

THE OFFICIAL PUBLICATION OF THE NEVADA CHAPTER  
OF COMMUNITY ASSOCIATIONS INSTITUTE

THE MAGAZINE FOR COMMON INTEREST COMMUNITIES

# community interests

MAY 2018

TODAY • TOMORROW • BEYOND

## WORKING TOGETHER YOU CAN'T DO IT ALONE





# Education Calendar

DCAL

MANAGER

Adv DCAL

Preregistration for all dates is required, visit [CAI-Nevada.org](http://CAI-Nevada.org)

## Northern Nevada

### May

#### CAI Nevada Reno Homeowner Seminar, DCAL

*"Board Leadership Development Workshop" formerly The Essentials*

May 19, 2018 at 8:00 AM – 4:00 PM

Peppermill Resort

#### CAI Nevada Reno Manager Class

*"Practical Insurance 1"*

May 17, 2018 at 9:00 AM – 12:00 PM

Peppermill Resort

3 hour CE. 0301000 gen. credit

### June

#### CAI Nevada Reno Homeowner Seminar, DCAL

*"Finances in the CIC"*

June 28, 2018 at 6:00 PM – 9:00 PM

Peppermill Resort

## Southern Nevada

### May

#### CAI Nevada Las Vegas Luncheon

*"Electronic Meetings and Minutes"*

May 08, 2018 at 11:25 AM – 1:00 PM

Gold Coast Hotel & Casino

1 hour CE.0325000 gen. credit for Managers

Advanced DCAL credit for Homeowners

#### CAI Nevada Las Vegas Homeowner Class, DCAL

*"Finances in the CIC"*

May 19, 2018 at 9:00 AM – 12:00 PM

CAI Nevada Training Center

#### CAI Nevada Las Vegas Manager Class

*"Difficulties of Terminating and Expiring Associations"*

May 22, 2018 at 9:00 AM – 11:00 AM

CAI Nevada Training Center

2 hour CE.0299000 CAM credit

### June

#### CAI Nevada Las Vegas Manager Class

*"Anger Management"*

June 19, 2018 at 9:00 AM – 12:00 PM

CAI Nevada Chapter Training Center

3hr. CE006100CAM

#### CAI Nevada Las Vegas Homeowner Roundtable Workshop,

**Advanced DCAL**

*"Ethical Dilemmas"*

June 23, 2018 at 9:00 AM – 12:00 PM

CAI Nevada Training Center



## CAI-Nevada sends a monthly email blast of scheduled events to its members.

If you are not receiving the monthly blast, contact Chris at [marketing@cai-nevada.org](mailto:marketing@cai-nevada.org)

# community interests

WHAT OUR INDUSTRY IS TALKING ABOUT

WHAT HOMEOWNERS NEED TO KNOW

MAY 2018

*in this issue:*

**Columns**

- 2 Education Calendar
- 4 President's Message
- 5 Editorial Exclamations
- 7 Harry the Happy Homeowner

**On Topic**

- 8 "Teamwork = Working Together – You Can't Do It Alone!"
- 10 You Can't Do It Alone – Working Together: A Snapshot of Why It Has Helped Community Associations and the World in General
- 14 Crime Prevention 101 – Working Together Enhances the Safety of Our Communities
- 17 The Art of Being Neighborly!
- 22 Sports Teams, Good Paradigm for Working Together
- 31 Grassroots – Working Together with Nevada Residents

**Of Interest**

- 6 Farewell and Hello! A Letter from the CAI Nevada Board
- 12 Meeting *Leo the Duck*
- 13 Protecting Your Identity In The Digital Age
- 16 You Could Be Doing So Much More With Your Time
- 18 Ten Things To Do To Avoid Coming Before The Commission
- 20 Damage to Common Elements of Residential Condominiums
- 23 CAI Collects Box Tops and Pull Tabs. Why?
- 24 All Work and No Play
- 26 Advanced DCAL and NVEBP: An Introduction and Update

**The Marketplace**

- 27 Classified Advertisements



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**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**

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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 20th of the month, two months prior to publication. See Magazine Deadline above. 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.

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## Working Together to Build Our Future



Adam H. Clarkson, Esq., NVEBP, President, 2018 CAI Board of Directors

**A**t CAI, our various committees exemplify our mutual goal and dedication to hard work to make the best of our organization. Every event, from luncheons to golf tournaments to charity walks, is built by the time that has been volunteered by our committee members. If you are not on a committee, please consider joining. You will find that there are many leadership opportunities to head up various projects on our committees and engaging in such opportunities will

help you get the most out of your CAI experience. Most importantly, working together on our committees makes you a part of the future we are building for CAI!

Thank you Golf Committee for all your hard work in putting together our Annual Southern Nevada CAI Golf Tournament at The Revere Golf Club. It was a breath of fresh air to have another new venue for our annual tournament and I am looking forward to seeing the venue the committee selects next year. I hope you all enjoyed the Movies on the Green theme as much as I did. CAI appreciates everyone who participated in and supported our tournament this year.

Remember to mark your calendars and plan on attending our **14th Annual Northern Nevada Bowling Tournament June 29th, 2018, High Sierra Lanes at 5:00 p.m.!** The Northern Nevada Committee is shaking things up this year by introducing **Scotch Doubles Bowling**. No, scotch doubles does not involve consuming excessive amounts of questionable bowling alley scotch. Scotch doubles involves teams of two that share the team score by trading off with your teammate on bowling every other ball. I hope you will be joining us!

**Please make donations to LAC and PAC.** Our Legislative Action and Political Action Committees are hard at work to protect all of our interests at the legislature. Funds donated to LAC support payment to our lobbyist and related legislative efforts. Funds donated to PAC directly support the legislators who support our communities. Every little bit helps, whether your donation is \$5, \$50, \$500, or \$5,000, pooling our resources together is how we are able to succeed.

Thank you for being a member of CAI!

*Adam H. Clarkson, Esq., NVEBP*

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# Working Together



Vicki Niggemeyer, DCAL, Community Interests Magazine Committee Chair

**W**hen I was a young girl I often heard my mother and grandmother, say over-and-over: "Many hands make light work." If we all pitched in, the workload would diminish!

In reality, it's more than just diminishing the workload. By working together, we pool ideas, resources, utilize everyone's strengths, and generate excitement for the project at hand by motivating one another.

Teamwork is another word for it. In addition to our monthly meetings, the magazine committee gathers once a year to plan issues for the following year.

During our planning session we have a couple of rules: (1) everyone gets a chance to voice ideas, (2) no one is allowed to criticize any idea that is vocalized. Once all of the ideas are in writing, the brainstorming and refining process begins. What starts as one idea nearly always morphs into something even better. We all begin to piggyback on those ideas that are good until we come up with what we consider the best. It's a team effort for sure.

This month you will find several articles about the value of working together, plus some ideas about how to improve "teamwork" as a committee, a business group, or even

your family. Start by reading Cyndi Uelen's: "Teamwork = Working Together – You Can't Do It Alone!" She lists the five behaviors of a cohesive team with some advice on how to achieve cohesiveness.

Marilyn Brainard provides some great examples of how working together as volunteers is critical to individual and group success in "You Can't Do it Alone – Working Together." David Justin brings a fun perspective about teamwork by highlighting the success of our very own Vegas Golden Knights in "Sports Teams, Good Paradigm for Working Together." Don't stop with just these three – there are plenty more good options for your reading enrichment.

Harry Truman once said: "It's amazing what you can accomplish if you don't care who gets the credit." When you are working as a team, everyone gets the credit! (Or the blame.) Let's all work together and make our committees, communities, business groups, and CAI the best we can!

*Vicki Niggemeyer, DCAL*

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Hello CAI Nevada Chapter Membership,

Over the past ten years, Mary Rendina has been an important part of taking the CAI Nevada Chapter from a mere 600 to almost 1100 members. This growth is based on her dedication, hard work and vision for CAI Nevada to become a leading flagship chapter within CAI.

With great successes, often doors of opportunity are opened, which Mary has accepted, and has tendered her resignation. The CAI Nevada Chapter Board of Directors, Chris and Gaby thank her for ten years of service to the chapter and outstanding accomplishments.

As Mary's resignation comes as a surprise to everyone, it is our pleasure to announce Chris Snow as the Chapter's newest Executive Director and Gaby Albertson has been promoted to full time position as Administrative Manager.

This has been challenging for the Board of Directors; however, we foresee a bright future with Chris and Gaby leading the chapter. They have our complete support in their efforts during this transitional period.

Please join us in wishing Mary well and congratulating Chris and Gaby.

With Warm Regards,

*CAI Nevada Chapter Board of Directors*



to Christina Snow and Gaby Albertson on their recent promotions! Chris is our new Executive Director and Gaby is our new Administrative Manager. We wish you both the very best!



# HARRY THE HAPPY HOMEOWNER

Disclaimer: Answers provided to questions about governing documents, NRS statutes, or any other legal matter are not in any way represented as legal advice.

Have questions? Need answers? Send your questions to me at [marketing@cai-nevada.org](mailto:marketing@cai-nevada.org).

**Q: We are looking to make some alterations inside my home. Do I need a county permit, and why? – Home Makeover**

**A:** Hi Makeover: Typically, a permit is required to demolish, construct, alter, anything that changes or adds to the basic living space inside of your home. Depending on the type and extent of work being done, separate permits may be required for electrical, plumbing, and mechanical work.

Permits and inspections are required in many cases to ensure the work being done is in accordance with local and national building, plumbing, and electrical codes. Applying for permits and inspections will help protect your family's safety and also the value of your home. Faulty installations can cause fires, flood damage, other hazards, and can also force you to make costly repairs when you sell your home.

Even small home improvement projects *may* require a building permit. Some of the home improvements that require permits are room conversions, patios, any additions, water heaters

and softeners, new electrical circuits, and new fixtures.

Every reputable and experienced contractor should inform you of what work needs permits.

Hello Harry,

**Q: Our current board members are all new and want to know more about running an HOA, but our manager keeps telling us not to worry, she has got it all under control. The only time we hear anything is at our quarterly meetings, which she runs. We all feel like seat warmers. What can we do? – Frustrated Seat Warmer**

**A:** Dear Seat Warmer: A warm seat is always good to have, but as to your problem. You and your board were voted in by the members of your association to oversee and run your HOA. You along with the other board members have a fiduciary duty to manage the affairs of the association to the best of your ability, and the best way to accomplish this is for your entire board to take, and complete, the CAI DCAL program.

There are some managers out there who feel they run the association, when in fact, the manager works for the board and not the other way around, which should be pointed out. **This does not mean the board should ever micro-manage the manager.** The manager and the board should be "working together," in the best interest of your association. The board should ask for regular updates in order to know what is going on with your HOA.

If you still are not satisfied with the cooperation, or lack of, then speak to the company owner and explain the problem. If you are still not satisfied with the outcome, you may want to look for a new management company. There are many excellent ones out there. 🍷

## Share the Love!

The information you learn today, from reading the articles in *Community Interests* magazine, should not be confined to the walls of your office or home.

By sharing these articles, you help implant the information in the minds and hearts of another person.

That can change the world!





# “Teamwork = Working Together – You Can't Do It Alone!”

By Cyndi Uelen

**T**eamwork is an essential element of nearly every position in nearly every industry, and the success of an organization often hinges on the effectiveness of its teams. Building cohesive teams is important for a variety of reasons – they make better decisions more quickly, saving time, effort, and resources. Successful teams can push individuals beyond their limits to reach a goal, meet a deadline, or overcome a challenge; however, ineffective teams can hinder achievement and even divide individuals, preventing the group from focusing on results. Growing a successful team requires the acknowledgement of differing interpersonal behaviors combined with the encouragement of positive individual behaviors that will benefit the team and create a results-oriented culture.

The Five Behaviors of a Cohesive Team is a program based on Patrick Lencioni's bestseller "The Five Behaviors of a Dysfunctional Team." The book identifies five behaviors rooted in individual human error that cause teams to fail. Successful teamwork, Lencioni claims, is achieved

through a combination of common sense and elevated levels of persistence; if team members acknowledge their individual shortcomings and can combat them through actionable discipline and honesty, they will reach their goals as a group.



The Five Behaviors of a Cohesive Team form a progressive pyramid upon which the previous behavior must be reached before moving to the next. The Five Behaviors are as follows:

- Building Trust
- Mastering Conflict
- Achieving Commitment
- Embracing Accountability
- Focusing on Results

## TRUST

The base level of the Five Behaviors of a Cohesive Team is building trust. Members of successful teams trust one another on a fundamental, emotional level, and are comfortable being vulnerable with each other about their weaknesses, mistakes, fears, and behaviors. Team members must be completely open with one another without filters.

Trust is built in shared experiences and mutual understanding. Because of this, successful team members know each other on a personal level. They understand their lives. If your team is having trouble building trust, consider using icebreaker games as a way for team members to get to know each other's personalities. This will allow members to step outside their comfort zones together, creating a meaningful shared experience and a base level of trust.

## CONFLICT

Teams that trust one another are not afraid to engage in passionate dialogue around issues and decisions that are key to the organization's success. They do not hesitate to disagree with, challenge, and question one another all in the spirit of finding the best answer, discovering the truth, and making great decisions.

Inevitably, groups will experience differing opinions and have conflicting beliefs as to which decisions should be made and when. In order to best navigate each other's dissenting opinions, team members should maintain a respectful and friendly environment. Alternative viewpoints should be thoroughly discussed and considered in the decision-making process to eliminate groupthink. If group conversation turns heated, consider taking a break. This will allow team members to gather their thoughts and refocus their attention.

## COMMITMENT

Teams that engage in unfiltered conflict can achieve genuine buy-in around important decisions, even when various members of the team initially disagree, ensuring that all opinions and ideas are put on the table and considered. This gives team members the confidence that no stone has been left unturned and that every voice has been heard before moving forward with a decision.

Commitment is achieved when everyone in the group is clear on their individual roles and priorities and

understands the main goal of the organization. Ensure that every member of the team believes in the mission of the organization; team members who lack commitment will lack the motivation and desire to achieve the desired results.

## ACCOUNTABILITY

Teams that commit to decisions and standards of performance do not hesitate to hold one another accountable for adhering to those decisions and standards. Furthermore, they don't rely on the team leader as the primary source of accountability; instead, they go directly to their peers.

The primary goal of creating a culture of accountability is to encourage lagging members to increase their level of participation within the group. If every team member is held to the same high standards, the group will naturally push each other to perform. This kind of organic accountability eliminates the need for team leaders to micromanage each person's role – every member feels a healthy pressure to reach their goals.

Post a board with the weekly responsibilities of each team member front and center in the office. This will create transparency around each member's role and will help team members hold each other accountable for reaching their goals.

## RESULTS

Teams that trust each other, engage in conflict, commit to decisions, and hold one another accountable are more likely to set aside their individual needs and personal agenda to focus almost exclusively on what is best for the team. They do not place their departments, career aspirations, or ego-driven status ahead of the collective results that define team success.

Above all, teams must be results-driven to be successful and effective as a group. Celebrating hard work keeps team members engaged, on-track, and eager to reach their goals. It's important to set short-term and long-term goals that are focused on results. Teams that can see the light at the end of the tunnel are more likely to work harder to finish the job.

While the five behaviors can take time to develop, it is important to understand that teams are comprised of people – many people naturally want to succeed when they trust the people with whom they are working and are committed to the overall mission of the group. When implementing new group operating procedures, model them after the five behaviors. This will keep your team members determined to overcome their individual weaknesses for the benefit of the team. 🌟



Cyndi Uelen,  
Director of  
Employee  
Development  
for LandCare,  
West Division



# You Can't Do It Alone – Working Together

## A Snapshot of Why It Has Helped Community Associations and the World in General

By Marilyn Brainard, DCAL



**H**ave you ever considered what effect it would have on our quality of life if no one realized that working together as a team usually achieves much greater dividends than the actions of one person? If there were no volunteers who would fill that void?

What about your *quality of life*? Studies have observed that meaningful volunteerism can raise self-esteem, and may even reduce depression, illness and stress. Yes, it's true. You are using the skills, talents and interests you've gathered over the years, and adding to that reservoir daily. Joining a group endeavor enhances the reciprocal benefit of what the group hopes to accomplish with a shared vision.

Past President Ronald Reagan in 1981 observed this about voluntarism: *"I believe our nation's voluntary resources and values and our freedom to act voluntarily for the ideas and ideals we believe in are the most important aspects of our*

*lives...that in exercising these individual freedoms, we sustain our nation and strengthen the spirit of voluntarism."*

Whether you're sharing your time and energy with a charitable non-profit organization or linking arms to support community association-related efforts, it's almost always because group projects reflect a unified approach to problem-solving. Volunteering rarely is a "solo act"; it appeals because we are attracted by a perceived need and like to join others who share that opinion. If one charity disappoints you, there are many other choices waiting for you with open arms.



Volunteering, especially within CAI, is about working together. We appreciate, and I personally applaud, the community managers, homeowners, and business partners who share their personal time to benefit underserved populations and thereby bring recognition to Community Associations Institute. Unless you are a proficient multi-tasker, you'll find it's a skill to be cherished. Observe your colleagues who maintain a work-life balance that permits you to remain enthusiastic about the career path you have chosen.

CAI has been a clear focus of mine since the beginning of this century. Readers of *Community Interests* and/or *Common Ground* may recall I've certainly had my efforts appreciated by both the Nevada Chapter and the National Organization.

Probably the best example of working together is the effort I was asked to help coordinate: updating/amending/crafting CAI's Public Policies. These are statements of CAI's collective opinion on topics that impact our community associations. The Board of Trustees can rely on the fact that all proposals are fully vetted prior to reaching that level. A task force, based

on membership on the CAI Government & Public Affairs Committee, gives input and direction on each proposed policy before the committee of the whole recommends final action by the Trustees. New policies are also forwarded by the G&PA staff for full committee discussion. When appropriate, CAI business partners with special expertise have assisted in a policy's formation. Since 2009, this has become a "gift that never stops giving" because more than amending, new issues that impact community associations demand careful consideration. These policies serve as guideposts for our state Legislative Acton Committees.

The most recent and still current personal opportunity was when I was invited to join CAMICB, Community Association Managers International Certification Board, as a Public Interest member. Our focus is on the essential credential for a person who wishes to become a community manager: CMCA, Certified Manager of Community Associations. Sharing some functions with CAI, it's exciting to see the increasing broad interest internationally in certification for community association managers.

There are certainly challenges to address when crossing borders or oceans to bring the very best in education to those interested. It takes a lot of teamwork and patience to meet the needs of an ever-enlarging manager base with language-specific demands. We can take pride and be confident that the special sub-committees of experienced and very qualified CMCA members are dedicated to ensure that the test questions are up-to-date, relevant to the course of study, and will be fair to those who prepare to take the exam. It's a classic example of an intensive volunteer commitment to benefit the greater good and is conducted on a continuing basis.

A prime example in my past of the value of a well-functioning governance group is the six years I served on the NV Commission for Common-Interest Communities and Condominium Hotels. Fortunately, we never had reason to venture into the hotels; we were kept entertained by common-interest communities exclusively. Our group was very collegial, except for the final four months of my last term. We were fortunate to have an excellent chairman who inspired an amicable approach to our discussions, who was followed by another qualified chairman and CAI member.


One of our finest accomplishments, after enduring multiple, sometimes raucous, public hearings was the creation of a balanced and reasonable list of allowable collection costs when assessments are owed to the association by delinquent owners. The Legislative Commission finalized and filed with the NV Secretary of State on May 5, 2011, the new approved regulation has served us well. I realize that not all "interested" parties agree; however, some of those parties don't like to see NV community associations receive the assessments due them when the property changes hands. You can't replace those lost funds, and they are the *only source of revenue* for almost all associations.

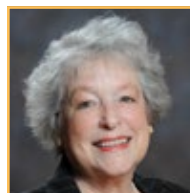
**“ Whether you're sharing your time and energy with a charitable non-profit organization or linking arms to support community association-related efforts, it's almost always because group projects reflect a unified approach to problem-solving. ”**

Sometimes I concur with Madam Marie Curie who observed, "I never notice what has been done. I only see what remains to be done." In my case, and on a much less impressive scale than hers, of course, I helped fund raise to build a joint venture, multipurpose community center in western L.A. County, including convincing voters in the county to vote for a recreational bond. On a very hot, sunny and dusty October day in Calabasas at the annual pumpkin festival, we donned broadbrimmed sunhats to hand out fliers urging a "yes" vote highlighting the benefits if it passed.

Another opportunity to help address a social issue that never seems to end, I spear-headed a volunteer program for a much-needed domestic violence shelter for women and their children in the San Fernando Valley. None of this was a solitary mission; this was teamwork with many others who shared the passion.

As you can see, working with many other people in a variety of organizations has been a valuable experience for me. My husband and sons understood my interests and commitment. They were there to applaud me as I accepted an alumni association community service award from my alma mater, UCLA. The Los Angeles Chapter of United Way also presented me with the Gold Key Award in recognition of recovery efforts and distribution of resources after the Northridge earthquake in the 1990s.

Working together reaps individual rewards as well as collective rewards. Henry Ford once said, "Coming together is a beginning, keeping together is progress, working together is success." 

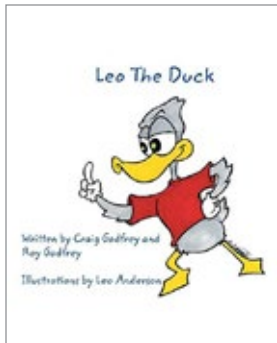


Marilyn Brainard, DCAL, Wingfield Springs Community Association, Secretary; CAI Federal Legislation Action Committee – CAI Government & Public Affairs Committee; Nevada Legislative Action Committee; CAMICB – Public Interest board member

# Meeting *Leo the Duck*

By Mary K. Brackett

**W**hen I first heard about *Leo the Duck* by Craig and Roy Godfrey, illustrated by Leo Anderson, I was excited. I love ducks, geese, and all of our fine-feathered friends. I love to sit and watch them, I love to draw and paint them, but, if I'm really honest, I love them a lot more when they keep their distance.



Like most children from my generation, my parents liked to take me to the park when I was little and let me feed our leftover bread to the ducks at the pond. Let me just say that I was very little and very small, so when I ran out of bread surrounded by a large flock of birds much larger than I was, well, it didn't exactly leave me with fond memories.

Growing up and having children of my own, despite knowing full well that I was now much larger than my long-ago nemesis, the goose, I still avoided close contact with the creatures. I spent many days at the park with my little girls wallowing in guilt that other children were happily feeding the ducks and geese, while mine were forced to keep a healthy distance.

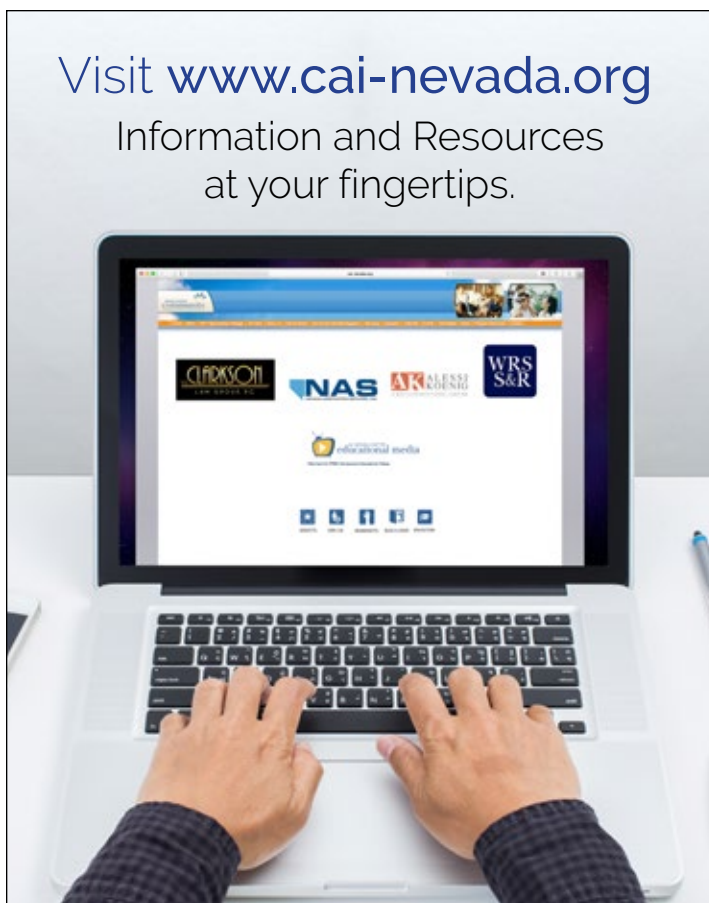
Luckily though, I raised my children in an area with a nearby state park where I was able to seek out information about how to properly feed and interact with our wild neighbors. I hoped it would be a way to lessen my fear, so that I could take my daughters out to the park to feed the birds like other parents, but instead, we learned that feeding the birds our bread was actually unhealthy for them and could actually lead to disease or physical defects that could be deadly for them. It was eye-opening for all of us but trying to educate our friends on the matter hasn't been easy.

Thus, my excitement when I learned about Leo.

*Leo the Duck* teaches these same lessons in a much more accessible way, through bright and vibrant pictures and easy to understand language, as Leo meets young Ethan, a resident of Desert Shores who just wants to feed the ducks his loaf of bread. Leo shares the story of how human food made him very ill as a duckling, how Doctor Quack helped him recover, and how Desert Shores made him their spokesperson to teach others about what foods ducks can and cannot eat. Ethan and his mom reminded me of learning how to care for the wild ducks with my own daughters.

This beautiful book is a great way to share our love of ducks and other feathered friends with our children and our grandchildren, with friends and neighbors. In fact, I can't think of a better place to read *Leo the Duck* to one of my granddaughters, than sitting beside one of the lakes at Desert Shores surrounded by all the beautiful ducks and geese with Leo himself watching over us.

*Roy Godfrey is a resident of Desert Shores and has been the Lake Manager for over 20 years. Leo the Duck was published in the fall of 2017. It is available on Amazon: Kindle \$9.99, paperback \$12.95, and hardcover \$21.95.*



Mary K. Brackett, Guest Writer, Author, Wildlife Enthusiast, and Home Owner in Canyon Creek North HOA.

# Protecting Your Identity

## In The Digital Age

Federal Trade Commission Website

**W**hen everything from banking to booking trips to applying for jobs is done over the Internet, identity theft has become a sad fact of life. Identity theft happens when someone steals your social security number or other personal information to buy on credit, open new accounts, get a tax refund, or drain your bank accounts.

Since 2005, well over 800 million records have been stolen according to the Identity Theft Resource Center, including health care records, Social Security numbers, credit card accounts, email addresses, and passwords. And it's no wonder, since so many transactions and applications occur over the Internet.

Here are some tips from the Federal Trade Commission to protect you from identity theft:

- Read your credit card and bank statements carefully and often.
- Know your payment due dates. If a bill doesn't show up when you expect it, look into it.

- Read the statements from your health insurance plan. Make sure the claims paid match the care you received.
- Shred any documents with personal and financial information.
- Review each of your three credit reports at least once a year. Visit [AnnualCreditReport.com](http://AnnualCreditReport.com) to get your free reports.

For more prevention tips and resources you can share with others, visit the Federal Trade Commission website. 



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# Crime Prevention 101

## Working Together Enhances the Safety of Our Communities

By Kathryn Cassell

### “Who Are the People in Your Neighborhood?”

**H**ow many of you remember the long-ago children’s television show “Mr. Roger’s Neighborhood” where the very friendly cardigan wearing Mr. Rogers would enter a home, change his shoes and sweater while looking into the camera, and ask that very question: “Who are the people in your neighborhood?” Then he would show a mock-up of a neighborhood and proceed to explain the role of various people who have a part in completing a neighborhood. At the end of each segment, he would close out by lightly singing words asking, “Oh, won’t you please be my neighbor?” It all was so quaint and sweet which made you think about your own neighborhood and what you would like it to be. Great show at a time when life was less complicated and hurried. A simpler time for sure. Pause here and reflect.

Now, fast forward to modern times and think of current day neighborhoods and people. Not quite the same feeling is it? So, let’s tap into some of the buzzwords of today: community engagement, partnerships, and collaboration to name a few. What do they mean? What roles do they play and who is responsible for knowing and carrying out the meaning of each? Not quite as simple but there are some promising explanations.

Neighborhoods are still about people ... just not the traditional way that most of us remember growing up. Unless you are of the younger generation – the age of playing inside because that is where your video games are and there are dangerous strangers lurking outside – those of us in years gone by played outside! What has become of our neighborhoods and how can we bring out the best in them? Effort will be involved that is for sure.

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The tranquility of a neighborhood may, or may not, happen naturally. People have different ideas about what "neighborhood" means. Some don't actually care about it much past having a place to live and hoping that no one bothers them; merely bestowing that friendly neighborhood wave that says "I see you but please don't talk to me 'cuz I am not interested." Sure, that attitude exists, but I venture to say that most people (yes, most) are happy to find out that their neighborhood probably has nice people who are not totally against conversation, interaction, and, dare I say, socializing a bit. Toss in kids and activities that bring them together and you have some real positive possibilities. This might be a good time to acknowledge that not all people are seeking a connection in their neighborhood -but for those who are, hope springs eternal.

Why do I believe this? Because I have seen it over and over again ... in literally hundreds and hundreds of neighborhoods where someone took the initiative to reach out and get the ball rolling. Often that began with a community manager, HOA board member, or resident calling their police department to find out what options there were with starting some kind of neighborhood activity that would bring people together. Some called because they wanted to prevent crime, promote awareness/communication, and have a "legitimate" reason to get together with their neighbors. Others called because something was amiss - crime, disturbances, pick anything really, and they were seeking solutions. Great. Please call! Your police department wants to know what they should know about the neighborhood and help out with some of those words mentioned in the second paragraph of this article.

"Community engagement" - most police departments have evolved past "community oriented policing" and into the realm of "community engagement." Very similar terms really with the latter having more of an emphasis on inclusiveness and integrating all concerns that demonstrate relevance and the word of the era which happens to be "matter." People matter. Their concerns matter. Workable solutions matter. Differences matter. This is where meetings happen, but only after some preliminary homework has been done. Never enter a meeting of any kind without knowing the issues and the "why" of why this meeting is taking place. Promote community engagement by engaging ... talk, find out, do some research, and be prepared to listen, acknowledge, and offer some starting points/guidance/answers to what matters for the matter at hand. See how I used that word for emphasis?

"Partnerships" - this would involve the combined input of police, neighbors (owners and renters alike!), government representatives, community management, and any other entity that might have a stake in what issues are at hand. For example, if the neighborhood is worried about unsafe drivers, this could include traffic officers, city/county traffic

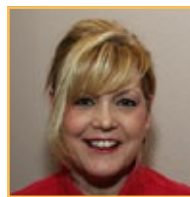
management, and the like. Often, problem solvers are not obvious, but once partnerships are formed, better dialogue takes place and solutions begin to take shape.

"Collaborations" - this would involve keeping those partnerships handy for other issues that arise. One effort might lead to another and this can enhance the neighborhood in other positive ways.

For example, a productive first few meetings might lead to identifying not only the original concern but also other concerns that now might not seem so impossible to address. Is there an issue with problem youth in the neighborhood? This might identify problem individuals the police need to be aware of, and locations where parents need to pay attention to for child safety, which in turn can promote more oversight of the overall health of the neighborhood. Maybe a park/play area needs improvements such as lighting, parent seating areas, trash cans, better parking, OR maybe the park is the problem and community management and the police may suggest a temporary security presence for a deterrent effect.

The point to all of this is that no neighborhood is an island ... we all need each other to keep things flowing in a positive direction. Bad things can and will happen. Not all bad things can be prevented or dispersed with a snap of a finger. However, if you know "the people in your neighborhood" - and that means those who reside within as well as some of the potential stakeholders from the outside - then problems can begin to look a little less ominous and people begin to realize that it takes some resourceful creativity to get to the issue at hand - and beyond.

My favorite neighborhood experiences always ended with people saying, "Thanks, this was worth doing" and knowing that common ground can exist. Relationships can be the cornerstone of knowing where to begin when something needs to be looked at next time. Final thought: Find out who provides police/government/community assistance services to your neighborhood and get to know them. Every entity should take the time to provide basic info on services provided - your neighborhood matters to more than just you! 🍷



Kathryn Cassell, LVMPD Retired Crime Prevention Specialist

# You Could Be Doing So Much More With Your Time


By Arianna Hobbs

**L**iving in a condominium with an active HOA, primarily made up of collegiate student residents, is a unique experience. If we gave our students a survey asking if their residence is managed by an HOA, most students would mark "yes!" because ... "well I've heard of an HOA...we probably have one." While this method is not a scientifically recognized survey, using that same tactic towards whether or not I have a home warranty, or whether or not I have insurance, could reveal the information I am seeking.

At age 24, I'm honored by the opportunity I get while being my HOA's treasurer. I'm not looking to buy anytime soon, but I have learned so much about dryer vent upkeep and HVAC maintenance. I'd probably know more than my landlord if she wasn't on the HOA board! When I am ready to buy, and when it comes time to maintain my investment, I know I'll be prepared.

I'm usually the youngest person in the room, but this means I get a large pool of people to learn from. I get to experience people. I get to experience people much older than I and with a lot more knowledge. I look forward to the CAI luncheons and classes that are not just educational, but are also providing an education that is special. I spend my 9 a.m. board meetings and my 6 p.m. CAI classes learning how to build a community.

People may argue that being a part of an HOA is a waste of time, but I would challenge them to attend a meeting, class, or luncheon and still try to argue that fact. I don't want to say that "to me, it is special"; it should be special to everyone. We just have to convince them to try it. We aren't wasting time, we are learning how to build our communities!

In our community, we set up a team of students who assist the HOA. Those of us on the team work together to get many things done, we also reach out to other students to get them involved. As a student, I can't think of a more valuable way to spend my free time. 

Arianna Hobbs, University of Nevada at Reno, student and HOA Board Member at The Edge at Reno

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# The Art of Being Neighborly!

By Peggy Rew

**B**eing neighborly seems simple, but life gets complicated when people share walls, fences, sidewalks, parks, and common areas. Neighbors can be a variety of multigenerational family members, friends, and roommates, so all humans must be on the same page to co-exist. Situations change drastically when you add a pet or two.

Being neighborly gets even more distorted if roommates add pets and don't abide by HOA rules. If you've invited people to live with you, you are responsible for them, their behaviors and those of their pets. The most important rule for neighbors is to learn common courtesy especially if your pets are involved.

## **POOP FAIRIES:**

If you walk your dog on city or HOA property, pick up its waste. Poop patrol isn't covered by tax dollars or HOA dues and poop fairies DO NOT exist! It's your dog. It's your responsibility. It is your duty to clean up your front and back yards as well. Neighbors should not be subjected to the smell of your dog's waste. Pet owners who ignore cleanup only invite wild animals to their neighborhoods. Animals are scent-driven. If your pet's scent is followed, they could come to your yard. Plus, waste is distracting and unhealthy for those walking with or without their dogs. Poop bags, poop bags, poop bags. Please discard in a trash can ... not the gutter or in the bushes. With the canine influenza virus now among us, poop patrol is needed more than ever. Don't spread unneeded germs.

## **HOOFING IT:**

Walking our dogs should be a simple task! Be the Alpha. You are in control, not the dogs. Be responsible by being a prepared pet parent. HOAs expect you to respect leash laws set by cities and counties, so please leash your dog. Also ensure you have proper equipment: a strong, short leash plus a good collar or harness. Be sure collars or harnesses fit correctly to avoid injury to you or the dog. A shorter leash puts you in control. If walking at dusk or in the dark, use reflective material for you and your dog. So many options and no excuses not to make drivers see you. Safety, safety, safety.

## **WOOF:**

Barking dogs make for cranky neighbors. Dogs bark for many reasons: lack of training, noise-sensitivity, hunger, thirst, separation anxiety, loneliness or boredom, and even dementia. If you have "man's best friend" in your yard, be its best friend. Dogs deserve adequate food, require lots of water, and need busy-time or chew toys as well as suitable shelter for unpredictable or extreme conditions in winter and summer. Surprisingly, straw is a great barrier for outside dogs. It keeps them off the cold ground and insulates their area for comfort. Herbs like lavender, aloe and chamomile are great as calming aids for your pets. Each herb is edible, so the fresh leaves or buds can be put in their food. Essential oils are tricky and should never be applied directly to their skin. Pets do not metabolize



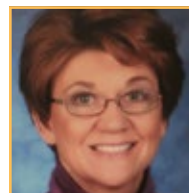
them like we do, so you must know the ratios before using them. If you can't figure it out, consult a dog trainer or your veterinarian who can suggest low doses of medication that can help curb certain behaviors. CBD oil is also an option, but should only be prescribed and used by a professional.

## **BORDER PATROL:**

If your dog is an aggressive fence-fighter or guard dog, admit it and be kind to your neighbor. We all need boundaries, but neighbors also deserve to use their yards without a dog heckling or tormenting them. Teach your dogs to respect neighbors, not to just react. Most local dog trainers can work magic on active canines who just need their energy redirected to positive behavior without you losing your guard dog. As owners, we don't always see the deficit in our pets' personalities, but trainers do. They can curtail it and make life more peaceful for all. Another consideration is respecting yard boundaries. Ask if kids can go into a yard to retrieve a toy. Ask if your dog can play on their grass. Ask if kids can ride bikes on their driveway. Just ask.

## **PEEPING TOMS:**

Wandering cats are not cool. Cats need to be kept in check just like dogs or they disrupt neighbor's yards and garden areas as well as torment inside pets. If necessary, use a humane trap to capture it and turn into your local animal services. People need to be responsible for these animals and this includes wanderers. 🐾



Peggy Rew, Miramonte HOA Social Committee, is lifelong Sparks, dog-loving neighbor who teaches Dog & Cat First Aid & CPR; created a Dog Bite Prevention Educational Coloring Book; is a Local Pet Rescue Liaison and Pet Nanny, owner of RewCrew Collaborations.

# Ten Things To Do To Avoid Coming Before The Commission

By Richard Layton, DCAL

*\*Please note that the following information is educational material only, not intended as legal guidance.*

- 1. Resolve Any Issue So It Does Not Come Before The Commission:** Associations, community managers, board members, and homeowners need to understand there can be significant financial risks in bringing their case to the Commission. Commission rulings are based on the preponderance of evidence, rather than findings beyond a reasonable doubt. As a result, if the majority of the Commissioners determine that the evidence presented does or does not support the allegations 51 percent or more, Commissioners will vote accordingly. Therefore, if the majority feel the allegations against the association, manager, board member, or homeowner have been proven 51 percent or

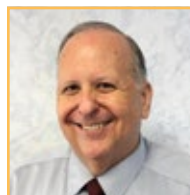
more, there may be significant financial penalties. Usually, the Commission requires the individual or association to reimburse the Division for the costs of the investigation, that normally amounts to thousands of dollars. In addition, the respondent may be subject to an administrative fine of up to \$1,000 for each violation. Each case typically involves several violations of the Nevada Revised Statutes. If an association has suffered financial losses, these costs are usually also included as restitution damages. The Commission may also terminate a community manager's license or remove a board member from the board. The Commission must be uniform in our rulings. I have seen respondents who appeared to be good people, who made some very poor decisions; the Commission had to impose decisions with major financial penalties resulting in the respondent losing their ability to ever work in the HOA industry again. If they had only been willing to resolve these issues before coming to the Commission, I believe the outcome could have been much less severe. My heart has gone out to some of them.

- 2. Timely Comply With All Ombudsman And Regulatory Requests:** Certainly we all expect and hope individuals will do what they indicate they will or have done. But so many cases have come to the Commission where community managers have told board members they have totally responded to regulatory requests, but they did not comply. Board members are usually copied on these requests. But again, it is amazing how often, other than asking the manager if they have complied and being told yes, board officers do nothing else, even when second and third notices of non-compliance are also sent to board members from the Division.
- 3. Education:** If you are planning to be involved in HOAs, either as a manager or board member, you need to know what is required of the position. Organizations such as the Real Estate Division, Community Association Institute, and others provide excellent training. Other sources are your association professionals, attorneys, CPAs, reserve specialists, bankers, insurance agents, etc. should be asked periodically to attend and train managers and board members.

## CHECKLIST



4. **CC&Rs, NRS Regulations, And Any Other Governing Documents:** Obviously every manager, board member, and homeowner need to know the requirements they must follow and enforce within their association. It is equally important to also be aware of policies and guidelines that must be followed such as design review requirements, collection policies, violation notice requirements, etc.
5. **Maintain Adequate Records:** Community managers are trained on what records need to be maintained in order to be licensed. However, it is amazing to me the number of board members that come before the Commission who had no idea what records were required and had not determined these records were being prepared and retained. Numerous cases brought before the Commission have involved required records not maintained and officers having no idea they had not been prepared.
6. **Annual Timely Filings:** It is critical that board members know what annual filings are required and make certain their managers or management companies prepare and timely file these documents.
7. **Adequate Internal Controls:** No one person should handle any transaction completely by themselves. Small associations may not be able to have complete segregation of duties, but every association should have separation whenever possible. For example, best controls over disbursement of association funds would separate individuals involved with the receipt, approval, processing, check signing, and mailing of payments. Frequently all of these duties cannot involve different individuals, but certainly should always involve a minimum of two or more authorized persons. And these internal controls should be reviewed at least annually. Too often, due to changes in personnel, vacations, sickness, etc., controls are not followed. Banking and computer passwords may be used but often are shared due to emergency needs, vacations, etc. and not changed later.
8. **Audits/Reviews:** Most associations, unless they are very small, are required to have a periodic review or annual audit of their financial statements by a certified public accountant. Not only is the review or audit critical, but an association should require the CPA to attend a meeting, present their report, and discuss any weaknesses or suggestions they may have to improve the procedures, controls, and processes within the association.
9. **Reserve Study:** At least every five years, associations should have a reserve study done of their common elements such as landscaping, street pavement, etc. that the association is required to maintain. Managers and board members should work with the reserve specialist to determine the study provides accurate and reasonable evaluations of the estimated useful lives of these common area elements. At times, an additional specialist may also be required, such as a specialist to take a core sample of areas to determine the depth of pavement and the base underneath. One of the common problems brought before the Commission are associations that have not had reserve studies done for many years. Also, we have seen numerous associations where their required separate Reserve Funds are extremely underfunded.
10. **Exercise Professional Skepticism:** As a CPA, I was taught this principle in college and reinforced as an auditor of HOAs and several other types of entities: you should expect records provided, procedures, etc. to be accurate and followed. However, you should always be aware that they may not be. Also, as a Certified Fraud Examiner, I learned that in general terms about one-third of individuals are basically honest and would not commit fraud. But, also in general, about one-third of individuals are dishonest and not above committing fraud if given the chance. The remaining one-third are probably honest, but if problems arise due to factors such as gambling, drugs, medical issues, etc., they may steal if they find an opportunity to do so. Therefore, it is critical, especially for board members, to be professionally skeptical. I have seen too many cases come before the Commission where respondents were too trusting and did not question what their community manager was doing. And only to find out later that records were not kept, records were inadequate, HOA funds paid to unauthorized individuals or vendors, payments did not comply with approved contracts, etc. Board members should trust, but also verify. 🍷



Richard Layton, DCAL, Current Commissioner on the Nevada Real Estate Division's CICCH, retired CPA

# Damage to Common Elements of Residential Condominiums

By Stanley Monsef, Ph.D.

**C**ommon elements of residential condominiums, whether low-rise (2-3 floors), mid-rise (4-6 floors), or high-rise (7 floors and up) are important parts of residential condominiums. While common elements comprise a wide range of components in different types of residential condominiums, landscaping, which is the topic of this article, is the first “WOW” or “YIKES” impression from the moment a visitor takes a *curbside* view of the complex.

Visiting buyers in particular, from point of entry through the main gate, passing around and through the complex, viewing the parking arrangement and especially the landscaping layouts between the buildings open spaces, get their positive or negative impressions about the value of the marketed condominium units. The types of landscaping and proper maintenance that a condo development offers has considerable effect on the price of the condominium units – estimated at 8 – 15 percent in positive or negative effect on the lasting value of the property.

In the management field of condominium residential, it is a fact that a well-designed and maintained landscaped complex, with shade trees in open areas, contributes a notable amount of financial value to the unit owner's property, as well as reducing exterior sound, water consumption, and electricity costs for the association,

specifically in the hot desert temperatures of Las Vegas, Nevada.

The replacement of dead trees and dying plants and shrubs will significantly add to the aesthetics and impressions which are critical for condominium unit owners as they market and promote the sale of their unit. Damage to condominium common elements, and the often ensuing debates and arguments over which party is responsible for the cost of repair and replacement, are familiar scenarios for associations' board of directors, community managers, and specifically for the association members (unit owners).

In determining which party is responsible for the repair and replacement of damaged property, there are several questions that need to be considered:

- What is the damage?
- What caused the damage?
- Is the damage insured?
- Who is responsible for the repair or replacement of damaged elements?
- Whether any non-insured damage is recoverable by the association reserve funds and by the association governing documents?

**The damage** to landscaping of the complex, if not intentionally, is usually caused by cutting and discarding of several dead or dying shade-trees and aesthetically-arranged plants, which are of added value to the association property.

**The cause of damage** is by a recognizable disease or pests attack; or by lack of efficient irrigation system overlooked by the contracted landscaper; or by failure of the community manager in providing regular inspection of the property and guidance thereof; or by failure of fiduciary duties of the board of director.

**The Insurance availability** is provided by *Nevada Community Association Uniform Act*, under NRS116.3113.1, which mandates property insurance requirement by the association, *subject to reasonable availability and deductibles*



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therein. Furthermore, NRS116.31135.1 states: "Any portion of common-interest community for which insurance is required under NRS 116.3113 which is damaged or destroyed must be repaired or replaced promptly by the association"; and NRS116.31135.2(a) states: "The insurance proceeds attributable to the damaged common elements must be used to restore the damaged area to a condition compatible with the remainder of the common-interest community."

Facing the issue of damage to condominium common elements along with the repair and replacement requirements of common elements are often contentious, costly, and confusing aspects of the condominium ownership management and maintenance. It is inevitably important to note the following:

- **Units' Owners** are owners of a fraction or percentage of undivided interest in the common elements and in a portion of the vote in the association; accordingly, any action toward their property has restrictions. *NRS 116.2107 and Declaration of the Association.*
- **The Association** has the duty for the maintenance, repair, and replacement of the damaged or discarded common elements. *NRS116.3107 and NRS116.3113 and NRS116.3111.2.*
- **The Community Manager** acts as a fiduciary in any relationship with the association and shall exercise ordinary and reasonable care in the performance of duties. *NRS116A.630.*

To avoid contentious and costly claims against the parties involved in management and maintenance of the association property, it is highly recommended that the advice of the association attorney is duly obtained. 🌐



Stanley Monsef, Ph.D. President, Mercury Consultants



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# Sports Teams, Good Paradigm for Working Together

By David Justin

“**T**here is nothing more beautiful than 20 - 25 guys thinking the same way and then going out and winning,” Messier says. “I’ve won six times, and the Cup becomes part of your soul. It’s not on a conscious level – know what I mean? – But it becomes who you are. Not your philosophy but part of your everyday being.” So says, Mark Messier, six-time Stanley Cup Champion, Hall Of Fame NHL Player, from the February 12, 1996, edition of Sports Illustrated.

Working together in any organization – professional or social – requires getting everyone on the same page in order to succeed.

Only in rare instances can one person do it alone in life. Tennis, golf, and swimming come to mind in sports. Architecture and engineering come to mind in business so long as you don’t take on too many projects.

Even if an individual architect or engineer is brilliant, the big projects tend to go to **firms** of architects and engineers who work together because informed clients know that they can get more from a devoted team instead of a single individual.

As I write this in late March of 2018, the Vegas Golden Knights are re-writing the history books of the National Hockey League. The owner, Bill Foley, has assembled a team of people dedicated to winning on the hockey side of operations. George McPhee, the General Manager, and Gerard Gallant, the Head Coach, have taken a group of individuals of varying talent – who had never played with each other until this year – and turned them into a Top-5 team in their first year of existence.

The players all have different roles based on their ability. Some are expected to score more, some are expected to play defense more. There’s a lot more to it than that, of course, but explaining the intricacies of hockey isn’t the point.

The point is that more than 30 people came together seven months after the Vegas Golden Knights selected them in an expansion draft. They moved across the continent, learned a brand-new city, endured a tragedy in their new city, and banded together to become one of the favorites to win the 2017-2018 Stanley Cup Championship.

If there were thirty individuals in that locker room, each one anticipating their “release” from an expansion team as quickly as possible, do you think the team would have had this kind of success? Absolutely not.

Many a time Gerard Gallant has said that he wants his team to “have fun.” Simple, but powerful. Look what that attitude has done for this first-year franchise? That simple

mantra has propelled the Vegas Golden Knights to the top of the standings.

What are you doing to make your business, your team, or your group “have fun” every day or every time you get together? Let’s be honest, it doesn’t matter if you’re 10-years-old, 20-years-old, 40-years-old, or 60-years-old; if you’re not having fun or enjoying your time, then you will do something else.

Are you treating your people with respect? Do you raise your voice and scream about every mistake your people make? Do you forget to tell them good job when in fact they have done a good job? People in any group – professional or social – will remember how they are treated and the environment created by the leaders of that particular organization. All leaders need to get results, but HOW they get those results can be drastically different. For Gerard Gallant, he gets his team on the same page by reminding the players to “have fun” and they have absolutely responded to his method of leadership.

We are all taught to learn in school and pass tests as individuals, but life rarely allows a majority of us to succeed all by ourselves. Even the examples we can think of individual achievers, those people will eventually need some other human being’s help in something they know nothing about.

Think about the environments you create for your people to succeed. Maybe you won’t get everyone on the same page all the time, but at least find out what makes your people tick – or, more specifically - find out their “interests.” You’ll most likely have to manage some very individualistic people from time to time, and that’s okay that they’re more of the lone wolf type. Find out what makes them tick, see if it’s something that everyone else in your group has in common with the lone wolf and go from there.

And remember what Coach Gallant says: Have fun! 🎯



David Justin, Sales Manager for Robertson Installations

# CAI Collects Box Tops and Pull Tabs. Why?

By Community Interests staff

**M**any of you are already aware that CAI has been collecting aluminum can pull tabs and Box Tops. Why should we save them? What good do they do?



## Box Tops For Education

We know them as Box Tops. Technically, the program began in 1996 by General Mills as Box Tops for Education. Since then, the Box Top initiative has expanded to include other brand names, and so far, through their combined effort, they have contributed \$840 million to more than 70,000 schools across America.

Each box top is worth 10 cents. Schools can use the money for books, musical instruments, gym equipment, playground equipment, in some cases field trips, and much more.

1974, in Philadelphia, PA. Fred Hill, a Philadelphia Eagles football player, spent many hours at the hospital while his young daughter was undergoing treatment for leukemia. He saw many other families there as well, sleeping on waiting room sofas and floors so they could be near their child during the crisis they were dealing with. The images spurred Hill to help, and the Ronald McDonald House concept soon became a reality.

Today, the concept of providing a safe and low-cost place for families to stay while a child is hospitalized has spread all over the world. We don't say Ronald McDonald Houses, but we should. There are 366 RMHs throughout the world, 288 in the U.S.



## Pull Tabs for Ronald McDonald House

Ronald McDonald House Charity (RMHC) formed in

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# All Work and No Play

By Richard Salvatore, DCAL

**I**wonder if Confucius ever suffered from burnout? He once said, "Choose a job you love, and you will never have to work a day in your life."

Burnout can affect anyone us, in any of our career choices, no matter if in the public or private sectors, organizations, or community work. Burnout does not happen overnight, it comes with time. The CIC industry is in no way exempt from its effects. From homeowner board members, committee volunteers, to managers, each of us can feel some form of burnout. No matter which direction you find yourself taking, we all must learn to control it before it controls us.

There are only so many hours in a day. It's how you decide to use those hours which makes all the difference. At some point in time, we all seem to burn the candle at both ends, and that's fine, once in a while; but for some, they break the candle in half and burn it from four different ends. There never seems to be enough time in the day. The days of the single-family income are more or less a thing of the past. After working all day, you come home and find everyday tasks waiting, along with, maybe the kid's practice or game to attend, or normal household chores.

The point is, your 40-hour week starts becoming 50, 60, and even more hours each week. Soon you find yourself bringing work home over the weekend.

Have you ever felt that it's a chore to get out of bed in the morning for work, and once you get there, you cannot seem to get started? Or maybe you did not sleep well that night, thinking about the pile of work waiting for you on your desk. I am sure each one of us has had that experience at one time or another. This is not unusual, as long as it is on rare occasions, it's when it seems to happen more often than we realize or want to admit. This could be the beginning signs of burnout.

These are just a few examples which could surface as the early warning signs of burnout. There should be a balance between each of these items, or, if left unchecked, can lead to serious problems in your life, health, family, and your job! I thought I knew what burnout was, "Boy this was a tough week, I'm burnt out." But not until I began researching for this article did I fully understand how serious it could be. And what I learned, is only the tip of the iceberg.

Burnout is not just from working long hours, constant deadlines, workload, and feeling micro-managed. These are just a few things that will cause workplace stress, which can cause you to feel physically and mentally exhausted. The Psychology Today website had a piece on "**Dealing with Burnout.**" In part, it said, "Burnout is not a simple result of long hours. Burnout can occur when you're not in control of how you carry out your job, when you're working toward goals, and when you lack social support. If you don't tailor your responsibilities to match your true calling, or at least take a break once in a while, you could face a mountain of mental and physical health problems."

As an association board member, you took on the responsibility





of being a fiduciary for your association, because you enjoy the interaction with your neighbors, you enjoy the challenges dealing with the issues, and to ensure the association functions as a well run and healthy community. However, it should not become another full-time job, that's why you have a community manager. Board members and managers should work together, sort of checks and balances.

As a board, it's important to remember, you cannot do it alone. Association committees play an important role, whether for architectural review, social, or events; and, just like you, they are volunteers. Volunteers step up and join organizations and committees because they may have a passion for the work the organization or committee does, they feel the need to help others, or simply because they enjoy interacting with others! But remember, volunteers are not easy to find. Everyone has hectic schedules, juggling their time between jobs, family, and volunteer work. Volunteering should be enjoyable - don't burn them out!

Board members must rely on their community managers, managers must also rely on their board members. Nowhere else in the HOA industry is working together more essential. Whether a portfolio, large-scale, or on-site manager, community managers are dedicated to doing what is best for each association they oversee. A person doesn't become a manager overnight, it requires many hours of education, training, and the continuing education to keep current with industry standards and legislative changes.

For those of us who work hand-in-hand with managers, we need to take a step back - look and understand how much time and effort is required to run a successful association. Now multiply that by 10 or 12 accounts for a portfolio manager, think about the number of sub-associations involved, or the number of buildings large-scale and on-site managers may be dealing with. Each is unique with their own situations. Having and maintaining open lines of communication and building partnerships with board members and communities is vital to success.

The moral of the story is, "You Can't Do It Alone." Building a strong team and working together can eliminate the risk of burnout. We all need to, at one time or another, take time to smell the roses, disconnect from work, and spend time with family. Burnout is not just a word, it's a condition which can have a serious effect on each one of us unless we make the important changes in our activities and lives. 🌱




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


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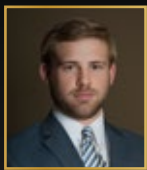
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# Advanced DCAL and NVEBP

## An Introduction and Update

By Mark Leon, DCAL

**T**he CAI-NV Education Committee is proud to roll out something new and something reenergized. Please watch for dates and times for these programs coming out soon.



### AdvDCAL

Advanced Dedicated Community Association Leader - AdvDCAL is a brand new designation for existing DCALs who seek to take their common interest community education and volunteerism to the next level. AdvDCAL builds on the current requirements to maintain DCAL status and a recognition for those who strive for excellence in CIC education. To recap, DCAL maintenance requires three hours of additional education annually, in the form of classes, seminars, or CAI breakfasts/luncheons. During legislative years, the three hours must include legal update education. AdvDCAL takes education a step further by requiring at least two of your education hours every two years to come from designated AdvDCAL classes and a minimum of three hours of designated legislative update

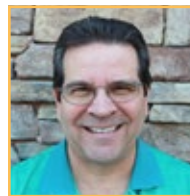
class or seminar time biannually. AdvDCAL also requires three hours of classes, seminars, or CAI breakfasts/luncheons every two years over and above the regular DCAL requirement, OR writing an article for the CAI chapter magazine within the past two years, OR serve on a CAI committee for two years. This program officially began January 1, 2018, so all education/participation after that date can be used to apply for the AdvDCAL.



### NVEBP

Nevada Educated Business Partner - NVEBP program is getting a much needed update so that our valued business partners can be educated and certified in the HOA industry in Nevada. This revised program will roll out in the summer 2018 with the following Minimum Education Requirements:

- Take Business Partner Essentials online course and pass test;
- Sign Standards of Care Document;
- Attend a minimum of three CAI Nevada luncheons;
- Attend a minimum of two annual events (golf, bowling, Gala, and tradeshow);
- Serve on a committee or write one Nevada specific article for the magazine. 📄



Mark Leon, DCAL, Board Vice- President at Mountain's Edge Master Association

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Community association board members and volunteer leaders step up to take on positions of service and responsibility. They're expected to anticipate issues, solve problems, meet the expectations of their residents and protect property values.

The workshop will teach you how to become a more successful board member and how you can recruit and support new volunteers. You'll learn the role of the board, the president and other leadership positions, and you'll identify effective ways to work with professional managers and service providers.

The workshop consists of five modules:

- Module 1: Governing Documents and Roles & Responsibilities
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- Module 3: Fundamentals of Financial Management
- Module 4: Professional Advisors and Service Providers
- Module 5: Association Rules and Conflict Resolution

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The workshop includes a toolbox of support materials:

- *The Board Member Toolkit*, a best-selling book from CAI Press
- *The Board Member Toolkit Workbook*
- Brochures and publications, such as *The Homeowner & the Community Association*
- A copy of CAI's award-winning *Common Ground™* magazine

*In addition to a toolbox of support materials, each student receives a certificate of completion and recognition on the CAI website.*

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As-







# Grassroots




## Working Together with Nevada Residents

By Chuck Niggemeyer, DCAL

**H**opefully most of you recognize the GRASSROOTS logo that was adopted in 2017. The logo says it all – HOMEOWNER ASSOCIATION VOTER! Nevada CAI Chapter Grassroots was formally organized in 2012 to inform and give Nevada homeowners a direct voice to their state legislators utilizing electronic media, email. Since that time, Grassroots has been actively working together with Nevada homeowners in protecting and enhancing their homeowner communities. In early 2017, Nevada Assembly Speaker Jason Frierson and Nevada Senate Majority Leader Arron Ford issued the following joint statement: **“We are here to listen to what Nevadans tell us they need from their state government. ... We invite you to get involved with the legislative process and join us in working together to make Nevada a great place to live, work and raise family.”**



If you are already a Grassroots member, watch for emails about the upcoming **June 12 Primary election**. Not a Grassroots member yet? Join Grassroots at: [cai-nevada.org](http://cai-nevada.org), select the “Advocacy” tab.

Grassroots looks forward to working together with all of you. 



Chuck Niggemeyer, DCAL, President Elect CAI Nevada Chapter, Vice Chair of the Nevada Legislative Action Committee, and President of Sage Hills BOD

Grassroots is sponsored by the Legislative Action Committee (LAC) of the CAI Nevada Chapter. LAC summarizes legislative issues that potentially affect homeowners and how they live. LAC and Grassroots, working together, email these issues with appropriate legislative contacts to Nevada residents. Homeowners then have the tools to effectively communicate their comments to their legislator/s. Working together, as envisioned in the above quote, fosters the flow of communication and ideas pertinent to making our communities the best they can be.

The key words above, working together, are exactly what makes any goal successful. If we are not working together, the result in most cases is chaos at best and often total failure. We all have a choice as to where we live. Make that choice be one of the best you ever make by working together, staying informed, and getting involved!



**Be sure to vote in the primary on June 12**  
Watch for additional information from Grassroots.

*community interests*

**THANK YOU**

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