

THE OFFICIAL PUBLICATION OF THE NEVADA CHAPTER
OF COMMUNITY ASSOCIATIONS INSTITUTE

THE MAGAZINE FOR COMMON INTEREST COMMUNITIES

community interests

JUNE 2018

TODAY • TOMORROW • BEYOND

**EVOLVING
COMMUNITIES**

**AGING INTO
THE FUTURE**



Education Calendar

DCAL

MANAGER

Adv DCAL

Preregistration for all dates is required, visit CAI-Nevada.org

Northern Nevada June

CAI Nevada Reno Homeowner Seminar, DCAL
"Finances in the CIC"
 June 28, 2018 at 6:00 PM – 9:00 PM
 Peppermill Resort

CAI Nevada Reno Managers Seminar
"Behind Bars"
 June 28, 2018 at 9:00 AM – 12:00 PM
 Peppermill Resort

Southern Nevada June

CAI Nevada Las Vegas Luncheon
 June 12, 2018 at 11:25 AM – 1:00 PM
 Gold Coast Hotel & Casino

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

July

CAI Nevada Chapter Management Company
Executive Appreciation Luncheon
 July 10, 2018 at 11:30 AM - 1:00 PM
 Lawry's Prime Rib
 4043 Howard Hughes Parkway, Las Vegas, Nevada
 Registration Deadline
 July 02, 2018 at 12:00 PM

No Homeowner Classes Scheduled for July

No Manager Classes Scheduled for July

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

community interests

WHAT OUR INDUSTRY IS TALKING ABOUT

WHAT HOMEOWNERS NEED TO KNOW

JUNE 2018

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Magazine Deadline

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Correspondence

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Maintaining Older Communities



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

Before discussing this month's topic, maintaining older communities, I would like to say congratulations to our new Executive Director Chris Snow and Administrative Manager Gaby Albertson!!! As most of you know, Chris has been with us for over ten years and Gaby has been with us for several years as well. We look forward to the new ideas and changes that they will bring to their positions. I would also like to say, "thank you, Mary Rendina for your ten years of service to the chapter

and congratulations on your new position!!!" As many of you know, Mary has moved on to a new opportunity. Mary's service and dedication to the chapter will be missed.

Maintaining older communities fits into this year's theme, Facing the Future, because everything a community does today will impact how that community looks and operates in the future. The truth of this is easy to identify by looking at our current older communities. The communities that maintained sound reserves and stayed on top of their maintenance obligations continue to look excellent and hold their values after decades. However, the communities that choose to defer maintenance and maintain minimal

reserves are littered with unsightly common elements, unkempt mature landscaping, and homes with continually dropping value. These issues also affect pride of ownership because individuals who purchase into a dilapidated community expect little to nothing of their community and put little to nothing into it. If you would like more information about reserving for your community's future, CAI's Best Practices Report for Reserve Studies, as well as other matters, is available for free at <https://foundation.caionline.org/publications/best-practices-reports/>.

Remember to mark your calendars and plan on attending our **14th Annual Northern Nevada Bowling Tournament June 29, 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 who 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 that 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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Evolving Communities - Aging Into The Future



Rich Salvatore, DCAL, Community Interests Magazine Committee Co-Chair

Aging into the future, what does that really mean? Well, the way I see it, when we were younger the future meant tomorrow, next week, or next month. As we age, we look at things a lot differently. Instead of going to the doctor when we don't feel well, we now see the doctor two or three times a year for checkups, to make sure everything is working the way it should before something goes wrong. Or maybe we start thinking about retirement and plan how we are going to live our lives in the future.

The same theory could be used for our communities. When they are new, we might wait and fix something when it breaks down. As the community ages, we need to start thinking about the future and how we can prepare for our aging community. This is why a reserve study is so important in determining the life expectancy of the common elements and how much it will cost to repair.

As our communities age, so may some of our residents; this may play a big part in keeping up with the changes. Sidewalks, curbing, and entrances to community buildings may need to be altered allowing older adults easier access throughout the community.


In this issue, there are some interesting takes on how our communities can change with the times and evolve. Aging into the future does not mean it has to be harder for older adults to live independently in their homes: "Aging in Place - Developing a Livable Community for All Ages" touches on how programs and support can make older adults more independent inside and outside of their homes; "Embrace

the Tech," our feature article of the month, goes through some of the ways gadgets and technology can change lives in an HOA; "AEDs Save Lives, Here's What You Should Know!" talks about the pros and cons of installing and using AEDs in communities; "Where Do I Charge My Hybrid Car" provides some insight on things communities need to consider about adding EV charging stations; and "Apps That You Will Love!" describes just a few apps that may be useful when trying to manage home, family, work, and tasks. There's an app for everything, so they say.

Along with our topic articles, Community Interests is making available the monthly Education Calendar for both northern and southern Nevada as part of CAI-Nevada's effort to promote education for its members.

Also, we cannot forget about the monthly column "Harry The Happy Homeowner." Harry has kept pretty busy responding to your letters, and, as always, welcomes more questions from you.

Richard Salvatore, DCAL



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A Note From Our New Executive Director


By Chris Snow

"I alone cannot change the world, but I can cast a stone across the waters to create many ripples."
— Mother Teresa

During the last month of our staff transition, I have begun to create my ripples of change. My message at this time has been to our Board of Directors, Chapter sponsors, committee members, and general membership that Gaby and I work with on a continual basis. We want to know what you're thinking, your ideas, and your thoughts for the future of our chapter. In return we have heard from many people offering support and advice. Opening a dialogue with our members has presented a diverse number of views and opportunities to explore, areas to fix, and the platform to utilize the varied talents available among our members bringing new innovative experiences to our chapter.

Having just returned from CAI National Conference, I feel like a sponge, attending training and participating in the whole conference experience. It was so enjoyable to visit with many of our members, some receiving designations and credentials, others working the exhibit hall.

Please continue to support our mission and know that we understand it is not the staff that makes the chapter it is YOU, the board of directors, the members, the sponsors, and the volunteers that bring the successes of our events and programs to the community.

Thank you for your kind messages and support. Gaby and I look forward to making you proud of us. 



Chris Snow, Executive Director, CAI Nevada Chapter

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LOCATION, LOCATION, LOCATION!

By Robert Rothwell, PhD, DCAL

... **T**hat's what realtors tell us. But we had that ... and so much more at our National CAI Conference and Exposition. We had location, education, cooperation, information, coordination, conversation, reaction ... and so much more.

We've all heard "it doesn't get much better" many times. Well, this year's conference was beyond all expectations.


Twenty-two members of our chapter attended the conference where Lori Martin, Francesco Stevenson, Lisa Parry, and Katherine Radar were recognized for receiving the coveted PCAM designation.

The numerous one-hour presentations covered various topics of interest to all homeowners, managers, and business partners. By special arrangement, our chapter will receive videos of the actual presentations, which we will be sharing with all our chapter membership. In addition to the presentations, we were able to do extensive networking and hear the insights offered by world-renowned experts in the field of generational demographics (Cam Marston) and national and global affairs (Katty Kay).

Cam Marston talked about how each of the generations today sees the world through its own unique lens. He emphasized that what may seem like a minor nuance at first glance is actually fundamental in how each views the world. The result is disconnected generations with few areas of common ground, where no one is speaking the same language, or even worse, is using the same words in completely different context. We are all banging our heads against the wall and looking for ways to bring these different views together to achieve a common goal.

Katty Kay, author, political commentator, well-respected TV news analyst, explained how the world we live

in is changing at lightning speed. Drawing from her experiences reporting from five different continents (U.S., Middle East, Africa, Asia, and Europe) she offered insights on where the world is heading and what the future holds. She describes it as a world where many of the fastest growing economies are in Africa; where 300 million micro-bloggers challenge the supremacy of the Chinese state; and where one-third of the population of the Middle East is under 30. Understanding the competing economic and political trends is essential for every representative group of CAI.

The knowledge, experience, networking, and camaraderie were unequalled. We are all better for being a part of our CAI Annual Conference. 



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

*"Old People believe everything.
Middle-age people doubt everything.
Young people know everything."
— Oscar Wilde*



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Embrace The Tech: Evolving Into The Future

By Ryan Bossman, CMCA

Let's be honest, change is hard. Ok, change is REALLY hard. But without change we don't grow, we don't challenge ourselves, and we don't find out whom we really are. Sure, if it's not broke don't fix it, but change is inevitable. And when things are changing as fast as they are now, it's more important than ever to be at the forefront of it all so that we don't get left behind.

By most accounts, the idea of a common interest community is less than 100 years old. Shared housing is by no means a new idea, but the idea of urban planning and the privatization of residential developments has not been around as long as some might think.

Many credit Ebenezer Howard, an Englishman who in 1898 published a book titled *To-morrow: A Peaceful Path To Real Reform*, as the man who laid the foundations of the idea of common interest developments. Howard significantly revised the book in 1902 and named it *Garden Cities of To-morrow* which brought forth new ideas of social and urban reform. Howard envisioned a utopia of planned communities integrated with people living harmoniously together with nature.

Though the modern common interest community may not be exactly as Howard envisioned, there is no denying the impact that his ideas have had on our industry and what we strive to achieve within our communities on a daily basis. One of the greatest assets we have in realizing Howard's vision is the benefit of modern technology.

It wasn't until the 1960s when the common interest community, as we know it today, really began to take shape. Even then, according to Evan McKenzie, in his book *Privatopia*, there were only approximately 500 HOAs scattered around the United States. Between 1964 and 1970 the number of HOAs increased from less than 1,000 to an estimated 10,000 according to the *Foundation for Community Association Research* (FCAR).

Since the 1970s, the growth of HOAs has increased dramatically. Community Associations Institute (CAI) estimated in 2016 that there were over 342,000 communities in the United States with over 69 million residents living in some form of a common interest community.

Since the 1960s, not only did common interest communities evolve but so did innovations in technology. The beginning stages of electronic computers were being developed. The first satellite was launched into space. The initial concepts of the internet began forming. Many of these changes we take for granted in modern society. But these changes have been revolutionary, not only in our society but in the growth and advances of common interest communities as we know them today.

I'm sure the initial 500 or so homeowner associations of the 1960s could not even imagine the need to place gates around their communities, to have wireless key fobs, to need roaming security, or to have apps to connect each other with other homeowners in their own community. And yet, all these features are commonplace in the modern homeowner association. Many associations may not even be where they are today if it wasn't for these innovations.

We are just at the forefront of these changes. As we can see on almost a daily basis there are constant changes and improvements in technology. Technology is advancing at a rate that would have been incomprehensible only a few decades ago. It is more efficient, faster, and cheaper than ever before, and associations that aren't evolving with these changes are not benefiting themselves or the residents who call these communities home.

As the old saying goes, "The only consistent thing in life is change." Obviously, change can be challenging, overwhelming, and intimidating. It's natural to resist change. With change comes uncertainty. Even when we may want change, we tend to resist making changes. The human brain seems wired to resist change. According to neuroscientist Dean Burnett, in his book *Idiot Brain*, "In an evolutionary sense, the brain doesn't like uncertainty. Anything uncertain is potentially a threat."

But change is beneficial. Change is growth; it's an improvement that brings new opportunities and progress. Adapting some of these technological systems cannot only ensure the longevity of our communities but can also better address concerns of residents more efficiently, quickly, and cheaply. These systems can help us in maybe someday realizing Howard's utopian developments.

Look at the history of keys. For thousands of years, people have wanted the ability to safeguard their possessions and store them in places that could not be accessed by anyone else. What started with wood and rope has evolved into key fobs and keyless entry systems. Many people hardly

use a physical key anymore, and these access systems are getting more and more advanced every year.

I would venture to guess that nearly every homeowner association has adopted some form of this technology over the years. Whether it's a key fob system for the association's pedestrian gates or keyless entry for the association's amenities, the benefits of these systems are clear.

Beyond the physical protection of an association's assets, these systems can also offer safety and peace of mind for residents in an association. Alerts and activity logs can be set up and monitored remotely from smartphones and apps via Wi-Fi and Bluetooth. Associations can be alerted as well as the police and security companies of potential burglaries. Associations can also designate temporary access codes for vendors or send virtual keys to staff and employees to keep track of comings and goings.

This is just the beginning. Fingerprint scanners, retinal scans, and remote monitoring are no longer a thing of science fiction. The use of these systems has become common practice in many associations and on most residences.

By now, most people have heard of "Ring" the company popularized by the video doorbell. The doorbell systems where you can see, hear, and speak to people at your door from your smartphone, tablet, or computer. Not only is the doorbell easy to install, its most basic version offers high definition video and includes motion detection. But they offer more than just a doorbell, they also offer home security cameras with built in lights, alarms, night vision, etc. Gone are the needs for security companies who install complicated alarm systems. Ring also offers their own alarm systems, which are fully customizable to your needs, offer all the same benefits of their other products, and is also accessible through your smartphone. But these services are not just limited to your own home. Their app



can notify and provide you with crime and safety alerts from your neighborhood.

Beyond home security and video doorbells, there have also been many advances in the technology behind the gate systems enclosing our communities. First and foremost, the gates themselves have greatly improved over the years with motorized systems that can be remotely monitored plus materials and equipment that can last for decades if properly maintained. Accessing these gates with gate clickers and keypads, though still in use, is becoming a thing of the past. Gone are the days of aiming your gate opener aimlessly at the gate hoping the receiver picks up the signal, or rolling down your window to input codes, or scanning a fob with residents waiting behind you to follow you in before the gates close.

There have been several advances in gate access systems from RFID (radio frequency identification) stickers to smartphone-based apps to allow entry into communities. Not only do these systems eliminate shared gate openers or shared codes, they also offer precise tracking and control of community access. For the stickers, each one can capture a detailed log of a specific vehicle's access to the community. This information can be extremely useful in the event of crime within a community, damages to the gates, or the need to restrict access to a vehicle.

While it shares many of the same advantages of the RFID stickers, new smartphone gate access control apps can eliminate the need for these stickers, paper tickets, or other access solutions. These apps can also eliminate the need for issuing/reissuing stickers, cards, openers, etc. and is more easily accessible and manageable by residents and the association. These apps can also allow residents and associations to better manage visitors and/or guests to the community.

Another aspect of homeowner associations, which has been greatly impacted by new technology, is the evolution of security systems. While roaming patrol, security guards, and neighborhood watch programs have been the standard approach to community security for years, these systems are proving to be ineffective. With roaming patrol and security guards, this approach can be extremely costly and leaves room for human errors.

Neighborhood watch programs should be encouraged, but they too have drawbacks. Neighborhood watch programs rely on personal contact with potential crimes. This contact often deters residents from getting involved in an ongoing crime. Additionally, it requires constant motivation to involve the community to communicate with the police and stay informed on ongoing issues in the area.

With our schedules these days, people barely have enough time for themselves let alone their entire community. While no system is foolproof, there has been beneficial alternative security in virtual community patrol systems and virtual neighborhood watch apps.

Virtual community patrol systems use wireless and global positioning technology with video surveillance to alert a community or the police of suspected or ongoing criminal activity within a community. These systems allow an association to obtain images and video, document potential crimes as they occur, and report them directly to the police without confrontation, resulting in faster response times and more effective security of the association.

There have also been growing numbers of virtual neighborhood watch apps. Similar to the "Ring" app, the app "Nextdoor" can also provide crime and safety alerts from your neighbors on your smartphone or other devices. Residents can be connected in real-time with their neighbors and law enforcement. Nextdoor is beneficial not only for security, but also in the way that it helps foster neighbor-to-neighbor communication to build stronger communities to work together. The app provides a private social network for your neighborhood, which allows neighbors to communicate with each other, help them stay informed of events, share safety tips, and provide home maintenance advice for example. These systems are proving to be more efficient, cost-effective, and more reliable than our security measures of the past. They are worth considering if your association is in need of security measures.

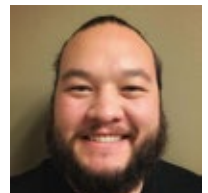
It is apparent from my few examples above that technology has greatly impacted every aspect of our lives, from our cars, to our homes, to the communities we live in. Technology IS NOT going backward, and neither should we.

Electric cars are already here. We have computers on our wrists and in our pockets. And we are literally discussing colonizing Mars - it honestly might not be that far away! Who knows what the common interest communities on Mars would be like where we would need to rely on technology to monitor our very ability to stay alive.

Technology is worth investing in. Not only with regard to all these gadgets and systems which make our lives easier, but also for the evolution of the communities we live in and our society as a whole. 🍷

CITATIONS:

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Ryan Bossman,
CMCA, Epic
Association
Management



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.

Q: Hello Harry, I am a board member of a Condominium Association and we have a growing number of unit rentals. The problem is many of the renters are not following the association's rules and regulations. When we address the tenants, we are told that they did not get the list of rules and did not know that there were any rules. The board has been getting complaints from other unit owners. We, as a board, would like to know what we can do about this? Signed; Frustrated

A: Hi Frustrated, I can truly relate to your problem as our board has gone through a similar situation in our community. Let me start by saying: First, the unit owner is still responsible for any action or inaction of their tenants; second, you should be asking your property manager to contact the unit owner along with the listing agent and inform them that their clients need to be given copies of the association's rules before they move in; third, if that does not resolve the problem, then start the

compliance violation process and call the unit owner to a hearing and impose fines for each violation of the tenant. Some people will ignore the association until it affects their wallets. Lastly, the manager takes direction from the board, maybe keep on them until it is resolved.

Q: Hi Harry, Our electric gates have been giving us a lot of problems lately, mostly small issues. We have a gate company that we normally use; however, it seems like they are in our community every month. Our community is only about eight years old. Is it time to replace the gate mechanicals, and do we need to get three bids to have that done? Signed, Gate Keeper

A: Hello Gate Keeper, Entry/Exit gate problems may vary, depending on which part of the state you live in. The very hot temperatures in the south can wreak havoc on electronic components, drive belts, and motor capacitors.

I would first check your reserve study to see what the life expectancy is for the gate operators; usually, it is about 10-12 years. Seeing how your community is only eight years old, I would suggest that your board start a Preventative Maintenance Program for your gates. Check with the gate company that you are currently using and see if they offer a semi-annual PM program; this will lessen the problems that occur with your gates and hopefully lessen the inconvenience to your homeowners.

You would not need to get bids for repair work to common elements unless you never had work done before on that element. When choosing a vendor, it is best to then get three estimates or RFPs (Request For Proposal). Check your governing documents to see if the cost will exceed the percentage threshold for requiring a vote of the association membership. 🍷

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Hey Board Member, Where Do I Charge My Hybrid Car?

By Avece M. Higbee, Esq.

There is no dispute that the number of electric vehicles and hybrids (EVs) increases every year. According to one market research firm, Navigant, between 7.2 and 8.7 million EVs will be on U.S. roads by 2025. Nevada is also seeing the rise of EVs which of course impacts numerous Nevada communities.

The State of Nevada is forward thinking when it comes to the future of transportation. In 2015, the Governor's Office of Energy partnered with Nevada's electric utilities to launch the "Nevada Electric Highway" along Highway 95 between Las Vegas and Reno. The goal was to establish fast charging infrastructure at cost effective and strategic places all over Nevada by 2020. Now, into 2018, several stations have been established. Over the last several years, new laws have been established giving EV owners "perks" such as free charging at community centers, workplace charging at State Buildings, free power, driving in preferential lanes, preferential parking, income tax credits, and special use rates from NV Energy, to name a few.

Is your community forward thinking? Are you waiting for a resident to say, "Hey, board member, where do I charge my hybrid car?" Perhaps it is time to take action? Where does a board start?

Do the residents want charging stations? Of course, the vocal residents with EVs may already be telling the board that they want charging stations, but there may be owners that do not believe the association is obligated to provide charging stations to the EV owners. All owners should be given the opportunity to voice their opinions. As with any such issue, the board could survey the owners to obtain their thoughts on establishing charging stations for EVs. The EV topic could be an agenda item before the survey and again after the survey so that more owners are aware that the board is seeking to find out the level of interest of the owners. The board could establish a committee and include those with and without EVs to assist with the survey and eventually the entire process.

Should the owners have an interest in EV charging stations, the board's investigation of the possibilities then begins. To investigate, the board needs to assemble a team: the community manager, a consultant/architect, an electrical contractor, a representative from the utility company, insurance agent, and the association's attorney. The team members would work together and separately to address EV charging possibilities.

Physical possibilities:

An evaluation of the community should be made for possible locations for charging EVs. Many communities are limited in available areas for new amenities. However, there may be parking spaces that could easily be transformed into charging stations in a traditional condominium community, or, the parking facility in a high-rise community may have the perfect layout and electrical outlets that could



accommodate charging of EVs. Additionally, the existing electrical infrastructure in the community should be evaluated to determine if charging EVs is even possible without significant changes.


Charging level possibilities: There are different levels of charging of EVs. A Level 1 charging is simple and inexpensive (but the charging takes longer). All that is needed is a standard three-prong, 120-volt AC wall outlet as every EV comes with a charging cord. The costs could be a few hundred dollars to install each new outlet. Level 2 charging requires a professionally installed unit and charging is faster. However, Level 2 charging could cost thousands of dollars depending on the electrical services in the community.

Financial possibilities: Is it feasible to install charging stations? An evaluation should be made of what the association can afford, how the installation costs would be budgeted, whether a special assessment would be necessary, what the utility costs would be, how the utility costs would be allocated to the resident charging the EV, and what the future maintenance costs would include, etc.

Legal possibilities: The Governing Documents for the community should be evaluated to determine if there is any basis to allow charging of EVs in the community. An amendment to the Governing Documents by vote of the owners may be necessary. Further, a new policy or

rules would be helpful for owners to understand what is expected in their charging of EVs. Depending on the changes that need to be made to the community to accommodate the charging of EVs, the improvements may be considered a capital improvement necessitating additional notice and other requirements.

Other possibilities: The board would need to evaluate if additional insurance would be necessary, and if so, how the costs would be passed on to the EV owner.

By investigating the possibilities for charging of EVs, the board is considering changes in the community which in turn could elevate the lifestyle of the residents. Certainly, adding EV charging stations could add value to the community. 



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Aging in Place

Developing a Liveable Community for All Ages

By Gail Mayhugh

When people hear the term, aging in place, the first thing they associate it with is interior home modifications. Such as lowering the height of cabinets, putting in a wheelchair accessible shower, widening doorways, or adding a first-floor bedroom. But it's much more than that.

Older adults would rather stay in their home and neighborhood than move to a new one, even if it might be more suited to their physical needs. They want to stay independent and keep active in their community. What are some ways outside of the home your communities can do to help homeowners "age in place"? Carrier Alert program and Walkabout Audits.

Not all older adults want to wear an alert button or watch; some feel it's the first step in taking away their independence. I know from personal experience with my mother.

Everyone is not fortunate enough to have family living nearby. As we age, unfortunately our friends leave us or move closer to their families. So who can be there on a daily basis to help watch over them? The National Association of Letter Carriers, NALC, can do that.

The NACL has the Carrier Alert program; a joint program between NALC, the Postal Service and a local service organization, such as the United Way, Red-Cross, or the Agency on Aging. Carrier Alert is a free community service program developed to monitor the well-being of older adults, those homebound and disabled mail patrons.

So how does it work? The individual first registers with the local agency managing the program. This agency will notify the Post Office, which places a decal in their mailbox. When a carrier notices an accumulation of mail and the decal has not been covered letting the carrier know they are away, the carrier will notify the appropriate officials. They will then check on the person, and if something's wrong, contact family, police, or emergency services as appropriate.

Participation in the program is voluntary and operation depends on local agencies. But here in Nevada, the program is active. In speaking with the President of the Las Vegas NACL, there's proof the program works. Recently a carrier in Summerlin noticed one of his participants in the program had not picked up her mail, which she normally did daily. He notified his superior and found that she had fallen. Without the program, she may not have been helped for days.

To find the nearest NACL branch, contact their headquarters at 202-393-4695. For more information about the program go to, www.NACL.org Consider sharing this program in your next community newsletter.



Our Condolences

Long-time manager and CAI member, Arnie Snow, PCAM, passed away recently. Arnie will be remembered by many of us for his cheerful disposition and dedication to his career. Our condolences to his family, friends, and work associates.





While the Carrier Alert program helps keep a watchful eye on an older adult while in their home, a Walkable Audit can be conducted to make sure they are safe when out in the community.

A Walkable Audit is a review of walking conditions in a community. For older adults, a livable community includes elements that help them keep their independence outside the home. Having a walkable community creates a pedestrian friendly environment. For older adults, it allows outdoor exercise opportunities and social interaction with fellow neighbors, which increases well-being and quality of life.


During a walkable audit, specific attention should be placed on crossing streets, sidewalk conditions, barriers to community amenities, driver behavior, and safety.

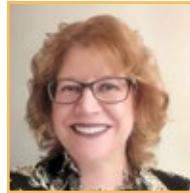
Is there adequate lighting? Are there any cracked or uneven sidewalks that could cause falls? Are the thresholds into and through the clubhouse

handicap accessible? Are the door handles throughout the community's amenity doors levers versus knobs? Is the furniture at the pool and in the clubhouse maneuverable for getting in and out? Are driver behaviors unsafe, due to distractions or speed? Are cars blocking the sidewalks? Are there unleashed dogs?

To get a true perspective of the walkability of your community, complete the audit with the assistance of a walking stick, walker, or wheelchair.

For more information on conducting a walkable audit, www.AARP.com has a Walk Audit Tool to download.

Although aging in place may not be an option for all, remaining in our homes is preferred indefinitely as we age. With community programs and support, a livable community can be developed for all ages. 



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Golf Tournament Gallery

The 22nd Annual CAI Las Vegas Golf Tournament was held recently at The Revere Golf Club in Henderson. The sold out tournament was a themed "Movies on The Green." Thank you to our event sponsors, team sponsors, participants and the Golf Committee chaired by Jamie Harper and Tony Troilo.





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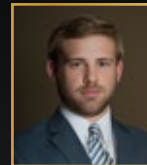
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Art Depicts the Heart of Nevada

By Tonya Bates, DCAL, CMCA, AMS, PCAM

Artist Leni Kae, said, "Art inspires us to visit the concept of 'UNITY' and see ourselves as part of a bigger universe." Although there are more than 400 miles between Reno and Las Vegas, both cities have created cultural organizations to bring residents and tourists together to appreciate art. These organizations are tasked with bridging diversity and building community within their regions. Ultimately they display the heart of Nevada, not only in the larger municipalities, but in many of the rural communities along the way.

In 1991, the City of Reno founded the Reno Arts and Culture Commission (RACC). The mission of RACC is to support the arts and artists through grants and purchase of public art for display around Reno. For example, the roadways in Reno are lined with art from the Burning Man Festival held in Gerlach every year. Across from City Hall is a stained-glass space whale and a two-story art piece asking you to "BELIEVE."

Each year the City of Reno grants funds to various art organizations. At this time, the City of Reno displays 185 pieces of outdoor public art and 65 pieces of hanging art within City Hall.

Recently, the Sierra Arts Foundation teamed with RACC to host **Reno Art Fest, an annual juried visual arts fair that takes place on City Plaza June 30 thru July 1.** This Art

Fest and parade to celebrate the festival, is the opening to the month-long focus of art called "Artown."

Throughout the month of July there are various types of arts and artists on display—performance art, music artistry, fine art, and sculpture. Some art is solely for display, while others are for sale in the open market along City Plaza. During the kickoff, Circus Circus hosts a 24 hour live mural marathon along Virginia Street. There are food trucks, live entertainment, and a Beer Garden.

For the family friendly art enthusiasts, there is a Children's Cre8tive Zone—filled with hula hoops, balloons, face painting, puppets, and interactive art projects.

While Reno focuses on art in July with Artown, Las Vegas supports 18b—The Las Vegas Arts District. To encourage participation in the Art District, the City of Las Vegas and



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RTC created a free circulator bus with stops at the major attractions in downtown Las Vegas. The most well-known event in 18b is First Friday. This is a monthly art festival, that has different themes, community outreach, and assorted types of art.

Like Reno, Las Vegas also has sculptures down East Fremont in front of Container Park. The art downtown also includes performance art, bus stops, and light fixtures. Even city buildings and fire stations are decorated with sculpture art; the fire station on Washington has a replicated fire hose that spells, "Art."

Nevada is art proud! Many communities bridge the desolate distance between towns and cities by celebrating and embracing local artists. If you've never ventured outside of your geographical region—take a trip—explore the art, the people, and the culture of Nevada. Did you know? Boulder City and Henderson hold their own art festivals in the spring. Elko celebrates Art in the Park in July. Many areas along Lake Tahoe hold local festivals to celebrate art and bring their communities together. Even the small town of Lovelock holds their community art festival in June,

while Genoa waits until September to celebrate the Candy Dance.

Don't forget to check the apps for maps and directions of art placement throughout Reno and Las Vegas: Download Artown's New App: "Reno is Artown"; Download Las Vegas's App: "GO Vegas—City of Las Vegas."



Tonya Bates, DCAL, CMCA, AMS, PCAM, Supervising Community Manager with Opus 1 Community Management, LLC



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Community Oriented Policing

By Lisa Tufano

Most likely everyone would agree that being a police officer is a hard job. Certainly, it is right up there with HOA manager (my attempt at humor!). I often hear complaints from communities that have a large majority of rentals that crime and nuisance is an issue and the police are often not able to be as responsive as the board of directors and management would like them to be. So, what is a community in trouble to do?

Neighborhood Watch is one solution when implemented properly, but there is another effective option out there called COP. I have used it many times in my apartment community management days, and have had great success with it.

COP stands for Community Oriented Policing. My experience with the COP program taught me that if you are willing to get involved in the improvement of your community then the police will absolutely be there for you every step of the way. Think of it in the most realistic terms, the police are spread thin as it is, and if you are not willing to get involved in the improvement of your own community, then why should they?

If you need police attention for complaints that are normally a little lower on their priority list, like noise complaints and suspected illegal activity that currently can't be proven, then you might find the COP program just the right tool.

On the first Tuesday of every month, all Area Commands in Metro's Jurisdiction open their doors for a community open forum which stresses communication between residents and the police officers who patrol their neighborhoods. This monthly opportunity is called "First Tuesday." Check with the Area Command providing police service to the location of your interest to check out the time and topic of the meeting. Recently, some locations have adjusted their start time and some meeting locations can differ at times due to circumstances.

By attending this meeting you can:

- Meet the COP Officers and share your concerns;
- Learn how to participate with COP and be able to request "calls for service," which means any calls to the police department where police presence

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is requested. This is a great way to obtain a written record of a home that may be causing a nuisance;

- Meet your Crime Prevention Specialist to make arrangements to learn more about home / family safety, Neighborhood Watch and more;
- Connect/Network with other board members and community leaders;
- Find out about attending the Citizens Police Academy. The academy gives first-hand information on how and why the department operates and examines the culture of police work and the organization;
- Receive extra scheduled and non-scheduled drive by patrols as well as additional police presence;
- Access to other free programs and information.

Each month at these First Tuesday meetings a different area of the department is highlighted so you can get a better idea of what goes on “behind the scenes” throughout the different sections of the police department. I attended one meeting where I learned how to spot “grow houses,” houses used for the illegal manufacturing of controlled substances. It was interesting and extremely informative.

Along with the COP program is the Las Vegas Crime-Free Multi-Housing Certification. This three-phase crime prevention program is only offered to multi-housing communities and provides apartment managers with useful information and refresher reminders for helping to create a more crime resistant community and engage more with the police. This program is also available in Henderson via the Henderson Police Department.

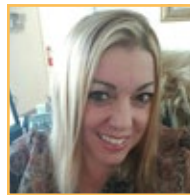
If you would like to see more about this program, go to “First Tuesday” and the Las Vegas Crime-Free Multi-Housing Certification Assessment. You can see how this assessment would be a great way to manage risk in your apartment community. Due to some recent First

Tuesday time location changes, it is best to contact your Area Command Crime Prevention Specialist regarding specifics as the website has not been completely updated with this information. If you follow your Area Command via Facebook, you are very likely to see these meeting notifications about a week prior to the meeting. It is a good idea to follow Metro on social media!

Another tip is to advise your COP or Crime Prevention Specialist about specific concerns before attending the meeting. This advance awareness helps Metro prepare for your concerns – helpful because time is limited and many concerns arise during the meeting that can’t all be addressed in the length allowed. In other words, prepare before you go!

First Tuesday: www.lvmpd.com/en-us/PartnersWithTheCommunity/Pages/1st-Tuesday.aspx

Las Vegas Crime-Free Multi-Housing Certification Report: www.lvmpd.com/en-us/PartnersWithTheCommunity/Pages/CrimeFreeMultiHousing.aspx



Lisa Tufano, MP Association Management

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AEDs Save Lives, but Here's What You Should Know!

By Gayle Kern, Esq.

Your community may be considering whether to maintain automated external defibrillators (AEDs), especially when faced with aging populations in an association. There is significant information about potential health benefits from maintaining AEDs within the community. The prompt and proper application of an AED to someone suffering cardiac arrest greatly increases that person's chances of survival.

In Nevada, an AED is defined as a medical device that: (1) has been approved by the United States Food and Drug Administration; (2) is capable of recognizing the presence or absence of ventricular fibrillation and rapid ventricular tachycardia in a patient; (3) is capable of determining, without intervention by the operator of the device, whether defibrillation should be performed on a patient; (4) upon determining that defibrillation should be performed on a patient, automatically charges and requests delivery of an electrical impulse to the patient's heart; and (5) upon appropriate action by the operator of the device, delivers an appropriate electrical impulse to the patient's heart.

The Nevada legislature recognized the potential benefits and enacted several statutes that serve to encourage the use of AEDs. In particular, NRS 41.500 (8) and (9) provide:

8. Any person who gratuitously and in good faith renders emergency medical care involving the use of an automated external defibrillator is not liable for any civil damages as a result of any act or omission, not amounting to gross negligence, by that person in rendering that care.

9. A business or organization that has placed an automated external defibrillator for use on its premises is not liable for any civil damages as a result of any act or omission, not amounting to gross negligence, by the person rendering such care or for providing the automated external defibrillator to the person for the purpose of rendering such care if the business or organization:

- (a) Complies with all current federal and state regulations governing the use and placement of an automated external defibrillator;
- (b) Ensures that the automated external defibrillator is maintained and tested according to the operational guidelines established by the manufacturer; and
- (c) Establishes requirements for the notification of emergency medical assistance and guidelines for the maintenance of the equipment.

Therefore, both individuals and organizations are protected if an AED is used and/or placed on the premises if the statutory requirements for AEDs are met as identified in NRS 41.500(9). This includes compliance with all current federal and state regulations governing AEDs, ensure that it is maintained and tested according to the manufacturer guidelines, and establishing requirements for notification of emergency medical assistance and guidelines for maintenance. Best practices would include proper signage, measures put in place to make sure that they are not misused, and a policy addressing action to be taken. For example, the association could face liability if the AED has a dead battery or malfunctions in some way that relates to its maintenance.


Although common interest communities were not included in the statutory provisions regarding the placement of one or more AEDs at school districts, medical facilities, and health clubs, it is of note that when they are placed in such locations, the entity must:

- (a) Ensure that each defibrillator is inspected and maintained on a regular basis; and
- (b) Require any employee who will use a defibrillator to complete the training requirements of a course in basic emergency care of a person in cardiac arrest that includes training in the operation and use of an automated external defibrillator and is conducted in accordance with the standards of the American Heart Association, the American National Red Cross, or any similar organization.

The case law throughout the country would support a determination that associations are not required to provide AEDs. Although there is no Nevada case on point, it is expected that the Nevada Supreme Court would follow the weight of authority. Therefore, whether or not to do so would be within the discretion of the board and subject to any provisions in the governing documents regarding the board's actions. Although there are certain government buildings that are mandated to have an AED in Nevada, associations would not be mandated to have them. See NRS 450B.600.



In an unpublished decision, the Nevada Supreme Court upheld a \$1,605,000 verdict against a casino that had an AED, but its employee did not use the AED on a customer that suffered brain injuries. The majority held that the casino had a preexisting duty to help the customer. In a spirited dissent, three of the justices rejected the majority's affirmation of the jury verdict, noting the decision is at odds with the "Legislature's efforts to encourage businesses to voluntarily train employees in CPR and acquire AEDs."

There are risks and benefits that should be considered by any community before installing or continuing to maintain AEDs. If the community is going to have the AED available, it would be prudent to follow the requirements applicable to entities that have AEDs on their premises. If a homeowner association failed to address the reasonable and prudent requirements for an AED, it is possible the protection of NRS 41.500(9) may be compromised. Even with the immunity afforded by NRS 41.500(8) and (9), it is a good idea for any board of directors considering placing AEDs to consult with the association's counsel and insurance professional. If an association is going to remove a previously installed AED, the board must make sure its decision is communicated to the members so that they will be aware of the removal of the AED from the community. 



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Short Term Rentals

By Patrick Orme, Esq.



Over the past few years, websites like Airbnb, HomeAway, VRBO, HouseTrip, and Roomorama have popularized the practice of renting private homes for short terms. Short-term rentals can be great for vacation goers looking for a place to stay for a week or two. Many short-term rentals operate without a hitch and both the owner and vacationer are happy. But they can also be a nightmare for the vacationer or the owner, and sometimes the HOA.

It can be a nightmare for the vacationer when they discover that the rental is not as advertised. It can be a nightmare for the owner when they discover that the renters left the home in shambles with broken or stolen items, or when the renters try to stay longer than agreed.

And what about the nightmare for neighbors and HOAs? Trash in the yard, loud noise, and excessive traffic. Short-termers may disrupt the quality of life to local residents as they have no stake in the neighborhood. This is particularly true here in Las Vegas where visitors are more prone to misbehave than in other cities. One Las Vegas resident, Mario Pawlik, lives across the street from an Airbnb rental. He says his life has been hell since the short-term rental started. "It's really a never-ending nightmare because you never know who's going to show up across the street from you. You don't know who they are, what activities they'll be up to."¹

As of today, there are likely around 5,000 short-term rentals in operation in the valley, although statistics are hard to come by. The majority of these rentals are not in compliance with local ordinances or HOA governing documents. The short-term rental industry has been a problem in neighborhoods near the Strip for years, but has recently and aggressively migrated across the valley.

State Law

Las Vegas is a burgeoning short-term rental market due to its dominant tourism industry. But the legalities of operating a short-term rental are tricky, as demonstrated by the recent creation of a two-day course for potential operators of short-term rentals. The hope is that this course, available at the College of Southern Nevada, will convince local officials to relax restrictions on short-term rentals when they see that operators are taking their responsibilities seriously. Some even want this course to be mandatory for potential operators seeking to receive a license.

For your friends who do not live in an HOA, there is no state law addressing short-term rentals. Thus, those neighborhoods are subject only to local ordinances discussed below.

For those of you who live in an HOA, keep reading. NRS 116.335 governs leasing a unit within an association. This section deals with leasing generally. (See NRS 116.340, discussed below, for short-term leasing specifically.) Generally speaking, the CC&Rs can limit or prohibit leasing. (Keep in mind that a newly enacted limit or prohibition against leasing cannot be enforced against a unit owner who was not subject to such a limit or prohibition when he purchased the unit.) In a regular lease situation, the association is entitled to obtain a copy of the signed lease and to know the identity of the tenants. The association can enforce any provisions of federal law, Nevada state law, or local ordinances which govern the leasing of units.

NRS116.340 specifically governs short-term rentals within an HOA. A unit owner may rent his unit for less than 30 days IF: (a) the governing documents of the association and the master association allow it or are silent on the issue; AND (b) the unit is properly zoned for short term renting and the unit owner obtains any license required by the local government for short



term renting. The association and the master association can establish requirements for short term renting.

Local Ordinances

Here is a summary of local ordinances for some local jurisdictions. Please contact your local jurisdiction, even if you reside in one of the following jurisdictions, for more specific details as this article is intended only as a summary guide.

In unincorporated Clark County, short-term rentals are prohibited. According to the Clark County website, a short-term rental includes not only homes, but also individual rooms, which are rented for less than 30 days. The penalty could be a misdemeanor criminal charge, and a fine of \$1,000 per day. If you suspect a violation, you can call 702-455-4191.

In Henderson, short-term rentals are prohibited.

In North Las Vegas, short-term rentals are allowed, but the owner must obtain a business license.

In Las Vegas, short-term rentals are allowed, but the owner must obtain a special use permit, a city business license, and a state business license. In addition, the unit owner must pay room tax. According to the Las Vegas City website, a short-term rental includes not only homes, but also individual rooms, which are rented for less than 31 days. If you suspect a violation, you can call 702-229-3500.

HOA Governing Documents

So how do state laws and local ordinances affect HOAs? Generally, state laws and local ordinances prevail over HOA governing documents. An HOA in Henderson or unincorporated Clark County may not allow short-term rentals as they are prohibited by local ordinances.

Similarly, the governing documents can be more restrictive than state law or local ordinance, but they cannot be less restrictive. Thus, even though Las Vegas City and North Las Vegas allow short-term rentals, the unit owner must comply with the association's governing documents. It states as much in NRS 116.340, as well as on the Las Vegas City website.

For HOAs located within Las Vegas City and North Las Vegas, before you obtain the required licenses you should review your HOA's governing documents. You can only operate a short-term rental if the governing documents allow it, or, at a minimum, if the governing documents are silent on the issue. Remember that the board can still regulate and enforce short-term rentals. If the board determines that the unit is being utilized inappropriately, the board can call the unit owner to a hearing and levy a fine under the appropriate sections of NRS 116 or the governing documents.

Another possible method to prohibit short-term rentals under most governing documents could be to prohibit

“ As of today, there are likely around 5,000 short-term rentals in operation in the valley, although statistics are hard to come by. ”

them as a business use. (Most CC&Rs prohibit the use of a unit for business purposes.) An argument can be made that short-term rentals are a "business" if the locality requires the operator to obtain a business license or remit room taxes. (Keep in mind that, although there is not a published Nevada court opinion on this issue, several other state courts have rejected that argument and allowed short-term rentals.)

Conclusion

If you have questions about how to operate, prohibit or complain about a short term rental, please call your local jurisdiction.

Mesquite.....	702-346-5295
Boulder city.....	702-293-9202
Henderson.....	702-267-2323
Las Vegas.....	702-229-6301
North Las Vegas.....	702-633-1000
Clark County.....	702-455-4314
Reno.....	775-334-5209
Sparks.....	775-353-4063
Washoe County.....	775-328-6106



Patrick Orme, Esq., is a partner at Boyack Orme & Anthony law firm.

¹ Casey Smith, *Las Vegas Residents Speak Out Against Airbnb Rentals*, Now Report, May 3, 2017.

Sources

City of Las Vegas website, <https://www.lasvegasnevada.gov/portal>

Clark County website, <http://www.clarkcountynv.gov/administrative-services/Pages/Short-Term-Rentals-in-Unincorporated-Clark-County.aspx>

Barbara Holland, *Defining Short-term Rentals May Get Harder*, Las Vegas Review Journal, December 18, 2017.

April Corbin, *Want to Rent Your Room or House?*, Las Vegas Sun, December 27, 2017.

Jamie Munks, *New Ordinance Will Help Las Vegas Regulate Short-term Rentals*, Las Vegas Review Journal, October 16, 2017.



Apps That You Will Love!

By Arianna Hobbs

I just finished reading the *Big Book of Apps* by Beth Ziesenis. It is loaded with timesaving apps and I am excited to tell you about them, as well as using some of them myself. As a homeowner, parent, or student, you may find them helpful and fun! This interesting book of apps is a CAI resource and available through the CAI Bookstore at <https://cai.caionline.org/eWeb/DynamicPage.aspx?site=CAI&WebCode=storeHome>.

Managing Schedules

Hectic family schedules are simplified with Cozi. It's a family management planner. To use, have each member of your family download the app. They will be able to detail their schedules so anyone in your family can look at it. Everyone's schedules on one calendar! There's also a place for a shared shopping list and a to-do list. Assign certain family members a to-do or make it a "shared to-do" for everybody. Use this to easily have any member of your family add to the shared calendar, shopping list, or to-do list!

Out of Milk is another a great app if you just want a shared shopping list!

Managing Projects

Ever wanted to make the completion of a to-do list fun? Habitica has the answer! Habitica allows us to create a character who has health points. We set daily to-dos that we want to remember every day. Every time we forget to accomplish a daily task, health points drop! We can also set habits that we want to improve on. Every time we complete a good habit, we gain gold; every time we slip into a bad habit, we lose health. There is also a feature to add individual tasks to a task list, earning us gold every time we check another item off of our to-do lists. Give it a try! There is even a way to set real-life rewards that we can purchase for our characters once we've earned enough gold. Use this to make improving good habits and finishing tasks fun!


Monitor My Family

Family Locator helps keep track of your family - simply. Each person's contact picture shows up on a map pinpointing their location. We can even get notifications when a family member reaches school or home. The app provides timelines of locations and trips while also providing a safe driver report. Use this to make sure your family is safe and know when they are safely at home.

Communicating with Groups

Chat easily! Groupme is a great tool for group communication. I've used it to communicate with the members of our

RHA - like an HOA for residence halls - and then suggested it to my employer to use with the team members after seeing its usefulness. It's like a big group text, but on an app; so, chatting is streamlined to be much easier to read and use. We can add as many people as we want, and everyone can choose contact pictures. We can also use emojis, share documents and photos, and send direct messages. Use this to communicate with your families or your HOA board!

All of these apps are great, but the app stores have so many different apps for different lives! Look frequently at the Top Charts and Editor's Choice categories to find new apps for every task. 

Arianna Hobbs, HOA Treasurer, The Edge at Reno



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