

community interests

MAY 2019

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A WINGMAN



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WHAT OUR INDUSTRY IS TALKING ABOUT

WHAT HOMEOWNERS NEED TO KNOW

MAY 2019

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President's Message

Are You A Wingman on Our Team?



Chuck Niggemeyer, DCAL, NV Chapter BOD President, Sage Hills BOD President, CICCH Commissioner

A wingman is often referred to as: assistant, deputy, number two, vice, right-hand man/woman, or teammate. The traditional military definition of a "wingman" refers to the pattern in which fighter jets fly. There is always a lead aircraft and another which flies off the right wing of, and behind, the lead. This second pilot is called the "wingman" because he or she primarily protects the lead by "watching his back." Everyone probably knows of John Glenn, Marine Corp veteran and first American to orbit Earth. He was also a fighter pilot during the Korean War, but few people know that his wingman was Hall of Fame baseball player Ted Williams. Obviously, they were a great team.



Great teams are developed by leaders who have emotional intelligence and give their team a clear picture of the team goal. A leader who can't work with a team will in all likelihood fail! It can be hard to get a group of individuals to work together smoothly. The responsibility is not all on the leader, as those who make up the team must also want to be team players/members. A good team member provides skills and knowledge that move the team forward. Being a master of

one or a jack-of-all-trades in today's world does not bring about success if you are unable to work as part of a team. The importance of teamwork cannot be stressed enough!

Teamwork promotes harmony in the workplace and that environment promotes an atmosphere that fosters friendship and loyalty. Good teams working together, compared to one person working alone, provide efficient work and complete tasks faster due to many minds working on the same goals and objectives. Working as a team enables us to learn from one another's mistakes and learn new concepts from more experienced members.

Also, fresh ideas from new team members create more effective approaches and solutions to help accomplish the tasks at hand.

Our CAI team of homeowners, managers, and business partners led by our energetic committees, staff, and BOD encompass all the traits of good teamwork mentioned above. The CAI Nevada Chapter has the ability and the momentum to accomplish any needed task. The talent within our chapter is without limit because we are a team! Your support and commitment to our team concept make all of you great "wingmen." As Iceman said to Maverick in the movie Top Gun, "You can be my wingman anytime."

Full Throttle Ahead!

Chuck Niggemeyer, DCAL



Have your community association board members changed since last year?

Be sure to update

your board's member names, titles (President, Vice President, Treasurer, Secretary, and Board Member), and contact information to ensure your board members receive all the latest CAI member benefits!

Update today:

ONLINE at www.caionline.org

EMAIL addresschanges@caionline.org

MAIL to CAI, P.O. Box 34793, Alexandria, VA 22334-0793





What's in a Name?



Vicki Niggemeyer, DCAL, Community Interests Magazine Committee Chair

By Vicki Niggemeyer, DCAL

The name *Community Interests* says a lot! Pause for just a second and look at the cover of the magazine. (But please come right back!) Our nameplate is prominently printed at the top of the front page. According to *Looking Good in Print (Fourth Edition)* by Roger C. Parker, the nameplate of a publication "is the most noticeable feature of a newsletter [in our case magazine] and is essential for promoting identification and continuity."

For anyone picking up our magazine, it is quickly evident that we promote community wellbeing.

In 2017, April Parsons, CAI Nevada Chapter BOD President, chose "Unity in Community" as her theme. At that time, the magazine made a modification to our nameplate that enhanced the "unity" portion of our name. We have deliberately continued using the updated nameplate as it truly illustrates our organization's focus on unity within our community. No one individual makes a community; no one individual can render the skills and time to build a community. It takes a team. Everyone needs a wingman!

Greg and Donna Toussaint point us in the right direction with the lead article "**Keys to Building Community, Open the Door to Yours.**" Two other articles augment their premise with ideas for working together as volunteers and establishing good communications: "**You Want to Be a Volunteer? Why? What Do You Get Out of It?**" by Dr. Robert Rothwell and "**Communication Stumbling Blocks**" by Andrew Ringer.

One other teamwork article that is relevant to our communities comes from LAC. Sharon Bolinger sheds light on how LAC and Grassroots work together on behalf of all communities throughout our state: "**LAC Teamwork – Best Wingman Ever!**"

Everyone needs a wingman! Individual HOAs along with CAI Nevada Chapter and its committees require teamwork to operate and function effectively. My wingman on the magazine committee is Rich Salvatore. Thank you, Rich!

Are you a wingman? Do you have a wingman? Help with the heavy lifting in your own community and/or committee.

Vicki Niggemeyer, DCAL

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Keys to Building Community, Open the Door to Yours

By Greg Toussaint, DCAL, and Donna Toussaint, Advanced DCAL

Merriam-Webster has 12 different definitions of that mysterious word *Community*, but don't worry... we'll spare you 11 of them. Here's the one that best applies to our CAI Nevada community, "A unified body of people with common interests, possibly living in a particular area."

This definition could be used in reference to CAI Nevada, to the over 3,000 Common Interest Communities (CIC) throughout our state, or to any organization with which we might be affiliated.

Yeah, but that word "united" makes all the difference. The derivative "unity" comprises the largest part of the word community. Based on this definition, we don't truly have a "community" unless it unites us as people.

What is it that unites the CAI NV community, or the many CIC communities throughout Nevada? This is a question we all should ask ourselves as we assess our commitment to, and role in, our various affiliations.

Our purpose in writing this article is to examine why a sense-of-community is so important to a community's success and how we can promote a sense-of-community in organizations such as CAI or a CIC.

So, let's get started...

Why a sense of community? You may have heard a CIC board member complain about the lack of participation from their residents. "We have meetings, and no one ever shows up. They just don't care! Why should we bother spending money on social events? That's not our job. If it's so important to those lazy homeowners, they can throw their own #&@% parties and invite their neighbors. Why should we have to pay for it?"

With that kind of thinking, it's no wonder the residents in this community don't feel a connection.

Why is it that social activities are so important in a CIC? Because they offer people an opportunity to make connections, to meet people and make friends, and to become part of their community rather than just a resident. Most importantly, it turns out that is what people want most from their community. Don't believe it? Keep reading.

Not Fake News! "The Soul of the Community," a study conducted jointly by *Gallop* and the *Knight Foundation*, provides real proof of what really connects people to their communities. Over a five-year period, they interviewed 43,000 people from 26 communities across the country to determine what factors most strongly affected their attachment to their community. The results were truly surprising ... social offerings topped the list in all 26 communities. Search the web for "The Soul of the Community" to learn more.

The complaining board member mentioned above was just wrong! You can either have a bunch of houses where some people live, or you can have a community where people love where they live. Given the choice, and truly it is our choice, most people would choose the latter.

Yeah, sounds good, but how do we become a real community?

Give these ideas a try: Here's a list of things that will help us build a sense-of-community where we live:

- **Communicate:** This is such an underrated factor; communication, or the lack of it, will truly affect how people feel about their community. People really do want to know what's going on in their community. Whether it's good news or bad news, it's still news. If you don't tell the residents the bad news, you will lose their trust; and trust me, others WILL spread the bad news. Be open, tell residents what the association is doing to correct a problem and explain why it happened.

Invite people to join in all community activities and discussions of the issues facing your community. Whether it's something that happened, something you

don't want to happen, or something that is scheduled to happen - communicate it to your residents.

- **Ways to Communicate:** The most common form of communication in most CICs is a monthly newsletter. They're inexpensive and easy to put together. Signs are also a great way to remind residents of meetings and other community events. Your signs can be displayed in common areas, on access gates, and on clubhouse bulletin boards. Emails are a fast and extremely efficient way to communicate with residents. Encourage residents to register their email address with your association so they can be kept up to date on the latest news. Some CICs even provide news and alerts by an automated phone call.
- **Ways to involve residents:** The options are endless but here are some good ones. Different residents have different interests, so form special interest groups/clubs. Invite residents to join the *Morning Walkers Group*, the *Bridge Club*, the *Social Committee*, the *Travel Group*, the *See the Local Sights Group*, the *Common Area Inspection Team* or pick your own activity. Let your imagination run wild. Even if some ideas don't receive a warm reception give people some time to respond, and if they don't, try something new. Special interest groups are a great way for neighbors to meet neighbors and make friends because of the interests they share.
- **Promote social opportunities:** Actively promote all community activities that create social involvement. Don't just tell 'em what-where-and-when; tell 'em how great/fun/exciting it's going to be and why they don't want to miss out! And don't just tell 'em once. Repetition is key to people's awareness; otherwise, we wouldn't see all those ads, commercials, and pop-ups (over and over). Advertisement obviously works, but only with repetition; so be sure to communicate your message as often as you can.
- **Teamwork builds community:** Board members have a lot to do and inviting residents to volunteer can be a great way to offload some of their work.

In his excellent book entitled *Love Where You Live*, Peter Kageyama coins the term "co-creators" to describe those who offer their time and often their unique skills to make their communities better places to live. We recommend it highly to those who want to love where they live.

Appoint committees to review and make recommendations to the board on matters that don't require active involvement of the BOD. Some CICs have a financial review committee or budget committee. Committees can investigate and make recommendations to the board on things like landscape improvements, street repairs, paint



palettes, social activities, etc. Don't waste that person-power!

Volunteering also gets homeowners involved in the operation of the community and may groom them to become future board members.

When homeowners work together for a common purpose, they not only build new friendships, they build their pride and increase their attachment to the community.

John Heywood from way back in the 15th century wrote, "Many hands make light work"; it seems so simple but it's still true today. Don't be a one-woman/one-man band. Build a team, and while spreading the load build a sense of community where you live.


- **Why do people volunteer?** Well, there are all kinds of people, so the reasons are endless. For some, maybe it's a calling, others might just want to be involved with others and meet new people. Industry professionals may want to boost their business profile with residents to interest them in new products or services. Retired individuals may be looking for an opportunity to contribute to the community; something to lend purpose to their spare time. But everyone benefits in their own way.
- **You really like me!** Regardless of how selfless a volunteer may appear, they always appreciate recognition for their contributions. They want to feel that what they did is valued and appreciated. Newsletter articles should recognize those who helped make a project or event possible, even if only in small ways. And including a photo of the "team" with all their names listed makes it 10-times better. Failing to acknowledge and show appreciation for their contributions is a sure way to discourage volunteers. Annual meetings are a great opportunity to honor them... certificates, plaques,

and awards are great motivators, so to talk up recognition in your newsletter.

- **They just want to push me around!** The same joint study shows how important it is for residents to feel appreciated and respected. When dealing with residents, even in stressful situations, our advice is... ALWAYS BE REASONABLE! ALWAYS! Treat them with courtesy and respect. Show them you're trying to solve problems, not to just punish them. Listen to and truly consider their ideas.
- **How do you like me now?** It's so much easier to keep newer communities looking great than it is with older communities - because old stuff breaks more and needs more repairs.
- **But is it pretty?** Going back that Soul of the Community study, the second top-ranked category affecting people's attachment to their community was aesthetics. Residents want to live in a beautiful looking community, one they're proud to live in. They want to brag about their community and show it off to visitors. While lifestyle is important, pride is the critical factor for many.

Think about the first impression your community makes on prospective home buyers driving through. Older, less attractive communities fetch lower prices on the market. And that's really expensive ... to the homeowners.

Regardless of age, with proper maintenance and repair, any community can look even better than it did when the homes were originally purchased. Letting the community decay little-by-little isn't fair to owners who bought their homes when everything looked brand new. The association owes them the community they bought into... but maybe with bigger trees. The board actually has a duty to its members to maintain and hopefully increase the value of the community's assets.

No community of any kind is without its problems and disagreements, but how we deal with those difficulties makes all the difference. True success is only achieved when people are held together by a genuine sense-of-community. We hope that some of the ideas in this article will help you build a stronger-sense-of-community where you live and work. 



Greg Toussaint,
DCAL,
Education
Committee



Donna
Toussaint,
Advanced
DCAL, LAC
member,
Events
Committee,
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CAI NV

Landscaping Request for Proposal, Don't Mix the Apples and Oranges!

By Eddie Rodriguez

Scope of work is a clearly defined list of specific project goals, guidelines, tasks, costs, and deadlines for the performing party to achieve the end-product they are looking for.

When a scope of work is not clearly defined, you typically will receive a mixed basket of proposals with things that were never asked for leaving the board members to make decisions on proposals that are clearly not "apples for apples." Below are actual scopes with no information attached and that are not clearly defined.

Typical vague, incomplete scope of work from property managers:

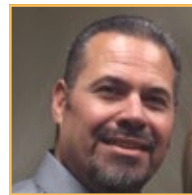
- Trim all trees on the property;
- Clear all trees from the buildings;
- Need a bid to remove trees and trim;
- Trim palms.

Tips for Scope Writing

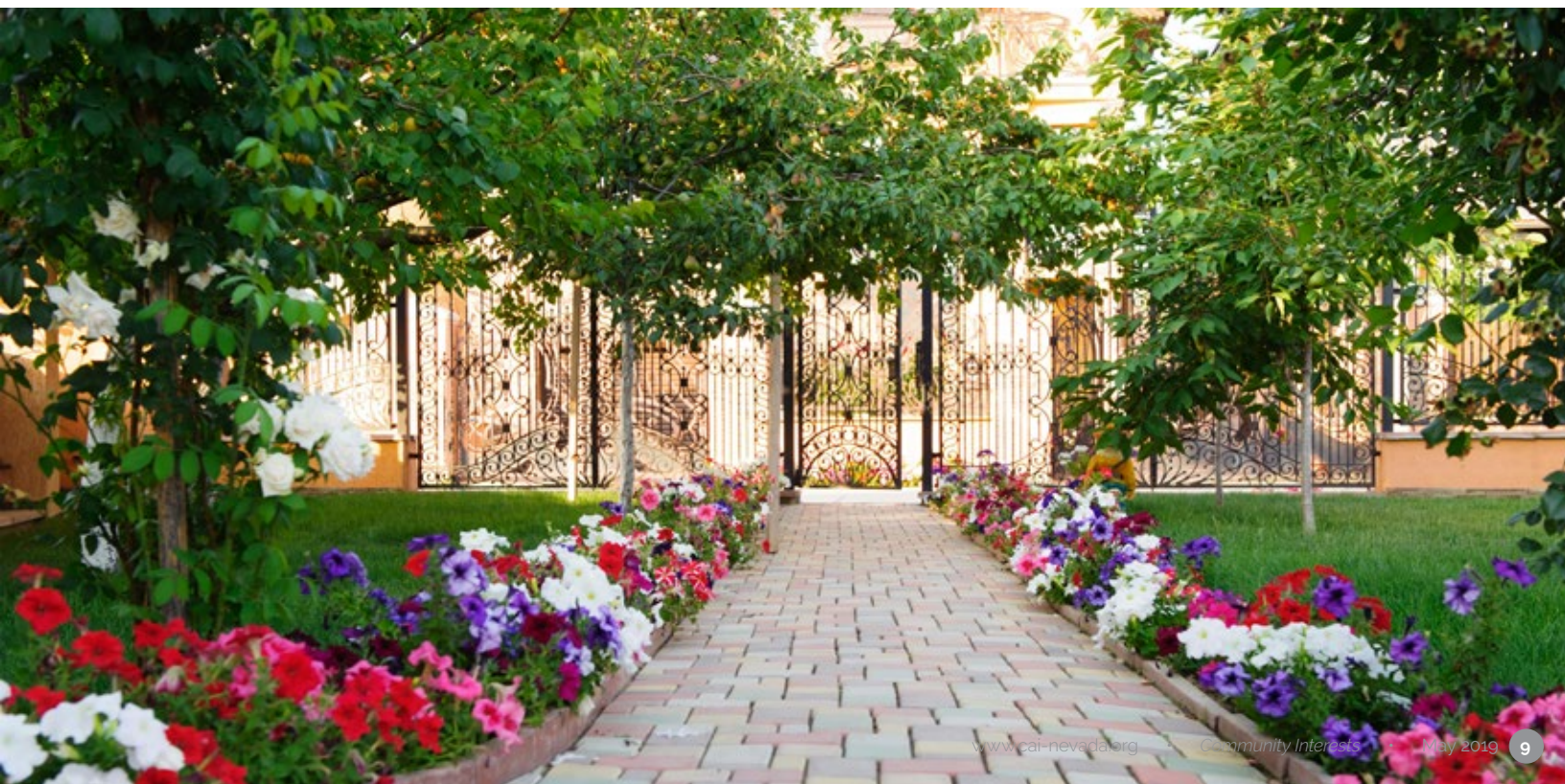
1. **Break it up** - don't scope in what you don't know, the contractor won't know either.
2. **Keep it simple** - make it easy to understand.
3. **Make assumptions** - act like this is their first time proposing, even if they already know.
4. **Put it into context** - explain what you're doing.

5. **Be specific** - set clear boundaries and guidelines with specific marks that you want them to hit, for example; how many feet of clearance from the building, grind 12 inches below the surface, trim 20 percent of all the foliage, etc.
6. **List the standards** - the contractor should know the standards of their bidding such as "ANSI A300 Pruning standards" and that it will be enforced.
7. **Qualify your vendor** - ask for copies of their insurance, certifications, and safety program to be supplied with their proposals. Without these documents, the HOA is ultimately accepting all the risk.

Make sure that you're getting apples to apples bids. This will allow for less confusion, smoother project completion, and the final product being what the customer signed on for. 🍏



Eddie Rodriguez, First Choice Tree Service





Unknown Financial Resources for Your HOA

By Catharine Lindsay

The signs at the entrance to the complex met county requirements, but with multiple streets converging at one entrance there was constant confusion over which way to turn. Even the best GPS couldn't be counted on to tell you which left lane was the right left lane to take! This wasn't just about the pizza delivery driver, or dinner guests showing up at the wrong house, it was about the ambulance taking one wrong turn and possibly arriving minutes too late.

As with most communities, budgets were tightly managed. Discussions about replacing street signs when common elements needed attention were usually short and end with a unanimous but unhappy 'no.' Or, that was the situation until homeowners discovered a neighborhood grant program offered by the city.

It is officially called The Neighborhood Partners Fund and is designed to assist with neighborhood improvement projects. The program grants up to \$5,000. Those funds must be matched by the neighborhood with a combination of cash, donated supplies, professional services, and volunteer labor.

City and county grant programs are available across the country and can help with a variety of needs from increased signage to security lights at a community gate.

The application process usually consists of preparing an outline and budget and giving a presentation on the effect the project will have on the community. It's also important to note that since most grant programs are designed to be community builders, there usually is a requirement to report the number of volunteer hours contributed by neighbors over the life of the grant.

In this case, the homeowners showed how important it was to clear up the front entry misdirection and eventually were given enough funds to purchase and install new street signs and posts. The neighborhood impact was immediate as para-transit drivers reported it was easier to find their clients address and, of course, pizza deliveries started showing up on time.

Nevada municipalities that offer this kind of funding include

www.lasvegasnevada.gov/Residents/Grants

- Youth Neighborhood Association Partnership Program
- Neighborhood Partners Fund
- Lead-Based Paint Program

www.clarkcountynv.gov/administrative-services/town-liaison/Pages/NeighborhoodGrants.aspx

- Neighborhood Grants

It's worth checking with your city council representative to find out if some form of support is available. Instead of a grant maybe it's a graffiti clean-up hotline or senior outreach series that could be used by residents in your neighborhood.

One simple call is all it takes to find out about unique resources waiting to be shared with your community. 📞

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Catharine Lindsay, Director of Operations for Investor HOA services



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: Hello Harry, There is a rumor going around our community about a homeowner who is renting his home and wants to turn it into an Airbnb. A lot of other homeowners, and I, don't want to see this happen in our community. We live in southern Nevada and have heard a lot about this on the news. I am not on the board. How can we stop this from happening? — Signed, Not In My Backyard

A: Hi NIMBY, the first thing is, have you told your board about the rumor? If the board is made aware of it ahead of time, they can prepare. Next, and very important, the board really should not act on rumors. Rumors are like the old telephone game. You tell someone something and they tell others, and so on, and by the time it goes all around, the story is totally changed.

First and foremost, NRS 116.340 prohibits transient rentals (less than 30 days) except where governing documents do not prohibit it, and almost none allow it. The other problem for short term rentals is with zoning and related restrictions. For that you must check with your city/county for such restrictions. My advice would be to contact your board and let them know what you have heard. They must check their governing documents to see what is allowed in your community. And lastly, but most importantly, the board must contact your legal representative.

Unfortunately, there is little you can do other than bring this to the attention of your board and make your opinion known. I know you want to stop it before it happens, but rumors are rumors. I hope this helps!

Q: Hi Harry. I am a board member in our community of 125 homes. At each meeting and in our monthly email newsletters we ask for volunteers for committees we want to set up. Granted, we only get five or six people at the meetings. The one we want to start is an events committee. We think that it would good to have people get together for a little R & R. The problem is, we ask at each meeting for people to sign up, but we get no takers. How can we get this started? The board cannot do it alone! — Signed; Help Wanted

A: Hello Help, This is a problem many boards face. In many homes, nowadays, people just can't find the time, with work and family. There is no easy solution to get homeowners to volunteer for anything, especially in smaller communities. Larger communities, let's say 500 or more homes, have a bigger pot to choose from.

Having good communication with your homeowners can be extremely helpful, and your monthly newsletter is a great start. The trick is to have them understand that being part of the community, and its success, comes from everyone being part of the team. Find people that would like to see some events for families to get together and have some fun. Once you find them, try approaching them and talk to them one on one. This sometimes works well, but even though you might want to, do not use the guilt trip on them. This could only turn them off even more.

Don't give up, keep plugging away! 🍷



Pull for the House.



CAI collects Pop Tabs for the Ronald McDonald House and BoxTops for Education!
Bring them to CAI for donation.



2018 Gala Awards Celebration at The Smith Center

By Judy Hanson, Advanced DCAL

Winners and losers? No, there were NO losers at the recent Nevada Chapter Community Associations Institute (CAI) Gala. Everyone who attended was a winner, whether they were nominated for an award or not. They got to enjoy a festive evening honoring the "Best of the Best" in our chapter along with past CAI Nevada president, Adam Clarkson.

The event did not disappoint, except to a select few of those in attendance. Who were those few? Every year there are a few nominees who feel that it is always the same person who wins over and over. In some respects, this is true, but there is a reason. The reason centers around involvement and commitment. If all you do is attend some luncheons/quarterly breakfasts and an occasional class, you probably won't ever be an award winner. However, if you are truly committed to the goals and success of CAI and what it stands for, then you must commit to being on committees and doing more than showing up for the luncheon when the speaker is one you want to hear, or if you are attending for the one-hour CE educational credit that was introduced last year.

Two years ago, the Gala Awards Committee began revising how the categories were judged and assigned points to such things as attendance at luncheons and classes,

participating in bowling, the golf tournament, or attending CA Day. And, during 2018, the committee tweaked the point assignments to make them more uniform. Below is a summary of those points.

- Did your company receive this award last year? If so, a deduction of 25 points results.
- For some categories that only require the writing of an essay, 100 points may be awarded. In that case, you could receive only 75 points if your essay was a winner, but you lost the 25 points for receiving this award in the past.
- If you serve on a committee or committees or were a chair or vice-chair, you can earn up to 12 points for attending the meetings, but you needed to attend 75 percent of the meetings during the course of the

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- If you contributed to the Nevada CAI chapter magazine, you could also earn points. We offered three points per submission up to a maximum of 15 total points.
- For most of the nominations, there were the essays, divided into two parts: A, enhancing the lifestyle of the residents in your community, and B, the details of how you were involved in CAI activities. The A category could earn you 25 points, B up to 15 points.

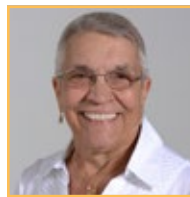
As you can see from the above list, **the answer is involvement and commitment.**

So, if you came away from the night feeling that you should have won and didn't, you now know the reason. The solution is to join a committee, write articles, attend social events along with luncheons, and participate on some level. Perhaps next year you will have earned enough points to be that winner!

Good Luck in 2019! 🍀

year. And the title of chair or vice-chair had additional points associated with them.

- Did you attend a manager's breakfast in the north or monthly luncheons in the south? If so, you could earn two points per each of these up to a maximum of six points.



Judith Hanson, Adv DCAL, CAI Board of Directors, Homeowners Leadership Council CAI, Aliante Master Assoc., Treasurer and the Fields at Aliante, President.



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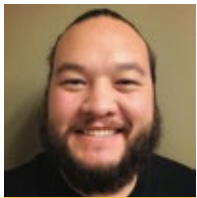




Gaining Altitude:

CMCA

By Ryan Bossman, CMCA



Ryan Bossman,
CMCA, Epic
Association
Management

The ESSENTIAL credential. Of all the designations in our industry the most common and yet the most essential is that of the **Certified Manager of Community Associations (CMCA)**. The CMCA designation is the building block of our industry. It is the only international certification program designed exclusively for managers of homeowners associations, condominium associations, and cooperatives. A CMCA exemplifies the fundamental knowledge and understanding required to manage community associations. Through personal experience and continued education, this designation recognizes individuals as someone who is a committed professional and who homeowners, board members, as well as management companies can have confidence in employing to manage their associations.

So what does it take? The CMCA designation is a three-step process.

The first step is to complete and/or provide one of the following options. Option 1, education: complete and pass one prerequisite course on community association management administered by the Community Association Managers International Certification Board (CAMICB). The most common of which is the Community Associations Institute's (CAI) M-100, the Essentials of Community Association Management. Consider it a crash course in all aspects of managing a homeowners association. From budgets and funding reserves to ethics and insurance programs. The M-100 is a comprehensive overview of all the things you will encounter in the management of community associations. Option 2, experience: demonstrate your experience in the industry by having at least five years' experience as a community association manager (CAM). Option 3, license or credential: the last option would be to provide licenses or credentials of your experience in the industry by holding an active Arizona CAAM, California CCAM, Florida CAM, or Nevada CAM.

The second step. Once one of the above-mentioned options have been completed, then you can complete and submit the online application for the CMCA examination through the CAMICB.

The third and final step is to successfully pass the CMCA examination. The examination is developed by the CAMICB and is a comprehensive test on a wide range of knowledge and practices in community association management. The examination is constantly evolving to reflect the best practices, functional areas of responsibilities, and the specific tasks performed by community association managers in the management of associations as they constantly change in our industry. This evolution not only benefits managers to have a current understanding of the management of associations but it is also a reassurance to homeowners, board members, etc. that your managers are aware of the most current practices, laws, etc. impacting our industry.

Though these three steps might be all it takes to earn the CMCA designation, the job isn't finished there. CMCA's have the responsibility to continue to stay informed about current community association issues by continuing to obtain education and actively contributing to their professional development in the industry. Become CMCA certified and show how your achievements can benefit your associations.

For more information on becoming CMCA Certified please visit - <https://www.camicb.org/>

2018 Awards Gala Gallery



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Flying High with CAI at the March 29, 2019 Annual Awards Gala celebrating accomplishments and honoring nominees during 2018. The annual event was held once again at The Smith Center, four hundred attendees gathered to honor the Awards Gala winners.

2018 Northern Nevada Outstanding Small Association of the Year
Woodchase Condominiums Homeowners Association

2018 Northern Nevada Outstanding Large Association of the Year
Arrowcreek Homeowners Association

2018 Southern Nevada Outstanding Small Association of the Year
Kensington at Providence Homeowners Association

2018 Southern Nevada Outstanding Large Association of the Year
Sun City Aliante Community Association

2018 Outstanding High-rise Association of the Year
Panorama Towers Condominium Unit Owners' Association, Inc.

2018 Outstanding Master Association of the Year
Green Valley Ranch Master Association

2018 Northern Nevada Portfolio Manager of the Year
Tonya Bates, CMCA, AMS, PCAM

2018 Southern Nevada Portfolio Manager of the Year
Alise Elwood

2018 Northern Nevada On-site Manager of the Year
Judee Southard

2018 Southern Nevada On-site Manager of the Year
Sharon Bolinger, CMCA, AMS, PCAM

2018 CMCA Manager of the Year
David Vineyard, CMCA

2018 AMS Manager of the Year
Julie Nagy, CMCA, AMS

2018 PCAM Manager of the Year
Cary Brackett, CMCA, AMS, PCAM

2018 Northern Nevada Association Board Member of the Year
Deanna Lee

2018 Southern Nevada Association Board Member of the Year
Dennis Kariger, Advanced DCAL

2018 Community Interests Magazine Article of the Year
"It's All About the Law"
Matthew Grode, Esq. & Victor Luke, Esq.

2018 Ambassador of the Year
Garrett Roberts, CMCA, AMS

2018 Rising Star Award
Ashton Kendrick

2018 Golden Star Award
Sharon Bolinger, CMCA, AMS, PCAM

2018 Outstanding Small Management Company of the Year
Opus 1 Community Management, LLC

2018 Outstanding Large Management Company of the Year
Complete Association Management Company, LLC

2018 Award of Excellence DCAL
Robert Rothwell, Ph.D

2018 Award of Excellence Business Partner
Ken Carteron, NVEBP
Seacoast Commerce Bank

2018 Award of Excellence Volunteer of the Year
Cheri Mrowicki
2018 Awards Gala Chair







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LAC Teamwork – Best Wingman Ever!

By Sharon Bolinger, SCM, CMCA, AMS, PCAM

I have been a manager member of CAI Nevada Chapter LAC (Legislative Action Committee) for some time now and let me tell you – when it comes to TEAMWORK, LAC is the best wingman ever! This is especially important during our current 2019 legislative session. During each legislative session, dozens of bills are introduced that can directly affect HOA neighborhoods – some in a positive way, others that could hurt associations.

LAC members are assigned to four different teams to handle the legislative session with each team having at least one attorney, one manager, and one homeowner leader. Each team is assigned a proposed bill dealing with common interest communities as they become available to review, discuss, and provide a recommendation on what position LAC should take on the bill: support, oppose, or remain neutral, and why. Teams rely heavily on written communication as most of the time half of the team is in the North and the other half is in the South and time is of the essence.

Garrett Gordon, our all-star CAI LAC/HOA lobbyist, is definitely the captain on our legislative session adventure with LAC being the wingman to ensure optimal altitude of support regarding proposed HOA/CIC bills. Every week of the legislative session, Garrett and LAC work in collaboration via conference calls and written communication with the end result being effective teamwork.

LAC is a national organization affiliated with the Nevada Chapter Community Associations Institute (CAI) serving HOA/CICs over the entire state. This year LAC members are working with the CAI Events Committee to sell raffle tickets for LAC donations at the CAI luncheons; this is a win-win as LAC gets half the donation money raised and the lucky raffle ticket winner gets the other half. LAC is always in need of donations and uses the many communication and promotional outlets available through our CAI Nevada Chapter – we continue to work together soaring to new heights!

With our LAC Lobbyist piloting our legislative session adventure, the all-important passengers that LAC serves and works closely with is the Grassroots Initiative – members are homeowners that have the power of the vote and the ear of the legislators. LAC promotes and provides opportunities for individual homeowners to get involved through its Grassroots Initiative media-arm. The Grassroots Initiative delivers a unified message to legislators from homeowners. LAC makes it simple by providing the Grassroots Initiative with the language of the uniformed message. LAC will promote and support positive HOA bills and gather the team (LAC, Grassroots, CAI, and LAC/HOA Lobbyist) to do what it takes to defeat harmful HOA bills.

Everyone needs a voice in government. Together, LAC and CAI Grassroots Initiative provide that voice.

There is still time to join our exclusive Grassroots Initiative club; just contact us and provide your email address. **Go to the CAI Nevada website: www.cai-nevada.org and click on the Advocacy Tab; or, send an email to chucksaleo@cox.net.** Once you sign up, you can easily participate and let your voice be heard from your home computer. As I stated above – everyone needs a voice in government so come join our team with Garrett Gordon, Esq., as your pilot and LAC as your wingman – together, we will be flying high with CAI! 🇺🇸



Sharon Bolinger, CMCA, AMS, PCAM, Red Rock Country Club Homeowner's Association



The Truth About Lender Questionnaires

By J. Bradd Greene

For years the mortgage industry has been demanding that *their* form be completed "**or the loan won't be approved!**" Be careful when answering those questionnaires lenders send over when they're evaluating whether to approve a potential buyer's loan. Be especially cautious when using pre-printed or pre-filled forms because it is impossible to answer the hundreds of unique questions with accurate information.

After attending law seminars and having discussions with management company owners and attorneys from coast to coast, here are some compelling points for NOT completing bank or lender-specific forms.

1) Lender Questionnaires are written in favor of the lender.

- a. Designed to shift the liability to the association or person completing the form.

2) There is no legal obligation to complete.

- a. There has been no known evidence of any statute/code/law in any state that requires any party to complete a lender questionnaire/HOA Certificate/Condo Certificate, etc.
- b. All attorneys that we consulted had no knowledge of any legal obligation.

3) Lender Questionnaires are for the purchaser who is NOT a member of the association and to which the association or its management company has NO obligation.

- a. Providing privileged association information to the lender or buyer could be a violation. (reference #4 and 8)

4) Potential violations:

- a. Legal obligation to HOA (fiduciary);
- b. Contractual obligation to HOA;
- c. Confidentiality.

5) Many questions are impossible to answer such as:

- a. Number of homes: rentals/second home/owner occupied/investor owner;
- b. Foreclosure or deed-in-lieu... requires single "yes" or "no" because they are different and each may require a different answer;
- c. Are reserves adequately funded? ... Describe adequate (opinions).

6) There is no way to automate answering these questions for multiple (5,000) forms. The wording of these questions can easily be misread or misunderstood.

7) Consider that "standard" (Fannie Mae) forms may require 50 hours for an attorney to complete due to the research required. i.e.: "Is the property subject to future phasing or annexation?"

8) Approval should be made by BOD, attorney, and seller prior to providing each form to the buyer or lender.

9) Insurance opinions and coverage questions should always be answered by the insurance company (managers are NOT licensed to discuss or determine insurance coverage).

10) Special assessments "contemplated" is a future guess.

11) How does "first right of refusal" materially affect lenders? – this is a legal opinion.

12) Zoning (legal opinion).



13) **Many of the questions** can be answered by the documents required in Resale Disclosure Packages (see your state laws). This is one reason **NRS 116.4109** states that sellers must provide this information to the buyer. Once received, the buyer can give the information and governing documents to their lender.

The loan officer will have all of the information about the association available to them.

14) **FHA Loan Percentage** - Associations and management companies have no reason or responsibility to track/record this information. This is NOT something that should be answered by them.

You may still be wondering "What's the big deal?" Or you are thinking I don't want to hear the complaints from lenders. Think about another event similar to the 2008 "bubble burst." Where will the lenders look to defend their credit decision?

There are many management companies that are **NOT** filling out bank-specific forms and the loans are still being approved.

Much of the information for this article was gathered through confidential discussions with attorneys, however, here are a few public sources (referenced below).

*1 How to Answer Lender Affidavits and Questionnaires: http://bit.ly/howtoanswer_lq

*2 Lender Affidavit Letter: http://bit.ly/lender_letter

*3 HOA Boards: Beware Lenders' Questionnaires <https://www.hoaleader.com/public/819print.cfm>

*4 Think Hard Before Answering Lenders' Questions: <http://bit.ly/B4answeringLQ>

*5 FAQ from California: http://bit.ly/CA_FAQ_LQ



J. Bradd Greene, is the CEO of Get Docs Now, LLC

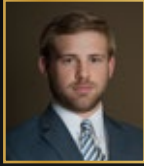
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Communication Stumbling Blocks

By Andrew Ringer, CMCA, AMS

The world we live in is fueled by nonstop legal matters. This is true in all kinds of industries, e.g., medical, manufacturing, sports, government, and, yes, our beloved HOA industry.

If a surgeon makes a mistake during surgery, he exposes himself to potential lawsuits and loss of credentials. If a product turns out to be defective and injures someone, the manufacturer opens itself up to legal jeopardy. In sports, players sometimes go to arbitration over contractual disputes with their teams.

In the HOA industry, it seems as though people go out of their way to file complaints and lawsuits and cause headaches for everyone with whom they are involved. This is specifically why management companies, managers, homeowners, boards, and vendors should focus on working as a team and communicate in an effective, nonabrasive manner.

While there is no way to guarantee results, effective communication does guarantee that the risk of problems will be reduced. I'm often puzzled by why so many people in the HOA industry have difficulty communicating

effectively. Worse, they do not seem to put forth the effort, or demonstrate the desire, to do so.

Running an association is similar to being part of a sports team in that it consists of a number of individuals coming together to achieve one common goal. In the case of an association, the goal is to preserve, maintain, and enhance the community in which they live. It is therefore vital that all parties have a seamless stream of communication.

Some of the most essential ingredients of effective communication are clear and concise reading and writing, as well as double checking, and even triple-checking, one's writing — including in *emails and texts*. One incorrect word or poorly constructed sentence can confuse the recipient and delay the task at hand.

More often than not, community managers perform many aspects of their jobs at the computer, primarily in email. Because it's difficult to convey tone, inflection, or context in an email, it's easy for someone to misinterpret content. In addition, it's good to remember that long email strings lead to frustration, delays, and arguments.

Thus, emails have the potential to bring about considerable infighting among HOA board members. For example, if a vendor reaches out to a manager and wants to give the board of directors a presentation regarding new lighting throughout the association, it's the manager's job to arrange a meeting between the vendor and the board. The first step toward this end is for the members to communicate with one another by phone and agree on a time, date, and place for the manager to schedule.

Another prime example of poor communication is the relationship between residents and the association's board. It's important to remember that residents elect the officials they want to serve on the board of directors because they don't want to be board members themselves. They put these officials in place so they can make decisions on their behalf, decisions that are in the best interests of the residents.

One association's board served its landscaper a 30-day termination notice, then hired a new landscaping company. In conjunction with hiring the new company, the board passed a motion to have several trees removed that were causing buildings to crack throughout the association. This decision resulted in many homeowners submitting complaints to the management company that

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trees were being destroyed by an unprofessional landscape company.

It's the HOA, not the residents, that own the trees in the common areas. That being the case, the best communication approach is not to direct a complaint to the management company, but, rather, to wait for the next board meeting and speak directly to the board. The board can then explain its rationale for the decision to hire a new landscaper to cut down trees.

Unfortunately, rather than following this approach, the residents in this example retaliated by removing the red tape that the landscapers had placed around the trees, which were markings notating the trees to be removed. This action by the residents further delayed the project and made the landscaper question if he really wanted to provide services to an association whose residents behaved in such a manner.

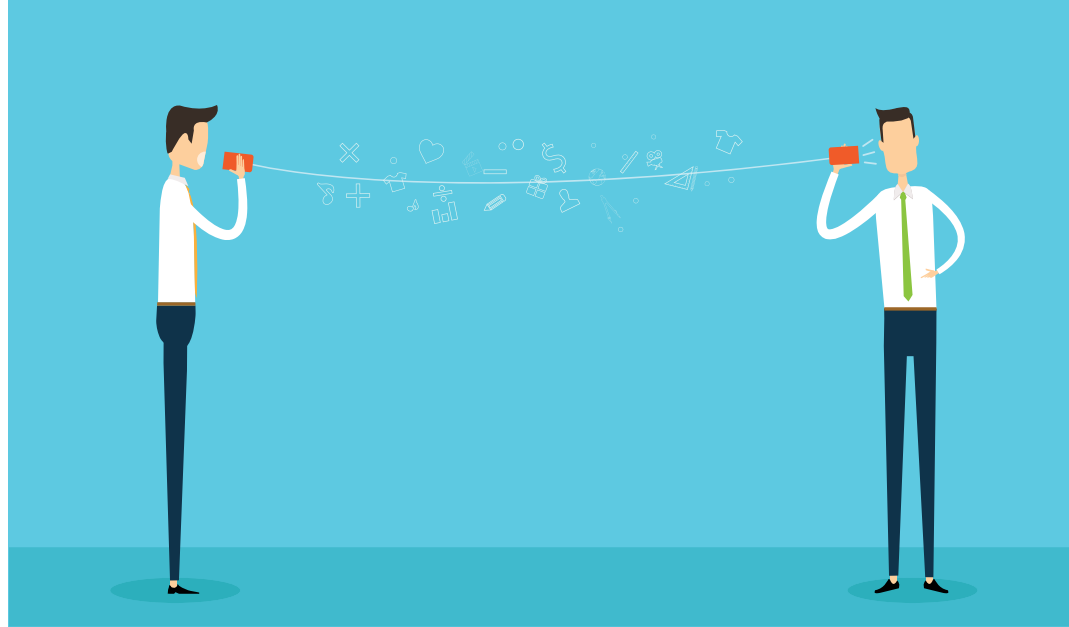
It can't be repeated often enough: The manager and management company are simply agents acting on behalf of the board of directors. If homeowners do not like the board's decisions, they should go to the ombudsman's office and file a complaint against the board rather than getting into an argument with the management firm.

One way that complaints can be reduced, and a sense of community achieved, is for residents to simply take the time to thoroughly read and reread every notice they receive. Items such as annual meeting notices, elections, financial health of their association, community governance, rules and regulations, and association records are paper trails that should be important to everyone.

Homeowners should get to know their manager, management company, and board so they are kept abreast of the day-to-day operations of the community. When it comes to communicating with managers and board members, homeowners should be persistent by utilizing email, phone, and even snail mail when necessary.

If a homeowner calls the manager, and the manager is not available, he should leave word. If he still does not get a return call, he should send an email. Then, as a final resort, a letter to the management company is in order.

A great way for a board of directors to achieve a sense of community is by demonstrating empathy for its members. As an example, a homeowner who commits a violation initially should be sent a friendly violation letter, then, if necessary, followed by a regular violation letter. If the homeowner still does not respond, they should be called to a hearing before the board.

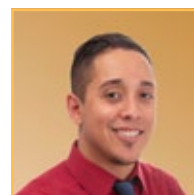


Suppose that at the hearing the homeowner states that they sustained a back injury and have been in and out of the hospital for a couple of weeks. Further, they explain that as a result they have not had time to keep track of their mail. Additionally, because of their financial challenges (e.g., medical bills), they could not afford to hire someone to remove the weeds from their yard.

In a case like this, the board should show empathy toward the homeowner rather than ruling with an iron fist and immediately imposing a fine. Perhaps a compromise can provide for a 30-day extension giving the homeowner time to get back on their feet, both physically and financially. They would then have to remove the weeds in accordance with the extension. By handling the matter in this way, the board gets what it wants, property values are protected, and the homeowner feels cared about and heard.

In closing, I believe it is paramount for the board of directors, association manager, homeowners, and vendors to understand their respective roles and make a genuine effort to work together. It's also important to remember CAI's principles for community association success to ensure that the collective rights and interests of homeowners are respected and preserved.

In summation, association leaders and residents should be reasonable, flexible, and open to the possibility — and benefits — of compromise, specifically when faced with divergent views. If everyone adheres to these principles, a sense of community and teamwork is more likely to be achieved. 🌐



Andrew Ringer, CMCA, AMS, Ideal Community Management



You Want to Be a Volunteer? Why?

What Do You Get Out of It?

By Robert Rothwell, Ph.D., C.P., Advanced DCAL

I'm sure we've all heard this many times in one way or another. Times have changed since the days of JFK, when volunteering was a regular thing for everyone to do! Rather than dwell on the past, let's ask some pointed questions.

What is a community volunteer? The dictionary definition is "someone who works for a community primarily because he/she chooses to do so." The word comes from Latin and can be translated as "will" (as in doing something from our own free will). Many people volunteer in a large non-profit organization, while others prefer to serve less formally, either individually or as part of a small group. A volunteer does not get paid or receive compensation for services rendered. Volunteering comes in many forms: serving food at the local homeless shelter; providing professional support to a non-profit organization; acting in a leadership capacity on a non-profit organization's Board of Directors, etc.

What is it that makes people want to volunteer? Naturally, there are those people who want to do something good for others. Some even want to do something good for

themselves, like build their resume or meet new and interesting people. Some, when they were young, received help from volunteers and now want to give back to others to complete the circle of giving.

I have another theory. Volunteerism may be hereditary. I believe I caught it at an early age from my own parents who were influenced by JFK. How else can we explain a family of compulsive volunteers? Everyone in my family has found multiple causes and many ways in which to contribute — both to national and local programs. We thrive on it! In fact, there is a lot of cross-volunteering (if there is such a word) when my sister gets involved in a cause, and, naturally, I want to help her. When I'm involved in an event or cause, my family is also there as volunteers to support me.

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Even more than a learned behavior, volunteerism just may be addictive! It is possible to get such a “high” from volunteering for an event or cause that one immediately is on the lookout for the next opportunity to regain that wonderful feeling of euphoria and satisfaction that results from the hard work?

Use your creativity! Search out interesting and creative opportunities where you can put your skills and energy to work as a volunteer. Search out those opportunities where you can involve your children — or provide role models to other children. Most volunteer activities do not require specialized skills, so much as they require a positive attitude, a willingness to learn, a touch of creativity, a bit of flexibility, and the ability to find joy in helping others.

Volunteer opportunities are available to fill an hour, or days, or weeks. It’s up to you to find one that fits your time availability and fulfills your interests. The opportunity is waiting there for you ... and when you find it, you’ll be glad you did. 

But can volunteerism also be a learned behavior? I think so! As adults — whether parents or not — we can be role models, to both our own children and those children in the community, just by being active volunteers. By showing the personal satisfaction, challenge, and fun that come along with using skills and free time to help benefit others, I convey to my own children that volunteering is **adding another dimension** to my life, not consuming my energies and resources.



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

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Building Envelope Cleaning, Maintenance, and Repair of High Rise Residences

By Stanley Monsef, Ph.D.

High-rise condominiums have become an important component of the Las Vegas residential market, and demand for high-rise managers continues.

While managing a high-rise condominium is exciting and prestigious, it requires qualified management and maintenance personnel with proper knowledge and training in several areas. In particular, where the buildings have been designed and built prior to the year 2000 and consist of a concrete or masonry building system, preservative maintenance of the building envelope is an integral part of the building management.

The building envelope purpose is to provide protection from exterior elements including wind, rain, moisture, air, and temperature. Failures to any components of a high-rise building can result in costly damage and deterioration.

A proactive building envelope maintenance program involving façade cleaning, preservation, restoration, upgrades of building exterior (including windows and doors), structural frame, siding and handrails, and plaza decks and balconies must be periodically evaluated to ensure structural integrity and weather tightness.

Since many of these projects take place concurrently under occupied conditions, a thorough review of essential components that comprise the building, including roofs, wall systems, structural frames, windows, and doors must be made. Furthermore, for each maintenance and repair project, a site-specific safety plan including signage, safety barriers, and communication to inform the public about work schedules and construction zones needs to be implemented.

Building envelope maintenance and repair falls under three categories:

- Concrete Building System;
- Masonry Building System;
- Cladding and Curtainwall System,

Concrete Building System has problems that are extremely diverse in nature. Hence, developing effective repair strategies require the fundamental understanding of what causes the undesirable behavior. A variety of factors can influence concrete behavior, including, design, high winds, seismic forces, and environmental conditions.

Waterproofing and protection of exterior surface include expansion joints, caulking and sealants, coatings and membranes, water repellents, repair and replacement

of doors and windows, and cathodes protection. Proper concrete maintenance and repair requires the services of qualified contractors familiar with high-rise buildings, complemented by an installation technique and strategy that best suite each individual structure.

Masonry Building System can be compromised by factors such as deteriorated mortar joints and cracked bricks. These problems are generally caused by stress buildup in masonry façade and behind the masonry walls.


Repair techniques include re-pointing of deteriorated mortar joints, removal and replacement of cracked bricks, installation of expansion joints, and washing and cleaning of masonry façade.

Cladding and Curtain Wall System can be unique combinations of metal, glass, stone, concrete, veneer, and composite materials. Problems in this type of building system typically result from fatigue, high winds, earthquake, and improper installation.

Waterproofing and protection of cladding and curtain wall systems include sealant and glazing, flashing, metal connection, corrosion prevention, and control and leak investigation.

Building envelope maintenance and repair employ a variety of equipment, including:

- Swing stages;
- Powered davits;
- Roof-car and platforms;
- Rolling scaffolds;
- High reach cranes;
- Mast climbers; and,
- Pipe scaffoldings.

Access to the repair area is made from the roof, through the building or from the ground. Depending on the method used for access to the repair area, the selection must focus on structural and public safety, budget, environmental conditions, and specific project requirements. 



Stanley Monsef, Ph.D., President, Mercury Consultants

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Southern Nevada

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CAI Nevada Las Vegas Luncheon

"Community Teamwork - Accredited RFPs" – Greg Kerr Speaker

May 14, 2019 at 11:25 a.m. – 1:00 p.m.

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CAI Nevada Las Vegas Homeowner Class, DCAL

"Rules Creation & Enforcement"

May 18, 2019 at 9:00 a.m. – 12:00 p.m.

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"Board Meetings, Member Meetings, and Elections"

May 21, 2019 at 9:00 a.m. to 12:00 p.m.

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June

CAI Nevada Las Vegas Luncheon

"Ten Simple Writing Tips to Make You Look Like a Pro"

June 11, 2019 at 11:25 a.m. to 1:00 p.m.

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1 Hour C.E. Credit

CAI Nevada Las Vegas Homeowner Class, Advanced DCAL

"Advanced Ethical Dilemmas"

June 22, 2019 at 9:00 a.m. – 12:00 p.m.

Providence

CAI Nevada Las Vegas Managers Class

"Bidding & Contracting in a CIC"

"Water Damage 101"

June 25, 2019 at 9:00 a.m. to 12:00 p.m.

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Northern Nevada

May

CAI Nevada Reno Homeowner Class

Ask the Experts Roundtable

May 23 at 1:00 p.m.

Peppermill Hotel, White Orchid Room

CAI Nevada Reno Managers Class

"Declarant Reserve Account Underfunding"

"Bankruptcy 101"

May 23, 2019 at 9:00 a.m. – 11:00 a.m.

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June

CAI Nevada Reno Managers Class

"Lewd Acts, Controlled Substances and Rock & Roll, Lifestyles in Community Associations"

June 20, 2019 at 9:00 a.m. – 12:00 p.m.

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CAI Nevada Reno Homeowner Class

"Meetings & Elections DCAL"

June 20, 2019 at 1:00 p.m.

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Eugene Burger Management Corp.

PLATINUM

Nevada Association Services, Inc.

Wolf Rifkin Shapiro Schulman Rabkin, LLP

PALLADIUM

Epic Association Management

HOA Lawyers Group, LLC

Leach Kern Gruchow Anderson Song

McKelleb Carpenter Hazlewood

Taylor Association Management

Unforgettable Coatings, Inc.

GOLD

Absolute Collection Services, LLC

Alliance Association Bank

Amaya Roofing & Waterproofing, Inc.

Bainbridge, Little & Co, CPAs, LLP

BELFOR Property Restoration

CCMC

Fencing Specialists, Inc.

FirstService Residential

NFP Property & Casualty Services, LLC

Opus 1 Community Management, LLC

PLATINUM SECURITY, Inc.

Prime Community Management

Seacoast Commerce Bank

SOLitude Lake Management

The Management Trust

SILVER

Above & Beyond Restoration, LLC

Angius & Terry, LLP

Associa Nevada South

Associa Sierra North

Association Reserves - Nevada

Balsiger Insurance Agency

BrightView Landscape Services

Browning Reserve Group

CAMCO Homeowners Association

Management

CAU - Community Association

Underwriters of America, Inc.

CertaPro Painters of Southern Nevada

Chen Accounting Group

City National Bank

Complex Solutions Ltd.

Crown Landscape & Pest Control

EmpireWorks Reconstruction and Painting

Equip Fitness

First Choice Tree Service

Geo Reserves

Gothic Landscape Maintenance

Integrated Landscape Maintenance LLC

Level Community Management

MBAF, CPAs & Advisors Condominium and
Association Division

Menath Insurance

MK House Consulting, Inc.

Mutual of Omaha Bank

Newtex Landscape, Inc.

Ovist & Howard, CPA's

Pacific Western Bank

Par 3 Landscape Management

Park Pro Playgrounds

Pro Tec Building Services

RPMG

Sherwin-Williams Company

Showcase Landcare Services

Soleil Association Management

Sunland Asphalt

Titan Roofing, LLC

Total Patio Accessories

Tree Solutions

US Bank HOA Division

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