

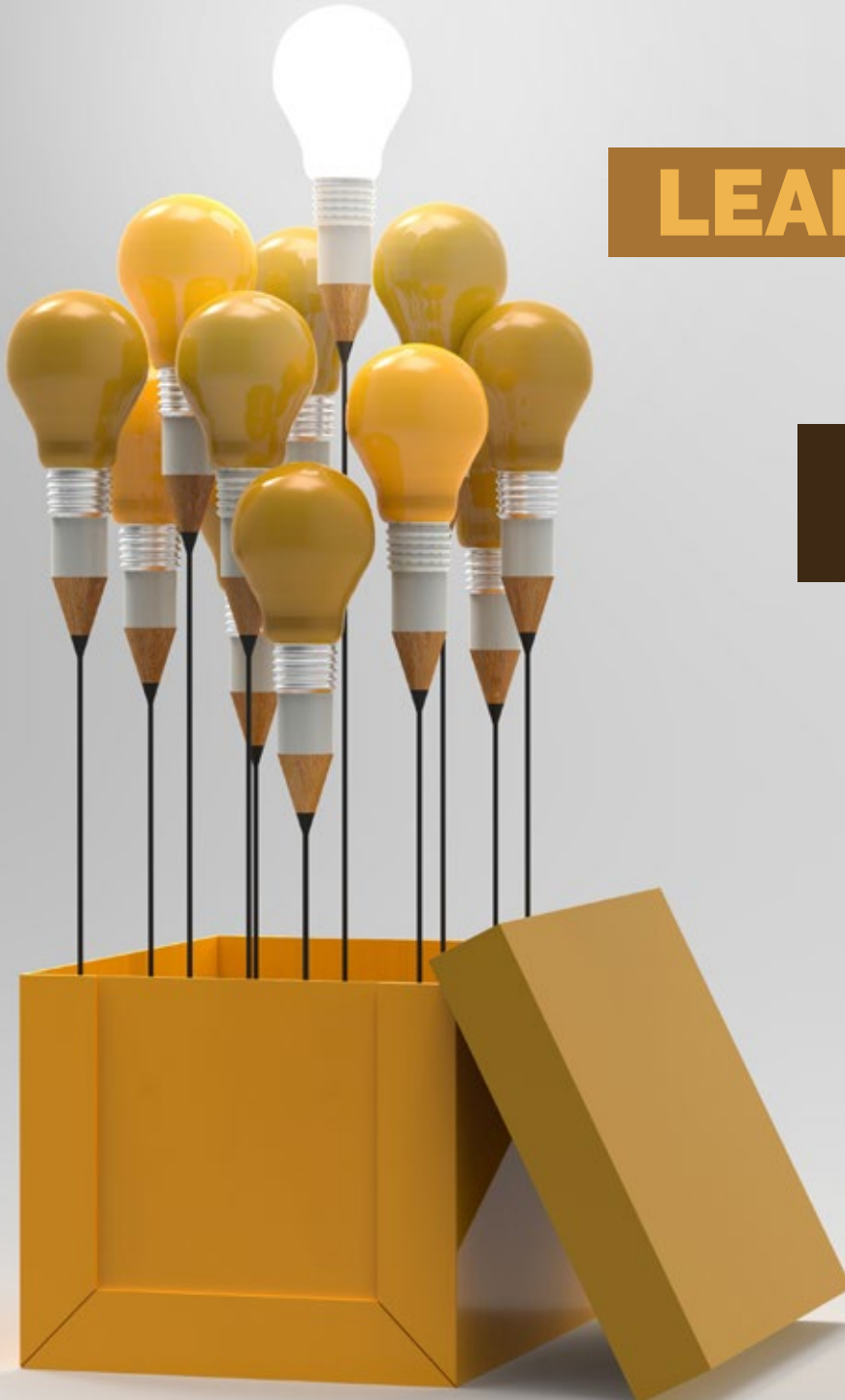
THE OFFICIAL PUBLICATION OF THE NEVADA CHAPTER
OF COMMUNITY ASSOCIATIONS INSTITUTE

THE MAGAZINE FOR COMMON INTEREST COMMUNITIES

community interests

OCTOBER 2018

TODAY • TOMORROW • BEYOND



LEADERSHIP

**A WORK IN
PROGRESS**

NEVADA CHAPTER
community
ASSOCIATIONS INSTITUTE

NAS
NEVADA ASSOCIATION SERVICES, INC.

The Future Of Access Control

BARCODE AUTOMATION



Hands-free gate access to replace your
prox cards, keypads, and clickers.



For the most demanding applications trust that BAI Readers and Decals will work for you and your residents.

- Identifies vehicles traveling up to 25mph
- Works with your existing control system
- Long range convenience
- Can't be shared, stolen, or duplicated
- Add or remove specific vehicle ID numbers



Barcode Automation, inc.

www.barcode-automation.com

community interests

WHAT OUR INDUSTRY IS TALKING ABOUT

WHAT HOMEOWNERS NEED TO KNOW

OCTOBER 2018

in this issue:

Columns

- 4 President's Message
- 5 Editorial Exclamations
- 9 CAI Nevada Chapter Members' Brag Page
- 15 Harry the Happy Homeowner

On Topic

- 6 Be The Best Director You Can Be!
- 9 Utilizing the 5 "W"s and "F"s for Professional Development
- 12 Are You a Leader or Follower?
- 16 Managing AND Leading in a Community Association: Four Ways to Work Together More Effectively
- 18 The Quest for Leaders

- 20 Fostering the People: Become the type of Mentor people want to sit next to!
- 22 True or False? Leadership Abilities ... You Either Have Them or You Don't

Of Interest

- 10 Project Bid Solicitation
- 14 Las Vegas Healing Garden Continues to Heal
- 24 From Hurt to Heal - How the citizens of Las Vegas transformed a city

The Marketplace

- 27 Classified Advertisements



Magazine Committee

Vicki Niggemeyer, DCAL, *Chair*
 Richard Salvatore, AdvDCAL, *Co-Chair*
 Ryan Bossman, CMCA
 Cary Brackett, CMCA, AMS, PCAM
 Judith Hanson, AdvDCAL
 Jonnette Hill
 Deanna Lee

Lori Martin, CMCA, AMS, PCAM
 Shirli McMayon
 Robert Rothwell, PhD., AdvDCAL
 Phil Torres
 Lisa Tufano
 Tonya Gale (*CAI Board Member Liaison*)

Design and Layout

Hess Design Studio • www.HessDesign.net

Subscription Information

Subscriptions are available for \$36 per year. For more information, or to subscribe call CAI at 702-648-8408 or via e-mail at marketing@cai-nevada.org.

Magazine Deadline

Community Interests deadline for advertising or editorial submissions is the 20th of each month, 40 days prior to publication. Example: submit article by April 20 to be included in the June issue.

Correspondence

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

space requirements. Authors are to be clearly identified in each article. Authors are responsible for the authenticity, truth and veracity of all presented facts, conclusions, and/or opinions expressed in articles. Article submissions should be in Word format or plain text.

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

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

Payment, a signed contract, and your ad sent by e-mail or disk must be received by the 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.

2018 CAI Nevada Chapter Board of Directors

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

2018 Committees

Awards Gala
 Cheri Mrowicki, *Chair*
 Christine Greengrass, PCAM, *Vice-Chair*
CA Day
 Kat Apell, CMCA, AMS, PCAM, *Chair*
 Owen Calvin *Co-Chair*
Community Outreach Committee.
 Frederick Simons, *Chair*
 Crystal Parker, *Co-Chair*
Education
 Cary Brackett, CMCA, AMS, PCAM, *Co-Chair*
 Andrea Behrens, DCAL *Co-Chair*
Events
 Sharon Bolinger, CMCA, AMS, PCAM, *Chair*
 John Aylor, Esq., *Co-Chair*
Golf
 Jamie Harper, CMCA, AMS, *Chair*
 Tony Trillo, NVEBP, *Co-Chair*

Directors
 Judith Hanson, AdvDCAL
 Chuck Balacy, NVEBP
 Michelle Turner
 Cheri Hauer, Esq.
Financial Advisor
 Gary Lein, CPA, NVEBP

LAC
 Norm Rosensteel CMCA, AMS, PCAM, NVEBP, *Co-Chair*
 Donna Zanetti, Esq., PCAM, *Co-Chair*
 Charles "Chuck" Niggemeyer, DCAL, *Vice Chair*
Magazine
 Vicki Niggemeyer, DCAL, *Chair*
 Rich Salvatore, AdvDCAL, *Co-Chair*
Membership
 Ashton Kendrick, *Chair*
 Garrett Roberts, CMCA, *Co-Chair*
Northern Nevada Committee
 Valerie Hand, *Chair*
 Melissa Ramsey, CMCA, AMS, PCAM, *Co-Chair*
NN Education
 Tonya Bates, CMCA, AMS, PCAM, DCAL *Chair*
 Debora Costa, CMCA, AMS, *Co-Chair*
Social/Community Outreach
 Alise Elwood, *Chair*
 Byron Goetting, *Co-Chair*



CAI Nevada Contact Information
 Christina Snow, *Executive Director*
 Gaby Albertson, *Administrative Manager*

3230 S. Buffalo Drive, Suite 105, Unit 6, Las Vegas, Nevada 89117
 Phone: 702-648-8408 | Fax: 702-240-9690 | info@cai-nevada.org | www.cai-nevada.org

What Makes a Good Leader?



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

Exactly what makes a good leader is not a matter of science, but certainly there are various characteristics and signs. Of course, it would depend upon who you ask as to whether or not a leader is in fact "good." I can tell you a few of the less obvious characteristics of what I believe leads to and makes a good leader.

Taking the time to learn the ropes. Good leaders are not obsessed with immediately becoming the leader. Rather, a good leader takes the time to learn how to navigate the pitfalls of their particular trade or community before rushing in to take a leadership position because they understand that without that knowledge they will be unable to properly lead.

Being able to listen and appreciate the ideas of others. A good leader knows that their success will be amplified by allowing others to help them improve upon their goals through other points of view. Sometimes this is achieved by utilizing experts in a particular field and other times it is achieved by relying on colleagues. However, there has never been a successful leader in history that did not practice this.

Elevating others who deserve it. A true leader will recognize and appreciate the ability and skill of those around them. Upon such recognition, a good leader will seek to promote and encourage the development of such individuals into stronger leaders. A good leader will not fear any harm to him or herself in the future because a good leader knows that such assistance will ultimately benefit them and their organization.

A good leader will sometimes make mistakes. The world seems to place any mistake under a microscope these days. However, it is impossible for anyone to go through life without making a mistake. A good leader will understand this as well as the fact that it is not possible to try new things and move an organization forward without making a few mistakes along the way. That is not to say that a good leader is careless, they are not. Leaders recognize that failure to make a decision will result in the decision being made for you and therefore it is necessary to make choices where sometimes even the best, carefully made choice turns out to be a mistake.

This month, I encourage you to consider what you believe makes a good leader!

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

YOUR LOCAL FULL SERVICE COMMUNITY ASSOCIATION LAW FIRM



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

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

WE PUT OUR CLIENT FIRST



1575 Delucchi Lane, Suite 215
Reno, Nevada 89502

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

sheila@vandyunelawgroup.com
www.vandyunelawgroup.com



Leadership



Vicki Niggemeyer, DCAL, Community Interests Magazine Committee Chair

The concept of leadership comes early in life. Who doesn't remember as a child playing "Follow the Leader" with siblings, cousins, or classmates during recess? Someone would yell, "Follow the leader!" and the rest of us would fall in line walking, talking, copying the gestures of the first person in the line.

As adults we get a bit more discriminatory about who we follow (or at least we should!). Many of us go on to become leaders in the real world as opposed to the game we played as children. As kids, it was just a fun game; as adults, leadership has far reaching influence and consequences.

October marks the first anniversary of the tragic shooting in Las Vegas. Please take a few moments to read the tribute to the fallen in "From Hurt to Heal" written by Phil Torres. An update on the memorial garden that was built during the first week after the tragedy is provided by Shirl McMayon in "Las Vegas Healing Garden Continues to Heal."

Even during Las Vegas's most horrific shooting there were men and women whose instincts kicked in to lead. They led others to safety. They dragged the wounded to be placed in ambulances. They were true leaders in every sense of the word.

Are you a leader? Do you want to become a leader? Bill Bradley once said: "Leadership is unlocking people's potential to become better." Here's to all of us becoming better!

Vicki Niggemeyer, DCAL

This month's issue is about leadership, and we have some very qualified writers to shed light on the subject. Kelly Richardson, past president of CAI National, starts us off with "Be the Best Director You Can Be." Joel Just provides a thought-provoking article, "Managing AND Leading in a Community Association: Four Ways to Work Together More Effectively." Maurice Talley shares some insight into finding leaders in "The Quest for Leaders," and Tonya Bates reveals some of her conclusions about leadership in "Utilizing the 5 "W"s and "F"s for Professional Development." There's more, be sure to check them out!



Giving you time back in your day to focus on things that matter most.

FirstService Residential's nationwide presence and unparalleled expertise allow us to provide your association with the highest level of service.

Our exclusive value-added programs enhance the quality of life for the properties and residents we serve.

Providing exceptional customer service 24 hours a day, seven days a week is just one of the many beneficial tools that the residents can take advantage of during a time that is convenient for them.

Call us today to see how our tools and expertise can help you deliver value and convenience to the residents who call your community home!

Making a Difference. Every Day.

8290 Arville Street, Las Vegas, NV 89139 | 702.215.5077
639 Isbell Road, Suite 280, Reno, NV 89509 | 775.624.8805
www.fsresidential.com





Be The Best Director You Can Be!

By Kelly G. Richardson, Esq., CCAL

An association is no better than its leadership, since the board speaks and acts for the corporation. Therefore, if an association is to be excellent, that excellence starts with developing volunteers to become superlative members of the board of directors. What then makes a superlative director often has little to do with their background, training, and experience. Truly exceptional volunteer service doesn't simply happen, but results from hard work and pursuit of the proper perspective.

It Begins With Attitude

Excellent directors understand that their position is one of service, not control, as they serve rather than supervise their neighbors. An attitude of service results in a less defensive viewpoint, one in which new ideas and viewpoints are welcome and not threatening.

The best directors know that board service is not an accomplishment or distinction to be defended and preserved. A director seeing their position as an achievement will be less likely to receive criticism and new ideas in a healthy manner, will be threatened rather than encouraged by new ideas, and more deeply offended by criticism. Directors concerned about their status may be prone to focus too much on preserving their reputation rather than focusing upon the association's welfare.

To paraphrase Clint Eastwood's iconic character Inspector Harry Callahan, in 1973's "Magnum Force," a director's got to know his limitations. The best directors accept that

they do not know everything and rely upon managers, consultants, and committees. Such directors handle board disagreements much better by accepting the possibility that another sees or knows something which they do not know. A director who accepts their non-omniscience will be a better listener in board meetings, since such a person expects they will often learn from their board colleagues. Such a director also will make much better use of open forum input from members instead of viewing the input of others as a nuisance to be endured.

Embracing the Very Different World of HOA Service

Outstanding directors have learned that much of what worked for them in their job will likely work poorly in the context of board governance. The chain of command is completely different. In the workplace, there is almost always somebody who is the boss, somebody who is your immediate supervisor, and often someone who you supervise. In the homeowner association, no single person

is the boss. Decisions are made by the board of directors; so, the chain of command is horizontal and less hierarchical. The president has far less power in most nonprofit corporations since all important decisions are made by the board, therefore the president's vote is no more valuable than any other.

In this very different paradigm, the individual director typically has no power. Once a director embraces the framework of the board as decision-maker, the director understands that they cannot make individual promises. This restraint can be very freeing since no individual director is individually responsible for association action – action is by a vote of the group of directors.

Directors failing to adapt to the group decision-making process will often stray outside of corporate authority and are also prone to unilateral actions without waiting for the board. Such directors often view themselves as "action-oriented," but their actions without board authority can be precipitous, create exposure to liability, and engender conflict with the remaining directors.

A director's role is in the title - director – a person who gives direction. Directors are not normally required or expected to act. The board directs by deciding association policy and what the manager or service providers will do. After the board decides, the manager, employee, or service provider implements the decision. Superlative directors experience less stress understanding that they are not called upon to do the work but to decide who will do it. Such directors are less likely to micro-manage the association's professional manager. Allow (and insist) the manager and service providers perform. Do not do the work of a failing manager or service provider – find a new one.

Preparation for Excellent Board Service

Before seeking a board seat, consider the following ways of improving your readiness:

- **Read the governing documents at least once.** The governing documents are the framework (along with state law) within which the board must operate. Familiarize yourself with these important documents. One of your main tasks as a director is not only to enforce and implement those documents, but also to educate and inform your neighbors, most of whom will not be familiar with the governing documents.
- **Join CAI.** CAI is the only respected resource for homeowners to better understand good community governance throughout the United States of America and the world.
- **Download CAI publications.** CAI's website, www.caionline.org, features several excellent free introductory publications: "Introduction to Community Association Living"; "From Good To Great"; and "Rights and

Responsibilities for Better Association Communities." Each are free.

- **Take advantage of the training courses offered by CAI** Your CAI Chapter offers courses to help you better serve your community. The Nevada Chapter in particular offers the best volunteer education program in CAI, the "Dedicated Community Association Leader ("DCAL") designation.
- **Understand the Business Judgment Rule.** The Business Judgment Rule separates careful board members from liability for the decisions they make while governing the HOA. Learn the boundaries of that rule – well-intentioned directors can step outside of the rule, exposing themselves to a potential disaster of personal liability.
- **Attend at least four board meetings.** Familiarize yourself with the board meeting procedure and how the directors communicate and deliberate. This also demonstrates to the current directors that you are interested in the association's governance and will invest the time to learn.
- **Talk to the manager.** Your manager may not have time to talk to everyone interested in board service – so be sensitive to their time. The manager may not endorse or oppose any board candidate (their ethics bar it), but they can tell you what they think makes a good director.
- **Read the annual budget.** All too often candidates for the board campaign on a platform that "fees are too high" without ever bothering to read the budget. It is unfair to pursue an uninformed and preconceived notion that "fees are too high." Study the budget and see where the association's money goes – then form your opinion about the assessments.
- **Read the most recent reserve study.** Is the association solvent or insolvent? If the board has been artificially forcing assessments to stay lower, it has probably suspended reserve account deposits. An association with inadequate reserves may be effectively insolvent if the association does not have funds for major common area component repairs or refurbishment.
- **Avoid predetermined agendas** – your assumptions may be wrong. Board candidates often run on a certain platform which sounds appealing but may be based on inadequate information. The most common campaign promise is to reduce assessments, but there are many others. The sitting board almost always has much more involvement and information than non-directors, so avoid making promises before you learn if you are right.

Contribute to Great Board Meetings

Boards act during board meetings. Great meetings are the result of committed and prepared volunteers, normally assisted by a great manager. To help do your part toward the best board meetings:

- **Read the agenda packet.** Come to the meeting prepared, having already read the agenda packet. You are provided the packet in advance to help prepare you to make the decisions presented to you.
- **Stay on topic.** A single director can derail discussions by opening up a different topic before the current one is concluded, but a single director can also help by reminding colleagues when deliberations stray from the matter at hand.
- **Talk to the board, not the audience.** Directors attend the meeting to deliberate with board colleagues and not the audience. Grandstanding by speaking to the audience disrespects board colleagues and encourages raucous meetings.
- **Ask the manager for input on most motions.** The most frequent protector of the board under the Business Judgment Rule is the manager. Look to your manager for input on motions. They have the experience and training, so take advantage of that background. Otherwise, if you aren't going to seek their input on decisions, why have them in the meeting?
- **Encourage open forum as an important part of meetings and listen.** Whether or not your jurisdiction requires open forum, it is always a good idea to set aside a part of the meeting to listen to the community. It reminds the directors that they are there to serve their community, and often results in the board learning of something they needed to know.
- **Don't comment on every motion.** If there is a clear consensus, if other people have already said it, there is no need to say it again. Make sure your comments count. If there is nothing new to say, "I agree" is sufficient. Get the matter to a vote and move on to the next decision.

- **Respect each other as board colleagues.** You may disagree on one motion and agree on the next. Disagreement is not the same as disrespect. Don't get personal or take things personally. A director may be the smartest, most prepared, and experienced person on the board, but if they do not show respect and grace to their colleagues, that person will probably be the board's biggest problem and its worst director. Never forget that you are volunteers and neighbors trying to do your level best. Set a high standard of behavior in board meetings and contribute to a culture of mutual respect (which is completely different than consistent agreement).

Handling Homeowner Disputes without Hostility


During your board service, there will occasionally be violations of the governing documents or other un-neighborly conduct. Try to work things out. Gentle escalation is almost always preferable to "going legal" right out of the start. The lawyer will always be there later if needed.

Don't assume the violating homeowner is disrespecting the board – they might not understand their rights and responsibilities. Give them a chance to do the right thing. Many homeowners do not fully appreciate the tradeoff of rights and responsibilities in the common interest community, so explain to them not just the "what" of a rule, but also the "why." As an association attorney, I often find that the best initial assumption is that the homeowner didn't understand what they were required to do (or not do).

Don't be too quick to take sides in a dispute between residents unless there is independent corroboration of the problem. You may know one of the two disputants, but you may not know all the facts. Encourage residents to work things out as neighbors.

Let someone else take a turn

After serving on the board, begin identifying and preparing your replacement. Board service should not be a life sentence. Committees are a great place to identify people who not only have the interest but will demonstrate commitment to the association and proper attitudes of service and governance. Don't just assume it always has to be you.

There is much more to excellent board service than simply being a decisive and bright person. Certainly the aforementioned discussion is not exhaustive. Feel free to add your own ideas – and let me know! 



Kelly G. Richardson, Esq., CCAL, 2016 CAI President, Richardson Ober PC serving California Common Interest Communities.





Utilizing the 5 “W”s and “F”s for Professional Development

By Tonya Bates, DCAL, CMCA, AMS, PCAM

Too many times I've entered an industry event to hear how terrible a manager's job has been. The latest example of this occurred at a charity event. “Oh my, I have the breakfast, a committee meeting, then an ARC meeting. I've really overextended myself,” with a sigh and an eye roll. Other times, I've listened as managers complain about their board members.

Prioritizing volunteer time with the personal and work obligations can be extremely difficult. Sometimes you must sacrifice one of the 5 “F”s of life—Family, Fitness, Friends, Faith, and Finance—to squeeze in volunteer time. Before choosing an organization, you should consider your interests and passions. By finding an organization that you are intrigued with, the time devoted feels less like an obligation and begins to feel more meaningful.

Another option to consider is the skills and resources you can bring to the association. If you can't bring these skills, will you learn new skills? Once you learn these skills are they beneficial to your career, family, or friends?

Previous to selecting a charity or organization, take time to evaluate the amount of disposable time you have. Once you can determine the amount of time, and stay within that range, it may prevent you from becoming overly stressed. Also, determine how long you want to volunteer. Is it an ad hoc committee for a few months or a permanent committee for a longer time?

Furthermore, when choosing the association does it meet your moral standards? Are they ethical and transparent? Do they contribute to your professional development? Volunteering for an organization that has similar values and integrity will lead to a positive experience while also contributing to the organization.

Have you considered the reputation? Does it provide an affirmative involvement? Honestly, if you don't believe in the cause or feel that you are contributing, your volunteer time will feel like an obligation and chore. Eventually, the mental cost of volunteering will outweigh the emotional benefits of donating your time.

Whether volunteering on your HOA Board of Directors, the landscape committee, or contributing to a trade industry organization like CAI or a local charity, take the time to evaluate the 5 “W”s - Who, What, When, Where, and especially Why - a similar exercise to the previously discussed 5 “F”s. Ask yourself, “Why did I sign on to lead this group?” If you answer, “No one else would,” further explore the whys and whats. Is it a time-consuming position? Maybe the organization has a bad reputation; in which case, what can you do to reflect a positive image of your chosen association? Who can you recruit to fulfill

your vision of the organization? Don't forget, not only do you need leaders, but who will be the worker bees? To whom can you delegate tasks to be completed timely and with quality?

Part of volunteering is learning to lead structured committees. This also means developing an exit strategy and succession plan. This will allow your talents to be utilized in other areas of the organization. If working to be chair, who have you recruited to replace you as a worker bee? Board, committee, and charity involvement contribute to professional development. The skills you learn assessing the 5-Ws in volunteer leading allow you to practice these questions in your professional and personal life.

Balancing life is a struggle, especially when adding volunteer obligations. Take the time to evaluate the time considerations, as well as the 5 “W”s and “F”s to ensure that the obligation meets your needs. Finding an organization that feeds your strengths and yet allows you to discover your weaknesses will prevent you from reaching volunteer burn-out.



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

CAI Nevada Chapter Members' Brag Page



Congratulations to Beverly Eickmeyer

CAMCO Homeowners Association

Management is pleased to announce that **Beverly Eickmeyer** has been named Vice

President of Integration. Beverly will play an integral part in transitioning newly acquired companies. Please join us in congratulating Beverly on her promotion from General Manager of the Portfolio Division.

Project Bid Solicitation

By Merl Coon, DCAL

NRS 116.31086 specifies rules for association project bid solicitations. Based on my experience as an estimator for a medium size contracting firm, and my experiences as an association board member, here are some ideas about preparing a bid request. The ideas might be helpful particularly when work for potential project bidders is plentiful.

Requesting and receiving bids is a two-way selling process. The association shows that it respects the commitment of time and effort needed to prepare a bid. Bid respondents convince the association that they will do a good job at a competitive price. It is useful to check upfront with potential bidders to see if they are available and interested in responding rather than mailing them an unannounced bid request.

Here are some do's and don'ts for writing a bid request:

- Make it simple and easy to respond;
- Provide clear directions for how to respond;
- Indicate the last date for receiving bids as well as the bid decision date;
- Provide detailed specifications;

- Do not expect respondents to do planning and research for the association;
- Clarify the criteria to be used in selecting the successful bidder;
- Do not solicit bids until there is a clear intention to carry out the project.

Information sources for writing bid specifications include equipment manufacturers, internet research, visits to suppliers to identify products, and inquiries to other associations doing similar projects.

Consider engaging the services of a designer, engineer, or another experienced expert to develop specifications, maybe to even prepare the entire bid request. This may provide better and more complete detailing while also transferring design error risk to the designer. With new technologies developing rapidly, it adds certainty that the best, most up-to-date solutions are offered.

Specializing in:

- Exterior Full Community Repaints
- Common Area: Walls, Wrought Iron, Red Curbs and Pool Decking
- Elastomeric and Waterproofing Applications



**UNFORGETTABLE
COATINGS**

Painting is what we do.
Providing unforgettable experiences
is who we are.



UNFORGETTABLECOATINGS.COM

**Call Mike (702) 630-7070
or Sean (702) 686-4232**

It always helps to find vendors experienced in working with HOAs. Ask board members of other associations for recommendations. Check the CAI directory and attend trade shows. For elaboration on the value of contracting with CAI business partners see the CAI publication "More than Just Vendors." (<https://www.caionline.org/search/pages/results.aspx?k=more%20than%20a%20vendor%20pdf>)

If unfamiliar contractors are to be considered, verify their licensing and citation records with the Contractors' License Board. Check reports with the Better Business Bureau and other sources. Visit vendors' listed office locations to see an actual presence. All these provide indications of longer-standing and more reliable businesses.

Templates for developing and writing a bid request can be found by searching "Request for Proposals" on the internet. A response template allowing a bidder to fill in needed bid data is also useful. Anything that simplifies response effort will help.

Here are some suggested bid request content items.

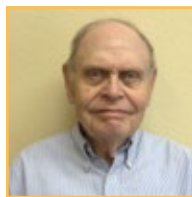
- **Statement of Purpose.** Provide a short, one paragraph overview of what is to be accomplished.
- **Background Information.** Indicate why the project is needed. Be brief while also making the project and the prospect of working with the association attractive.
- **Specifications.** Indicate the specifics of work, materials, and equipment. Detailed specifications avoid misunderstandings and allow for apples-to-apples comparisons of bid responses.
- **Performance Standards.** Specify work monitoring methods but avoid being heavy-handed.
- **Work Conditions and Schedules.** Indicate any work restraints or conditions, particularly any that might add to project cost.
- **Deliverable Documents.** This includes license verifications, insurance certificates, building permits, inspection documents, equipment serial numbers, warranty information, equipment operation manuals, and other documents the association might need for future reference. Document delivery is easy to overlook.
- **Exclusions.** Ask respondents to state any exclusions of incidental work, or substitutions of the specified materials, equipment, or work procedures. Avoid surprises when it comes time to start the work.
- **Payment Schedule.** Ask respondents to submit an expected payment schedule based on work completion markers.

- **Cover Letter.** Write in a way that will add incentive for bid preparation. Let respondents know that their efforts are appreciated, and that association representatives will be cooperative work partners.

The NRS requires sealed bids to be opened and read aloud during a regular board meeting. This may present a problem in making comparisons of newly opened bids, especially when presented in different formats. Have a plan worked out in advance for making bid comparisons.

Be sure to follow-up with notification and written thanks to any respondents who are not selected for the project. The association may at some time want them to bid again.

A well-prepared bid request communicating a friendly and appreciative attitude rather than sending a demanding or difficult-to-work-with message to contractors and other vendors is more likely to produce successful bids and projects, especially when the market favors sellers over buyers. 🌐



Merl Coon, DCAL, Board Member Toscana Community Association, Sparks, Nevada

Welcome to the Neighborhood

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

Call us today for a one-on-one consultation

702-362-6262

www.terrawest.com

Community Management

Real Estate Listings & Sales

Home Rental Services

Property Management



Are You a Leader or Follower?

By Chuck Niggemeyer, DCAL

Leadership is a difficult concept to define in a generic sense because it can mean many different things. I have often heard that to be a successful leader, ensure you are seen as a leader, not a follower. In my experience, I have come to see leadership as a process that starts first by being a good follower. Good followers are willing participants and understand they are members of the same group with a common goal to accomplish. Good followers can then become effective leaders when they share the same values, concerns, and experiences; they are able to advance the goal of the group and set aside their own personal interests. This relationship between leaders and followers is not complex but is only as effective as the leader's ability to engage their followers. Without followership, leadership is nothing. *"He who cannot be a good follower cannot be a good leader." —Aristotle*

Leaders come from all walks of life and have been shaped and influenced by their life experiences. I'm no different. My experience serving 24 years in the USAF gave me many opportunities to observe and be part of many different forms of leadership styles. The leaders I served under influenced me as an individual and instilled in me a set of leadership principles I believe can be applied in many professions today. A leader should be *easy to follow* so his or her followers will not have difficulty accomplishing tasks. I often used to hear my peers say the boss/leader is hard to work for because the expectations were so demanding. My answer was always: that type of boss/leader is *easy to work for as you know exactly what is required*. The leader had communicated the goal, it was clear, and therefore easy to follow and accomplish.

Leaders are chosen in different ways. Some are the benefactors of being in a family business. Many are selected through interviews and networking. Others earn their leadership by working hard and rising up in the corporate structure. Regardless of how a leader assumes or is selected for a leadership role, being and staying current is of vital importance. An easy way to be effective and current is to *stay engaged* with your followers and be aware of what is necessary to complete your goal/task. I'm reminded of a battle scene from the movie *Patton*. The scene shows Patton's tank forces defeating Rommel's tank forces. Patton says, "Rommel, you magnificent bastard. I read your book!" Patton knew how to accomplish his task because he had studied Rommel's tactics. He educated himself, engaged his forces, and won the battle. *Study a good leader's style and tactics.*

Need a management company that puts you first?

Challenge accepted.

2017 CAI Winner for Management Company of the Year

Associa Nevada South and Associa Sierra North are ready to dedicate our expertise and work ethic to achieving complete success for your community as part of a true partnership. As a management company with an AAMC designation and an A+ BBB rating, you and your homeowners can count on us to rise to any challenges your community faces - by putting you first.

**Associa is up for the challenge.
CONTACT US TODAY!**



 **Associa**
Sierra North

10509 Professional Circle, Suite 200
Reno, NV 89521
775.626.7333
www.associasn.com

 **Associa**
Nevada South

3675 W. Cheyenne Avenue, Suite 100
North Las Vegas, NV 89032
702.795.3344
www.associans.com

According to a recent Pew Research Center article, 14 percent of Americans have changed their mind about an issue because of something they saw on social media. Social media is a driver of change that leaders today must beware of and be prepared to address differing views of their followers. The road to successfully achieving your goal may not be a smooth straight trip, it may face detours along the way, the result of changed minds. Social media is very powerful and one of the most popular news sources with approximately 40 percent of Americans getting their news online.

Handling a rough road going forward might be one of the hardest tasks a leader faces. Leaders need to reemphasize the collective "we," and eliminate the individual "I" by reminding followers that everyone is a member of the same group with a common goal/task.

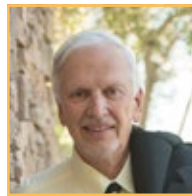
All effective leaders must have the trust of their followers. Trust creates an enjoyable environment that encourages involvement, provides open access to information, and gives the followers a collective sense of relevant activity as progress toward their goal/task. Trust will create transparency which results in honesty, telling the truth and openness, *sharing the why and not just the what*, which ultimately leads to successes.

One of my leadership mantras to all my followers: "You can always bring me your problems, but I also want a possible

solution." This proved to be very successful, it built trust and confidence, and resulted in very creative ingenuity.

Remember, those who want to lead are well served by first endeavoring to follow. If you have never experienced followership it's hard to be an effective leader. Strive to be a leader who is easy to follow. Your followers will finish their task/goal on time if your requirements are easily understood. Keep yourself well informed of events around you and don't be afraid to study the successful styles of accomplished leaders. Realize the powerful potential of social media and the fact it could disrupt your followers if they change their minds while accomplishing the common goal. Instill trust and allow your followers to accomplish their task/goal and be available to take questions on problems and support the proposed solution even if the solution may not always be the one proposed. Be honest, truthful, and put your followers first; if you do, they will go the extra mile for you!

"If your actions inspire others to dream more, learn more, do more and become more, you are a leader." —John Quincy Adams



Chuck Niggemeyer, DCAL, President of Sage Hills BOD, Vice Chair of LAC, President Elect of the Nevada Chapter Board of Directors

m-340

Managing the Large-Scale Association

November 1
Red Rock Casino
Resort & Spa
 11011 West Charleston Blvd
 Las Vegas, NV 83135
 T: 702 797 7778

There is no room block. Just ask for the Best Available Rate

coming soon

LEARN HOW TO MEET THE UNIQUE NEEDS OF LARGE-SCALE COMMUNITIES.

This onsite course provides tips on how to manage associations that have more than 1,000 units or 1,000 acres and an annual budget of at least \$2 million. You'll explore the relationships between large-scale associations and municipalities as well as the relationships between master associations and sub-associations.

ADVANCE REGISTRATION IS REQUIRED

» Visit www.caionline.org/m340 to register for this course online. Register online four weeks ahead and receive a \$25 discount.

OFFICIAL 2018 SPONSORS

COIT Cleaning & Restoration
 Sperlonga Data & Analytics



Las Vegas Healing Garden Continues to Heal

By Shirl McMayon

The Las Vegas Healing Garden was an altruistic response to the unfathomable tragedy that fell on our city last October 1 when 58 innocent concert attendees were massacred by a lone gunman at the Mandalay Bay Resort. The garden was conceived to provide a place for the victims to be memorialized and the families of the victims to have a place to share their grief; and, most importantly, a place to share their healing. The garden continues to provide a healing place for our community.

Over the past year since the garden was created, our community, tourists, family members, survivors, friends of survivors, volunteer groups, etc. have continued to flock to the garden. The memorabilia and tokens of love continue to show up in the garden – painted rocks, flags, crosses, photos, flowers, hand-made scrolls, infinite expressions of love and respect for the victims. The garden is as needed and as strong today as it was the week of its inception. And there are many exciting projects and additions coming forward this year.

There is a core garden planning committee, of which I have the honor to be a part. We meet monthly to talk about the future of the garden. The city recently acquired the vacant lot located just north of and abutting the garden. This space is currently used as parking and barricades were recently installed by the city to control parking in this area. The barricades are currently being painted by volunteers so they tie in with the tiles that were installed in the garden. These custom tiles were painted by members of the community on opening night, focusing on their personal thoughts and feelings about the tragedy, the victims, and the survivors. But the bigger plan for this acquisition is potentially a farmer's market with artist and local wares.

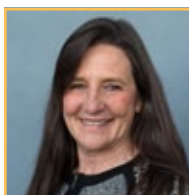
Community markets have long represented the spirit of local vendors/entrepreneurs, providing a cohesion and gathering place to share wares and conversation.

A major new addition to the garden is in the works – a permanent remembrance wall to replace the original wall made of wooden pallets, rebar, and love. The current wall served the immediate needs but is in peril of collapsing. It almost blew over in one of our early spring wind

storms – you may have noticed wooden supports on the back side of the structure to help the wall withstand the continual wind gusts. The wall is a very important component of the garden – as much as the 58 trees representing each victim. The remembrance wall is where garden visitors place their mementos, the wall is where the photos continue to accumulate, and the flowers mound up as loved ones and community members show up to pay respect and to heal.

The new structure will be made of concrete and will be a “wave” – varying in height and curving through the garden. It will include a water feature element – designed and installed by local business owners of Tanked, the largest custom aquarium manufacturer in the nation. There will be metal wire supports on the wall to assure that memorabilia can continue to be placed on the wall. A sculpture of angel wings, designed and constructed by a New York artist, will also be a part of the wall installation. Donations for the wall and the wings are in progress. A volunteer docent program is currently in development.

On the first anniversary of the shooting, October 1, 2018, there was an event at the garden called The Journey of Healing. Community members and families remembered together – as a community. 🌱



Shirl McMayon, ISA Certified Arborist and Account Manager at GTI



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 info@cai-nevada.org.

Q - I have been living in my community for five years now, this is the first HOA I have ever lived in. I recently heard that there is going to be an opening on our Board of Directors. I have been attending our meetings and I was thinking about running for the position. I am not sure what qualifications or experience is needed, any suggestions?

Signed: Willing & Able

A - Hi Willing, Good for you! Thinking about it is the first step. Every association depends on its volunteers, especially leaders. The leadership of any association is what makes or breaks an organization. When you get on your board, or even before, I want to suggest that as a CAI homeowner member you should take advantage of the DCAL classes the chapter offers. The classes will definitely give you a better understanding of how to be an effective community leader.

Check your CC&Rs and By-Laws for any special requirements for becoming a director. Generally, a candidate for the board must be an owner or legal agent of a property and be a member in good standing.

As for experience or qualifications, every person brings to the table his or her own unique experiences, so nothing specific is required except maybe your willingness to learn. I wish you the best in this endeavor.

Q - What's the deal with our neighbor smoking marijuana in his backyard? Our neighbors are really nice and get involved in neighborhood activities, but I frequently smell weed coming from their side of the fence. I know that recreational use is now allowed but the smoke is sometimes too much to bear and I don't want my children exposed to it. Is this allowed and what can I do?
Signed: Getting high on life.

A - Hello GHOL, Guess it's time to break out the old tie-dyed t-shirt, maybe an old Cheech and Chong movie, and sit back and smell the roses. Oh, don't forget the snacks.

The new law that went into effect November 8, 2016, allows both recreational and medical marijuana use for those 21 years of age or older. At this point the law is vague; hopefully, the state will better define the prohibited areas in their next

legislative session. Essentially, the law says it can only be consumed on private property (at home, for example). So, to answer your question, the backyard of a home is considered private property. It cannot be used in any public place, on federal land, and in a motor vehicle.

Before getting your HOA involved, I suggest you talk to your neighbor who may be unaware of your discomfort and be willing to take it indoors and away from your backyard. Most times this is the best solution. If that does not work, you can ask the HOA to get involved. Since this is a new law, most likely governing documents will not have specific wording; however, you will need to look to see if there is language about nuisances and/or offensive smells disrupting the enjoyment of your property. I hope this helps. 🍷

EXPERIENCE. LONGEVITY. RESULTS.



ABSOLUTE COLLECTION SERVICES, LLC
ACS specializes in HOA assessment recovery. We are established, forward thinking, active in legislation, provide Board and Manager education and have an experienced, accessible staff. ACS will customize procedures to your specific needs as well as have programs in place that compliment your HOAs current collection efforts.

CALL or EMAIL TODAY 702.531.3394 • customerservice@absolute-collection.com
www.absolute-collection.com LAS VEGAS • RENO • SPARKS • WASHOE



Managing AND Leading in a Community Association:

Four Ways to Work Together More Effectively

By Joel Just

In the day-to-day grind that comes with volunteering as a board member in a community association, it can be easy to get caught up in the details. From dealing with budgets to plumbing leaks and everything in between, most days might seem like a blur of confusion and excitement for board members tasked with the thankless job of running their community smoothly. If things go well, they may get some credit. However, if things go poorly, without a doubt, board members take the blame.

So many board members I speak with get frustrated with how mired down they and their fellow volunteers can get with the details without realizing the bigger picture for their association. Rarely is it the other way around. So, how can we change things with the goal of fixing the small, daily problems while still working toward a larger common vision? I believe it involves learning to know when to fill the role of a manager and when to be a leader.

In preparation for writing this article, I searched my resources on leadership and drew upon my own experience in developing the following four ideas on how effective managers manage and powerful leaders lead in

any organization. My hope is that you can see how these traits should work together rather than against each other in accomplishing your association's bigger goals:

- 1. Managers focus on systems; Leaders focus on people** – Developing processes and systems to get things done is vital to solving problems in any organization. For example, a board member who works in harmony with the association's community manager to set up a payment processing system and then tweak it until it is working near perfectly is just as important as the leader who takes the people affected by these tweaks into consideration. The

OVIST & HOWARD, CPA'S
CERTIFIED PUBLIC ACCOUNTANTS

Homeowner Association Specialists in Southern Nevada since 1981

- Audits
- Tax Returns
- Consulting
- Reviews
- Forensic Audits
- Attend Board Meetings
- Compilations
- Bookkeeping
- Board Member Election Assistance

• 7 Commerce Center Drive • Henderson, NV 89014 • ph:702-456-1300 • f: 702-456-6155
www.ohcpas.net • hoa@ohcpas.net

leader can strengthen the trust with homeowners by communicating these changes in advance through newsletters, online, and other resources. This ensures a unified front for solving problems. The more trust that is developed between all parties involved in a system, the more effective the solutions.

2. Managers focus on details; Leaders focus on the big picture – Sometimes, the closer one gets to the problem, the easier it can be to find the solution. Conversely, it can be beneficial to view more of the picture at a distance so that board members, committees, and community managers don't spend unnecessary time solving the wrong problems.

3. Managers focus on objectives; Leaders focus on vision – In this respect, managers and leaders are quite alike in wanting to see a positive outcome for their organization in the future. The difference is what part of that positive future outcome they want to happen. Great managers want to be unified with leaders in forming clear goals and articulating desired outcomes for their organization. Great leaders create an achievable and relatable vision that excites managers and others in the organization.

4. Managers work on honing existing skills; Leaders try new things – A board president who has become expert in an existing management skill didn't get that

way by accident. Usually, it came with some trial and error and a lot of instruction and practice. Once she has mastered it, she continues using those skills and getting better and better at them. This is what a good manager does. This same board president may realize she is lacking in effective listening skills or a better understanding of accounting will show leadership ability by taking courses and learning more.

There are so many ways we could compare managers and leaders. Neither is more important to an organization than the other. However, in seeing the differences between the two roles and their associated traits, board members can learn how to strengthen each other and work together to realize the bigger vision. When this happens, and the association's board members are united in a vision to a larger goal, managing the day-to-day crises can become easier. The key is to appreciate each person's strengths as a leader or a manager and then find ways to strengthen yourself where you are weak. 🌐



Joel Just, CEO, CAMCO Homeowners Association Management

OUTSTANDING SERVICE

BEATS OUTSTANDING ASSESSMENTS!




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

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



NEVADA ASSOCIATION SERVICES, INC.

[f](#) [t](#) [y](#) [u](#) [t](#)ube nas-inc.com

LAS VEGAS: 702-804-8885

RENO: 775-322-8005

www.NAS-INC.com



The Quest for Leaders

By Maurice Talley

“To lead or not to lead?” was the question proposed in my January 2018 *Community Interests* article on leadership. If you answered - “To Lead!” - you probably have a few questions regarding “Where?” or even “How” you will find these great leaders. Well, I have some answers for you.

If we agree that great leadership is required for our success as an industry, let’s first look at answering the question, “Where should I look to find great leaders for my organization?”

Inside the Organization

Cultivating great leaders should begin within your own organization. Succession planning is a critical part of any successful organization’s business plan to ensure continued success. Check in with your current leadership team to discuss associates within the organization who have leadership potential and focus on developing their talents. These associates are likely to be your producers who always deliver accurate and timely results, right? The answer is both, yes and no.

Although these attributes are commendable, they are not enough to identify true leadership potential. No leader is measured by what they can produce on their own. Leaders are evaluated on their ability to create a following

and inspire them to achieve results as a team. Your leadership candidates should be, among other desirable characteristics, optimistic, organized, driven, outgoing, and project the image of the job they aspire to have rather than the job they hold currently. Each of these qualities, when paired with the individual’s ability to produce results, sets you on the correct path to identifying those individuals who, with proper mentorship, may become the leaders you seek.

Outside the Organization

If looking within your organization hasn’t revealed a viable base of leadership candidates, you will likely continue your search within the HOA industry. This is the path followed by many, and what they find is a limited pool of seasoned industry pros. These pros are familiar with the ins and outs of the industry, have solid reputations, are licensed, and ready to go. The problem with this limited supply of pros is they may not be the leaders you seek.

**ANNOUNCING THE
MERGER OF:**



**LEACH JOHNSON
SONG & GRUCHOW**

&



KERN & ASSOCIATES, LTD.
ATTORNEYS AT LAW

LKG LEACH | KERN | GRUCHOW
ANDERSON | SONG

TOGETHER.

*Delivering extraordinary
legal services throughout Nevada*

Two locations serving Nevada:

<p>NORTHERN LOCATION: 5421 Kietzke Lane, Suite 200 Reno, NV 89511</p>	<p>SOUTHERN LOCATION – NEW OFFICE: 2525 Box Canyon Drive Las Vegas, NV 89128</p>
--	---

www.lkglawfirm.com

I recommend challenging the status quo by branching outside of the HOA industry. Hire leaders who don't know the industry? Yes! Leadership is leadership, regardless of the industry. In retail, restaurant, and hospitality, leaders are leaders. It may be worth your while to invest in training and licensing proven leaders rather than leaving it to chance with industry pros from other management organizations who may not be the leaders you are looking for.


Taking this approach will require more effort and is not the easiest path to follow. However, it is what a great leader looking for great leaders would do. You should be looking for professional, strategic thinkers, people leaders and innovators who can bring a fresh perspective to your organization. If you want different results, you must do something different to achieve them.

Wanted – Leaders

The second question is "How will I find the leaders I seek?". Here are a few recommendations:

- **Update your job listings.** Upon review of several current industry job listings, "Supervise, manage and assist" were the dominant words in the job descriptions. Although these skills are essential to the role, the desired leadership qualities should be just as prominent. During the review, I was able to find a single line reference to "Proven leadership abilities" within one of the job listings. "HOA experience a must or license required" are also statements that may hinder you from finding your new leader. Changing the language to include the clear and concise leadership attributes you are seeking will open the possibilities.
- **Work with your in-house recruiter or a recruiting firm.** Networking outside the industry will be essential to your success and recruiters come with a built-in network of their own.

- **Live your life.** There are great leaders all around us. The restaurants, hotels, and gyms we frequent are great places to meet new prospects. All that is required is for you to engage in conversation with those around you to start.
- **Take note of changes in the business landscape** such as the recent closure of Toys R Us stores. Hundreds of middle managers and executives were left without jobs and are looking for new opportunities.
- **Change the way you interview to a behavioral based style.** Behavioral Based Interviewing (BBI) techniques enable you to capture a better picture of who your future leadership candidates might be. Traditional questions are no longer effective as candidates are polished, prepped, and rehearsed. They seem to be perfect. Behavior based techniques provide an opportunity for you to reshape the questions you normally ask to reveal specific situations in which your candidate has demonstrated the desired characteristics their resumes and references say they have. BBI will reveal more detail and provide a qualitative look into the career paths of your candidates. Great leaders don't just say the right things, they do what's right; so, it shouldn't be difficult for them to share the specifics.

The leaders you desire are waiting for you. Putting the suggested recommendations into action is a great place to begin on your leadership quest. 



Maurice Talley, Corporate Trainer and Speaker, FirstService Residential



LandCare

Your land. Our Care.

P: 877.LandCare
CustomerCare@LandCare.com

P: 702-385-4590
LandCare.com



Fostering the People

Become the type of Mentor people want to sit next to!

By Julie Nagy, SCM, CMCA, AMS

Think back to when you first started in homeowner's associations...ahh, the good "old" days! When you still had that "new" manager (or board member or business partner) shine and before some of the "battle scars" you have today, right?

While horror-stories may make for some interesting conversations with other insiders during an industry event, what about using those experiences for the greater good? Most of us joined community management with the idea of helping residents have better communities to live in, everything from being neighborly to maintaining home values. And it is that type of service-leader with a dedication to our industry that, along with some hair-raising experiences, helps make an impressive mentor. Whether it is for a short-term/singular task or for a long-term/advisor, mentors help to shape up-and-coming individuals into strong forces within our industry.

Many of us mentor without actively trying. Ultimately, anyone can mentor, even without knowing it. Many

times, the mentee has already chosen you (think of that one provisional that keeps asking you questions). Are they curious? Do they have a genuine desire to do better every day? Those personality types are the ones who can benefit the most from a positive mentor like you!

If a man is to shed the light of the sun upon other men, he must first of all have it within himself. —Romain Rolland

One of the most important traits a mentor can have is to be an active listener. While it is tempting to drone on about your experiences and how different the industry was in the "old" days (though, at appropriate moments it can be illuminating to see how far we have progressed as an industry) the initial purpose is to understand the goals of your mentee and what experiences/perspective they are coming from. Not only will it help you learn more about them, but it will also guide you on ways to direct and navigate them through challenges.

Wait before giving advice; some of the best lessons come from within. Let the mentee talk it out and weigh the differences on their own to come up with a solution that best fits their situation. However, if you know from experience that their decision may lead to disaster, you should most definitely step in, provide insight and guidance. Let them know what your experience (or failure) was in a similar situation. Not only will it show that you are invested in their success, but it will also reveal your humanness.

That said, don't be upset if they don't follow your advice; allow them to evaluate if your situation applies to their current circumstances. Who knows? They may end up having a different experience or, worst-case scenario, they fail...which in itself is a new learning experience. And should they stumble, you'll be right there to inspire them and help them see all they are doing right. Encouragement, guidance, and knowing someone believes in them goes a long way to help build the confidence for a new mentee!

The delicate balance of mentoring someone is not creating them in your own image but giving them the opportunity to create themselves. – Steven Spielberg

1(833)886-5734
Safety Is Our Priority

PARKPRO
PLAYGROUNDS
www.ParkProPlaygrounds.com

- Sales
- Shades
- Installs
- Repairs
- Ammenities
- Certified Inspections
- Convenient Maintenance Plans



WE FOCUS ON JUST ONE MARKET: COMMON INTEREST COMMUNITIES

A few other quick mentoring tips:

- Provide constructive feedback. This will allow your mentee to learn. Some of the best resolutions come from previous failures.
- Be genuine with your time and try not to “multitask” while you are working with your mentee; it will show you are dedicated and invested in their success.
- Help them make good connections and learn to network. As we all know, it’s quite possible that the person you meet today you could work with in the future.
- Lead by example. Always be as ethical and informed as possible in all that you do. By being trustworthy and accountable, you will attract similar individuals who will work with you to achieve greater goals.

At the risk of sounding like a motivational poster, you probably do get as much or even more out of mentoring someone than they do out of being mentored. Not only will it remind you of how far you have come personally and professionally, it will also help you stay informed to the newer industry trends. While it does require some commitment, patience, and most of all, time, the investment in the success of another manager/board member/business partner really does benefit the overall good of the community management industry.

So, ready to get started? 



Julie Nagy, SCM, CMCA, AMS, Community Manager, V at Lake Las Vegas and Estates Unit Owners Associations/CCMC

Our clients trust us because we understand the nature of Associations and the purposes they provide to the community.



BAINBRIDGE, LITTLE & CO., LLP
Certified Public Accountants

A Full-Service CPA Firm Specializing
Exclusively in Community Associations

Audits | Tax Preparation | Reviews

Samuel J. Bainbridge, CPA
sbainbridge@blccpas.com

Mark S. Little II, CPA
mlittle@blccpas.com

702-243-2695

3620 N. Rancho Dr., Suite 106
Las Vegas, NV 89130

www.blccpas.com



True or False?

Leadership Abilities ... You Either Have Them or You Don't

By Robert Rothwell, Ph.D., C.P. AdvDCAL

False. As we have seen in many of our associates, with a great teacher and great example, you can acquire leadership skills.

Probably the bedrock of any successful leader, either in business or in life, is the unwavering, uncompromising, and total dedication to reaching a goal. No person who has ever been successful in the community association industry, or any other industry for that matter, will ever tell you that it's okay to quit.

Reaching for a goal can be difficult because of the growth you must go through, as a person; but quitting should never be an option in your mind.

I once attended a seminar led by Mike Humes, Ph.D., one of many very successful industry leaders. He coined and trademarked the phrase: *"It is impossible to stop a man or woman who will not quit."* This is one of the most important traits you can develop for yourself if you want to be successful. Take that statement and make this a part of

your way of life, so that if you have a goal, you will not stop until you reach it. Plant the seed in your brain that quitting is simply not an option and you will be well on your way to the success you were destined for.

Leaders Commit to Personal Development

I can absolutely guarantee that you will have a hard time finding one leader in the community association industry who is not committed to personal development.

All people are born with certain talents and traits that make them who they are, and some of them will lend well to business. But without question, if you want to make it 'big,' you must commit to becoming a master at your craft. Continuously developing your skills is one of the most important aspects to becoming and sustaining true value in the eyes of those around you. Develop the habit

PURPOSE
Our industry is about **people**, not paper. With a service-first mindset, we've developed **relationships** and built **community** in hundreds of neighborhoods through the past 45 years. We've worked diligently to build a positive reputation as a community management leader and have succeeded in doing so by promoting **innovation** and creating experiences that connect people. This pursuit has allowed us to discover **purpose** and **meaning** in our work.

PASSION
We believe in **giving back** to the greater community. Through our **HomeWorks** program, we support **charitable** organizations in markets across the country. Team members drive these **hands-on** efforts to serve in-need communities. We also encourage team members to follow their own hearts by offering paid volunteer hours. Together, we make a **positive** impact and **serve** the greater good.

PEOPLE
Our 800-plus employees are more than a team; they're a **family**. Guided by compassion for the individual, we value integrity, trust and respect. We empower **servant leaders** by supporting industry-related **education** and **certification** and offer opportunity for personal and professional **growth** and development. Together, we aim to transform the way people think and feel about homeowners associations.

To learn more, visit CCMCnet.com or call 702-248-2262.

Now this feels like home.®

10 States. 215 Communities. Endless Opportunities.



of becoming a life-long learner who enjoys the journey of getting better every day.

There is no shame in admitting you are lacking in an area of development. There is no shame in recognizing that you need to grow in specific areas of your life. Associate with those who can help you, especially leaders who have accomplished what you want to accomplish and learn from their knowledge ... it can and will make all the difference.

Leaders Build People

Most, if not all, leaders who are wildly successful will tell you that they could not have gotten to the heights of their success without solid people skills. I truly believe that the number one asset you must have if you want to be successful is your people skills. This is, by far, one of the most important aspects to being successful. The ability to work with and build people will not only be fulfilling in your life, it will reap great rewards for those you are influencing.

Learn how to work with people, learn how to connect with them, and learn what makes people tick. Your ability to work with people will be a defining factor to your success. If you don't like working with people, I suggest you learn to like it, or move to another industry because this is a people business.

When you learn and really focus on these two traits to becoming a leader, your success won't be far behind.

Here's to your success! 🍀



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

THE CLARKSON LAW GROUP, P.C.

Community Association
Corporate Counsel & Collections



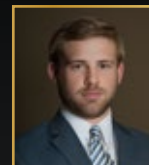
Focused on Serving
Your Community



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



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



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

Las Vegas
702.462.5700

Reno
775.850.2800

San Francisco
415.391.4900

the-clg.com

From Hurt to Heal

How the citizens of Las Vegas transformed a city

By Phil Torres

When a major tragedy strikes, it seems to stop time. Many of us can remember exactly where we were and what we were doing on that day decades later, even if we were not personally affected. In Las Vegas, October 1, 2017, was no exception. Senseless acts of violence, like the mass shooting at the Route 91 Harvest Festival, leave everyone trying to make sense of it all, none more so than the friends and families of the 58 fallen and 527 injured on that night. But whether we experienced it first hand or felt pain for those who suffered as we read and watched the news, the Las Vegas shooting affected us all.

It's often said that the measure of resiliency, strength, and perseverance within a community is only truly tested under adverse conditions. That night began a shift in individual awareness and an awakening within the city of Las Vegas, which grew exponentially in the days and weeks that followed. A city known for glitz, glamour, and gambling transformed as its citizens collectively realigned their purpose and direction, virtually overnight. No longer were there entertainers, valets, and card dealers who moved on autopilot to and from their daily jobs; rather, the city became a pulsing heart, full of compassionate strangers who stood up and stood together, simply wanting to help one another in whatever way possible.

There were innumerable examples of heroism and compassion – strangers using their own bodies as human shields to protect the lives of others, a Marine veteran who commandeered a truck to drive nearly 30 victims to the nearest hospital, all the area hospitals working together as one, the first responders who worked tirelessly until all were cared for and taken to safety – the selflessness that stemmed from this tragedy was utterly boundless.

And all the bravery shown on the night of the shooting was just the beginning. The citizens of Las Vegas showed a degree of humane, loving behavior which is rarely seen so universally throughout an entire community. Thousands waited in lines for hours to donate blood until the banks were full, hundreds of pounds of supplies for victims were collected and even redirected to food banks because of the overflow, and a relief fund that was started with a goal of raising \$500,000 ended up receiving over \$11,000,000 in less than three days, eventually hitting \$31.4 million.

Even Greg Zane, a humble carpenter from Illinois, took only four days to make and hand deliver 58 white wooden crosses to memorialize the victims. All of these were integrated into a place of mourning and healing, and as Clark County Commissioner Steve Sisolak said, "these crosses have brought us together."

In the shadow of the "Welcome to Las Vegas" sign, thousands paid their solemn respects with tears, silent prayers, and tokens of remembrance. For many, seeing the sheer number of crosses grouped together, all decorated with photos and keepsakes to honor the victims, brought into perspective the magnitude of the largest mass shooting in US history.

Seeing the surviving friends and families huddled around their lost loved one's crosses crying, praying, and holding each other was heartbreaking. There were parents who brought their young children and quietly tried to explain what happened, and why it was so important to be there. Even though few words were spoken, strangers were so moved by love and compassion that they couldn't help



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

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



but support, embrace, and even cry with those who lost a loved one. Though the occasions that bring us so close are often so grim, the kindness and compassion we show toward one another make a much greater impact than we realize.

And then there were the "misfits." An expansion professional hockey team, formed from the leftovers of other NHL teams, donated their time to help the victims and later inspired survivors, a city, and a nation to believe the unbelievable. All the records the Golden Knights achieved in their inaugural season, from being the most successful expansion team in any sport ever to being the only expansion team in history to play in the Stanley Cup in their first season, will most likely never be repeated. But the "Golden Misfits" did more than make sports history; they played a great role in helping an entire city pick up the pieces and move from pain and hurt to healing and hope. The banners that simply read "Hockey Heals" say so much to an appreciative community who rallied behind a team that helped them rise above the fear, heartache, and pain they all were sharing.

For all the pain and hurt caused that day, there's been an equal measure of heroism, bravery, and compassion on display all over the city. It made every citizen that much more proud to play their own part in helping the community on its path of healing. It's like Deryck Engelland of the Golden Knights said: "This is my hometown. I know how great it can be."

Today the Healing Garden, created by landscaper Jay Pleggenkuhle with land donated from the City of Las Vegas, serves as a permanent place of remembrance for the victims. In the center, there is a heart-shaped planter containing the "Tree of Life." Just a few feet away stands the Remembrance Wall where photos, notes, flowers, and other mementos from friends and families are displayed. Surrounding the garden are 58 trees, all vigilant sentinels dedicated to each of the victims who lost their lives on October 1.

This month marks the first anniversary of this tragedy and we all need to remember those who lost their lives simply by enjoying life. Let's honor them by loving each other more, being grateful for all that we have, and helping each other heal through the strength of compassion. That's what it means to be #VegasStrong. 🇺🇸



Phil Torres, Account Manager with Specialized Pipe Technologies

www.tamhoa.com






(855)764-8639

Main Office:
259 N Pecos Road #100
Henderson, NV 89074
(702) 736-9450 • (702) 736-0679 Fax

Centennial Office:
5550 Painted Mirage Road, Suite 330
Las Vegas, NV 89149
(702) 818-4900 • (702) 818-4899 Fax

- Family Owned Since 1988
- Exclusive to Las Vegas and Surrounding Areas
- Comprehensive Management Services
- Proactive, Responsive and Professional
- Community Building Services
- Complimentary Meeting Space Available
- Personal and Online Services Provided 24 Hours a Day



"Bringing Community to Your Neighborhood"

PROTEC
BUILDING SERVICES

WE MAKE YOUR JOB EASIER

“

YOU GUYS ARE TOP NOTCH!
PROTEC IS ABSOLUTELY MY GO
TO MAINTENANCE PROVIDER.
- COMMUNITY MANAGER

”

MAINTENANCE PROGRAMS | REPAIRS | MAINTENANCE | RECONSTRUCTION | INSPECTIONS

CONTACT US TODAY AND RECEIVE A FREE INSPECTION AUDIT | 702-202-4008

PROTEC.COM | 702-202-4008 | INFO@GOPROTEC.COM | SERVING SOUTHERN CALIFORNIA & SOUTHERN NEVADA | NV: B-80330 | C4-80340

STAY UP-TO-DATE WITH ALL THINGS PROTEC | @GOPROTEC



Services Tailored to Meet Your Association's Needs



- Accounting Only or Full Management Services
- Experienced managers
- Recipient of six management awards from CAI Nevada
- Helping community leaders build community spirit
- Complimentary meeting space
- Complimentary web portal
- Serving the Las Vegas and Reno markets and surrounding communities

Eugene Burger Management Corporation, AMO®
Serving Nevada communities for nearly 50 years.
“Legendary Service Provided by Exceptional People”



**EUGENE BURGER
MANAGEMENT
CORPORATION**

www.ebmc.com

4576 N. Rancho Drive, Suite 100
Las Vegas, NV 89130
P: (702) 873-3071 • F: (702) 873-0629
KatherineWolfe@ebmc.com

5011 Meadowood Mall Way, Suite 200
Reno, NV 89052
P: (775) 828-3664 F: (775) 828-2677
LoriBurger@ebmc.com

ASPHALT & PAVING

Affordable Striping & Sealing
Locally Owned & Operated

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

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

Holbrook Asphalt

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

Sunland Asphalt

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

ATTORNEYS

Angius & Terry, LLP

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

Fenton Grant Mayfield Kaneda & Litt LLP

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

Leach Kern Gruchow Anderson Song

Full Service Community Association Law
General Counsel including Leins & Foreclosures, Prosecution of Association Rights in Bankruptcy
2525 Box Canyon Drive, Las Vegas, NV 89128
702-538-9074 • Fax: 702-538-9113

Reno:

5421 Kietzke Lane Suite 200
Reno, Nevada 89511
775-324-5930 • Fax: 775-324-6173

The Clarkson Law Group, P.C.

Community Association Corporate Counsel (Including Collections)

2300 W. Sahara Avenue, Suite 950
Las Vegas, NV 89102
702-462-5700 • Fax: 702-446-6234
9190 Double Diamond Parkway
Reno, Nevada 89521
775-850-2800 • Fax: 702-446-6234
www.the-clg.com

ATTORNEYS

Van Duyn Law Group

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

Wolf, Rifkin, Shapiro, Schulman & Rabkin, LLP

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

BANKS

City National Bank

City National Bank's Community Association specialists offer comprehensive treasury services with regional offices in Summerlin and Reno.
Contact Julie Hayre at 213-673-9391 or Kelli Crowley at 408-392-2126. CNB Member FDIC

Mutual of Omaha Bank

Community Association Banking

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

Chuck Balacy, NVEBP, Regional Account Executive
chuck.balacy@mutualofomahabank.com
Direct 702-563-9391 • Fax 402-633-6340

Tony Troilo, NVEBP
tony.troilo@mutualofomahabank.com
702-771-9569
www.mutualofomahabank.com

Seacoast Commerce Bank

Seacoast Commerce Bank prides themselves on their ability to provide HOA Banking Solutions customized for their clients needs.

Contact:

Ken Carteron, NVEBP, Senior Vice President
Cell 760-803-9541 • Office 775-453-9131
kcarteron@sccombank.com
59 Damonte Ranch Pkwy., Suite B165
Reno, NV 89521

U.S. Bank - HOA Division

2300 W Sahara Ave, #600, Las Vegas, NV 89102
702-251-1658 (office) • 866-375-8616 (toll free)
Serving our community for all your HOA banking needs (payment processing, HOA loans, investments, fraud protection) for more than 25 years!

COLLECTIONS

Absolute Collection Services

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

ASSOCIATION RECOVERY SERVICES

"Service with Standards"

702-405-9306 • Fax 702-485-3421
7432 W. Sahara Ave., Ste. 101, Las Vegas, NV 89117
License No. CAD11413
www.arsnv.com

Nevada Association Services, Inc.

"The Delinquent Assessment Collection Specialist"

702-804-8885 • Fax 702-804-8887
775-322-8005 • Fax: 775-322-8009
www.nas-inc.com
License No. CA01068

CONSTRUCTION CONTRACTORS

EmpireWorks Reconstruction and Painting

Since 2005, EmpireWorks has specialized in exterior repaints for HOA's.
Our services include painting, carpentry, iron repair/fabrication, decking/waterproofing and stucco work.
For a free proposal call 888-278-8200 or visit www.empireworks.com

MK House Consulting, Inc.

General Contractors

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

Nigro Construction Services

Unlimited B Licensed Design-Build Contractor

Maintenance, Construction & Reconstruction
For All Size Projects. Commercial & Residential
Licensed. Bonded. Insured.
Unlimited B License #0075516
Call George Mockbee at 702-247-1930 ext. 241
www.NigroConstruction.com

ProTec Building Services

HOA Maintenance Experts

- MAINTENANCE PROGRAMS
- REPAIRS
- RECONSTRUCTION
- WELDING
- CONCRETE
- DECKS
- GUTTER CLEANING
- MAINTENANCE MANUALS

800-557-2217
info@GoProTec.com • GoProTec.com

CPAS

Bainbridge, Little & Co, CPAs
Audits, Reviews & Tax Preparation
"We Specialize Exclusively In HOAs"
We are very reasonably priced to fit just about any Association's budget
3620 N. Rancho Drive, Suite 106
Las Vegas, NV 89130
702-243-2695 • Fax: 702-243-8734
sbainbridge@blccpas.com • www.blccpas.com
Sam Bainbridge, CPA & Mark Little, CPA

Chen Accounting Group, Ltd. – CPA Assurance (Audit/Review/Compilation/AUP), Tax Compliance & Advisory

"NOT JUST A REQUIREMENT. WE PROVIDE ANSWERS!"
We deliver responsive service, insightful advice and personal support. We see each engagement as an agreement between partners that wish to create a close and mutually beneficial long-term relationship. CHOOSE TO HAVE THE ANSWERS TODAY! 702-252-8881 • Fax: 702-543-6795
mchen@chenaccountinggroup.com
www.chenaccountinggroup.com

Hilburn & Lein, CPAs
A Professional Corporation
Over 45 years combined HOA experience. Specializing in HOA audits, reviews, tax, and consulting work.
5520 S. Fort Apache Rd.
Las Vegas, NV 89148
702-597-1945
Gary W. Lein, CPA, NVEBP | Philip C. Bateman, CPA
gary@hilburn-lein.com | phil@hilburn-lein.com

Morrison, Brown, Argiz & Farra (MBAF)
Certified Public Accountants and Advisors
Since 1969, providing high quality audits of financial statements, forensic accounting and fraud investigations, tax, and other professional services.
mbafcpa.com • 702-650-4248
info@associationcpas.com
Monte Kane, CPA • Erbin Ramirez, CPA

Ovist & Howard, CPA's
Specializing in Financial Statements, Taxes and Consulting for HOA's since 1990.
Our Partners and Managers have over 80 Years of combined HOA experience. And with over 20 staff members, we have the resources YOUR Association needs.
www.ohcpas.net • hoa@ohcpas.net
702-456-1300 • Fax: 702-456-6155
Kristina Deuser, CPA • Eric Lorenz, CPA

INSURANCE

BALSIGER INSURANCE
Association Insurance brokers that specialize in taking care of you! Locations in Reno (775-826-1559) & Las Vegas (702-220-8640).
Contact James Gibson (James@balsigerinsurance.com) or Keith Balsiger (keith@balsigerinsurance.com).
We also provide free CE classes for community managers and boards. Just ask!
We have options for all of your associations-with or without claims. We stay on top of the market to bring the best option to our associations.
www.balsigerinsurance.com

CAU

Barbara Westhoff, CIRMS, Marketing Specialist
267-757-7174 • Fax: 267-757-7474
bwesthoff@cauinsure.com • www.cauinsure.com
1180 N. Town Center Drive, Suite 100
Las Vegas, NV 89144
"Insurance for Associations, that's all we do!!"

NFP Property & Casualty Services, LLC
International Agency & Brokerage Firm

Mark S. Coolman, CFP, CIRMS, NVEBP
Francie Stocking, CISR, CRIS, CPIW, CIC
Mindy Martinez, CIC, CISR, CIRMS, DCAL, NVEBP
3140 S. Rainbow Blvd. Suite 400
Las Vegas, NV 89146
702-368-4217 • Fax: 702-368-4219
mark.coolman@nfp.com • mindy.martinez@nfp.com
www.nfp.com

Ron Wright - Mike Menath Insurance
For all your insurance needs including Auto/Home/Business/Life/Health/Bonds/Workmans Comp
333 Village Blvd. # 203, Incline Village NV 89451
800-756-6507, 775-831-3132
Fax: 775-831-6235 • rwright@menath.com

Farmers Insurance
Specializes in Homeowners Associations, Planned Unit Developments and Condominium Associations. We are a full service Brokerage Firm. We offer on site safety inspections, insurance workshops and offer 3 HOUR CREDITS for continuing education.
Patrick Ward
2880 S. Jones, Ste. 4, Las Vegas, NV 89146
702-579-7505 • Fax: 702-367-1039
pward@farmersagent.com
Betsi Williams
560 California Ave, Reno, NV 89509
775-324-8000 • Fax: 775-324-3007
bwilliams5@farmersagent.com
www.farmersagent.com/bwilliams5

RF Insurance Group
and **Community Insurance Group**, our specialty company, are committed to handle all of your HOA insurance needs.
1980 Festival Plaza Dr, Suite 300
Las Vegas, NV 89135
702-680-0122 • rich@rfinsuranceagency.com

FITNESS EQUIPMENT

Total Patio Accessories
Your source for Commercial Fitness Equipment and Contract Outdoor Furniture & Site Furnishings
702-490-3558
info@krtconcepts.com • www.krtconcepts.com

LANDSCAPING

First Choice Tree Service
"Always Your Best Choice"
Providing expert tree care since 1989
Tree Care – Plant Health – Landscape Enhancements
Gita Lowell 702-339-6908
businessdevelopment@firstchoicetree.com

Gothic Grounds Maintenance
Manager, Community Association Sales & Customer Service
6325 S Valley View, Las Vegas, NV 89118
702-676-1185 • Fax: 702-678-6968
ghill@gothiclandscape.com

Integrated Landscape Management
Landscape Management - Irrigation Management -
Landscape Improvements - Tree Management -
Property Health
702-305-2492 • ilm-llc.com

LandCare
Your Land. Our Care.
• Landscape Management
• Landscape Installation
• Landscape Design
• Water Smart Irrigation Management
Contact: Owen Calvin
P: 702-385-4590 • M: 702-429-7527
Email: Owen.Calvin@LandCare.com
www.LandCare.com

Newtex Landscape, Inc
Professional HOA Landcare
SNWA certified – Water Smart Conversions
Commercial/Masonry/Pavers/Artificial Turf
Mike Martinez
271 Sunpac Ave., Henderson, NV 89011
702-795-0300 • 702-795-0192
www.newtexlandscape.com
sales@newtexlandscape.com
License # 0059077

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

Want to Advertise in the Marketplace?
Call the CAI Office at **702-648-8408**

LANDSCAPING

Showcase Landcare Services

Customer service is #1

Complete Landscape Maintenance and Management
Design/Build Conversion and Renovation Installation
SNWA Water Smart Contractor
5130 W. Patrick Ln., Las Vegas NV 89118
702-531-6789 • Fax: 702-243-4329
www.showcaselandcare.com
contact.us@showcaselandcare.com

The Groundskeeper

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

Tree Solutions

Professional Tree Care Services

- Arborist Analysis & Reports
- Tree Inventories
- Tree Removals & Stump Grinding
- Tree Pruning
- Palm Tree Trimming

Contact: Pete Luna
P: 702-309-8733 • M: 702-525-9137
pete@treesolutionslv.com
www.treesolutionslv.com

MANAGEMENT

CCMC

Now this feels like home.®

Community Association Management & Consulting
702-248-2262 (CCMC) • tledvina@ccmcnet.com
www.CCMCnet.com

Colonial Property Management

Las Vegas/Henderson/Mesquite

Contact: Trish Hall

8595 S. Eastern Ave., Las Vegas, NV 89123
702-458-2580 • Fax: 702-458-2582
info@cpmlv.com • www.cpmlv.com

CAMCO

Homeowners Association Management

Offices throughout the State of Nevada
Commitment to Community – CAMCO Cares!

David Swenson, V.P. of Business Development
702-531-3382 • Fax: 702-531-3392
david.swenson@camconeveda.com
www.camconeveda.com

MANAGEMENT

CAMCO

Homeowners Association Management

Northern Nevada Division

Commitment to Community – CAMCO Cares

NORM ROSENSTEEL, PCAM
SUPERVISING COMMUNITY MANAGER, PRESIDENT

Reno Office

1755 E. Plumb Ln, Suite 162, Reno, NV 89502
775-322-1400 Fax 775-322-1405

Carson City Office

704 W. Nye Lane, Suite 101, Carson City, NV 89703
775-515-4242 Fax 775-515-4243
norm.rosensteel@camconeveda.com
www.camconeveda.com

Epic Association Management

Professional. Reliable. Efficient.

8712 Spanish Ridge Ave.

Las Vegas, NV 89148

tonya@epicamlv.com

702-767-9993 • www.epicamlv.com

Let us show you what management should be!

Equus Management Group

The Largest Locally Owned & Operated

Community Management Co. Serving No. Nevada

Rick Gardner, President - Jeff Gardner, CFO -

Joele Rogers, Sr. Community Mgr

5480 Reno Corporate Drive, Ste. 100

Reno, NV 89511

775-852-2224 • www.equusmanagement.com

Eugene Burger Management Corporation

“Legendary Service Provided by Exceptional People”

www.ebmc.com

Southern Nevada Contact:

Jerry Nowlan

Southern Nevada Regional Manager

jerrynowlan@ebmc.com

702-873-3071 • Fax: 702-873-0629

Northern Nevada Contact:

Lori E. Burger, CPM, PCAM, S-CAM

Senior Vice President/Northern Nevada Regional Manager

775-828-3664 • Fax: 775-828-2677

loriburger@ebmc.com

FirstService Residential

We have five (5) offices located throughout
Southern and Northern Nevada.

Our main office locations:

8290 Arville Street

Las Vegas, NV 89139

639 Isbell Road, Suite 280

Reno, NV 89509

702-215-5058 • 775-332-0714

www.fsresidential.com

Level Community Management

Experienced Management and Customer Services

Anne Calarco, DCAL, LSM, PCAM, President

702-333-1050 • Anne.Calarco@levelprop.com

“Taking your Community to the next Level”

MANAGEMENT

Opus 1 Community Management

“Your award winning choice in local community management.”

Tonya Bates, PCAM, DCAL

1380 Greg St. #208, Sparks, NV 89431

775-284-4788

tonya@opus1cm.com • www.opus1cm.com

Prime Community Management

2016 CAI Small Management Company of the year

April Parsons, CMCA, AMS

181 N. Arroyo Grande Boulevard, #125

Henderson, NV 89074

8687 W. Sahara Avenue, #170

Las Vegas, NV 89117

702-869-0937 • www.primenv.com

Real Properties Management Group Inc.

Alisa Vyenielo & Helen Wise

3283 E. Warm Springs, Ste. # 300

Las Vegas, NV 89120

702-933-7764 • Fax: 702-933-7774

www.rpmginc.com

Seabreeze Management Company

People. Performance. Passion

Professional full-service Community Management

8960 W. Tropicana Ave. Suite 300

Las Vegas, NV 89147

702-800-5753 • www.seabreezemgmt.com

Terra West Management Services

Las Vegas/Reno/Southern Utah

702-362-6262

www.terrawest.com

The Management Trust

Owner Inspired. Challenge Accepted.

8485 W. Sunset Road, Suite 100

Las Vegas, NV 89113

702-835-6904 • 702-835-6905

www.managementtrust.com

Soleil Association Management

Local Management for Local Communities

Contact: Shelley Leibold

7200 Las Vegas Blvd. South, Suite A

Las Vegas, NV 89119

702-639-8410 • Fax: 702-252-0518

info@soleilam.com

Taylor Association Management

“Bringing Community to Your Neighborhood”

Contact: Jason Hoom, PCAM or Pat Taylor, CMCA

Henderson Office:

259 North Pecos Rd. #100

Henderson, NV 89074

855-764-8639, 702-736-9450

Centennial Office:

5550 Painted Mirage Rd, #330

Las Vegas, NV 89149

702-818-4900 • Fax: 702-818-4899

www.tamhoa.com



PAINTING

CertaPro Painters of Southern Nevada

Contact Jim Zades

CertaPro Painters is your full service painting & drywall contractor serving Southern Nevada communities and community managers with exterior and interior painting since 2005.

1000 N Green Valley Pkwy 440-332
Henderson NV 89074

702-343-1204 • jzades@certapro.com

The Sherwin-Williams Company

Your Full-Service Paint Manufacturer with 18 stores in Southern Nevada. Celebrating 150 Years! Ask Sherwin-Williams for: Color Books, Repaint Specifications, Job Walks.

Jason Manwaring

702-349-3613 • Jason.A.Manwaring@sherwin.com

Unforgettable Coatings, Inc.

Renew. Revive. Repair.

"A paint job is only worth doing if it's done right"

When high quality applications and expertise is required, allow us to better serve your clients.

702-287-1456 • Fax: 702-541-9900

www.unforgettablecoatings.com

service@unforgettablecoatings.com

PLAYGROUND MAINTENANCE

Green Living Services

Making Nevada Greener One Community at a Time

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

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

Ken Jackson, CPSI

702-367-8873 • info@GreenLivingServices.com

www.GreenLivingServices.com

Park Pro Playgrounds

Protect Your Community & Your Children! CPSI Certified

Maintenance Programs - Vandalism Clean Up -

Consulting - Surface Testing - Repairs - Replacements

Office: 702-254-4111

Contact: Kristi Beber at 702-354-2111

kbeber@parkproplaygrounds.com

RESERVE STUDIES

Association Reserves - Nevada

7251 W. Lake Mead Blvd., #300

Las Vegas, NV 89128

702-850-2451 • Fax: 702-850-2461

Contact: Paige Daniels • pdaniels@reservestudy.com

RESERVE STUDIES

Browning Reserve Group

Robert W. Browning, RS, NV RSS #005

Serving Nevada Since 1999

3753 Howard Hughes Parkway, Suite 200

Las Vegas, NV, 89169

877-708-0600 Toll Free • 916-393-0610 Fax

www.BrowningRG.com • Bob@BrowningRG.com

Complex Solutions, Ltd.

Reserve Studies Simplified

3215 E. Warm Springs Rd. #400, Las Vegas, NV 89120

702-361-0111 • Fax: 702-361-6685

www.complexsolutionsltd.com

GeoReserves

-Reserve Studies

-GeoMapping & GIS

-Financial Consulting

Byron Goetting, NV RSS #072

3172 N Rainbow Blvd #289, Las Vegas, NV 89108

702-630-0948 • byron@georeservestudies.com

www.georeservestudies.com

Nevada Reserve Studies, Inc.

With the experience of serving HOA's for 30 years

- Easy to understand and use Reserve Studies
- Homeowner Associations
- Commercial Associations
- Consulting Services

On-Line Proposal Requests: www.nevadastudies.com

702-432 5587 • Fax 702-431-5219

doug@nevadastudies.com

RESTORATION

BELFOR Property Restoration

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

800-856-3333

Michelle Turner (Northern Nevada)

Michelle.turner@us.belfor.com

Sven Bradley

Sven.Bradley@us.belfor.com

Licenses 0078990 limit - \$1,000,000, 0078991

limit - \$1,000,000, 0078992 limit - \$1,000,000,

0067311 limit - unlimited

www.belforUSA.com

ROOFING

Titan Roofing LLC.

"Weather or not, we've got you covered"

Contact: Peter J. Cicchetti at

pjc@titanroofing.net

Over 30 Years Experience as a Full Service Roofing Company.

4095 Ponderosa Way, Las Vegas, NV 89118

Office 702-597-0878 • Fax 702-597-2714

www.titanroofing.net

License #0076672 Bid Limit \$4.5 Million

Allied Universal Security

Security Professionals - Armed and Unarmed

Industry Leader Providing Residential Security Services HOA's, Gated Communities, High-rise Condominiums.

Contact Steve McCoy

702-544-8396 • steve.mccoy@aus.com

SECURITY

TSI

Locally owned and operated company providing "PEACE OF MIND" for over 15 years

- CCTV/ IP Camera
- Burglar Alarms
- Access Control
- Intercom Systems
- Fire Extinguishers
- Emergency/Exit Lighting
- Fire Sprinklers
- Fire Alarms
- Backflow Devices
- Roving Patrols
- Parking Enforcement
- Towing Assistance
- HOA/ Commercial Security Services

9555 Del Webb Blvd Las Vegas, NV 89134

702-967-0000 • www.tsivegas.com

Vet-Sec Protection Agency

2017 CAI Nevada Chapter Silver Sponsor

Vet-Sec Protection Agency offers the following security services for Homeowner's Associations:

Mobile/Courtesy Patrols, Traditional Standing Officers/ Gatehouse Officers & Alarm Response throughout the Las Vegas Area.

4045 Spencer St., Ste 306, Las Vegas, NV 89119

WANTED

Your Ad Here

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



Get Your Company, Products and Services Noticed!

Advertise in the *Community Interests Marketplace!*

Call the CAI Office at 702-648-8408

Save the  Date: March 29, 2019

Flyin' High with CAI

2018 CAI Awards Gala

It's Just Plane Fun!

3.29.19

2018 CAI Awards Gala
Flyin'
High
with
CAI



*at the
It's
Just
Plane
Fun!*

Smith Center for the Performing Arts

New Awards! New Criteria!

And a true celebration of CAI and the people who make it great:
Our Association Board Members, Managers and Business Partners!

2018 Media Sponsor



community interests

THANK YOU

TO OUR 2018 CAI-NEVADA SPONSORS

DIAMOND PLUS

Nevada Association Services, Inc.

DIAMOND

The Clarkson Law Group, P.C.

PLATINUM

EBMC

Wolf Rifkin Shapiro Schulman Rabkin, LLP

PALLADIUM

Taylor Association Management

Unforgettable Coatings, Inc.

GOLD

Absolute Collection Service, LLC.

Bainbridge & Little

CCMC

Epic Association Management

FirstService Residential

Leach Johnson Song & Gruchow

Ovist & Howard

Seacoast Commerce Bank

Terra West Management Services

The Management Trust

Western Risk Insurance

SILVER

Angius & Terry LLP

Association Reserves - Nevada

Balsiger Insurance

BELFOR Property Restoration

Browning Reserve Group

CAMCO

CAU

CertaPro Painters of Southern Nevada

Chen Accounting Group

City National Bank

Complex Solutions Ltd.

EmpireWorks Reconstruction and

Painting

First Choice Tree Service

Geo Reserves

Gothic Landscape, Inc.

Groundskeeper

Integrated Landscape Management

KRT Fitness & Patio Concepts

Level Property Management

MBAF (Kane & Co.)

Menath Insurance

MK House Consulting, Inc.

Mutual of Omaha Bank

Newtex Landscape, Inc.

Opus 1

Par 3 Landscape

Park Pro Playgrounds

Prime Community Management, LLC

ProTec Building Services

RPMG

Sherwin-Williams Paint Company

Showcase Landcare Services

Soleil Association Management

Sunland Asphalt

Titan Roofing LLC

Tree Solutions

TSI

US Bank

Van Duyne Law Group

Vet-Sec Protection Agency