE DIRECTOR

**Mary Rendina**  
info@cai-nevada.org

### COMMUNICATIONS MARKETING MANAGER

**Chris Snow**  
marketing@cai-nevada.org

### ADMINISTRATIVE ASSISTANT

**Gaby Albertson**  
admin@cai-nevada.org

## CAI NATIONAL CONTACTS

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### VP MEMBERSHIP CHAPTER RELATIONS

**Crystal Wallace**  
cwallace@caionline.org

### CHAPTER RELATIONS MANAGER

**Sondra Frank**  
sfrank@caionline.org

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JUST ONE MARKET:  
COMMON INTEREST  
COMMUNITIES

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mlittle@blccpas.com

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Las Vegas, NV 89130

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# COMMITTEE ROSTER 2017

## 2017 COMMITTEES

### AWARDS GALA

**Jennifer Ballew, Chair**

[jennifer.ballew@fsresidential.com](mailto:jennifer.ballew@fsresidential.com)

**Marlina Short CMCA, AMS, PCAM, Co-Chair**

[marlina.short@fsresidential.com](mailto:marlina.short@fsresidential.com)

### CA DAY CHAIR

**Kat Apell CMCA, AMS**

[kapell@rpmginc.com](mailto:kapell@rpmginc.com)

### EDUCATION

**Karen Koch, Co-Chair**

[kkoch@terrawest.com](mailto:kkoch@terrawest.com)

**Greg Toussaint DCAL, Homeowner Co-Chair**

[g2saint@me.com](mailto:g2saint@me.com)

### NN EDUCATION

**Tonya Bates CMCA, AMS, PCAM, DCAL, Chair**

[tonya@opus1cm.com](mailto:tonya@opus1cm.com)

**Debora Costa, Co-Chair**

[dcosta@associasn.com](mailto:dcosta@associasn.com)

### EVENTS

**Sharon Bolinger CMCA, AMS, PCAM, Chair**

[sbolinger@ccmcnet.com](mailto:sbolinger@ccmcnet.com)

### EVENTS/SUBCOMMITTEE SOCIAL

**Shani Fazzi, CMCA, Chair**

[sfazzi@ccmcnet.com](mailto:sfazzi@ccmcnet.com)

### GOLF

**Ken Coats NVEBP, Chair**

[kcoats@krtconcepts.com](mailto:kcoats@krtconcepts.com)

**Gita Lowell NVEBP, Co-Chair**

[Businessdevelopment@firstchoicetree.com](mailto:Businessdevelopment@firstchoicetree.com)

### LAC

**Norm Rosensteel CMCA, AMS, PCAM, NVEBP, Co-Chair**

[normanrosensteel@att.net](mailto:normanrosensteel@att.net)

**Donna Zanetti, Esq., PCAM, Co-Chair**

[dzanetti@leachjohnson.com](mailto:dzanetti@leachjohnson.com)

**Charles "Chuck" Niggemeyer DCAL Vice-Chair**

[chucksaleo@cox.net](mailto:chucksaleo@cox.net)

### MAGAZINE

**Vicki Niggemeyer, DCAL, Chair**

[vanlines@cox.net](mailto:vanlines@cox.net)

**Rich Salvatore, DCAL Co-Chair**

[richard@kensingtonlvhoa.com](mailto:richard@kensingtonlvhoa.com)

### MEMBERSHIP

**Gita Lowell, NVEBP, Chair**

[Businessdevelopment@firstchoicetree.com](mailto:Businessdevelopment@firstchoicetree.com)

**Jason Manwaring NVEBP, Co-Chair**

[Jason.A.Manwaring@sherwin.com](mailto:Jason.A.Manwaring@sherwin.com)

### SOCIAL MEDIA

**Andrea Behrens, DCAL, NVEBP, Chair**

[ABehrens@the-clg.com](mailto:ABehrens@the-clg.com)

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"our business is *service*"

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702.596.1601

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# GENERAL INFORMATION

## CAI – NEVADA CHAPTER BOARD PRESIDENTS

1990: Chapter Articles of Incorporation filed December 13, 1990  
1991: Dennis McGarvey  
1992: Carol McMahon Doerfler  
1993: Sheri Rios, PCAM,  
1994: Ron Anderson  
1995: John E. Leach, Esq., CCAL, NVEBP  
1996: Judy Farrah, CMCA, LSM, PCAM  
1997: David Johnson, Esq.  
1998: John Terranova  
1999: Jean Georges  
2000: Roger Grant, Esq.  
2001: Kathryn Tavenner Pauley  
2002: Norm Rosensteel, PCAM, NVEBP  
2003: Alisa Vyenielo, CMCA, AMS  
2004: Jon Lattie, Esq.  
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Compared to nonmember service providers, CAI Business Partners are generally more likely to:

1. Understand community association operations, which saves associations money and reduces frustration for board members and community managers.
2. Have products and services specifically designed for community associations—they don't try to force fit generic solutions into the community association model.
3. Be attuned to community association trends and in a better position to make recommendations and suggestions that a non-CAI business partner may not even consider.
4. Have experience with other community associations, therefore understanding the nature and dynamics of community associations and how best to serve them.
5. Be familiar with community association management, governance and best practices.
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7. Understand the proper request-for-proposal and vetting processes.
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# the homeowners we serve



Homeowners are CAI's largest member group, comprising a large percentage of our 33,000-plus members. For the most part, these are the homeowners who have chosen to be leaders in their communities—serving on association boards and committees or volunteering for special projects. Some simply rely on CAI to stay informed about how their communities should be governed and managed.

CAI strives to serve homeowners who have or probably will step up to the plate to serve their communities and fellow residents. The benefits we provide to them—from *Common Ground* magazine and our specialized newsletters to web content and educational opportunities—are developed for these leaders.

While we do provide information for all HOA residents—including our online course, *An Introduction to Community Association Living*—our focus is on community associations and those who lead them, especially the more than two million residents who serve on association boards and committees. By supporting community leaders, we are making communities preferred places to live for all residents.

Our primary mission is to help homeowner leaders and professional community managers protect property values, preserve the character of their communities and meet the established expectations of all residents.

Our education inspires effective governance and management. Our best practices help leaders build and sustain more harmonious communities. Our advocacy promotes practical legislative and regulatory policies. Our ethics guidelines inspire fairness, transparency and integrity.

That's how we serve all community association residents, even as we strive to preserve and enhance the concept, perception and value of common-interest communities.

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Paula Ratto

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David Bergeson  
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Nancy Phillips  
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Mary Caraza-Lyons  
Gregory Hafen  
Edward Moy DCAL

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Warren Reed Sr., DCAL  
Richard Saretsky

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Paul Korp

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Jeanne Naccarato  
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Janice Brown  
Joan Mullen  
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Tony Termini  
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The CAI Nevada Legislative Action Committee (CAI NVLAC), a committee of CAI, is the official voice with legislators and regulators in Nevada. CAI NVLAC exists to speak with one voice on legislative and regulatory matters that affect community associations, community association managers and CAI business partners. CAI NVLAC is made up of a balance of CAI members and appointees from the chapter within the state. CAI NVLAC is a committee of CAI's national office and is a partner with the CAI chapter within its state.

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Updated September 6, 2017

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Cary Brackett, CMCA, AMS, PCAM

### *2016 Ambassador of the Year*

Dawn Osterode, CMCA, AMS, PCAM, RS

### *2016 Northern Nevada Outstanding Small Scale Association of the Year*

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### *2016 Southern Nevada Outstanding Large Scale Association of the Year*

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Ryan Fields

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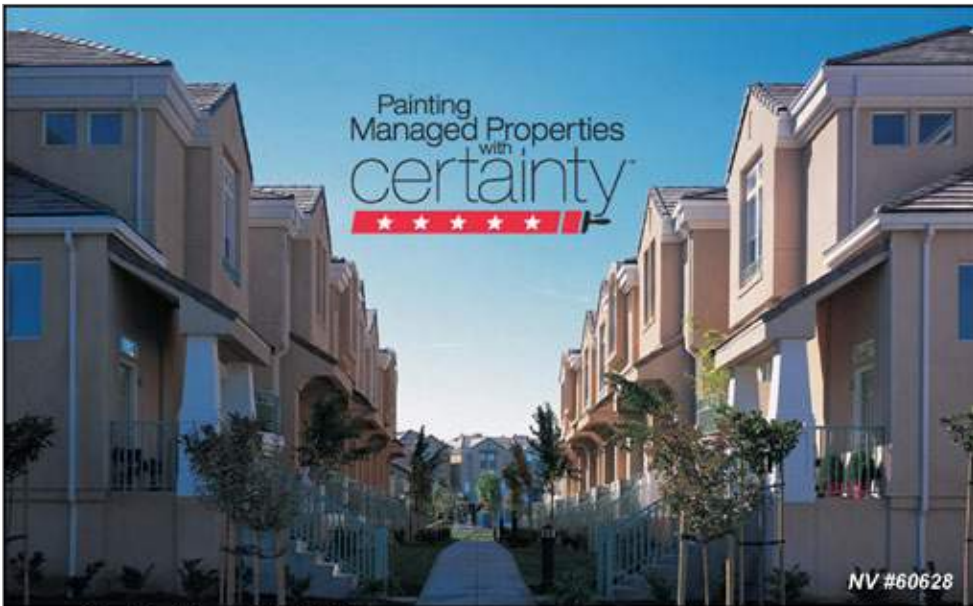


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