

Community Interests

WHAT YOUR INDUSTRY IS TALKING ABOUT ... WHAT HOMEOWNERS NEED TO KNOW



WELCOME

to the Somersett Reno Nevada

Farmer's Market





SOUTHERN NEVADA WATER AUTHORITY. VISIT SNWA.COM OR CALL 702-862-3400 FOR MORE INFORMATION.

Declare Your (Water) Independence with a New, Efficient Landscape

by the Southern Nevada Water Authority

This summer, you can declare your independence from high water bills by replacing your existing landscape with a fireworks show of flowers, trees and shrubs that are not only lush and colorful, but also use a fraction of the water consumed by a traditional lawn.

The Southern Nevada Water Authority's (SNWA) Water Smart Landscapes Rebate program offers qualifying residential property owners \$1.25 per square foot of grass converted to water-smart landscaping. (The rebates are applicable up to up to the first 5,000 square feet converted per property, per year; beyond the first 5,000 feet, SNWA will provide a rebate of \$1 per square foot.)

If you think a water efficient landscape consists mostly of cactus and rocks, then check out the




photos of winning gardens in the SNWA's annual Landscape Awards competition at snwa.com. These landscapes can serve as helpful examples and inspirations for your own garden. Who knows—next year, the winner might be you!

Among other useful tools, the SNWA website also features interactive landscape galleries and sample designs with suggested plantings suitable for entertaining, pool areas, and for families with small children.

You also can check out the incredible variety of water smart plants on display at the Springs Preserve. There, you can stroll through the garden to see colorful, low-water use plants that thrive in our desert environment. You also can check out a water smart home and talk to onsite gardeners for more tips and ideas for declaring your water independence.

Find more information about the Gardens and other Springs Preserve amenities and special events at springspreserve.org. ●


THE LAW OFFICES OF
WRSS&R
 Wolf, Rifkin, Shapiro, Schulman & Rabkin LLP



REPRESENTING COMMUNITY ASSOCIATIONS & PROPERTY MANAGEMENT IN
ALL AREAS OF REAL ESTATE LAW

- Drafting and enforcement of bylaws and CC&RS
- General litigation, including mediation and arbitration of disputes with owners
- Construction defect litigation
- Insurance bad faith litigation
- Providing general business advice to homeowners associations
- Landlord tenant
- Commercial property management

3556 E. Russell Rd. #200 · Las Vegas, NV 89120
 PH 702.341.5200 · FX 702.341.5300
www.wrslawyers.com



Community Interests

THE MAGAZINE FOR COMMON INTEREST COMMUNITIES

JULY 2013

Magazine Committee

Andrea Chestnut, DCAL, *Chair*
Melissa Bott, CMCA, AMS, PCAM
Christian Diamandis CMCA, CM
Deborah Iossa, CMCA, AMS
Vicky Parris, PCAM, CM, CMCA
Jeff Pope, CAM
Melissa Ramsey, AMS, CMCA, CPO
Robert Rothwell, PhD., DCAL
Travis Saunders
Jayme Vines, SCM
Judith Hanson, DCAL*

*CAI Board Member Liaison

Design and Layout

44print • www.44print.com

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 info@cai-nevada.org.

Magazine Deadline

Community Interests' deadline for advertising or editorial submissions is the 5th of every month to be included in the following month's magazine.

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. The publisher retains the right to edit articles to conform to content and space requirements. Authors are to be clearly identified in each article and the author is responsible for developing the logic of their expressed opinions and for the authenticity of all presented facts in articles. Opinions expressed in *Community Interests* are not necessarily the opinions of CAI, CAI of Nevada, its board members or its staff. Authors are solely 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 \$300/year for members or \$473/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 5th of each month prior to publication. 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.

Chapter President

Donna Toussaint, DCAL, CAVL..... 702-240-5994

President Elect

Norm Rosensteel, CMCA, AMS, PCAM.. 775-225-9022

Vice President

Paul P. Terry, Jr., Esq..... 702-990-2017

Treasurer

Mindy Martinez, DCAL, CIRMS..... 702-284-7911

Secretary

Patricia Taylor, CMCA..... 702-736-9450

Directors

Tiffany Dessaints, CM, CMCA, AMS, PCAM.. 702-795-3344
James Gibson
Judith Hanson, DCAL 702-374-4956
Steve Vitali, AMS, PCAM 702-835-6904

2013 Committees

Awards Gala

Barbara Westhoff, CIRMS *Chair*
Sunny Wilcoxon *Co-Chair*

CA Day

Ken Coats *Chair*

Community Outreach

Wendy Whaley, DCAL *Chair*
Eric Theros *Co-Chair*

Education

Katherine Wolfe, CMCA, AMS, PCAM, DCAL *Chair*
Anne Calarco, CMCA, AMS, PCAM, DCAL *Chair*

NN Education

Valerie Hand, CMCA *Chair*
Tonya Bates, CMCA, AMS, PCAM *Co-Chair*

Education Development Sub Committee

Karla Pearson-Call, CMCA, AMS, PCAM *Chair*

Golf

Raynie White *Chair*
Jill Weiner, SCM *Co-Chair*

Grass Roots

Pat Taylor, CMCA *Chair*
Kendal Abbott, CMCA, AMS *Co-Chair*

Magazine

Andrea Chestnut, DCAL *Chair*

Membership

Andrea Behrens, DCAL *Chair*
Tonya Gale, CM *Co-Chair*

NN Committee

Lorrie Olson, PCAM *Chair*
Beckie Richter *Co-Chair*

NN Golf

Ron Wright *Chair*

Programs

Kim Piscione *Chair*
Sharon Bolinger, CMCA, AMS, PCAM *Co-Chair*

Social Committee

Corey Clapper, CMCA, AMS *Chair*
Alicia Syverson *Co-Chair*

Toastmasters

Chuck Balacy *Chair*

CAI Nevada Contact Information

Mary Rendina, *Executive Director*
Christina Snow, *Communications Manager*
Katie Rendina, *Administrative Assistant*

9171 W. Flamingo Road, Suite 100
Las Vegas, NV 89147
Phone: 702-648-8408
Fax: 702-240-9690
info@cai-nevada.org
www.cai-nevada.org

Columns

- 4 President's Message
- 5 Chapter Commentary
- 5 In this Issue

Departments

- 11 CAI Nevada Chapter Members' Brag Page
- 12 Upcoming Events
- 16 Ask the Expert
- 17 Northern Nevada Bowling Gallery
- 24 Just for Laughs

Articles

- 6 There's nothing better than ... FRESHNESS
- 7 "Dress for Success" A Classy Presentation
- 8 So You Want to Give Back to Our Community ...
- 13 It's Great to be Home!
- 14 What is Cyber Bullying and How can We Protect Our Kids From It?
- 17 Northern Nevada Bowling Gallery
- 21 Joining and Renewing CAI Membership Just Got a Whole Lot Easier!
- 22 The Impending Death of R-22
- 24 Rules Creation and Enforcement
- 26 We Want You!
- 28 CAI is Working for You

The Marketplace

- 31 Classified Advertisements

Cover Sponsor
COIT
CLEANING & RESTORATION SERVICES
People you trust... trust Coit. www.coit.com





DONNA TOUSSAINT,
DCAL IS A
HOMEOWNER, BOARD
MEMBER AND 2013
CAI-NEVADA CHAPTER
PRESIDENT

President's Message

As one who grew up in Las Vegas surrounded by folks from Nellis Air Force Base and the Nuclear Test Site, I am always reminded how wonderful it is to celebrate our Fourth of July holiday. When I walk around my neighborhood and see all the American Flags waving in the breeze, it warms my heart. I pray you all a safe and happy Independence Day.

Growing up in Las Vegas was a wonderful experience. Back then we didn't lock our doors, because most of us had swamp coolers and the windows had to be open in order for the coolers to work.

My, how have times changed!

Now some of us live in gated communities, we have alarm systems, and in this day and age the majority of us live in homeowners associations. When I drive through my neighborhood, I often think about what a positive impact our HOA has had on our community. We have reserves for all of our amenities, our neighborhoods are well

maintained and our property values stay higher than communities without these benefits.

Several months ago, I read a newspaper article about a community in Green Valley that wasn't in an HOA but was in serious need of repairs to things in an HOA would be considered, common elements. The residents went to the City of Henderson for help but, unlike an HOA, the City didn't have reserves to make the needed repairs. Henderson had budgeted nothing to take care of the recreational areas and fences so no funds were available.

Just down the street from this community was another community about the same age as the first... but guess what? Since this community was in an HOA, it looked great because the HOA had funded their reserves and were making necessary repairs and maintenance on a regular basis. I will leave it to you to decide which of the two communities have best maintained their property values over the years.

This is just one of the benefits of living in an HOA, but it is really an important one to remember. We tend to forget how beneficial Homeowner Associations are, not only in our daily lives by creating a sense of community, but also by protecting and adding to the value of, what to most of us is our single largest investment ... our home. Like all organizations, board members make mistakes, while others receive the education guaranteeing they will operate better than others, but we must never forget the immense value that Homeowner Associations bring to our daily lives and to our financial well-being.

Donna Toussaint

Donna Adams	Dane Egan	Amanda Palmer
Cynthia Anderson	Jason Gardner	April Parsons
Linda Axford	Sara Grant	Chris Rebentisch
Peter Bartholow	William Grebner	James Robinson
Tasha Carrabotta	Kelli Jones	Michael T. Schulman
Judith Cates	Kimberly Maloy	Billie Smith
Kelli Crowley	Theresa Mandryk	Phillip M. Stone
Shonda Decker	Julie Nagy	



MARY RENDINA
CHAPTER EXECUTIVE
DIRECTOR

Chapter Commentary

I can hardly believe we are halfway through 2013!

It has been a crazy couple of months and I know there are many of our members who are breathing a sigh of relief now that the 2013 Legislature is finally over.

Our LAC and Grassroots Committees did an amazing job making sure legislators heard our voices ... so the next time you see any of our committee members, please make sure to thank them!

Speaking of one of our amazing LAC and Grassroots Committee members ... I am so proud of our 2013 Chapter President Donna Toussaint. Donna is our Chapter's very first President to complete all requirements to receive the Dedicated Community Association Leader (DCAL) recognition. Donna has done an extraordinary job so far this year, representing not only our Chapter as a whole, but also the CAVL (volunteer leader) category of our members. She has become a resounding voice of advocacy for homeowners in our community. Just ask any of the legislators whom she has been contacting.

I remember I first met Donna when Marilyn Brainard brought her to my office. We had a

vacancy to fill on the Board in the CAVL category and Marilyn thought Donna would be the perfect person to step in. For those who know Marilyn, you know she is right 99.99% of the time. Fortunately, for us, this was the case!

Not only did we get Donna, we also got her husband Greg, who currently serves on our Education Committee.

After seeing the great commitment Donna demonstrated as a CAI Nevada Chapter Board of Directors member, board members were mentioning her name to be President-elect. I asked Greg what he thought and, without missing a beat, he replied, "I support whatever she wants to do."

Donna and Greg are celebrating their 50th wedding anniversary this month and I would like to extend a heartfelt 'congratulations' to them both for their commitment to one another, as well as a 'thank you' for their commitment to our CAI Nevada Chapter.

Warm Regards,

Mary Rendina

Commitment is an act, not a word ...
—Jean-Paul Sartre

In this Issue

by Andrea Chestnut, DCAL

Reading is a gift we give to ourselves and to others. Along with the many other charitable activities they arrange during the year, the Community Outreach Committee is doing just that ... reaching out through their reading program. "So You Want to Give Back to Our Community ..." gives an inside look at how Community Outreach is making a difference!

In There's nothing better than ... FRESHNESS, read how Summer marks a fun time for Somerset residents with the annual Farmers Market.

How much do you really know about bullying? Definitely read and reread "What is Cyber

Bullying and How can We Protect Our Kids From It?" Bullying is all too often silent until the hurt is shown on the evening news. How much do you really know, not only about this silent epidemic, but also about the effect it is having on both children and adults?

ANSWER: Never, ever rely on another check signer. This is advice in our "Ask the Expert" column. Read it and find out the 'why' and 'because.'

Our article on 'Rules and Enforcement' takes the lead with more of the 'why' and 'because.' It emphasizes that being informed takes effort, but will save time and money in the long run. ●



ANDREA CHESTNUT IS
CHAIR OF 'COMMUNITY
INTERESTS' MAGAZINE
COMMITTEE, NOTED
AUTHOR AND A MEMBER
OF NATIONAL SPEAKERS
ASSOCIATION



MELISSA RAMSEY, AMS®, CMCA®, CPO® IS A COMMUNITY MANAGER WITH FIRSTSERVICE RESIDENTIAL FOR SOMERSETT OWNERS ASSOCIATION

There's nothing better than ... FRESHNESS

by Melissa Ramsey, AMS®, CMCA®, CPO®

Summer marks a fun time for Somerset residents as the annual Farmers Market returns to Town Square! For 8 to 10 weeks, the Reno community can come in each Wednesday from 4-8 pm for fresh fruits and vegetables, unique packaged foods, fresh baked breads, local artisan jewelry and sculptures, and of course chocolate covered apples. Plus each week there is a band from 5-8 pm playing right in the center of the square.

This year marks Somerset's 6th Annual Market which is put on by the Somerset Owners Association as one of the budgeted annual community events. The Association is excited to offer a few unique twists on the popular event during the 2013 markets however. Through sponsorships with FirstService Residential and Groundskeeper, the Association was able to reduce the expenses of the event as well as offer a raffle drawing for a FREE iPad! Town Square merchants, Babe Matteri's and The Grape & The Grain, have also become actively involved with the event to provide delicious food and drinks to those in attendance with specials each week.

The event over the years has turned into a true social gathering of neighbors and friends as they meet up for dinner and drinks. It's common to see families sitting in the grass as the kids dance around to the music and enjoy free face painting. Even when the music ends, the crowd will stick around as they share stories, meet new people, and enjoy the evening.

So we encourage everyone from the Reno/Sparks area, to head over to Somerset for an evening of fresh food and fresh air! Visit www.mysomerset.com/community for further information. ●



The event over the years has turned into a true social gathering of neighbors and friends as they meet up for dinner and drinks. It's common to see families sitting in the grass as the kids dance around to the music and enjoy free face painting.



ANDY BELINGHERI IS WITH PAR-3 LANDSCAPE & MAINTENANCE

“Dress for Success”

A Classy Presentation

by Andy Belingheri

Paula Lawrence, Executive Director of Dress for Success, was our June luncheon program speaker. Ms. Lawrence provided many ideas and examples for increasing our Social IQ.

Social IQ is more than book smarts, more than industry knowledge, or years of employment. Your Social IQ will help you build relationships and create opportunities.

To increase your Social IQ, Ms. Lawrence suggested the following:

- Be where you are
- Show interest in others
- Have impeccable manners
- Be self-confident (in etiquette skills)
- Be relevant

She reminded us that everyone likes to do business with people they like.

A few suggestions she offered are 1) put away your phone when you’re meeting with someone, 2) learn good manners (and practice them!), 3) don’t make others uncomfortable, 4) give your full attention (good listening skills) when speaking with someone, 5) remember names, 6) have good posture and most importantly 7) DRESS APPROPRIATELY!

Your business dress should be appropriate for your profession. For example, undergarments should stay under your clothes! Dress shouldn’t be too casual (no sailing shoes, Gary!). Put sunglasses away. Your dress should not make others feel uncomfortable – it should be professional, modest and appropriate for the business.

Dress like those you want to work with!
Stay classy. ●

Are your assessments
On Target?

Our collections are.

“We take care of the people who take care of their assessments.”

ATC
ASSESSMENT COLLECTION
GROUP

Phone: **702.255.1124**

Fax: **702.255.1125**

Reno: **775.324.1124**

Toll-Free Phone: **877.781.8885**

Toll-Free Fax: **877.781.8886**

Las Vegas

1120 N. Town Center Drive, Suite 260
Las Vegas, NV 89144

Stay up to date with our “real time,”
online status reports.

ATCACG.COM



WENDY WHALEY,
DCAL IS CHAIR OF THE
COMMUNITY OUTREACH
COMMITTEE

So You Want to Give Back to Our Community ...

by Wendy Whaley, DCAL

You hear about us, you see us scrambling about from time to time, passing buckets at the luncheons and standing at our tables with smiles on our faces, but what has the Community Outreach Committee been doing since the beginning of the year?

We have been an active, busy, successful committee and this article will give you a quick overview of what has been happening.

When we all returned from our winter break, we sat down and began our planning for the months ahead.

NATIONAL READING WEEK IN THE SCHOOLS

Our first project of the year was 'National Reading Week in the Schools.' We have participated in this for several years at Red Rock Elementary School and the committee members and the "foot soldiers" have really enjoyed it. The first part of the event is a judged reading project and parent night. We had 6 volunteers judge the students reading projects. These projects were similar to a science fair project only about books they had read. The task was not easy as there were many great entries and ribbons were awarded to the best of show.

The next day was reading in the classrooms. The school invites us to come into the classrooms and read a book or our choice ... or if we don't have one they will provide one. The students love to have a guest reader come in for the time to read. It is always amazing how something so small is appreciated so much! Some of the volunteers give an hour of their time and some give 3 or 4 hours of their day to read. It is a very rewarding experience for all involved.

SPRING FLING

March 21 brought the smell of popcorn and cotton candy to the playground of Red Rock Elementary School, it was the day of the annual Spring Fling. Excitement filled the air as classroom after classroom came to the field to play games, such as Plinko, beanbag toss, foot ball throw, face painting and sack races. This is a special day for these students. The classrooms get about a half an hour of fun and then they are asked to bring their parents and siblings back after school until 5pm for more free fun. Throughout the years, we have seen the parents really interact more and more with their students. We are happy with the progress that we have made with our efforts at Red Rock Elementary School.

We are really thankful for all of the volunteers for Spring Fling. It takes between 30 to 35 volunteers to help that day. It is a long day, and we are all tired but very happy and feeling rewarded by the end.

ARBOR DAY

"It is difficult to realize how great a part of all that is cheerful and delightful in the recollections of our own life is associated with trees."

—Wilson Flagg

April 26 was Arbor Day in America and the CAI Community Outreach Committee decided this was a great year for a new project. Spearheaded by Brian Shelah from Valley Crest, he took this project and ran. It was an exciting project with lots of details and logistics to be planned. We needed schools that wanted trees, we needed lots of help, we needed trees donated ... but



when the Community Outreach Committee put their mind to it, it gets done and done right.

Friday morning, April 26, Arbor Day, we had 4 schools ready for new trees. The Valley Crest Crew had gone to the schools days before to make sure the irrigation was working and pre-dig and then fill the holes back up for the tree plantings; each school received at least 5 trees. We had a minimum of 5 volunteers at each school to help with the plantings and student control. Each of the schools did things a little differently. Brian had given us some facts about trees and Arbor Day to get discussions going with the students. At some of the schools, the teachers had already put it into their curriculum and had studied trees as part of their classroom projects. At some schools, whole classrooms of kids came outside. At Red Rock Elementary School, at some sessions we were speaking to 60 to 100 students at each session and they were all waiting to plant "their" tree. Students got to have their hands in the dirt and help. At Red Rock the students even named their trees by majority of the vote; we had L.J. and Hello Kitty (which was not a big hit with the boys).

We went to Clyde Cox Elementary School, Bozarth Elementary School and Wallen Elementary School in Henderson. Some of these schools used the tree planting as a reward to students who had done well or for good behavior. They were the ones who got to plant the trees.

Star Nursery donated all 21 trees. Without this very generous donation, this project would not have been possible and the CAI Community Outreach Committee thanks them so much and would like to encourage you to stop by and thank them when you shop there.

Valley Crest had 15 of their employees out at all of the school sites the whole day for the tree planting, not only did they oversee the digging and watering. They lifted children up and down, and spoke to the students about the trees, answered the many questions that children can have, and heard the 'ooos' and 'awwws' as the trees were taken out of their pots to be transplanted into the ground. The first time that happened we were all so surprised, but you realize that so many of these children have never had the experience of planting anything, and it was so exciting to see their faces, letting them know that this was their tree and they would get to see it grow up, just like they would be growing up, while they were at their school.

CHILD FOCUS AND CAMP TO BELONG

May and June finds us working with 'Child Focus' and 'Camp to Belong.' This will be our second year working on this project and like the great CAI group that you are, you have come through bigger and better.

'Child Focus' is an organization dedicated to reuniting brothers and sisters who are placed in separate foster care

Can't Collect?

Help is just a call away.



Nevada's HOA Collections Choice for 13+ Years

- President David Stone is the co-host of Homeowner Talk TV
- Committed only to collecting HOA Assessments
- Provides free seminars to HOA board members
- Offers state-approved CE classes for community managers
- Licensed by the State of Nevada
- Locally owned family business

Las Vegas: 702-804-8885

Reno: 775-322-8005

   nas-inc.com

homes. They bring the siblings together for fun events throughout the year so they will have that sibling connection and life long memories shared together.

One of the major events is 'Camp to Belong' ... a weeklong sleep away camp where the siblings are brought together for Art Programs, Mentoring, Bonding, Sibling Group Birthday Party, S'mores Party and so much more. They are allowed to just be kids and brothers and sisters together for that week.

'Camp to Belong' relies on donations, anything from the use of a 12 passenger van to a can of hairspray. This being our second year, when the list comes out, we ask our CAI family for help ... and it comes fast and furious. CAI members alone donated between 35% to 40% of the products on the list that were needed for the week long camping event.

After the devastation in Oklahoma, Alicia from Steamatic asked us to help her get the word out about collecting donations for the Oklahoma Victims. Steamatic has a parent company office in Edna, OK where things could be shipped. They are asking for hygiene products, clothes, and gift cards and money donations. Check with Alicia or Chris Snow at the CAI Office for information about donations.

As we start into July it is already time to start thinking about our BIG event chaired by Eric Theros ... The

Candlelighters Walk/Run. You are already able to sign up on the CAI website to join the 'CAI-HOA Champions.' Save the date ... September 14 ... at Exploration Park at Mountains Edge. We are expecting to raise more money to fight childhood cancer in Las Vegas than we ever have before. So please register early, and encourage your friends and neighbors.

Personally, I would like to take this time to thank the Employers who allow their Employees to take the time to volunteer for all of these events. I realize this has to be a strain at times in your offices. I know that, when we take your Employees away, that work does not get done, vendors don't get things out, jobs have to be put on hold, and someone else has to take care of a Manager's property. But is so appreciated by me, by the Committee and by the people we are doing the event for. The work we do is so rewarding and fulfilling and we are giving back to Las Vegas in many ways. Please know that your sacrifice does not go unnoticed!

Watch for more exciting projects and events coming soon from this hardworking, fun-filled Committee. We have some new things ready to announce that we are looking forward to working on. Please remember, if you would like to be a "foot soldier" (one who is not on the committee but gets contacted for projects when we need help) or you would like to be on the Community Outreach Committee, please e-mail me at wendy.whaley@hotmail.com ●



MANAGEMENT.

Looking to do more for your community? When it comes to caring for your association, you want to have lots of tools at your disposal. That's why at Associa, our unsurpassed community management services are just the beginning. We know you demand more... more service, more value, and more of what you need. Associa offers lifestyle products and services beyond what you'll find anywhere else, designed to *improve your life*.

- Unsurpassed community management and value-add services
- The industry's best-trained, community management professionals
- Family-friendly programs that promote health, safety, and "green" living
- Professional 24/7/365 maintenance services



BEYOND MANAGEMENT.



3675 West Cheyenne Ave, Suite 100 | North Las Vegas, NV 89032
www.associans.com | (702) 795-3344



CAI Nevada Chapter Members' Brag Page



DANIELLE HICKS NAMED AS CUSTOMER SERVICE SPECIALIST

Nevada Association Services, Inc., an assessment collections firm, named **Danielle Hicks** as Customer Service Specialist.

Her responsibilities include handling incoming telephone calls, taking payments, greeting homeowners, setting up appointments and other administrative and customer service responsibilities.

Hicks graduated from Las Vegas High School. Prior to joining NAS, she was employed at Budget Rent-A-Car, where she worked for nine years, most recently as a service administrator. She volunteers at Matt Kelly Elementary School's Pre-K program and has also been active helping adults with disabilities.



ANDREA CHESTNUT AND DONNA TOUSSAINT EARN DCAL

Andrea Chestnut and **Donna Toussaint** have completed all requirements, earning the distinction as Dedicated Community Association Leader (DCAL).

Andrea is Chair of CAI Nevada 'Community Interests' magazine and nationally renowned author and motivational speaker. She is a member of the National Speakers Association. Because her motivational seminars are so inspiring, she has been invited to speak, not only here in the United States, but in many countries throughout the world.



LISA SIPE PROMOTED TO CUSTOMER SERVICE MANAGER

Lisa Sipe has been promoted to the position of Customer Service Manager of **Western Risk Insurance**. Lisa is a seven-year professional with experience in commercial insurance. She

specializes in commercial property and liability insurance. Lisa moved to Las Vegas from North Carolina. She holds a dual major of International Business and Business Administration from the University of North Carolina at Greensboro. Lisa is licensed in the State of Nevada and has earned her Customer Insurance Service Representative designation and is pursuing her Certified Insurance Counselor designation.



Donna is 2013 President of CAI Nevada and very actively involved with many not-for-profit organizations. Because of her passion for homeowner rights and responsibilities, she has been the featured speaker at various seminars and legislative workshops. She is

also on the Board of Directors for many not-for-profit charitable organizations.

The award-winning DCAL education program, developed by the Education Committee of CAI Nevada, includes successful completion of numerous classes, community involvement, chapter involvement and leadership training. It is the only such program for Community Volunteer Leaders offered in any of the CAI International Chapters. ●

If you have anything you want to share, please submit it by the 5th of each month so it can be included in the next magazine. Anything received after the 5th of the month may not make it into the next magazine, but will appear in the following issue. Please submit your items to info@cai-nevada.org or fax to 702-240-9690.

Upcoming Events

Southern Nevada Upcoming Events

JULY	7/9	Las Vegas Monthly Luncheon	Gold Coast Hotel	11:15 a.m.
	7/9	CAI Nevada Chapter Board Meeting	Gold Coast Hotel	1:30 p.m.
	7/23	Las Vegas Manager Breakfast	CAI Training Center	9:00 a.m.
	7/29	Las Vegas Homeowner Seminar	CAI Training Center	9:00 a.m.
AUGUST	8/13	Las Vegas Monthly Luncheon	Gold Coast Hotel	11:15 a.m.
	8/13	CAI Nevada Chapter Board Meeting	Gold Coast Hotel	1:30 p.m.
	8/20	Las Vegas Manager Breakfast	CAI Training Center	9:00 a.m.
	8/27	Las Vegas Homeowner Seminar	CAI Training Center	9:00 a.m.
SEPTEMBER	9/10	CAI Nevada Chapter Board Meeting	Gold Coast Hotel	9:00 a.m.
	9/10	Las Vegas Monthly Luncheon	Gold Coast Hotel	11:15 a.m.
	9/11	New Member Breakfast	CAI Training Center	9:00 a.m.
	9/11	Committee Chair Co-Chair Meeting	CAI Training Center	10:00 a.m.
	9/24	Las Vegas Manager Breakfast	CAI Training Center	9:00 a.m.
	9/28	Las Vegas Homeowner Seminar	CAI Training Center	9:00 a.m.
OCTOBER	10/8	CAI Nevada Chapter Board Meeting	Gold Coast Hotel	9:00 a.m.
	10/8	Las Vegas Monthly Luncheon	Gold Coast Hotel	11:15 a.m.
	10/18	CA Day Tradeshow	Gold Coast Hotel	10:00 a.m.
	10/18	Las Vegas Manager Breakfast at CA Day	Gold Coast Hotel	8:00 a.m.
	10/18	Las Vegas Homeowner Seminar at CA Day	Gold Coast Hotel	8:00 a.m.
NOVEMBER	11/12	CAI Nevada Chapter Board Meeting	Gold Coast Hotel	9:00 a.m.
	11/12	Las Vegas Monthly Luncheon	Gold Coast Hotel	11:15 a.m.
	11/16	Las Vegas Homeowner Seminar	CAI Training Center	9:00 a.m.
	11/26	Las Vegas Manager Breakfast	CAI Training Center	9:00 a.m.

Northern Nevada Upcoming Events

JULY	7/25	Northern Nevada Legislative Update	Peppermill Hotel	9:00 a.m.
	7/25	Northern Nevada Tradeshow	Peppermill Hotel	11:00 a.m.
AUGUST	8/16	Northern Nevada Golf Tournament	Incline Mountain Course	10:00 a.m.
SEPTEMBER	9/18	Northern Nevada Quarterly Member Breakfast	Peppermill Hotel	7:30 a.m.
	9/19	Northern Nevada Manager's Breakfast	Peppermill Hotel	9:00 a.m.
	9/19	Northern Nevada Homeowner Seminar	Peppermill Hotel	6:00 p.m.
OCTOBER	10/24	Northern Nevada Manager Breakfast	Peppermill Hotel	9:00 a.m.
	10/24	Northern Nevada Homeowner Seminar	Peppermill Hotel	6:00 p.m.
NOVEMBER	11/14	Northern Nevada Homeowner Seminar	Peppermill Hotel	6:00 p.m.
	11/14	Northern Nevada Manager Breakfast	Peppermill Hotel	9:00 a.m.

All Dates and Events are subject to change or cancellation.

Leadership at a time when it's needed most.



The Management Trust™

CONNECTING PEOPLE TO THE PROMISE

100% employee owned.

100% relationship driven.

Community Associations

Management Firms

Future Employee Owners

Call 800.672.7800

Visit managementtrust.com



KELI WILSON IS THE FOUNDER OF ALERT ID.

What is Cyber Bullying and How Can We Protect Our Kids From It?

by Keli Wilson

As parents, we are aware of bullying and the painful effect it can have on our children. But now there is a new kind of bullying that we never had to deal with as kids. Cyber bullying (internet bullying) is becoming a common and serious issue for all youngsters and teens because it happens 24 hours a day, and messages/images can be posted anonymously to a huge audience in a very short period of time. With our kids using technology, smartphones and social media every day, they are vulnerable.

There are things we can do to combat this problem, and as I like to say, "Knowledge is Power."

Below are ways that our kids can potentially be bullied, how to prevent cyber bullying and what to do if your child is a victim.

.....
Cyber bullying (internet bullying) is becoming a common and serious issue for all youngsters and teens because it happens 24 hours a day, and messages/images can be posted anonymously to a huge audience in a very short period of time.
.....

DIFFERENT WAYS KIDS ARE CYBER BULLIED:

- Sending someone mean or threatening e-mails, instant messages, or text messages.
- Excluding someone from an instant messenger buddy list or blocking his or her e-mail for no reason.
- Tricking someone into revealing personal or embarrassing information and sending it to others.
- Breaking into someone's e-mail or instant message account to send cruel or untrue messages while posing as that person.
- Creating websites to make fun of another person such as a classmate or teacher.
- Using websites to rate peers as prettiest, most ugly, etc.

WAYS TO PREVENT CYBER BULLYING:

- Never open e-mails from someone you don't know or from someone you know is a bully.
- Don't put anything online that you wouldn't want your classmates to see, even in e-mail.
- Always be as polite online as you are in person. Don't send messages when you're angry. Before clicking "send," ask yourself how you would feel if you received the message.

Save the Date!
Friday, August 16
Northern Nevada Golf

Please go to www.cai-nevada.org under the events tab for more information.

NEVADA CHAPTER
community
ASSOCIATIONS INSTITUTE



- Never give out personal information online, whether in instant message profiles, chat rooms, blogs or personal websites.
- Never give a password to anyone, not even your closest friend ... give only to parents.

HOW TO DEAL WITH CYBER BULLYING:

- Encourage your kids to tell you immediately if they, or someone they know, are being cyber bullied. They can help someone else simply by not forwarding the message and talking to an adult.
- If your child finds a profile that was created or altered without his or her permission, contact the site to have it taken down.
- If the bullying involves instant messaging or another online service that requires a "friend" or "buddy" list, delete the bully from the lists and block their user name or e-mail address.
- If someone sends a mean or threatening message, don't respond. Save it or print it out and show it to a parent, teacher, law enforcement officer, or other adult you trust.

Having open communication with our kids is the key! Take time to talk with them about how they can protect themselves from falling victim to cyber bullying.

Take care and have a safe day! ☺

RANDOM THOUGHT

"Everyone in America likely has a bullying story, whether as the victim, bully or as a witness."

— Michael M. Honda

Save the Date!

CA Day is Coming!

Friday, October 18, 2013
at the Gold Coast Casino

EVENT SCHEDULE

ALL NEW CE Class: 1:00PM - 4:00PM
Tradeshaw: 4:00PM - 7:00PM
Mixer: 7:00PM

Contact Mary at 702-648-8408 or info@cai-nevada.org for more information



www.cai-nevada.org



MONTE KANE,
CPA, IS MANAGING
DIRECTOR OF KANE &
COMPANY, CPAS AND
CONSULTANTS

Ask The Expert

by Monte Kane, CPA, PFS

QUESTION: *As a Board member, I hear complaints from our residents that they are upset because they have to pay for things that they don't use. Can you give me some pointers?*

ANSWER: Annually the Board of Directors goes through a budget preparation and approval process. (In fact, it is one of the most important tasks that Board does.) They must consider the costs for not only maintaining the property, but also for maintaining the lifestyle and standards that all owners expect, regardless of usage.

Here are some scenarios that we can relate to:

Many people buy in tennis and golf communities who don't play tennis and golf. What about the owners of condo apartments who live on the ground floor, yet pay for a portion of the elevator costs, and replacements. What about the issue of a condo owner's assessments being based on the square footage of their apartments, which does not take into consideration water utilization or number of bathrooms. These issues are endless. I invite you to write me with as many as you can think of.

QUESTION: *I enjoy being on the Board of Directors, no matter how tough it can get. I am a check signer, but I am not good at finances. (I can't even balance my checkbook). Recently I signed some checks only to find out that the payments had already been made. I have made it a practice of relying on the Treasurer's signature. Well, I learned my lesson on the difference between an invoice and a statement. What other advice can you give me so I don't make any more mistakes?*

ANSWER: Never, ever rely on another check signer. Every check signer must independently review and approve the support for check requests. One of the requirements for being awarded the DCAL (Dedicated Community Association Leader) recognition is attendance at the class in Finances. We would encourage you and everyone to attend that class and all the other DCAL classes so you can become an educated Board member. ●

Have a Great Idea for an Article?



Contact Chris Snow at
marketing@cai-nevada.org
and your article could be
printed in *Community Interests!*



Northern Nevada Bowling



For more photos, visit our Facebook page! Search CAI Nevada.



THE 9TH ANNUAL BOWLING TOURNAMENT FOR THE NORTHERN NEVADA CAI CHAPTER WAS HELD ON JUNE 21 AND WAS A HUGE SUCCESS! THE THEME, THE AGE OF AQUARIUS, BROUGHT TOGETHER A BOWLING ALLEY FULL OF GROOVY TYE-DYE, PEACE SIGNS AND FAR-OUT FUN.



OVER 100 PEOPLE ATTENDED THE EVENT AT THE GRAND SIERRA RESORT IN RENO, NEVADA FOR AN AFTERNOON OF SOCIALIZING, NETWORKING, AND OF COURSE A LITTLE FRIENDLY COMPETITION.



A BIG THANK YOU TO ALL OF OUR BUSINESS PARTNERS AND ALSO TO THE NORTHERN NEVADA BOWLING COMMITTEE: BECKIE RICHTER, KIM BROWN AND KEN CARTERON.

BY BECKIE RICHTER

6TH ANNUAL FARMERS MARKET

SOMERSETT OWNERS ASSOCIATION

WEDNESDAYS THROUGH AUGUST 7 · 4-8 PM
SUPPORT OUR COMMUNITY · BUY FRESH – BUY LOCAL!

Certified Farmers offering fresh fruits and vegetables, unique packaged food vendors, Local artists and craft vendors, Fresh baked breads, jewelry, chocolate and so much more!
ENTER OUR WEEKLY DRAWING FOR YOUR CHANCE TO WIN AN IPAD ON AUGUST 7!

FREE LIVE ENTERTAINMENT!

ENJOY FOOD & DRINK SPECIALS FROM
THE GRAPE & THE GRAIN AND BABE MATTERI'S

Somerset's
2013 Farmers' Market
is Sponsored by:



775-787-4500
www.mysomerset.com
7650 Town Square Way
in Reno, Nevada

Take I-80 to Robb Drive Exit
and turn left on Sharlands Ave.
Sharlands turns into Somerset Pkwy.
Turn in at 2nd roundabout.
Follow the Event Signs!



**New name.
Same commitment.**

RMI Management, LLC
and Excellence Community Management, LLC
are now **FirstService Residential**.

You already know our passion for service excellence and our commitment to making a difference every day for the communities we serve. Now we'd like to introduce you to our new name: FirstService Residential.

FirstService Residential is the North American leader in property management, and renowned for consistently adding value and enhancing lifestyles for people like you, in communities of all sizes and types.

While our name has changed, what hasn't changed is our local team and steadfast commitment to delivering best-in-class solutions and genuinely helpful service.

Making a Difference. Every Day.

www.fsresidential.com



How can FirstService Residential serve you? Contact us today.

8290 Arville Street
Las Vegas, NV 89139
702.215.5069

6170 Ridgeview Court
Reno, NV 89519
775.624.7680

We also have offices
in Henderson and
Northwest Las Vegas!



FirstService
RESIDENTIAL



HOA BANKING

Seacoast Commerce Bank offers a full range of comprehensive banking and financial services for Homeowner Associations and property management companies.



Seacoast Commerce Bank provides our Property Management and Homeowner

Association clients the ability to maximize their use of bank services. We understand the unique Banking needs of our Property Management and Association clients, providing industry specific products and customer service that you have grown to expect and deserve.

HOA BANKING SOLUTIONS

- Depository Services
- Cash Management
- Remote Deposit Capture
- Lockbox Services
- ACH Origination
- HOA Financing
- Online Dues Program

KEN CARTERON

Senior Vice President
HOA Banking Division
kcarteron@sccombank.com

775-453-9131 Phone
888-472-4462 Toll Free
760-803-9541 Mobile

13415 S. Hills Drive
Reno, NV 89511
www.sccombank.com



Weather or not, we've got you covered!

- Re-Roofing Specialist
- Built Up
- Tile - All Types
- Shingles
- Wood Shake Conversion
- Single Ply / TPO
- Modified Torch
- Roof Coatings
- Repair Specialist
- Roof Certifications
- Maintenance Plans
- Surveys
- Insurance Claims
- Roof Inspections
- 24 Hr Response Team

Over 30 Years Experience

Residential • HOA's

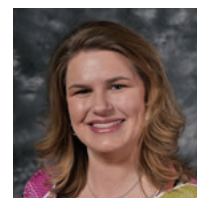


License #0076672; Bid Limit \$950,000

TitanRoofing.net

FREE ESTIMATES

597-0878



CRYSTAL WALLACE, IOM,
CAE IS VICE PRESIDENT
OF MEMBERSHIP AND
CHAPTER RELATIONS

Joining and Renewing CAI Membership Just Got a Whole Lot Easier!

by Crystal Wallace, IOM, CAE

As you may remember, we first introduced the 'online join and renew' membership process five years ago. Since that time, we've learned some things to help ease the process. The newly launched, updated version is shorter ... it reduces the process to three steps (down from nine) and included texts throughout to help members through each step and make the experience more user friendly.

We strongly encourage everyone to use our online processes, not only to join or renew memberships, but for education, events, personal history and other CAI business. It's as simple as logging into www.CAOnline.org, clicking on "My Account" and selecting "My Activities". We've worked hard to consider many different scenarios to be sure that our processes were well thought out and more user friendly. All these improvements allow you to have instantaneous information at your fingertips, 24/7.

Here is a list of the new features and changes.

ACCOUNT CREATION

- When choosing an individual or organization type, we removed the option of "Other". New, clearer language has been added to assist users in selecting the appropriate membership type.
- There were several steps to create an account and now there are only three.
- Users do not have to re-login after creating an account - they are immediately directed to the CAI website.
- We added the users Customer Number to the "My Account" and "My Activities" pages at the top of both pages.

JOIN AND RENEW

- The number of steps for these processes has been streamlined enabling users to complete the process quicker and without frustration.

- We completed an overall review of semantics removing confusing language and adding clearer instructions and supporting texts.
- Users were confused by the use of the term Business Partner "affiliate" and we now use the word "employee".
- New 'live links' to the CAI website and pop-up windows have been added, when appropriate, for elaboration or description purposes (for example member benefits, "employee" definition and benefits details).
- E-mail confirmations are clearer and now include a link to the member's chapter.
- We moved demographics out of the 'join' and 'renew' altogether to expedite the process. Users can still complete the information via their account.
- For organizational memberships, we have added a pop-up at the end of the transaction to remind them to complete their board or organization rosters.
- The Foundation donation can now be changed by the user during the renew process. This was previously available only during the join process. ●





TRAVIS SAUNDERS
IS NEVADA SALES
MANAGER FOR
NATIONAL HOME
WARRANTY

The Impending Death of R-22

by Travis Saunders

Ahhh, summertime! For a large portion of the country, summertime means finding ways to enjoy the outdoors. But, for those of us who call the Desert Southwest home, we long for relief from the extreme heat this time of year provides. Thanks and praises should go to those responsible for the invention of the air conditioner. This remarkable innovation provides the way for comfort during the middle of the year and nothing is worse than when this godsend fails to work. The cost of repairing these faults is about to change in a big way due to government regulations on a key element that allows your air conditioner to run, refrigerant, in particular the refrigerant labeled R-22.

R-22, or Chlorodifluoromethane is a colorless gas commonly used as a refrigerant in air conditioning and other refrigeration applications. For over four decades, its use became widely accepted as the replacement for the highly ozone-depleting substances CFC-11 and CFC-12. As advancements in science started to show other harmful effects, particularly in regards to global warming, R-22 garnered renewed interest from the EPA.

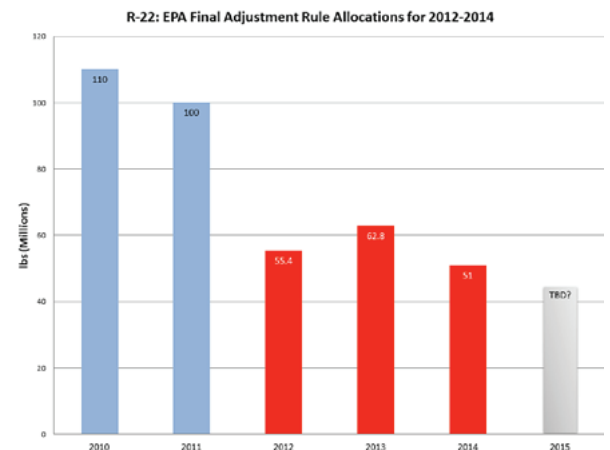
R-22 PHASE OUT

In 1987, representatives from around the globe met and agreed upon establishing the Montreal Protocol. This agreement was the beginning of a worldwide phase out of ozone-depleting CFCs, or chlorofluorocarbons. The plan was amended in 1992 to include all hydrochlorofluorocarbons (HCFCs), as well. The gas, R-22, is the largest HCFC in use. While HCFCs are less harmful to the ozone layer, they are still a concern to the EPA, and are part of the Clean Air Act, Title VI.

As per the Clean Air Act, phase out of R-22 began in 2010 with the first cap on manufacturing and importation of the gas, and a ban on manufacturing of equipment designed to use R-22. From 110 million pounds in 2010, gas production was dropped to just over 100 million pounds in 2011 and then, in 2012, production was cut almost in half, with an allowance of 55.4 million pounds. Consequently,

the price of R-22 is more than 300% of the levels experienced in 2010. The drastic reduction in supply of R-22 was spurred by an assessment from the EPA and industry experts that concluded there was an oversupply in the market based upon analysis that said in 2010, producers only utilized 86% of their allocations.

A lawsuit filed in 2011 by two gas producers forced the EPA to reopen the original 2009 Allocation Rule. Their suit claimed the EPA failed to recognize their legally traded allocations and subsequently, in April of 2013, the EPA adjusted the allotment for the years 2012-2014, with the 2012 allowance being retroactive. Due to this adjustment, the amount that can be produced in 2013 increased from 2012 to 62.8 million pounds. 2014 will bring a reduction to 51.1 million pounds, and 2015 is set for an estimated 35 million pounds, but the allowances have not yet been finalized for 2015 through 2019. The year 2020 brings the end of all manufacturing and importing of R-22 gas for any purpose.



Courtesy of Polar Technology 4/5/13

SUBSTITUTIONS, COUNTERFEITS AND REPLACEMENT

These changes in the availability of R-22 have created the necessity for alternatives in the industry for repair and service of equipment using the gas. A number of different alternatives have been developed, and according to industry experts, none of them coming close to the performance, in terms of efficiency, of R-22.

.....
With the reduction of available R-22 in the marketplace, the prices on refrigerant alone have tripled in the last two years.
.....

Along with the reduction in efficiency, in order to properly charge a system with these substitutes, the unit must be flushed of both refrigerant and the oil that is used to lubricate the equipment alongside the gas. According to Frank Alexander of Johnstone Supply, a National supplier of HVAC equipment and products, the issue with replacing R-22 isn't with flushing the current refrigerant; it is with replacement of the oil. "You can never completely change out the oil in a unit. There is no way to turn a unit upside down to ensure you get all of the existing oil out." Without a complete oil change in the equipment, the performance of the new refrigerant is compromised.

Replacement refrigerant can't just be mixed with the existing R-22 gas without permanent damage to the unit and one of the biggest issues with using replacement gas is that no replacement is currently accepted by manufacturers for their warranty.

Along with replacement products, there are counterfeit gasses in the market place, as well. Jugs of refrigerant that are imported from foreign countries either contain a reduced purity or have been intentionally mislabeled for use in equipment not designed for the actual gas in the jug. While not a large percentage of the inventory, the fact is that it is in the market and the individual homeowner or business needs to protect themselves from this possibility. Mixing of refrigerant gasses can lead to catastrophic failure the HVAC equipment and can require complete replacement of a system.

The federally mandated replacement for R-22 is a refrigerant labeled 410-A. 410-A is run at a higher pressure than R-22 and most equipment manufactured after 2004 can support this higher pressure, thus can be converted from an R-22 system to a 410-A system. Equipment manufactured prior to 2004 more than likely would have to be replaced to accommodate the EPA approved refrigerant, where all equipment manufactured after 2010 is compliant with the regulation. 410-A cannot be used as a replacement gas in a current R-22 unit regardless of whether it was manufactured before or after 2004. In order for a system to be changed from R-22 to 410-A, an actual conversion of the equipment must take place. This is a separate and more involved process from use of a replacement gas, but does allow for a continuation of the manufacturer's warranty.

WHAT DOES THIS ALL MEAN TO ME?

Air conditioning repairs have always been pricey due to the simple rules of supply and demand. As we further restrict the availability of the supplies necessary for repairs, those costs will increase dramatically. With the



reduction of available R-22 in the marketplace, the prices on refrigerant alone have tripled in the last two years. A typical recharge of a system requires 10 pounds of refrigerant. With repair companies charging anywhere from 70 to 100 dollars per pound, just the refrigerant cost can be \$700 to \$1000. Add that to the labor and materials requirement for repair work and a typical repair can be upwards of \$1500. At those prices, a conversion to 410-A or unit replacement becomes an attractive alternative.

Aside from the higher prices, the biggest problem facing the individual consumer is unqualified repairs performed by unlicensed contractors or repair shops. These companies can either ignorantly or intentionally perform hazardous work using materials not compatible with the system currently in place. These repairs can create opportunities to for units to perform for the short term, only to fail months down the road. The most effective way to protect against this is to only hire licensed HVAC contractors in good standing with the State Contractors Board.

Some of the questions that should be asked of the potential contractor are: What is your contractor's license number? What type of refrigerant does my system use? If the price of the repair seems high ask what a unit conversion or replacement would cost. With an understanding that R-22 will only increase in cost and eventually will be obsolete, this might be the better option. Most of all do your research. See how long a company has been in business. Typically, if a company has been around awhile, they will be a safe resource for your repair work.

R-22 is going away and air conditioning repairs are going to increase in cost, but finding the right resource for your repair and replacement needs will save you a lot of time, frustration, and money, and keep your home or business cool. When all is said and done that's what we want anyway, and Lord knows living here we need it. ●



RICHARD D. LAYTON,
CPA, CFE, CFF, DCAL
IS PRESIDENT OF
THE BOARD OF
DIRECTORS AT PECCOLE
RANCH COMMUNITY
ASSOCIATION

Rules Creation and Enforcement

by Richard D. Layton, CPA, CFE, CFF, DCAL

A great homeowner seminar was held on April 27, 2013 at the Community Associations Institute office in Southern Nevada. The guest speaker was attorney John Leach who has represented and been an advocate for numerous homeowner association clients in Nevada for many years.

He began the seminar by discussing why, when and how HOA rules are created. Rules should be created to address significant frequent concerns that are not addressed by existing regulations. Prior to creating a new rule, the scope of the problem needs to be identified, and determine if a rule is really needed. Then the Board should research if the issue has already been addressed in existing laws, regulations, or rules. And certainly input from homeowners is important.

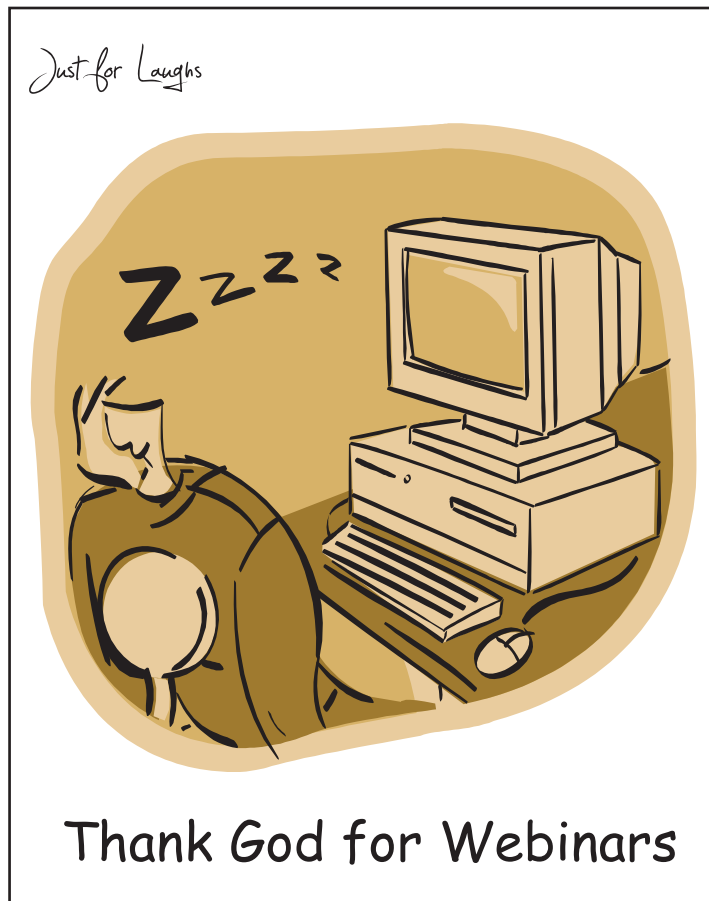
Many homeowners believe their association Rules and Regulations are the most important

governing document. However, the HOA's Rules and Regulations are number nine on the priority list. Preceding them in importance are Federal laws, specific State Statutes, general State Statutes, case law, local codes & laws, Master Association documents, Sub-Association documents, and the HOA's Articles of Incorporation, followed by HOA Bylaws, Board Resolutions, and the its' Rules & Regulations.

Nevada Revised Statute Chapter 116 is the main regulation dealing with homeowner associations. However, many other NRS sections are also important: These include NRS Chapter 8 for Non-profit Corporations, NRS 38 Alternative Dispute Resolution, NRS 40 Construction Defects, NRS 118 Discrimination in Housing, 118A Landlord/Tenant, NRS 444 Sanitation (pools/spas/lifeguards), NRS 487 Towing Vehicles, NRS 613 Employment Practices, and NRS 618 OSHA.

Rules adopted by an Association should (1) be reasonably related to the purpose for which they are adopted; (2) be sufficiently explicit regarding action or omission for compliance; (3) not be adopted to evade any obligation of the Association; (4) be consistent with the governing documents; (5) must not arbitrarily restrict conduct; (6) not require the construction of any capital improvement by a homeowner that is not required by the governing documents of the Association; and (7) be uniformly enforced under the same or similar circumstances.

In creating a rule the Board should state it in positive terms, make it brief and easy to understand, be both proactive and reactive, and have the rule reviewed prior to adoption by legal counsel. It is important to only enact rules when absolutely necessary, that are in the best interests of the whole community, and that are fair and reasonable. Formalized rules should be discussed in an open meeting session, adopted by the Board, and published at least 30 days prior to the effective date. Rules should also be reviewed for their impact after adopted, and modified or repealed if necessary.



Enforcement of rules must be uniform, apply equally to all homeowners, and reasonably applied. If rules are not followed, Boards should assess fines commensurate with the severity of the violation. Initially the fine is limited to a maximum of \$100 for each violation. If a fine is imposed and the violation is not cured within 14 days, the violation is considered a continuing violation. Boards may impose an additional fine for the violation for each seven day period or portion thereof that the violation is not corrected. There is no cap on the amount of continuing fines. In addition for serious violations defined as "an imminent threat of causing a substantial adverse effect on the health, safety or welfare of owners or residents" there is no limit on the amount of the fine, other than it must still be commensurate with the severity of the violation.

Fines cannot be imposed on an owner or tenant because of the conduct of a delivery person or vendor. Also they cannot be imposed on an owner because of the conduct of a tenant or invitee unless, (1) the owner participated in or authorized the violation, (2) the owner had prior notice of the violation, or (3) the owner had an opportunity to stop the violation and failed to do so.

Owners failing to comply with rules and regulations have the right to a hearing. The Board must notify the owner in writing of their hearing; hold it within a reasonable time period of discovering the violation; specify the date, time

and location, and provide the homeowner usually a minimum of ten days to prepare. Hearings are kept confidential and are held in an executive session of the Board. Owners may attend the hearing, but may be excused from the Board's deliberations. Enforcement of violations may result in liens against the property, restriction on the use of common elements, suspension of voting rights, and/or court action.

At the conclusion of the seminar, Mr. Leach utilized a number of audience volunteers to participate in mock hearings where certain violation situations were presented and various actions portrayed for both homeowners at the hearing for violations, and the incorrect and correct actions of Board members in dealing with those mock violations.

The participants expressed their appreciation for the seminar instructor, the materials, and what they learned by almost universally giving the top rating in all areas of the evaluations. ●

MILLIONS OF USERS CAN'T BE WRONG
More than 2 million users throughout the world use AtHomeNet online solutions for their association.

- › Fully Customizable Websites
- › Mobile Web Applications
- › Newsletter Architect
- › Emergency Alert System

Set Up a Website in ONE Week with...
FREE Email and Phone Support
FREE Monthly Enhancements

AtHomeNet
Online Solutions for the Community Association Industry

1.800.556.7852 | Sales@AtHomeNet.com | www.AtHomeNet.com/Communicate

© 2011 AtHomeNet, Inc. All rights reserved. "AtHomeNet" and the AtHomeNet building logo are registered service marks of AtHomeNet, Inc. All other trademarks and service marks shown are trademarks and service marks of AtHomeNet, Inc.



ERIC THEROS, CAM IS A COMMUNITY MANAGER FOR COMMUNITY MANAGEMENT GROUP

We Want You!

by Eric Theros, CAM

It is no secret that Homeowner Associations, because of a few bad apples spoiling the bunch, have been portrayed in the media as having their struggles. But it's time to stand up together and show that the very small minority doesn't represent the vast majority of the rest of us. By the sheer power of numbers and rallying together, the stigma of HOAs can turn from Hall of Shame to Hall of Fame. It's time to show the world that by giving back to our community, HOA members DO care about their communities.

CAI is putting together another team this year for the annual Nevada Candlelighters "Race For Our Kids" 5k on September 14, 2013 at Mountain's Edge. Our team has continued to grow and has been recognized as being the largest team with both the largest membership numbers as well as the largest corporate fundraising. This is possible because of the



WE WANT YOU

Determined

to provide our clients with exceptional service and superior legal representation, all built on the solid bedrock of long term relationships.



ATTORNEYS

Las Vegas: 702.990.2017 • Reno: 775.337.1190 • www.angius-terry.com

General Counsel Services • Construction Defect Resolution • Compliance Enforcement

ANGIUS & TERRY LLP
is a full service law firm focusing on representation of Community Associations in the areas of General Counsel and Construction Defect Resolution.

- Construction Defect Resolution
- Governing Document Updates and Rewrites
- CC&R Enforcement
- Educational Opportunities for Community Managers and Board Members

We proudly support



THIS IS AN ADVERTISEMENT

.....
Candlelighters is an amazing cause and we truly hope that the all CAI Homeowner members come and join our team.
.....

overwhelming support from CAI members. Our team name "CAI – HOA Champions" has rang true every year!

Current CAI Nevada President, Donna Toussaint, has named this "The Year of the Homeowner". Whether you are a single homeowner in a 15 unit HOA on one street or a Board President for a master Association of 6,000, every homeowner is needed to rally behind this great cause.

The Community Outreach Committee has already been in contact with Mountain's Edge, and we are ecstatic to welcome the homeowners in Mountain's Edge to the CAI team. Our goal now is to reach out to ALL homeowners and invite each and every one of you to join our team. Since homeowner members make up the largest percentage of CAI members, not only in Nevada, but also across the nation, it seems appropriate that homeowners band together for this amazing cause ... Children battling cancer.

Candlelighters is an organization that helps children and their families who are battling childhood cancer ... with help ranging from counseling to helping with medical bills to everything you can possibly imagine. While we all hope we will never personally need to utilize a program such as this, it's heartwarming to know that help is there in case our families are ever hit with this horrible disease.

HOW TO PARTICIPATE:

Join the Team: You can participate by joining our CAI team and either choose to walk or run 5k. For those who feel 5k is a little much, you can get your feet wet so to speak with a leisurely 1-mile stroll. While this is called "Race for Our Kids", only those who choose to actually run will be timed. You are not rushed to hurry and finish and can enjoy the morning and the festivities.

Ghost Walk: While this may sound scary, it just means that you join the team, but you might not be physically present at the event. Such reasons like you 'don't want to do the walk itself' or perhaps 'you'll be out of town' or simply 'you're just not a morning person,' you can still register for the team. Doing this is not only a way of giving to the cause itself, but it helps the team reach its membership goals.

Donate: If you would like to just donate a few dollars to help Candlelighters, you can do that as well. Every dollar helps and every dollar stays right here in Nevada!

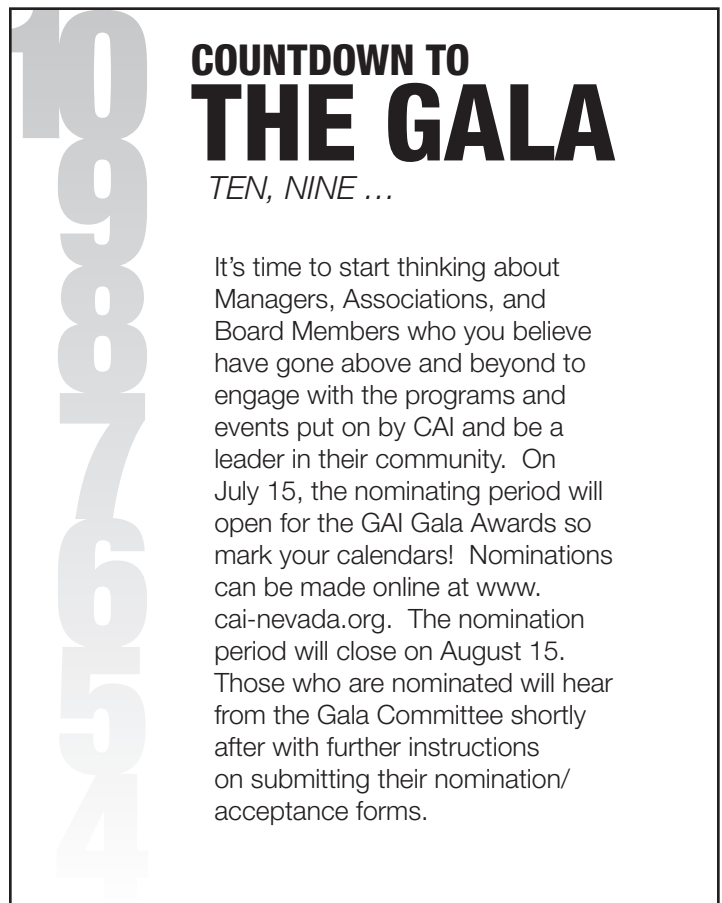
To do any of the above, you can either visit the Nevada Chapter CAI page at www.cai-nevada.org and click on the Outreach Committee tab, or simply go to directly to the team page at www.2013Candlelighters5k.kintera.org/CAIHOAChampions

Candlelighters is an amazing cause and we truly hope that the all CAI Homeowner members come and join our team. There is no CAI without the homeowners!

To make it a TRUE CAI team, we would also like all members to participate. We are extremely excited about this event and can't wait to see you there! ●

.....
RANDOM THOUGHT
.....

"Did universal charity prevail, earth would be a heaven, and hell a fable."
— Charles Caleb Colton



COUNTDOWN TO THE GALA
TEN, NINE ...

It's time to start thinking about Managers, Associations, and Board Members who you believe have gone above and beyond to engage with the programs and events put on by CAI and be a leader in their community. On July 15, the nominating period will open for the GAI Gala Awards so mark your calendars! Nominations can be made online at www.cai-nevada.org. The nomination period will close on August 15. Those who are nominated will hear from the Gala Committee shortly after with further instructions on submitting their nomination/ acceptance forms.



ROBERT ROTHWELL, PH.D., DCAL IS CHAIR-ELECT OF CAI NATIONAL CAVC, A MEMBER OF CAI NATIONAL BOARD OF TRUSTEES AND A MEMBER OF CAI NATIONAL GOVERNMENT AND PUBLIC AFFAIRS COMMITTEE

CAI is Working for You!

Researched by Robert Rothwell, PhD, DCAL

CAI is your link to legislatures, regulatory bodies and the courts, representing the interests of community association residents and professionals before the United States Congress, Federal Agencies and a multitude of other policy setting bodies. Additionally, as state governments grow more active, CAI National works closely with Chapter Legislative Action Committees (LAC) to protect member's interests.

This aspect of CAI overall Government and Public Affairs program is vital in preserving the legal rights of community associations and their homeowners.

This is the fifth in a series providing you with accepted CAI Public Policies.

HOME-BASED BUSINESSES IN COMMUNITY ASSOCIATIONS

Community Associations Institute (CAI) recognizes and supports the rights of residential common-interest communities to regulate commercial activities within their communities. This includes the *right to restrict* those commercial activities that are obvious to others

in the community and otherwise inconsistent with usual residential living.

Individuals are entitled to reasonably enjoy the use and privacy of their individual homes. Certain types of home-based occupations allow individuals to pursue a livelihood and are not apparent to others outside of the home, therefore causing no adverse affect whatsoever on the community.

In order to distinguish *objectively* between those discrete home-based businesses that *should be permitted* and those that *should be not be permitted*, we suggest that Boards of Directors do not focus on the nature of the business conducted (as long as it's legal). Rather, we encourage boards to analyze several factors to determine whether the business is apparent beyond the four corners of the home.

Examples:

- 1) Is the owner/resident displaying signs or any other commercial display?
- 2) Are clients regularly and excessively visiting the home?
- 3) Does the unit draw excessive traffic in the area?
- 4) Is the unit producing noises or odors?
- 5) Is the use of the unit inconsistent with typical residential living?

SAVE THE DATE

Join the CAI Team!

Candlelighters 5K at Mountain's Edge Exploration Park

Be sure to clear your schedule for **September 14, 2013!**

Candlelighters
CHILDHOOD CANCER FOUNDATION OF NEVADA

5K & 1mile
RACE FOR OUR KIDS WITH CHET BUCHANAN
because kids can't fight cancer alone.

<http://2013Candlelighters5K.kintera.org/CAIHOAChampions>

6) Is the business conducted consistent with local zoning or regulatory requirements?

We encourage associations to adopt use restrictions pertaining to home-based businesses that are reasonable and flexible and *applied uniformly according to objective criteria*, which are set forth in the governing documents or rules and regulations.

Here is an example of the type of language you might use as a guide:

“Homes shall be used only as private single-family residences and any other uses as may be permitted under federal, state or municipal statutes or ordinances. An owner or occupant residing in a home may conduct discrete business activities within the home so long as 1) the existence or operation of the business activity is not apparent or detectable by sight, sound or smell from outside the home; 2) the business activity does not involve excessive visitation to the home or door-to-door solicitation of community residents; 3) the business activity is consistent with the residential character of the community; and 4) the business does not violate these Use Restrictions.”

Examples of discrete business activities include, but are not limited to, electronic communication, literary, artistic or craft activities or *possible* limited childcare arrangements. The board may in its sole discretion restrict any business activities that it determines would reasonably interfere with the enjoyment of the residential purpose of the community association.

In summary, we recognize and support the rights of residential common-interest communities to regulate the nature of commercial activities within their communities, including the option to choose whether or not individual residences can be used as home-based businesses.

We encourage associations to *restrict* only those activities that the associations have reasonably determined would have an adverse effect on the community and to *permit* limited childcare facilities (proof of additional insurance required), home office use and other home-based businesses that do not have an adverse effect. We encourage Boards of Directors to initiate changes or additions to Governing Documents and Policies to allow home-based businesses that do not have an adverse impact on the community. ●

BEAUTIFUL LANDSCAPES



DRIVE VALUE.

When you choose ValleyCrest as your landscape partner, you get the consistent service and proven expertise of a local, dedicated team backed by the strength and resources of the nation's largest and most experienced integrated landscape services company. A landscape installed and maintained by our expert workforce provides a beautiful and safe environment for your community. All your landscape needs—including development, maintenance, tree care, renovations, seasonal color, irrigation management, water conservation, and green waste recycling—are expertly handled by one source.



ValleyCrest
Landscape Maintenance

4021 West Carey Ave.
North Las Vegas, NV 89032
Larry Trujillo | 702-736-3551

www.valleycrest.com

Exterior Landscape Maintenance | Irrigation & Water
Management | Landscape Enhancement | Seasonal Color

FULLER JENKINS CLARKSON

“We’ll Get You Through It.”™

Community Association Corporate Counsel and Collections



Craig D. Fuller, Esq.



Erik C. Jenkins, Esq.



Adam H. Clarkson, Esq.

Fuller Jenkins Clarkson – Las Vegas

2300 West Sahara Avenue, Suite 950

Las Vegas, Nevada 89102

P: (702) 450-8710

F: (702) 442-0779

Fuller Jenkins Clarkson – Reno

9190 Double Diamond Parkway

Reno, Nevada 89521

P: (775) 322-0300

F: (702) 442-0779

California locations serving San Diego, Orange, Los Angeles, and Riverside Counties.

theMarketplace

ASPHALT & PAVING

American Pavement Preservation

Full service asphalt maintenance, preservation and paving
Seal coat, slurry seal type 1, 2, 3 paving patching crack seal, striping/pavement markings/sign installation
702-507-5444 • www.americanpave.com

Sunland Asphalt

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

ATTORNEYS

Alessi & Koenig, LLC

Full Service Real Estate Law Firm

Specializing in General Counsel & HOA Assessment Collections.
9500 W. Flamingo Road, Suite 100
Las Vegas, NV 89147
Additional offices in Agoura Hills, CA
Reno, NV and Diamond Bar, CA
702-222-4033
www.alessikoenig.com

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

Angius & Terry, LLP

Full Service Community Association Law Firm
General Counsel including CC&R Compliance and Construction Defect Resolution
313 Flint Street, Reno, NV 89501
775-337-1190 • Fax: 775-337-1191
www.angius-terry.com

Burdman & Coston

Construction Defect Attorneys
8440 W Lake Mead Blvd. # 100
Las Vegas, NV 89128
702-387-2400 • Fax: 702-387-2401
www.burdmanlaw.com

Canepa Riedy & Rubino

Community Association Law Firm
General Counsel/Construction Defect
851 S. Rampart Blvd., Suite 160
Las Vegas, Nevada 89145
702-304-2335
www.crrlaw.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

ATTORNEYS

Fuller Jenkins Clarkson Law Firm

Community Association Corporate Counsel
(Including Collections)
2300 West Sahara Avenue, Suite 950
Las Vegas, Nevada 89102
702-450-8710 • Fax: 702-442-0779
9190 Double Diamond Parkway
Reno, Nevada 89521
775-322-0300 • Fax: 702-442-0779
www.FullerJenkins.com

Leach Johnson Song & Gruchow

Full Service Community Association Law

General Counsel including Liens & Foreclosures, and Prosecution of Association Rights in Bankruptcy
8945 W. Russell Road, Suite 330
Las Vegas, NV 89148
702-538-9074 • Fax: 702-538-9113

Wolf, Rifkin, Shapiro, Schulman & Rabkin, LLP

Full Service Community Association Law
including Construction Defect Resolution
3556 E. Russell Road, 2nd Floor
Las Vegas, NV 89119
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

Alliance Association Financial Services

As a leading provider of community association financial services, Alliance Association Financial Services recognizes the importance of not only accurately and quickly processing homeowners' assessments, but also providing safe and secure deposit services with a competitive rate of return on the associations' funds.

For more information, contact Denise Sauro, VP/ Association Financial Partner
888-734-4567 • Cell: 702-845-1743
DSauro@aaafin.com

Alliance Association Financial Services is a division of Bank of Nevada, Member FDIC.

Seacoast Commerce Bank

HOA Banking Solutions from Seacoast Commerce Bank, priding themselves on the ability to maximize their client's use of banks services with a no fees approach to banking.
Contact:
Ken Carteron, Senior Vice President
Cell (760) 803-9541
kcarteron@sccombank.com

BANKS

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

Pamela Wilson, Regional Account Executive
pamela.wilson@mutualofomahabank.com
Direct 702-420-6979 • Fax 602-636-7305

Chuck Balacy, Regional Account Executive
chuck.balacy@mutualofomahabank.com
Direct 702-563-9391 • Fax 602-636-7211

www.mutualofomahabank.com

U.S. Bank

Homeowners Association Division

Kimberly Piscione, Relationship Manager
2300 W. Sahara Avenue, Suite 200
Las Vegas, NV 89102
866-375-8616 • 702-561-5205
Kimberly.piscione@usbank.com
"All of US serving you"

COLLECTIONS

ATC Assessment Collection Group

"We take care of the people who take care of their assessments"
Attorney Supervised, Licensed Collection Agency
License No. CA10237
For more information contact Kelly K. Bahde
Office: 702-255-1124 – Toll Free: 877-781-8885
Reno: 775-324-1124 – Toll Free Fax: 877-781-8886
kbahde@atcacg.com www.atcacg.com

Collections of America

HOA + COA = Less Foreclosure Loss
Direct: 702-463-3285
Fax: 702-361-0196 • Cell: 702-806-0989

Homeowner Association Services, Inc.

"We Get You Paid!"
702-312-9150 • Fax: 702-312-9156
www.hoaservices.com • mike@hoaservices.com
Fully Licensed, bonded and insured collection agency serving Nevada Associations for over ten years.

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

COLLECTIONS

Red Rock Financial Services

The Nation's Leader in Association Collection Services
702-551-8577 • Fax: 702-551-8578
775-624-9140 • Fax: 775-624-9147
www.rdfs.com
Fully Licensed Collection Company

CONSTRUCTION CONTRACTORS

The GB Group

"Your Source for Quality Construction & Maintenance Services"
Full Service General Contractor Specializing in Reconstruction, Commercial, High-Rise, Mid-Rise, Apartment Rehabilitation, Repair and Maintenance, 24 hour Emergency Service, ICC Certified Building Inspections, Mold and Abatement Specialist, Infrared Thermal Imaging and Ultrasound Testing
6380 McLeod Dr., Suite #8,
Las Vegas, NV 89120
702-795-7002 • Fax: 702-795-7019
www.gbgroupinc.com
Providing our "Service First" Commitment

J Peery Construction, Inc.

4487 W. Reno Ave., Las Vegas, NV 89118
License # B2-54808
702-247-4074 or kelly@evelknivel.com
Read About Your Construction Defect Repairs at
www.jpeeryconstruction.com

MK House Consulting, Inc.

General Contractors
Over 7,000 HOA projects completed in 4 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 \$1,900,000
6670 Gomer Road, Las Vegas, NV 89139

CPAs

Bainbridge, Little & Co, CPAs

Audits, Reviews & Tax Preparation
Sam Bainbridge, CPA & Mark Little, CPA
Specializing Exclusively in HOAs
3620 N. Rancho Drive, Suite 106
Las Vegas, NV 89130
702-243-2695 • Fax 702-243-8734
www.blccpas.com

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

CPAs

Kane & Company, P.A.

Specializing in Condominiums, Homeowner Associations, Country Club Communities and Timeshares for over 30 years.
Our directors and professional staff take pride in delivering high quality services on a timely basis and at a fair fee.
3960 Howard Hughes Parkway, Suite 500
Las Vegas, NV 89169
702-650-7248 • Fax 702-650-7249
www.kanecpas.com

Kondler & Associates, CPAs

Audits, Reviews & Tax Preparation
AICPA Peer Reviewer - HOA expertise
6460 Medical Center Street, Suite 230
Las Vegas, NV 89148
702-433-7075 • Fax: 702-451-2863
www.KondlerCPA.com

Ovist & Howard, CPA's

Audits, Reviews, Compilations, Tax Preparation & Consulting
"Your local HOA specialist for over 30 years"
702-456-1300 • Fax: 702-456-1300
7 Commerce Center Dr., Henderson, NV 89014
www.ohcpas.net

DOCUMENT MANAGEMENT

CondoCerts

A Mutual of Omaha Bank Company
• Online demand and resale disclosures
• Universally accepted questionnaires
• Real time account access 24/7
• Dedicated customer service team
Pamela Wilson, Regional Account Executive
pamela.wilson@mutualofomahabank.com
Direct 702-420-6979 • Fax: 602-636-7305
Chuck Balacy, Regional Account Executive
chuck.balacy@mutualofomahabank.com
Direct 702-563-9391 • Fax 602-636-7211
www.CondoCerts.com

GetDocsNow.com

"Documents at the Speed of Net"
Partnering with you to provide easy, reliable access and distribution of your homeowner's association Resale and Governing Documents. We help you store and sell all of your Resale Packages and Governing Documents online.
• Resale Certificates
• Resale Document Packages
• Condo/HOA Questionnaires
• Escrow Demands
To learn more or to get started, Call J. Bradd Greene at 702-699-9944 or visit www.getdocsnow.com

ENVIRONMENTAL CONSULTING

Dominion Environmental Consultants, Inc.

Full Service Environmental Consulting
• Fungal Investigations
• Bacterial Investigations
• Asbestos Surveys
• Lead-Based Paint Surveys
• Expert Witness Testimony
702-368-2700
bbojda@dominion-env.com
www.dominion-env.com

FITNESS EQUIPMENT

KRT Fitness and Patio Concepts

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

INSURANCE

BALSIGER INSURANCE

is the only broker you need...
More than just a price...SERVICE and ADVICE are our specialties...HOA's, Condos, worker's compensation, umbrella, crime, vacant properties and more! Contact Keith Balsiger (rbalsige@gmail.com) at 702-220-8640.

CAU

Ron Austin, CIRMS, Regional Marketing Director
Barbara Westhoff, CIRMS, Account Executive
701 N. Green Valley Parkway, Suite 200
Henderson, NV 89074
800-228-1930 • Fax: 702-862-8814
raustin@cauinsure.com
bwesthoff@cauinsure.com
"Insurance for Associations, that's all we do!!"

Mike Menath Insurance

For all your insurance needs including Auto/Home/Business/Life/Health/Bonds/Workmans Comp
Ron Wright
333 Village Blvd. # 203, Incline Village NV 89451
888-304-7353, 775-831-3132
Fax: 775-831-6235 • rwright@menath.com

Western Risk Insurance

Full Service Independent Agency & Brokerage Firm
Mark S. Coolman, CFP, CIRMS
Francie Stocking, CISR, CRIS, CPIW, CIC
Susan Bauman, CISR, CPIW, CIC
Mindy Martinez, CIRMS, DCAL
3140 S. Rainbow Blvd. Suite 400
Las Vegas, NV 89146
702-368-4217 • Fax: 702-368-4219
www.westernrisk.com • youragent@westernrisk.com

Advertise in the Marketplace!

LANDSCAPING

Gothic Grounds Maintenance

Manager, Community Association
Sales & Customer Service
1005 S. Third Street, Las Vegas, NV 89101
702-604-2558 • Fax: 702-678-6968

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

Landcraft, Inc.

"Nurturing A Greener Tomorrow"

Full Service Landscape Maintenance Company

- Tree Division
- Xeriscape/ Design Division
- Irrigation Division
- Commercial Maintenance Division

Contact Dominick Zaino/Sam Zaino Jr.
Office: 702-432-3888
www.landcraft-nv.com • amy@landcraft-nv.com

Meridian Landscape, Inc.

Planning-Creation-Preservation

With a client base of over 90% Homeowners Associations, we are strategically positioned to be your community partner.

4575 W. Cougar Ave., Las Vegas, NV 89139
Toll Free: 866-469-4243 • Fax: 702-485-4637
www.MeridianLandscape.com
CustomerService@MeridianLandscape.com
Nevada Contractors License: 68725, Limit \$950,000.00

Par 3 Landscape & Maintenance

"MASTERS OF THE EXTERIOR"

Andy Belingheri
4610 Wynn Road, Las Vegas, NV 89103
702-253-7878 • Fax: 702-253-7879
andy@par3landscape.com
www.par3landscape.com
Quality • Service • Professionalism

Pierro's Landscape & Maintenance

Designing - Improving - Maintaining Outdoor

Landscape For Over 20 years

Specializing in HOA's, residential, business & commercial properties.

www.pierroslandscape.com
aaron@pierroslandscape.com
702-494-8479

ValleyCrest Landscape

"The Workforce of Nature"

63 Years – National Company

Specializing In

- Water Management
- Design Imaging
- Competitive Pricing

Contact: Larry Trujillo
702-736-3551 • Fax: 702-736-8043
ltrujillo@valleycrest.com • www.valleycrest.com

MANAGEMENT

Associa Nevada South

Contact: Tiffany Dessaints, CM, CMCA, AMS, PCAM
3675 W. Cheyenne Ave.
N. Las Vegas, NV 89032
702-795-3344 • Fax: 702-507-0588
www.AssociaNS.com

Associa Sierra North

Contact: Laura L. Price, CMCA, AMS, PCAM
Incline Village: 775-832-0888
Reno/Sparks: 775-626-7333
"The Leader In Community Association Management"
www.AssociaSN.com

Associated Professional Services (APS)

Contact: Lauren Scheer, PCAM, DCAL
4966 South Rainbow Boulevard, Suite 100
Las Vegas, NV 89118
702-257-1277 ext. 150
lscheer@apsmanagement.com

CCMC

INTEGRITY • RESPECT • INNOVATION
Onsite Community Management Services
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

Complete Association

Management Company (CAMCO)

"We Return Your Phone Calls"

Our Services are Tailored to Fit Your Association

Contact the Professionals, as Our Name Says it All!
702-531-3382 • Fax: 702-531-3392
camco@lvdi.net • www.camcnevada.com

EQUUS MANAGEMENT GROUP

A Reputation Built on Customer Service

Rick Gardner, President
5480 Reno Corporate Drive, Suite 100
Reno, Nevada 89511
rick@equusmanagement.com
775-852-2224 • Fax: 775-852-4901

Eugene Burger Management Corporation

"Legendary Service Provided by

Exceptional People"

www.ebmc.com
Southern Nevada Contact:
Katherine Wolfe, DCAL, CMCA, AMS, PCAM
katherinewolfe@ebmc.com
702-873-3071 • Fax: 702-873-0629
Northern Nevada Contact:
B.J. Brown, Supervising CAM
775-828-3664 • Fax: 775-828-2677
bjbrown@ebmc.com

MANAGEMENT

FirstService Residential, Nevada

Making a Difference. Every day.

Office locations include:

8290 Arville Street
Las Vegas, NV, 89139
6170 Ridgeview Court, Suite C
Reno, NV, 89519
8915 S Pecos Road, Suite 17-A
Henderson, NV, 89119
7951 Deer Springs Way, Suite 170
Las Vegas, NV, 89131
5135 Camino Al Norte, Suite 160
North Las Vegas, NV, 89031
10155 W Twain Ave Suite 100
Las Vegas, NV, 89147
702-737-8580 • 775-337-2700
www.fsresidential.com

Las Vegas Valley

Community Management, LLC

"Serving Las Vegas for 10 years!"

10501 W. Gowan Rd. ste.160
Las Vegas, NV 89129
Call Phil Michaelson at 702-655-7064 x1102
phil@lvvcm.com
www.yourcommunitymanager.com
www.lvvc.com
"The Valley HOA Specialist"

Level Property Management

2012 CAI 'Outstanding

Small Management Company'

Anne Calarco, PCAM, DCAL, President
702-333-1050
Anne.Calarco@levelprop.com
'Taking your Community to the next Level'

The Management Trust

Connecting People to the Promise

5575 S. Durango Dr. #106
Las Vegas, NV 89113
702-835-6904 • 702-835-6905
www.managementtrust.com

Professional Community Management

Full-service community management

On-site, large scale community management

Active adult community management

New development management

HOA board training

HOA website creation

Financial services

Developer budget preparation

Randy Watkins

Vice President of Nevada Management

rwatkins@pcminternet.com

www.pcm-nv.com

Office: 702-540-9411 • Direct: 702-415-8958

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

Gala Award nominations open July 15! Nominations can be made online at www.cai-nevada.org

MANAGEMENT

Taylor Association Management

"Bringing Community to Your Neighborhood"

Contact: Pat Taylor, CMCA
5550 Painted Mirage St., #330, Las Vegas, NV 89149
702-818-4900 • Fax: 702-736-0679
www.tamhoa.com

Thomason Association Management, LLC

A Different Kind Of Management Company

Leesa Thomason, CM, CMCA, Owner
8687 W. Sahara Ave. Ste. 201
Las Vegas, NV 89117
(702) 202-3336 • leesa@tamlv.com

Thoroughbred Management

Specializing in Single Family Home HOAs

2555 W Cheyenne Ave
North Las Vegas, NV 89032
702-515-2042 • Fax 702-515-2043
kruth@tbredmgt.com • www.tbredmgt.com

PAINTING

Empire Painting & Construction

We not only specializes in large scale exterior painting but also now offers a complete suite of reconstruction services continuing our tradition of "Easy To Do Business With." Please contact Kari Gorzny at 702-205-8460 for further details.

CertaPro Painters of Southern Nevada

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

Kelly-Moore Paints

"Your Source for Property Management Services in Reno"

RFP's, Scopes of work and color renderings.
Contact Bryan Jerolaman at 916-533-6472 or bjerolaman@kellymoore.com
www.kellymoore.com

Unforgettable Coatings, Inc.

Renew. Revive. Repaint.

"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

**Want to See
Your Ad Here?
Advertise in the Marketplace!**

RESERVE STUDIES

Association Reserves - NV, LLC

25 Years of Providing Great Reserve Studies!

Professional Reserve Specialists Trained in the Art of Minimizing Risk & Limiting Surprises.
7251 W. Lake Mead Blvd., Suite 300
Las Vegas, NV 89128 702-943-0615
MSwain@ReserveStudy.com
www.ReserveStudy.com/Nevada
Matthew C. Swain, RS, NRSS #57

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

CS Consulting Service LLC

Al Ruth, RS, PRA, CM
STATE OF NEVADA RESERVE STUDY
SPECIALIST PERMIT #RSS.0000001
On-Line Proposal Request
24 Hour Proposal Turn-Around
702-655-7052 • Fax: 702-655-7051
www.areservestudy.com
al@areservestudy.com

Nevada Reserve Studies, Inc.

Serving all of Nevada
• Residential & Commercial Studies
• Consulting Services
• Expert Witness Services
Douglas Taylor, RS, PRA
State Registration: RSS.0000017
702-432-5587
On-Line Bid Request at: www.nevadastudies.com
dtaylor@nevadastudies.com

RESTORATION

Advanced Pro Restoration

One stop shop: Water, fire, mold cleanup and construction
702-252-0880
License #065998 • \$950,000 limit

Steamatic Total Cleaning & Restoration

Alicia Syverson
2851 Synergy St, North Las Vegas, NV 89030
702-633-0383 • Fax: 702-633-0012
asyverson@steamaticlv.com
www.steamaticlv.com

ROOFING

A 1 ALL AMERICAN ROOFING

"Quality, Dependability & Pride"

Family owned & operated for more than 30 yrs. Proudly servicing the Las Vegas, Henderson & surrounding communities for over 16 yrs.
H.O.A. CERTIFIED
702-838-8892
www.vegasroof.com
Fully Licensed, Bonded & Insured
License #45803 Bid Limit: \$50,000.00
BBB Accredited A+ Rating

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 \$950,000

SECURITY

AlliedBarton Security Services

Commitment to Residential Communities
Ambassador Service Program, Unarmed and Armed Officers
Industry Leader Providing Specialized Residential Security for HOAs, Gated Communities, High-rise Condominiums and Retirement Communities.
Contact Steve McCoy
702-544-8396 • steve.mccoy@alliedbarton.com

American Star Guard Services

President/CEO Zeke Mustafic
1500 E. Tropicana Suite 111
Las Vegas, NV 89119
702-823-9460 • Fax: 702-272-2027
www.americanstarsecurity.com
americanguards@aol.com

WANTED

Your Ad Here

*You Saw it in The Marketplace,
so will Your Customers!*

For advertising information,
call 702-648-8408

Community Interests

Classified advertising in *Community Interests* gives you a classified ad at a cost of \$50 per month (includes 25 words/.50 each additional word) or \$300/year for members or \$380/year for non-members. Advertising contracts are available from CAI Nevada by calling the CAI office at 702-648-8408.



Now this feels like home.®

COMMUNITY ASSOCIATION MANAGEMENT



When you're **Different** it shows and for over forty years, CCMC has been demonstrating this by **Serving People First**. You see, CCMC doesn't have to do the talking. The faces, the **Smiles**, the **Togetherness** that seems to just happen within a CCMC community say it all. Like **Neighbors**, we are there to lend a hand. **Infusing Life with Fun. And, Being There No Matter What.**

www.CCMCnet.com | 702.248.2262

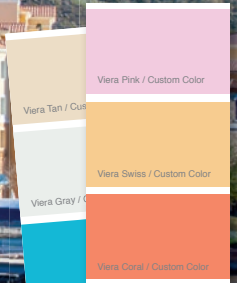
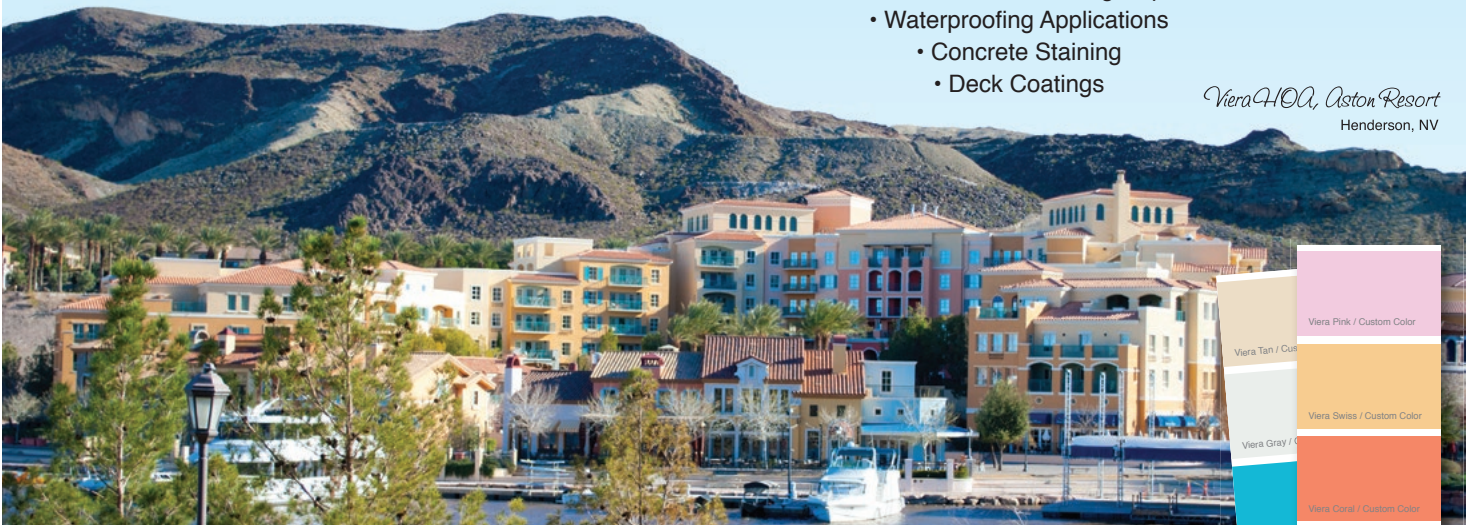


WHEN QUALITY WORK IS REQUIRED, TRUST THE EXPERTS.

Specializing In:

- Our #1 Specialty is Customer Satisfaction
- Elastomeric and Energy Efficient Coatings
 - Exterior Full Community Repaints
 - Stucco, Wood & Decking Repairs
 - Waterproofing Applications
 - Concrete Staining
 - Deck Coatings

*VieraHOA, Aston Resort
Henderson, NV*



WWW.UNFORGETTABLECOATINGS.COM

**CALL SEAN (702) 686-4232
OR MIKE (702) 672-9513**

PSRKT STD
U.S. POSTAGE
PAID
LAS VEGAS, NV
Permit No. 645

Community Interests

THE MAGAZINE FOR COMMON INTEREST COMMUNITIES



9171 W. Flamingo Road, Suite 100
Las Vegas, NV 89147

Phone: 702-648-8408
Fax: 702-240-9690

info@cai-nevada.org
www.cai-nevada.org



2013 Diamond
Plus Sponsor

FirstService
RESIDENTIAL

THANK YOU TO OUR 2013 CAI- NEVADA SPONSORS

DIAMOND PLUS

FirstService Residential

DIAMOND

Taylor Association Management
The Management Trust

PLATINUM

Alessi & Koenig
Angius & Terry, LLP
Fuller Jenkins Clarkson
GetDocsnow.com
Nevada Association Services, Inc.
Seacoast Commerce Bank
Wolf Rifkin Shapiro Schulman Rabkin, LLP

GOLD

American Pavement Preservation
Associa Nevada South
ATC Assessment Collection Group
Bainbridge, Little & Co, CPAs
CAU
Gothic Landscape
Kane & Company, P.A.
Leach Johnson Song & Gruchow
Ovist & Howard CPA's
Par 3 Landscape & Maintenance
Red Rock Financial Services
The Groundskeeper
Titan Roofing
Valley Crest
Western Risk Insurance

SILVER

Advanced Pro Remediation, LLC
Alliance Association Financial Services
Associa Sierra North
Association Reserves
Balsiger Insurance
Browning Reserve Group
Burdman & Coston
CAMCO
Canepa Riedy Rubino
CCMC
CertaPro Painters of Southern Nevada
Complex Solutions
Dominion Environmental Consultants, Inc.
Empire Painting & Construction
Homeowner Association Services, Inc.
Kelly Moore Paint Co.
Kondler & Associates, CPAs
KRT Fitness
Level Property Management
Menath Insurance
Meridian Landscape, Inc.
MK House Consulting, Inc.
Mutual of Omaha Bank
Pierro's Landscape
Professional Community Management
Steamatic Total Cleaning & Restoration
Sunland Asphalt
The GB Group
Thoroughbred Management
Unforgettable Coatings
US Bank