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# Community Interests

THE MAGAZINE FOR COMMON INTEREST COMMUNITIES

DECEMBER 2013

## Magazine Committee

Andrea Chestnut, DCAL, *Chair*  
Melissa Bott, CMCA, AMS, PCAM  
Christian Diamandis CMCA, PCAM  
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\*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.

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Alicia Syverson *Co-Chair*

### Toastmasters

Chuck Balacy *Chair*

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## Columns

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

## Departments

- 7 Upcoming Events
- 21 Around the Block: Community Living

## Articles

- 7 Community Outreach within our CAI Community
- 8 2013 Magazine Committee
- 16 Limitations on Parking Regulations
- 17 Events Gallery
- 18 2013 CA Day Gallery
- 22 The Role of the Board of Directors:  
A Voice of Reason Speaks Out from the Wilderness
- 24 Countdown to the Gala - THREE...
- 26 Reach Out with the Outreach Committee
- 28 CA Day 2013 Legislative Update Class
- 30 Nevada Educated Business Partner (NVEBP):  
Will You be the First?

## The Marketplace

- 31 Classified Advertisements





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

## President's Message

### Looking Back at 2013

It is amazing just how fast this year has gone by. We should all be proud of our accomplishments. Personally I want to thank all of you for your hard work and support, because without you none of our achievements would have been possible. My heart is filled with joy from all the support you have shown me and the entire board of directors throughout this year.

As your outgoing CAI-Nevada President, I ask you all to welcome Norm Rosensteel as our incoming CAI-Nevada President for 2014. Norm has tremendous experience and he has a great team to work with. I wish him all the best for the upcoming year.

2013 brought a legislative session and we faced some real challenges. Sometimes things did not turn out exactly how we wished, but, as a group we showed real initiative in finding ways to address those challenges and to make life better for our homeowners.

New HOA laws do not just affect our management teams and business partners: they also have a great impact on those of us who live in HOAs. Our "Year of the Homeowner" shined a light on those who are affected most when HOA laws are changed: the people who pay the bills.

The grassroots movement lobbied lawmakers to educate them about the homeowner's perspective while the Legislative Action Committee worked on the inside towards getting good legislation passed and bad legislation defeated. These combined efforts have improved CAI-Nevada's standing with the legislature, the media and the general public. I hope we can continue to lead the way in helping HOAs improve the lives of their residents by building on the gains we made this year.

I have met some incredible people this past year and I look forward to our friendships continuing. My passion for CAI and the plight of the homeowner has not waned. It has been said that you can never lose unless you give up: well, I am not giving up so we are not giving up. Even though 2014 is not a legislative year, we still need to muster our forces so we can be even more effective in 2015.

Thank you again and I will see you in the coming year.

*Donna Toussaint*

*January 2014 Lunch Program:*

**NEW YEAR – NEW LAWS!  
AFFORDABLE CARE ACT –**

**FIND OUT WHAT YOU NEED TO KNOW!**

The new health insurance laws go in effect January 2014 – come find out how it affects you. Susan Bauman is an insurance expert who is very involved and knowledgeable with all the new health insurance laws. Don't miss out on this important information.

**WE WANT YOU TO SERVE ON A CAI COMMITTEE!**

Come to our January luncheon and find out about all our wonderful committees and how you can become involved and VOLUNTEER! Committee members will be on hand to provide information regarding their committees and how you can sign up to serve on the following committees:

- Events Committee  
(Programs and Social Committee combined)
- Membership Committee
- Education Committee
- Golf Committee
- CA Day Committee
- Gala Committee
- Outreach Committee
- Magazine Committee
- Toastmasters

You won't want to miss out on this informative luncheon so contact CAI and register today!





CHRIS SNOW  
COMMUNICATIONS  
MANAGER

## Chapter Commentary

I am often asked by board members if a certain service provider is a member. Many of our associations will only do business for their properties with a CAI member or by establishing a preferred vendor list. All of our members should have recently received our newest member directory and it is the best reference guide for CAI vendors. Another option is to check for membership on our website. This is located after the log in and is updated more frequently than the hard copy. Of course, if you have a question you can always ask me, I will be happy to give you the most current business partner membership information.

A question I often get from business partners is "why advertise in the *Community Interests Magazine*?" The simplest answer is you are supporting the chapter by advertising and that benefits your business and the Chapter. Factually speaking, our magazine has grown from a circulation of 600 to over 1100 in 5 1/2 years. The estimated readership is over 2000. Our broad appeal covers homeowners, managers, management company owners and a variety of service providers within the HOA industry. That's a large reach! And yet the magazine targets the consumers that use your products the most, those making the decisions. The magazine issues also have staying power. They are not

monthly periodicals thrown out as the new issue arrives: they are generally saved as a library of valuable information from the latest NRS updates to personal experiences of our colleagues.

Advertising isn't the only way to show support for the CAI Nevada Chapter or get the recognition for your company that you seek. Business partners that support the Chapter are also recognized as sponsors for various events. The magazine offers your business exposure to the right people for the right reasons, simple as that.

In this issue you will be introduced to the hard working "Magazine Bunch" (Brady Bunch parody on the cover in case you missed it). I am very proud of the work they have done this year. We are all looking forward to the New Year and an exciting new magazine roll out in full color.

Happy & Safe Holidays to you all!

*Chris Snow*




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

## In this Issue

by Andrea Chestnut, DCAL

The December magazine is a celebration issue. There are articles that will help you in a variety of ways with your homes and your businesses; however, the main read for this month is about what makes the magazine what it is.

As you read the magazine each month, have you ever wondered who is really behind the *Community Interests Magazine*? Or wondered how it went from being a newsletter to being a magazine recognized as one of the best in our industry? This month is the month of all months. You have an opportunity to see the magazine committee in a way you have never seen them before.

Putting together the magazine each month is fun, but, no easy task. Keeping the pages filled with timely information presented in an interesting way is challenging. Making sure all of the stars in the sky are in alignment sometimes

would seem easier but this group of people has made it happen.

It is not only the committee that makes magic but Nathan Hess and Casey Wiesel of 44 Print, Design and Graphics. They take everything and lay it out in a way that makes sense. Our biggest cheer leader is Chris Snow who has been our greatest supporter from the very start. Encouraging and sometimes prodding us to go for more.

Each team member brings a unique set of skills and talents to the table with a strong commitment to excellence. I guarantee you will be impressed, surprised and entertained as you read each sentence: do not be surprised when you have thoughts like "Wow! I didn't know that". I can honestly say I think they are all "Rock Stars". ●

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CHRIS SNOW  
COMMUNICATIONS  
MANAGER

# Community Outreach within our CAI Community

by Chris Snow

Many of our members currently volunteer for worthwhile organizations while others may wish to consider a charity if it is the right fit. As part of a new monthly feature we will post information for various organizations for our members to contact if they are interested. If you know of an organization to add to this list, please email a description of the organization and contact information to me at [marketing@cai-nevada.org](mailto:marketing@cai-nevada.org)

We will start by listing some of our 2012 & 2013 Ordinary People, Extraordinary Measures winners and nominees. You are encouraged to contact anyone on this list.

1. **Michael's Angel Paws**  
[www.michaelsangelpaws.org](http://www.michaelsangelpaws.org)
2. **Tugboat Society** [www.charityblossom.org](http://www.charityblossom.org)  
(search: Tugboat Society).
3. **Nick & Friends Sarcoma Foundation**  
<http://fightsarcoma.org/>
4. **Allison Stone (Locks of Love)**  
[www.locksoflove.org](http://www.locksoflove.org)
5. **Child Focus** [www.childfocusnv.org](http://www.childfocusnv.org)
6. **Blindconnect** [www.blindconnect.org](http://www.blindconnect.org)
7. **Step 2** [www.step2reno.org](http://www.step2reno.org)
8. **Create A Change Now**  
[www.createachangenow.org](http://www.createachangenow.org)
9. **Sierra Nevada Donor Awareness,**  
[www.sierranevadadonorawareness.com](http://www.sierranevadadonorawareness.com)
10. **Veterans Village**  
<http://veteransvillagelasvegas.org/mission/#sthash.EXKZpn2L.dpuf>
11. **Torino Foundation**  
<http://torinofoundation.org>
12. **Adopt A Rescue Pet, (702) 798-8663**
13. **Baby's Bounty** [www.babysbounty.org](http://www.babysbounty.org) ●

## Upcoming Events

### Southern Nevada Upcoming Events

JANUARY	1/14	<b>Las Vegas Monthly Luncheon</b>	Gold Coast Hotel	11:30 a.m.
	1/14	<b>CAI Nevada Chapter Board Meeting</b>	Gold Coast Hotel	1:00 p.m.
	1/25	<b>Las Vegas Homeowner Seminar</b>	CAI Training Center	9:00 a.m.
	1/28	<b>Las Vegas Manager Breakfast</b>	CAI Training Center	9:00 a.m.

### Northern Nevada Upcoming Events

JANUARY	1/15	<b>Quarterly Breakfast</b>	Peppermill Hotel	7:30 a.m.
	1/16	<b>Northern Nevada Manager Breakfast</b>	Peppermill Hotel	9:00 a.m.
	1/16	<b>Northern Nevada Homeowner Seminar</b>	Peppermill Hotel	6:00 p.m.

*All Dates and Events are subject to change or cancellation.*





## Your 2013 Magazine Committee



**ANDREA CHESTNUT, DCAL,  
COMMITTEE CHAIR**

*Q: Why did you choose to volunteer for the Magazine Committee? Did someone inspire you?*

**A:** My distant background was in the commercial photographic industry. I believed my knowledge and creative eye could help take the *Community Interests Magazine* to a new level of industry standard. Most of all I thought it would be just what it is for me, fun.

*Who is your favorite writer? Give us a quote from the writer that you believe will inspire others to read their work.*

I tend to read a lot of non-fiction so this was a challenge for me to answer. I am always looking for books that challenge my perception of how I see the world and life, a book that inspires and uplifts while opening new avenues of self exploration. I am convinced we never stop learning even when we try not to because there is always a new lesson right around the corner. If you are looking for a good series of books to read try the "Life Choices" series. They are made up of short stories and each story is inspiring. One of my favorite quotes is "The only reason bumble bees fly is because they don't know they are not supposed to, so they do it anyway." By: Andrea Chestnut.

*What life experience has given you the most significant memory that you would like to share with our readers?*

When I was 19 years old my Mother died. I am the oldest of five and I became an orphan and head of house hold all in the same day. The greatest understanding that came from that experience is, that which does not break you, makes you who you are.

*If you could be another person, who would you choose and why?*

I would be a better me. I find at this point in my life I like me more than ever and yet there are still areas of growth that I know I still want to work on.

*Pick your favorite dessert and describe it for our readers so they know how good it is.*

My home made chocolate cake, this cake is a dense melt in your mouth chocolate cake that appeals to all the senses while delivering a sensual satisfaction.

*What frightens you the most?*

Having been confronted with life, death and my own mortality at a very early age some of the biggest fears of my life have been put to ease. However, I still ask myself, am I living up to my fullest potential?

*Describe what is your perfect night out in Vegas?*

Visiting and sharing time with close friends.



*My Turn*

**MELISSA BOTT, CMCA, AMS,  
PCAM**

Like many managers, I fell into this industry by accident. What began as my first office job as an accounts payable clerk, progressed into 20 years of community management. I have been fortunate enough to hold a position in almost every facet of the CIC industry, from payment poster to parking police to party planner, up through my current position as an onsite manager of a luxury community located within Lake Las Vegas. With a community full of part-time residents and one staff member working opposite my schedule, I found myself nicknaming the wildlife that flew or scurried by my windows each day. After spending the last several years working in busy offices for large, active communities (and probably wishing a few times to "just be left alone for a minute"), I found myself...all alone. Much like the communities we all serve, interaction is key to success. Joining a committee seemed like a perfect way to keep myself involved with the industry and in contact with colleagues while still maintaining focus on my community.

I investigated a few committees but gravitated towards the magazine committee. My long-standing fear of getting up and speaking in any forum deterred me from a few of the more public committees, and the ability to participate

in the magazine committee remotely from my community when needed seemed to further steer my choice in this direction. As an avid reader, I am a fan of anything that involves writing. From the day a moody 15 year-old girl picked up a copy of Anne Rice's *Interview with a Vampire*, I fell in love with the rich storytelling and whimsical, historical descriptions the written word could convey. She wrote, "A summer rain had left the night clean and sparkling with drops of water. I leaned against the end pillar of the gallery, my head touching the soft tendrils of a jasmine which grew there in a constant battle with a wisteria, and I thought of what lay before me throughout the world and throughout time, and resolved to go about it delicately and reverently, learning that from each thing which would take me best to another." I have since travelled to New Orleans in an attempt to capture the beauty and history of the city as she described it.

As in my management style, I approach things with simplicity and resolution in mind. As a long-time Las Vegas resident, you will rarely find me on The Strip or in a casino. My favorite evening is spent in front of a campfire, laughing with good friends. Las Vegas is ideally situated for camping and hiking year round between Mt. Charleston, Lake Mead, Red Rock and Utah. I may occasionally enjoy a nice dinner out but I'm a homebody at heart. This also helps me recognize that every community we work with is, at its core, the place people call home. It is the one aspect of life that I believe everyone expects to be "just right", all the time. Whether a community is 20 units or 20,000 units, it is a tall order to fill! This year the magazine committee focused more on human-interest, homeowner and community stories. The emphasis on the people in the communities and not just the management and maintenance of the assets in the communities was another aspect that drew me to get involved with this committee.

In another life I may have pursued a more humanitarian lifestyle, perhaps the Peace Corps or the UNHCR. I may have travelled the world and written about my experiences outside of the small piece of the world I live in now. It is these passions of mine that excite me about next year's focus of the magazine to highlight our very own CAI members and their connections and contributions to the communities they live in. We have managers, business partners and board members who donate their spare time to Red Cross, Opportunity Village, Candlelighters and many other organizations. Committees and entire associations plan and host events for various local and national charities. It is a humbling and inspiring topic that ties in closely to the business of building communities. We are all looking forward to a purposeful 2014 for the *Community Interests* magazine!



## *A Journey to the Magazine Committee*

**CHRISTIAN DIAMANDIS, CMCA, PCAM**

As I get older I find an urgency to be productive, to feel I am making some kind of difference in myself and for others in a positive way. Perhaps I am trying to make up for the tumultuous days of yore when I chased the dragon's tale to all hours night and day. As it turns out, life in the fast lane is not all its cracked up to be: even though a lot of time is spent awake, partying, skiing and prurient pursuits are not really all that productive or rewarding.

Today my idea of a good time is staying at home with my wife, three cats and one dog, going to bed at 8 pm and rising at 4 am if the cats do not wake me up sooner. Of course an occasional show such as Steely Dan, Eric Clapton with Steve Winwood and the Jimi Hendrix Tribute at the Pearl, Boz Scaggs at the former Hilton and most recently Ian Anderson of Jethro Tull at the Smith Center are lures that have dragged me out past my bedtime. Vegas will always find a way to coax you out once in a while, but, I digress.

There are a number of reasons I volunteered to be on the magazine committee. One was for the points I needed for my PCAM Application: that may have been the deciding factor regarding volunteering for any committee, but, not the reason I chose the magazine committee.

I was an English major/Business minor in College and writing has always appealed to me. One of my favorite quotes regarding the art of writing is from William Wordsworth and though I do not remember it verbatim, it is paraphrased: "One should write as if speaking to another person, only with much more clarity".

One of my favorite writers is Sir Arthur Conan Doyle. It is not widely known in this country, but, he is the second most celebrated and read English writer: only Shakespeare is more renowned. He wrote the Sherlock Holmes tales of course, among other works, and there is a quote from one of these stories that has always been a favorite of mine. If you ever read the tale it is associated with, you will realize there is a different purpose to the reflective passage coming from the great detective, but, in literature an author can express indirectly his larger views and that sometimes deserves to be recognized on its own merit. From "The Naval Treaty" in the *Memoirs of Sherlock Holmes*:

"'There is nothing in which deduction is so necessary as in religion' (Sherlock) said, leaning with his back against the shutters. 'It can be built up as an exact science by the reasoner. Our highest assurance of the goodness of Providence seems to me to rest in the flowers. All other things, our powers, our desires, our food, are all really necessary for our existence in the first instance. But this rose is an extra. Its smell and its color are an embellishment of life, not a condition of it. It is only goodness which gives extras, and so I say again that we have much to hope from the flowers.'"

So to reconnect with writing, editing and reading other people's works is another reason I joined the magazine committee, but, that is still not the whole story. The final reason I joined the magazine committee is because I felt a compulsion to do it. It seemed like kismet to me that there would be a magazine committee and I would be on it.

My father, Peter George Diamandis, published magazines for a living, though I never learned exactly what that meant in its entirety. I knew it meant running the business end of magazines: the writers, editors and others actually created the product. The Publisher hired them, gave direction to them, oversaw the printing and distribution of the product and marketed the product. My father went around the country making speeches and deals which all seemed ethereal to me, but, I always knew he was very successful in his field. In his career he published, at various times, *Mademoiselle*, *New York*, *New West*, *Woman's Day* and he started *Self Magazine* from scratch. At the apex of his career he ran CBS Magazines and led the largest magazine buy out in history when he led an employee takeover of the CBS Magazine Division and turned it into Diamandis Communications Inc.

Naturally I have always had a lot of trepidation about the magazine business: I could never measure up to what my father had accomplished in that field. Joining the magazine committee was a first step to conquering that fear. In hindsight I wish I had done it sooner.

Within a year of joining the magazine committee I found out my father was dying of bone cancer and he passed away in June of this year. He decided not to fight the cancer and he stopped eating: he met death head on just as he approached everything in his life. He had a great sense of humor, was highly intelligent and he never shied away from facing any problem or challenge. He never overtly showed a great spirituality, but, he was honest and treated everyone he met with candor and good will. He had a very grounded and practical sense of who and what he was, a self awareness and assurance that is rare.

It is the unknown that is the scariest part of life. That is why death is the great fear that most people have, it is because one can not know what it is like until it is experienced. It is the "undiscovered country" (William Shakespeare, *Hamlet*) we all must travel to at the end of the world. It may end up the fear is unwarranted.

I remember a time when I was out at night by the Winooski River in Burlington Vermont. It was dark and I was alone. I ran into a group of four people walking and I said "hello". They said "hi" and kept walking but for one individual who pulled up to further the conversation. He looked very familiar to me. I asked for his name. "Christian Diamandis" he replied. Incredulous, I asked him where he lived and he gave my home address in Connecticut. I realized that he looked a lot like me and was mirroring my

posture. I was pretty much at a loss for words so I wished him a good night and watched him walk back to his friends who were perched on a rock overlooking the Winooski falls. As I stared after them I thought to myself "I have to go over there and figure this out" but as I started to move towards them I looked down and saw a cavernous gap in the rocks that I had not previously noticed. I could not see into the blackness how far down it went and I did not think I could jump over it. I left the area and went home, not scared, but, truly puzzled to this day. It could be that someone tricked me a la Zorba the Greek, but, it seems unlikely. I came away with a real sense that there is much more out there than we are able to perceive and I find comfort in that.

So that is why I joined the magazine committee...to find myself, again.



### *My Name is Judi Hanson*

#### **JUDI HANSON, BOARD LIAISON**

For those of you who know me, you know I don't like to follow the rules. The rules in this case were to answer five different questions – what frightens you the most? Describe what is your perfect night out in Vegas? If you could be another person, who would you choose to be and why? Pick your favorite dessert and describe it for our readers so they know how good it is. Well, if you find answers to any of these questions, it is by coincidence only. I find all of the above too difficult to write about since most of them do not really fit my lifestyle. So, onward I go!

I became involved in CAI in 2008 when I got elected to the board of directors for Sun City Aliante. Phil Crapo was our manager then and he highly recommended the education courses through CAI. Being as green as grass, I found it a great way to learn more about homeowner associations and how they worked and how to stay out of the eyes of the Ombudsman's Office. I ran for our homeowner's board because I was disappointed at the lack of participation at community events by our board of directors at the time. I felt that if we were an active board, we should support our events, it didn't matter if they were a lunch and learn, a computer club or a "Mad Hatter's Tea Party." My only knowledge of HOAs at that time was serving as a member of the lifestyle committee. Today our board is very community orientated and each board member lends a hand when possible. In 2008 I ran for the Aliante Master Association's first homeowner's board, and I have been serving on it ever since. This is my third go-around as President of the board. My committee for the Master happens to be the social committee, and if you read our magazine, you will notice that I write articles about Aliante and its events all the time. In addition, I do write articles about various CAI classes as well.



Presently I serve on the Membership Committee (finishing my third year on this committee), the Education Committee (this is also my third year on this committee), and the Magazine Committee. I previously served three years on the Outreach Committee before deciding to give it up and join the magazine. I truly enjoyed Outreach and the amazing things they have done and still do for the community at large. It is a dynamic committee and I believe has become even more dynamic this year since they are focusing on other endeavors within the community besides Red Rock School. I still volunteer my time, although limited this year, on this committee. Because of their commitment to new organizations, it is hard to keep up with them. Since I'm not a runner, my running shoes do not do me much good to stay in the chase. I'm kind of like the tortoise and the hare when it comes to Outreach. I play the role of the tortoise and continue to amble my way into the events that I know best.

As I mentioned, I have served three years on the Membership Committee. I love the fact that we tried to give back to the homeowners who became a part of the grassroots committee with a brunch at Siena Country Club. This event was successful and the turnout was respectable. I have been the one to send those letters to expiring members of CAI over the past two years encouraging them to rejoin. It has been a great task as it has afforded us a way to clean up bad emails and to stay in touch with those who have dropped out of CAI because of changes in their industry or those who have moved out of the area.

Together with Eileen McKyton and Greg Toussaint, I taught my first DCAL class, Building Communities. Eileen had the "put you to sleep" material, the history of CAI while I had the fun stuff and the easy road to success – the interaction of how to build a community with those in attendance. Unfortunately, we ran out of time in my section. I would have loved to extend the time to an hour and a half instead of a meager 45 minutes. We had some great interaction. I know I called upon a group of three ladies who I always thought came from Pahrump. No, they are Las Vegas residents who live in a trailer park with a major HOA and had some interesting thoughts to share. They were sitting with residents from Aliante in different communities with amenities so it made for an interesting mix and an interesting story of how different HOAs are run, as these ladies are self-managed as opposed to communities under the guidance of a management company. I think I would love to teach this class again. My goal for this committee is for them to develop more Advanced DCAL classes (which they are in the process of) and setting up a criteria to award certificates and/or pins to Advanced DCAL's.

Finally, the Magazine Committee! This is my first year on it and I love it. The people are great and you will see a lot of editorials coming out of Christian – Around the Block, Jeff, Andrea and all the others, including Robert Rothwell

who likes to play the Devil's Advocate. The magazine has taken on a new life this year. The texture of the magazine is lighter to handle and much more cost effective. It has vibrancy; featuring HOAs this past year (Donna's passion). Next year will be even more exciting as we go to full color and bring in the association of our members to community organizations. I look forward to being a major contributor to the magazine next year and hope they will honor me with a place on their committee.

Now, with all that being said, I can answer a few of the questions the committee developed. I was drawn to the magazine committee because of my years in the printing business (see the bio on me). I feel like I still have printer's ink under my fingertips. It gets in your blood and one has a difficult time of getting rid of it. For that reason, I love to make suggestions on how I feel the magazine can be improved and writing articles for it. Obviously my role back in Indiana did not entail much of this type of work. My work there was making sure the bills were paid and the customers were always happy, both daunting tasks. It wasn't easy to run a "mom and pop" shop, but my husband and I managed to do it with minimal help, our two sons, daughter-in-law and a press operator who devoted 25 years to our endeavors before we sold the business. I learned a lot over the years, and hopefully because of this knowledge I feel like this committee is a natural for me. I can't say that any one person has inspired me over the years, especially not in my business endeavors or my volunteering endeavors.

As many of you know, I like to spend my time outside of my community and outside of CAI volunteering. I help in my daughter's school, Clyde Cox Elementary, in the office and working with 3rd graders on reading skills and reading comprehension as well as sight word development. I also spend one day a week, minimum, at the Cleveland Clinic Lou Ruvo Center for Brain Health in the Physical Therapy department. I anchor the volunteer newsletter, and love taking pictures of various events. I will also volunteer my time as needed elsewhere within the clinic, such as putting patient binders together for new patients. On average I assemble 250 binders per month. Finally, you will see me at the Smith Center either volunteering at Cab Jazz or at an education event, or working in the Founder's Room and as a paid usher.

My life wouldn't be complete without my venturing outside of America. I have places to go that would have had my husband shaking his head if he were still alive. And, the good Lord willing and health prevailing, I will make it happen. I have been dog less for the past five months, and hopefully when I return from Israel and Jordan the 7th of November, I will find a new baby to adopt. Most of my family lives back in Indiana so I see them twice a year, once when I fly back for a long weekend, and the other time when I fly them out for the holidays. My daughter recently got remarried and as part of the package, she is mommy to two little munchkins,

Zac, age 4 and Elaina, age 2. She lives a mile from me so I spend a lot of time with my new grandbabies. I will have the joy of seeing her have her first child in December and that will be exciting. My youngest grandchild in Indiana just turned six. He was born the spring after we moved here so I have not been a big part of his life as yet unfortunately. My 15 year old grandson is maturing daily and it is easier now to talk to him on the phone and to develop meaningful memories for us to share.

My favorite author? Actually I have two: they are John Grisham and Jodi Picoult. Two entirely different writing styles and I think that is what has drawn me to them. I have no favorite quotes to share from either author. I guess if I were to share a favorite quote, it would be from the Bible, that of the 23rd Psalm which begins with: "The Lord is my shepherd, I shall not want...."

I live a simple life now that I've lost my husband. Sports are much more interesting for me to watch than reality shows on TV. Give me a good football game or basketball game and I'm hooked for two or three hours while the game is played out. So, as you see, I've done my own thing in this point of sharing. I did manage to answer a couple of the committee's questions and I hope you have learned a little more about me.



### *What Motivates Me*

#### **DEBBIE IOSSA**

With the risk of aging myself, I started in the field of Community Management back in 1994 when my job of 8 years in video duplication had no advancement. This is not the DVD's of today but VHS, BETA, 1" and 2" quad duplications of yesterday. My job was to enter the duplication orders from government accounts. The scariest part of my job was whenever social security issued a purchase order the math was always wrong, but if we wanted to get paid I had to make the dollars fit their total to the penny. The Social Security Administration could not add – that was frightening.

So to find a career that I could advance in I interviewed and was offered a manager position in a company that managed HOA's. Back then the company was considered big, it managed twenty communities. I managed mid-rises, co-ops, condos and townhome communities in the Connecticut and New York area. When I moved from Connecticut to Las Vegas I thought I hit nirvana with so many HOAs in one place until I learned about those three letters.....NRS.

As with everything I do, my goal was to obtain the highest achievement and in this industry one's PCAM degree is a big one. A prerequisite to the PCAM is serving on a committee. Even though writing articles, soliciting articles, advertisement and proof reading are a big part of our

volunteer work, I thought with my bachelors in photography and graphic design the magazine committee was something I could contribute to.

Two years later I still look forward to our monthly meetings because of the dynamics of this group. We have had some flux in the amount of people volunteering then dropping out for various reasons; but we continue to maintain a strong core group and the same goal: to provide a quality magazine within our industry.

In crowds or even smaller groups I tend to be quiet but this group has allowed me to feel welcomed. If I throw an idea on the table that gets shot down it is done with respect because we realize we are all there for that common goal and egos are left at the door.

My desire to always improve upon myself and move forward in my work came from my father. He worked for Dresser Industries, a national company which provided a wide range of technology products and services for developing energy and natural resources. He started out as a tool and die maker for pressure gauges in the shop and worked his way up to manager of the maintenance department, a facility that manned fifteen hundred people.

My dream of having a horse was dashed when he did not take the promotion offered to him which would have moved us to the Kentucky plant. His goals for his three children (me being the middle child with two brothers) was "Italian strict". If you grew up in an Italian household you know what that means. If you got an A on a report you needed to give a reason why it was not an A+, and so on.

He did the best he could with instilling sound values in us and I still get a little sad because he died of a brain tumor at the age of forty seven and did not live to see how his three children grew up and our accomplishments. At the age of eighteen I remember overhearing someone at his funeral talking about all these good deeds my father had done that he never told us about. One of them being when everyone was asked to donate a dollar for someone at the plant who was hit with a family tragedy he put a twenty in the envelope said not to tell anyone. It makes me wonder what else he did with no thought of recognition.

I moved to Las Vegas back in 1996 and bought my first house in 1999. That is when Vegas became home to me and Connecticut was then referred to as back east. When I bought my house I really wanted to ask for help and I struggled but my stubbornness or pride stopped me from asking family for money, I wanted something that was mine (mine and the bank's) and I did it.

I share that same house now with my husband. I met him on a blind date a co-worker with ulterior motives set up. She finally admitted she wanted to find someone good for her brother. We both won out on her machinations.

My husband's children visit from time to time but reside in Cardiff, Wales so our pets fill a good part of our lives with amusement and an occasional night out with family. Those nights vary from a home cooked meal to visiting the horses and maybe a sunset ride. Sitting on a majestic animal viewing the beauty of the Las Vegas landscape gives me time to reflect. It makes me realize it is not the big house or fast car that fulfills one's life, it is the joyful moments shared with others like when you laugh so hard your sides hurt, these are what is precious. These kinds of moments, when all I hear is horse hooves on the ground, fall in between the board meetings and daily house chores and obligations: they make life worthwhile.

"Joy is not a constant. It comes to us in moments - often ordinary moments. Sometimes we miss out on the bursts of joy because we're too busy chasing down the extraordinary moments. Other times we're so afraid of the dark we don't dare let ourselves enjoy the light. A joyful life is not a floodlight of joy. That would eventually become unbearable. I believe a joyful life is made up of joyful moments gracefully strung together by trust, gratitude and inspiration" - Brene Brown..



**VICKIE PARRIS, CM, CMCA, PCAM**

**Q: Why did you choose to volunteer for the Magazine Committee? Did someone inspire you?**

**A:** I wanted to join a committee this year and in walks Andrea to my office. She was

so excited about the magazine committee and it sounded like a perfect fit for me. Although I am very new to the committee, I feel a privilege to be a part of it.

**Who is your favorite writer? Give us a quote from the writer that you believe will inspire others to read their work.**

I have so many favorite writers. For now I will share a passage from a book called "Shift Happens" by Robert Holden, PhD: "The best things in life happen when you dare to let go". I also enjoy John C. Maxwell: "Treat someone like a 10 today and watch them rise to your expectations".

**What life experience has given you the most significant memory that you would like to share with our readers?**

I was born and raised in Beaver Falls, PA. At the age of 20 I packed up and moved to southern California. That was the beginning of my adventure and following chapters of my life.

**Pick your favorite dessert and describe it for our readers so they know how good it is.**

Believe it or not I am not a dessert kind of gal. I would rather have a nice big slice or warm bread right out of the oven smothered in butter any day!

**What frightens you the most?**

Like most people I get nervous talking in front of others and I also fear losing loved ones and friends. A strange little

idiosyncrasy I have is a fear of ferris wheels. I will ride any roller coaster, skydive, bungee jump, but, no ferris wheels for me!



**Moving in the Right Direction**

**JEFF POPE**

Little changes can create big improvements. Change the oil and your car runs better. A new dress or suit can make you feel like a millionaire. Deep fry any vegetable... and you get the idea.

It's a philosophy I learned and cultivated while writing, editing and designing newspapers in little towns in Michigan and Arizona. And it's what I hoped to add to the Magazine Committee when I joined a year ago.

Admittedly, I didn't read the magazine all the time. In 2012, it was published every two months, which is not a business plan for steady readership in periodicals. The stories were good but repetitive from previous issues.

So I was impressed to find at the committee meetings a staff that already had plans to make major "deep-fried" improvements to *Community Interests*. Each member provides their unique life experiences to the discussion, which always centers on the same idea – let's make the magazine better.

We've had positive responses this year from readers but nothing close to what I call a "Can't Miss" comment - yet.

About 10 years ago, I took over the Winslow, AZ newspaper, the Winslow Mail. You might remember Winslow from The Eagles' "Take it Easy" or if you've ever travelled parts of Route 66. It's a town of less than 10,000 people and survives because of the railroad and a state prison.

I arrived to a flailing operation led by a college intern piecing together the next week's birdcage liner. After my second issue hit porch steps, I was having lunch in a restaurant with a couple at the next table opening the paper. The husband asked his wife if there was anything good in it. Her response, "is there ever?"

Fast forward eight months to the middle school graduation ceremony on the high school football field. The stands were full of parents and siblings cheering for the eighth graders who tossed their maroon mortar caps into the night sky.

While I meandered through the crowd of hugging, crying proud parents and relieved young teens, a woman tapped my shoulder. She figured out who I was by my camera. I never got her name, but, I'll never forget what she said.

"It used to be so bad, I canceled my subscription," she said. "Now I can't miss a week without my paper." Keep reading *Community Interests*, or you might miss something.





**A Little Something About Me...  
MELISSA RAMSEY, CMCA, AMS, CPO**

As a native North Carolinian, I am a Tar Heel Born and Bred! I was born in Asheville and grew up in the Durham/Chapel Hill area, enjoying the four

seasons and the beautiful surroundings. Of course it was hard to escape the intense collegiate rivalry between Duke and Carolina since it was practically in my backyard. When it came time to choose a college, there was only one choice for me and it was the University of North Carolina – Chapel Hill.

The highlight of my college life was in March 2003. I had the pleasure of sitting 5 rows behind the Duke bench at the Dean Dome when Carolina won 82-79. As everyone rushed the court, the energy and excitement all around me was something that is hard to explain and rarely experienced... other than being on Franklin Street when Carolina wins the NCAA tournament! School Spirit and Pride is such an amazing thing! (If only people could feel the same way about their associations!)

In the summer of 2005, Mary Engelbreit’s quote “If you don’t like something, change it; if you can’t change it, change the way you think about it.” really started to have an impact on me. I was managing a Swim & Tennis Club in Durham that I had actually grown up as a member of and had kids I babysat for now working for me. Personally and professionally I needed to make a decision about who I wanted to be and what I wanted to do with my life. Despite never travelling west of the Mississippi before, I was given the option of interviewing at two different Clubs with my employer at the time, one in San Antonio and one in Reno. I decided to pick Reno, where there was no humidity in the summer or big ole mosquitos to prevent you from enjoying the outside.

Eight years ago, Halloween of 2005 to be exact, I made the move without knowing a single person and started working at the Club at Town Center in Somerset Owners Association. It is at Somerset that I began my unique journey into the association industry as I slowly over time moved from Activities Director to Club Manager and started to get more involved with the Association and Board. As Dean Smith stated, “There is a point in every contest when sitting on the sidelines is not an option.” After going through the M-100 class, I decided I didn’t want to be on the sidelines anymore but wanted to be a part of the action...becoming community manager in 2011. There definitely is not a dull day that goes by, which was something I always said I would avoid when I was in college thinking about careers.

My “mini-me”, otherwise known as my 3 and a half year old daughter, keeps me busy when I’m not working! Seeing the world through her eyes is relaxing after a long day’s work. We have had so much fun traveling back east

to see family, building sand castles at Lake Tahoe, and even getting up at 4 am for Dawn Patrol at the Reno Balloon Races. Our favorite thing though is enjoying what she calls “home days” where we stay at home to play outside, watch movies, or even pop some fresh popcorn.

At the end of 2012, I was looking for something new in my life, a focus to make Reno feel more like home. The desire to move back east was strong, always a southern girl at heart, but not something that was realistic. I decided that I needed a hobby to focus my “spare-time” and turned to CAI after attending the 2013 Gala. My involvement has been fast and full to say the least with the Magazine Committee, just one of my endeavors. As a former yearbook editor in school and with my degree in Journalism and Mass Communications, I felt like the magazine could be a fun challenge to tap into my old skill sets. I find writing, proofing, and editing can be a great escape from current tasks as you get caught up in a story.

So in a strange way, the committee brought me home to my routes. Not only am I utilizing my degree, but the focus of the work brings me a sense of comfort similar to a nice glass of sweet tea on a spring day in the Carolinas!



**Thanks for Sharing**

**DR. ROBERT ROTHWELL**

Growing up poor at the end of World War 2, you learn the meaning of the words “thanks” and “share”. We had a victory garden in our backyard, and we ate the food from it and shared the rest with our neighbor.

Every morning I walked to a Catholic school about a mile away. While there, a group of us decided to start a singing group. We called ourselves the “Mellow Tones.” We got as far as singing gigs in Asbury Park and then I decided to go on to college. The group went on without me and, after 21 name changes, decided on the name “The Four Seasons.” To think I could have been a rockstar!

I continued on through graduate school and then toward getting my doctorate. I decided to do something very different for my doctoral dissertation. I collaborated with one of my professors and we began the magazine *Psychology Today* which is still in publication today. I wanted to share the things I had learned to benefit others. Thus my interest in magazines was born.

My career path went through the United States Marine Corps and after 21 years of service I retired as a Colonel. With the experiences I had there I could write a book, but, there is not room for that here.

Returning to Las Vegas, I became active in my homeowners association. It was then I heard of CAI and

I got involved on the local level and eventually on the national level. It seems I have endless avenues for participation now and I hope to continue helping the Institute grow and improve. I even get another crack at magazine work!

I also counsel veterans with PTSD: giving back is another way of sharing and saying "thanks" and is still the most valuable teaching I have learned.

While I do not regret anything I have done in my life, in the back of my mind I cannot help but think "I could have been a rockstar". Guess what! This is so much better!



**TRAVIS SAUNDERS**

**Q: Why did you choose to volunteer for the Magazine Committee? Did someone inspire you?**

**A:** I've always enjoyed writing and love reading articles from different perspectives and subject matter foreign to my personal history.

**Who is your favorite writer? Give us a quote from the writer that you believe will inspire others to read their work.**

I love a number of different authors, but, if I have to choose: David Baldacci's books. He does a lot of research into the material, yet is able to produce works in a short period of time. A quote from Baldacci's book *The Forgotten* is one of my favorites. "He had the look of a man who was afraid that tonight would be his last on Earth. And he had good reason to think so. The odds were fifty-fifty that it might be, and the percentage could go higher depending on how the next hour turned out. The margin of error was that small."

**What life experience has given you the most significant memory that you would like to share with our readers?**

The birth of my first child and all the thoughts, feelings, and emotions that go along with it: it was a complete realization that life would be forever altered with the understanding that I was fully responsible for the well-being of another person. It was also the greatest scare of my life; it still terrifies me to this day.

**Pick your favorite dessert and describe it for our readers so they know how good it is.**

My favorite dessert is Crème Brûlée. I love the smooth texture and the vanilla flavor. Combine the caramelized top and a few berries and you have the perfect blend of flavors.

**What frightens you the most?**

Disappointing my family and friends is my biggest fear. I enjoy my relationships and hope that I can continue to live

up to the expectations I set for myself and want to ensure I don't let down or shame my family through my actions.



**Staff or no Staff, I am on the Magazine Committee!**

**CHRIS SNOW**

I serve in the staff position on the magazine committee. As I have a background in marketing it was a natural.

My main function is to sell and schedule the advertising as well as steer the committee in the direction dictated by their committee charter. This year's group has done a fine job in relabeling the magazine and bringing it to a new level.

I myself am not much of a writer and usually cringe in preparation of my turn to write the chapter commentary. It is almost as bad as dealing with snakes or scorpions, but, not quite. I love to read though and I have been known to enjoy a trashy romance novel or two, but, my pick for a classic American author would be Louisa May Alcott and *Little Women*. I read the book several times, who could resist?

My little known fact is my childhood friend, who I still have a friendship with, is actually Louisa May Alcott's great, great, great, great niece. I remember growing up she had a trunk in her room that belonged to Alcott as a nurse in the Civil War...That led to my great love of genealogy.

I have traced all different branches of our tree back as far as the 1600s. My husband's family arrived as original colonists in Plymouth and by the time the Civil War broke out, most were confederates! It's fun, it keeps the generation lines in order and I wish I had more time to devote to it. The rest of my time is with family. I have two grandchildren now and my most favorite thing to do is spend time with them all, maybe a little wine, good food and pie to accompany a most perfect evening. ●



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## Limitations on Parking Regulations

by Aaron C. Yen, Esq.

In the October issue of Community Interests, we established the general rule that community associations have the power to regulate on-street parking in a Common-Interest-Community ("CIC"). We also established that these regulations are enforceable and therefore should be closely observed by all residents. In this issue, we will take a closer look and examine some limitations and exceptions under the law to this regulating power.

While the general rule is that the associations have the power to regular on-street parking in a CIC, this power is not absolute. For example, if your CIC is not gated or does not have restricted or controlled access, the association may only regulate the parking of recreational vehicles, watercraft, trailers or commercial vehicles. The association may not restrict the parking of regular passenger vehicles in those types of CICs.

There are also other limitations when it comes to special vehicles such as utility service vehicles, law enforcement vehicles, or emergency service vehicles.

### **SPECIAL RULES FOR UTILITY SERVICE, LAW ENFORCEMENT, AND EMERGENCY SERVICE VEHICLES**

The association may not prohibit any person from parking a utility service vehicle that has a gross weight rating of 20,000 pounds or less in visitor parking, designated parking area, or common parking area. The association also may not prohibit the parking of a utility service vehicle on the driveway of a unit if the vehicle is there for the purposes of providing public utility services for the unit. Additionally, if the unit's owner, or owner's tenant is the employee of the owner of a utility service vehicle and is bringing the vehicle home due to his or her employment, the association may not prohibit the person from parking the utility service vehicle in visitor parking, designated parking area, or common parking area. Similar rules apply for law enforcement and emergency service vehicles.

Does this mean that the person gets a free pass from association parking regulations if he claims that he owns a utility service, law enforcement, or emergency service vehicle? Can someone buy a used police cruiser and park it wherever he or she wants?

Not at all: NRS 116.350(5) provides definitions for each of these types of vehicles mentioned. If the vehicle does not qualify, the association parking regulations apply. Additionally, an association is permitted to require a person parking these types of vehicles to provide written confirmation from his or her employer that the person is qualified in order to be protected by these limitations.

This article provides general information only. It is not intended to serve as legal advice. It also does not purport to cover all legal issues pertaining to the topic discussed. If you wish to discuss the specific circumstances pertaining to your CIC, please contact our office or your legal counsel. ●

## United Blood Services BLOOD DRIVE

Following the luncheon on January 14th

In honor of Blood Donor Awareness Month, CAI Nevada Chapter will host a United Blood Services Blood Drive following the luncheon on January 14th in the Gold Coast parking lot. Appointments are available from 1:00PM to 4:00PM at the link below.

<https://www.bloodhero.com/index.cfm?group=op&step=2&opid=579594>







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

## October Luncheon

COMMISSIONER CHRIS GIUNCHIGLIANI PROVIDED A POSITIVE PERSPECTIVE OF OUR NEVADA ECONOMY, WITH A SPECIAL EMPHASIS ON OUR LOCAL ECONOMY. CHRIS G. UPDATED THE MEMBERSHIP ON WHAT WAS NEW AND HAPPENING AS WELL AS WHAT WOULD BE ROLLING OUT IN THE FUTURE. TOURISM NUMBERS ARE GOING BACK UP AND IT IS NOT ALL ABOUT GAMING ANYMORE. HER PRESENTATION LEFT THE CROWD FEELING GOOD ABOUT THE STATE OF THE NEVADA ECONOMY AND LOOKING FORWARD TO A POSITIVE FUTURE!



DCAL CERTIFICATIONS WERE AWARDED TO CAROL SALMON, BETTY KRAMER, GREG TOUSSAINT, ALICE MOORE, WARREN REED, NOT PICTURED, RUTH JAGODZINSKI.



## Mountain's Edge Goodwill Donation Drive

ON SATURDAY, OCTOBER 5 MOUNTAIN'S EDGE HELD IT'S 4TH QUARTER GOODWILL DONATION DRIVE IN CONJUNCTION WITH THEIR SEMI-ANNUAL COMMUNITY GARAGE SALE. THE SALE BEGAN AT 10 A.M. AND THERE WERE PEOPLE LINING UP TO DONATE AT 9:30A.M. GOODWILL RECEIVED 1,500 LBS OF DONATION ITEMS FROM 40 PEOPLE. THEY RECEIVED FURNITURE, CLOTHING, HOUSEHOLD ITEMS, TOYS, BOOKS, AND ANYTHING ELSE YOU CAN THINK OF! MANY OF THE PEOPLE THAT PARTICIPATED IN THE GARAGE SALE BROUGHT OVER ITEMS THEY WERE UNABLE TO SELL.



MANAGERS AND BUSINESS PARTNERS IN THE NORTH HEADED OFF TO THE FOOD BANK OF NORTHERN NEVADA ON TUESDAY, OCTOBER 29 AS PART OF OUR COMMUNITY OUTREACH EFFORTS. AS WE ENTERED THE WAREHOUSE, WE WERE GREETED BY HUGE PALLETS OF PEARS. WITH ALL HANDS IN, WE BAGGED OVER 20,000 LBS OF PEARS IN THE SPAN OF 2 1/2 HOURS! OF COURSE DURING OUR PRODUCTIVE VOLUNTEERISM, WE ALL ENJOYED EACH OTHER'S COMPANY WITH PLENTY OF LAUGHS TO GO AROUND. PLUS WE ALL RECEIVED A GREAT WORKOUT AS WE LEANED, SQUATTED, REACHED, AND TOSSED THE ENDLESS BAGS OF PEARS.

## Northern Nevada Community Outreach







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

# CA Day

THE CA DAY ANNUAL TRADE SHOW WAS HELD ON OCTOBER 18TH AT THE GOLD COAST, THE CLASS AND TRADE SHOW WAS ATTENDED BY OVER 200.







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







## 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

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# Community Living

by Judy L. Rose, CMCA, AMS, CPM, PCAM

Do you live “on” a street or “in” a neighborhood? It’s hard to define, but you know it when you see it. It’s what makes a house a home and a subdivision a neighborhood. Neighbors talking in front yards, children playing ball, families taking a walk, people walking their pet, people waving to their neighbors, and the sound of laughter.

Many people today are focused on the governance and financial aspects of the homeowners association and forget the social aspect. The “feel” of the neighborhood plays a big role in a person’s decision, or desire, to purchase a home. So, look around your neighborhood and ask these questions:

Are people smiling?

Do you have committees composed of eager volunteers?

Do you have a social calendar?

Do you have a program to welcome new neighbors?

Community associations are the perfect tool to bring back and protect our neighborhoods. Try dropping the word “association” and replace it with “neighborhood.” There are no more “homeowners,” only neighbors. Just changing a few words can change the attitude and atmosphere and bond people together. Try changing “Annual Homeowners Meeting” to “Our Annual Neighborhood Gathering”: it just sounds more inviting and friendly. Neighbors are much more prone to follow the Rules & Regulations, pay their assessments in a timely manner, and volunteer when they feel like part of the neighborhood, rather than being governed by the strong arm of the HOA CC&Rs.

Unfortunately, most communication between the Board of Directors, via the management company, and the neighbors is negative in the form of late notices, violation letters, fine impositions, etc. We should also give praise where praise is due. Let’s send a “thank you” note when a neighbor corrects a violation or to recognize a neighbor for a beautiful yard,

.....  
***Do you live “on” a street or “in” a neighborhood? As a baby boomer, I love looking back at the comfort and friendliness of the neighborhoods I grew up in.***  
.....

landscaping or community building. Everyone enjoys the warmth of appreciation, and now this neighbor is more apt to ensure compliance in the future.

Put together a welcoming committee. If you ask the right people (and you know who they are), they are usually more than willing to help. If you wait for people to volunteer, it may never happen. What could make someone feel more welcome than one or two neighbors stopping by just to say hello, offer a hand if needed, bring a basket of cookies, freshly-baked bread or a package of information about the neighborhood, answer questions about the neighborhood or local schools, etc. Instead, we stick a package of information in the mail and hope it gets to them before the next maintenance fee is due.

Get your social committee organized now! Bring people together using the things that interest them. Put together a neighborhood yard sale, coordinate with the Red Cross for a blood drive, hold an Easter Egg hunt for the children, plan a fall carnival, at Thanksgiving collect donations for the local food bank, help a family facing adversity, conduct a children’s bicycle parade on the 4th of July, plant trees on Arbor Day, etc. Make these traditions that carry over every year and you will see that attendance will grow as the word gets out to everyone.

Do you live “on” a street or “in” a neighborhood? As a baby boomer, I love looking back at the comfort and friendliness of the neighborhoods I grew up in. Take the time to make a difference for you, your children and neighbors. Shake a neighbor’s hand or meet a new neighbor and find a common interest. You never know what lasting impact may be... ●



JUDY L. ROSE, CMCA, AMS, CPM, PCAM IS THE PRESIDENT & CEO AND PRINCIPAL BROKER WITH ASSOCIATED MORRIS PROPERTY MANAGEMENT IN NASHVILLE, TN.



CHRISTIAN DIAMANDIS,  
CMCA, PCAM IS WITH  
ASSOCIA NEVADA  
SOUTH

## The Role of the Board of Directors

### *A Voice of Reason Speaks Out from the Wilderness*

by Christian Diamandis CMCA, PCAM®

Larry Pothast is a PCAM® and Vice President of Manager and Board Training for Associa, the world's largest HOA Management Company. He is also a motivational speaker who has worked in many industries over his long life and was around when the Homeowner Association Management Industry was in its infancy. In a time before electronic files, cell phones and computers he, along with many others, was plowing the fertile fields of this new industry with bare hands. He will be the first to admit mistakes were made, but those mistakes have not dampened his enthusiasm: they have only increased his resolve to help people "get it right."

His current campaign is titled "In the Common Interest/A Discussion About HOA Leadership". It is a passionate plea for a rational approach to serving on the Board of Directors for your community. It is also an educational journey describing what it takes to be a member of the Board, the powers and responsibilities that go with the territory and the rewards a well run Board can reap for the betterment of all concerned.

The basics are often overlooked by everyone in the industry, from CEOs of large management companies to association boards everywhere. What is the main function of the board for their community? We all think "enforce the governing documents, enforce the rules and regulations, hold meetings, comply with the law, review the financials", but, that is wrong. The main function of the board is to maintain, protect and enhance the value of assets of the members.

Each homeowner association is a corporation. The assets of the corporation are the common areas and the private property of each homeowner in the corporation. This means the average association of 100 homes worth \$100,000 each is at least a \$10 million corporation. Some homeowners associations run into billions of dollars in assets. Sitting on the board of such a corporation is a powerful position and a large responsibility.

What do most boards do with that power? Worry about people not picking up after their dog. Hear complaints about noise, garbage cans

being left out, kids toys left on the front step. Boards entertain complaints about things that they can do absolutely nothing about and/or are immaterial to their primary focus. Is that the way a multi-million dollar corporation should be run?

Protecting and enhancing the value of the assets: that is the duty of the board. There is governance of course, but, the actions of the board in its judgments should always reflect its primary goal: how does the violation affect the assets? If it is immaterial to the value, it is not important to the board. All rules, regulations, conditions, covenants and restrictions are for the potential enhancement of the value of the assets and are there for boards to use wisely, not beat their members over the head with.

A board member has to be willing to make the hard and tough decisions. Being a board member is not a popularity contest. A board member may like their neighbor and want to help them, but, a board member must act uniformly and in the best interests of the corporation at all times. A board may have to raise assessments when money is needed. If some members can not afford it or do not want it, it is too bad: board actions are to enhance and protect the assets of the corporation, not to assuage a minority of shareholders.

This is not to say that being a board member can not be an enjoyable and fun experience. Making decisions regarding the enhancement of the community landscape, the clubhouse and any other improvement is great for the self esteem. Community events are another way of creating neighborhood unity and community pride. Word of mouth is the best advertisement: if people enjoy living in an association, they will reflect that in their conversations and enhance the value of the assets. Intangibles can reap great dividends and boards should find creative and fun ways to tap that resource.

Another way to enhance the value of the assets is to advertise the community. When a community is built, the builder spends a lot of money advertising how great a place the community is to live. Boards should keep that



going by creating a brochure which highlights the assets and benefits of their community. When realtors come with clients, there is a ready sales pitch on the bulletin board or in the clubhouse. Distributing the brochures to the realtors who most frequently represent the community is also a good idea. When demand is created, property values rise.

All of this sounds like a lot of work, right? Wrong. This is where the role of the board member separates itself from the role of the community manager and other professionals who work for the board. A board should always take a laissez faire approach in their supervisory role.

An HOA board is a corporate board and there are specific guidelines as to what is expected from it and how it is to behave. NRS 116 states: "In the performance of their duties, the officers and members of the executive board are fiduciaries and shall act on an informed basis, in good faith and in the honest belief that their actions are in the best interest of the association. The members of the executive board are required to exercise the ordinary and reasonable care of directors of a corporation, subject to the business-judgment rule."

"The business judgment rule is a United States case law-derived concept in corporations law whereby the "directors of a corporation . . . are clothed with [the] presumption, which the law accords to them, of being [motivated] in their conduct by a bona fide regard for the interests of the corporation whose affairs the stockholders have committed to their charge". In short, the business judgment rule requires corporate boards to: act in good faith, act in the best interests of the corporation, act on an informed basis, not be wasteful, and not involve self-interest, which iterates what Nevada Law states.

No where does it say that a board member should study accounting or law to make decisions. No where does it say that Board members shall direct security guards, determine the life expectancy of a roof, know the right type of plants to install, set watering clocks, cite violations, write resolutions, approve accounting ledgers or a host of other things that board members sometimes do. These are all things that the board delegates to others, to professionals in their various fields of expertise.

"Due diligence" is the degree of care that a prudent person would exercise in making a business decision: it is a legally relevant standard for establishing liability. The board's due diligence is solely the "reasonable care" they put into reviewing the work of experts they hire, (or sometimes volunteers as in the case of committees) and to make informed decisions given the information and advice provided by those experts. This means reading the board package before a meeting and coming to the meeting prepared, listening to the advice of experts, asking questions for clarification and postponing decisions if more information is needed. If a Board makes a decision in haste, in conflict with expert opinion or without seeking

expert advice when that advice is warranted, the Board is not doing its due diligence and is acting outside the bounds of 'reasonable care'.

It is the "due diligence" of the community manager, the hired experts and/or appointed task force committees to provide the board with the correct and necessary information the board needs to make informed decisions. The community manager and other experts are also tasked with providing the advice and guidance that they are trained to give to aid the board in its fiduciary role, to act within the law and in the best interests of the Association. It is incumbent upon community managers everywhere to re-focus the role of their boards.

Board members should always keep the big picture in mind: to maintain and enhance the value of the assets. Spending money for expert service and advice is the prudent, reasonable thing for a board to do. After all, the board is in charge of a multi-million dollar corporation – a homeowners association.

If you get a chance to see Larry Pothast give this seminar or any other, I highly recommend you attend. He will make it much more entertaining than reading about it I can guarantee that...and you may just learn something that will change your whole point of view for the better. ●



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## Countdown to the Gala - THREE...

Melissa Ramsey, CMCA®, AMS®, CPO®

Community Manager with FirstService  
Residential for Somerset Owners Association

Mark your calendars to join us for an evening of Glitz and Glam on Saturday, February 8, 2014 at Treasure Island. Cocktails will begin at 6 pm, with the dinner and awards starting at 7 pm.

Sponsorships still Available!

The Gala would not be possible without the continuing support of our Business Partners. As the event quickly approaches, we want to make sure all of our Business Partners have an opportunity to put their companies name out there to almost 500 people from the Association industry. For a complete list of available sponsorships and pricing, visit [www.cainvgala.com](http://www.cainvgala.com).

Congrats to our Nominees!

It is no easy task to run an association, but the industry continues to see managers and board members go above and beyond the call of duty. We are grateful for their efforts and wish to acknowledge and reward them for the continued commitment. Below is a list of all of our nominees for the 2014 Gala.

### ASSOCIATIONS OF THE YEAR

Aliante Master Association  
Cactus Hills Estates  
Cambridge Crossing  
Canyon Gate  
Caughlin Ranch Homeowners Association  
D'Andrea Community Association  
Double Diamond Ranch Master Association  
Eagle Canyon HOA  
Huntington Master Association  
Meister Park North Homeowner Assn  
Mountain's Edge Master Association



# GLITZ & GLAM

2013 CAI NEVADA AWARDS GALA

SATURDAY,  
FEBRUARY 8, 2014  
AT  
TREASURE ISLAND.

Panorama Towers Condominium Unit Owners' Association, Inc.  
Providence Master Homeowners Association  
Red Rock Country Club HOA  
Siena Community Association  
Solera at Anthem  
Somerset Owners Association  
Southern Terrace  
Tenaya Creek  
The Cottages of Reno HOA  
The Lakes  
The Residence at Canyon Gate  
Toscana Community Association

#### MANAGEMENT COMPANIES OF THE YEAR

FirstService Residential, Nevada  
Mesa Management  
Real Properties Management Group  
Taylor Association Management  
The Management Trust

#### BOARD MEMBERS OR MANAGERS OF THE YEAR

Alynn Thompson	Ken Hill
Amy Foster	Kendall Abbott
Bill Rushakoff	Lauren Scheer
Brian Delisle	Lauren Stemmler
Carli Gilchrist	Lisa Nunley
Carol Schecter	Lisa Roberts
Catharine Lindsay	Lorrie Olson
Charles Niggemeyer	Lynn Blaylock
Charlie Vinopal	Marcey Munoz
Christine Greengrass	Marla Howard
Cynthia Kraszewski	Melissa Ramsey
Dawn Osterode	Melissa Scott
Debora Costa	Michael Cornwell
Diane Howe	Michael Forman
Diane Meyer	Michael Heffner
Don Butts	Natalie Stevenson
Donald Schaefer	Patrick Pernyak
Donna Adams	Peter Bernasconi
Donna Drazich	Peter Delicino
Eileen McKyton	Phil Crapo
Elyssa Rammos	Piper Pendergrass
Frank Fimiano	Raynie White
Gisella Sanchez	Rosario Orozco
Glen Proctor	Scott Jeagal
Inga Hale	Sharon Bolinger
James Lamoreux	Stacey Cosentino
Jamie Lane	Steve Fagnant
Jason Hoorn	Steve Vitali
Jason Kelly	Susan Teaff
Jeani Wheeler	Tamara Nelson
Jennifer Ballew	Tony Fakonas
Jennifer James	Tonya Bates
Jeremy McClain	Tonya Gale
Jessica Koval	Valerie Hand
Judith Hanson	Victoria Parris
Judy Pinto	Warren Reed
Katherine Apell	Wendy Whaley
Katherine Wolfe	



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WENDY WHALEY,  
DCAL IS CHAIR OF THE  
COMMUNITY OUTREACH  
COMMITTEE

## Reach Out with the Outreach Committee

by Wendy Whaley, DCAL

Looking forward to the Holiday season gives us time to reflect on all that the Outreach Committee has to be thankful for. We have had our best year yet! We have done more service projects than we have ever done before. We sincerely thank all of you who gave us the support we needed to make the Outreach Committee the success it has become.

March found us at Red Rock School with our annual Spring Fling Carnival. Cotton Candy and Popcorn smells wafted through the air. The playground was full of children's laughter as they played different carnival games supplied by different CAI vendors. Pizza and water were sold with profits donated to the school's account. Everything else was free to the students and later to the parents and younger siblings: each year we see a bigger and better participation amongst the parents which is our goal.

April 26, Arbor Day, we planted almost 40 trees at different schools across the Las Vegas Valley. The students not only got their hands dirty, they got a lesson in the history of Arbor Day and botany. We also participated in the Annual Nevada Reading Week for School: we judged the book reports that each class did and then some of us had the pleasure of reading to the students in class, an experience you don't soon forget.

June and July we started our feeding the Homeless project through the Homeless Helpers. We have done this three times and there is a fourth one planned. The Outreach Committee gets together with the help of a vendor /sponsor, Angus and Terry for this event, to put the meals together. We made 300 sandwiches, packed 300 bottles of water in ice chests and then gathered 300 snack items for our outing to the "Corridor of Hope". We caravanned to a location where we met Tony from Homeless Helpers and then followed him to different locations where we handed out the meals to our Homeless friends. It has been a life changing experience for many of us that have been doing it. Many people have brought their children along to teach them the rewards and humbleness of benevolence.

What is more American than Baseball in August? Outreach partnered with the Humane Society of Las Vegas for a very exciting fund raiser, a 51's baseball game at Cashman Field. Tickets were sold online and at the CAI office and a nice donation was presented on the field by CAI President Donna Toussaint. The highlight of the night came when President Donna threw (or bowled) out the first pitch, a roar from the crowd was heard across the stadium. It was a wonderful night for all who attended and the 51's won the game.

August also started our Child Focus events, where the items we gave to Camp to Belong were used for the Sibling Camp. CAI Las Vegas donates a huge amount of what is needed for this camp every year. Child Focus is a group that we have partnered with that unites foster care siblings that are living apart. Child Focus has different events throughout the year so that the siblings can see each other and maintain the family bond that they would otherwise miss out on. Some of us also participated in the Back to



Michael Ashe  
Tracy Jones  
Sway Ritchey

Renee Smith  
Judith Wetzel



School event, where we met at Kohl's and helped the kids shop for new school outfits and they met up with their siblings once again and took family pictures, did crafts and had a meal after their shopping was done. We will be doing another event with them on Dec. 7th: if anyone is interested contact Chris Snow at CAI for more information.

It was in June when we started the long hard job of working on the Candlelighters Walk. Eric Theros was the Chairman of the event: we began with meetings, goals and thinking of fund raisers. Finally, a sea of green visors and smiles all around, Sept. 14: time for the Annual Candlelighters Walk for Childhood Cancer. This is the biggest event that we take on as a committee. This is our third year participating in the event and it just gets bigger and better each year. We are proud to say that this year we had over 170 walkers and runners who raised over \$8,200.00. We again won 1st place for the most money raised by an organization. We could not have done this without all of the support of each and everyone in the CAI family. We feel this is a great source for our energy as every penny stays right here in Las Vegas Valley to help families and kids in our communities.

We started October with another Homeless Helper event and it was again very successful. The beneficiaries begin to know us: we bring the "good" meat (not bologna). We hope to have another event in the beginning of November if we can get another sponsor/vendor.

November is always Thanksgiving and with it our annual drive for Red Rock School's Thanksgiving Baskets for families in need. We have a list of the things that need to be purchased and Advanced Pro is sponsoring this event. If you or your company would like to participate in future events, please let Chris at the CAI office know or call Wendy Whaley 530-941-6050.

In December we find giving is better than receiving. The Outreach Committee and the Social Committee partner every year for the Annual Charity Bowling Night which will be Friday, Dec. 6, 5:30 – 9:00 at the Orleans Bowling Center. This is a themed event so get a team together and come as a superhero or a villain. The charitable part of the event is each team adopts a child from Red Rock School and buys presents for that child from the Holiday Shopping List that we provide. If you do not want to be on a team but would still like to participate in the giving of gifts, you can be a Phantom team for \$100. That money will go toward the purchasing of gifts or food for the children. The deadline to sign up for this event is Nov. 26th. Again, contact Chris Snow at CAI for more information.

The Outreach Committee is already working hard on next year's projects and we promise we will not let up. We hope we will get even more support from our CAI family and friends in 2014. The needs are great, but, by helping a little at a time we can make a big difference. ●



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## CA Day 2013 Legislative Update Class

by Chuck Niggemeyer

CA Day is an annual event which offers something for everyone involved in HOA Communities. This year the event featured a 2013 Legislative Law Update Class presented by Mr. Paul Terry, Esq. The class was approved by the Nevada Real Estate Division and those in attendance received three hours of General Law Credit for continuing education requirements.

The 2013 Nevada Legislative Session lasted 120 days, considered 1000 newly proposed legislative bills of which twelve new laws affecting HOAs were codified. The twelve new laws formed the subject matter for this CA Day 2013 Legislative Update Class. Paul presented, instructed and answered questions on the following new laws. (AB=Assembly Bills, SB=Senate Bills)

**AB 44: Trash Receptacles** – Law restricts the ability of HOAs to regulate storage of trash/recycling bins and cans. Paul pointed out that no longer can an HOA make homeowners store trash/recycling containers inside their garage. The containers can be stored outside, but must be screened if visible from neighbor's property. HOAs can adopt rules defining where containers are placed for collection and the time containers can remain for collection. Additionally HOAs can develop screening requirements for containers stored outside.

**AB 110: Dangerous Breeds** – Law states that a dog may not be determined to be dangerous based solely on its breed. Paul cautioned that HOAs should review their governing documents for any listing of dogs being classed as a dangerous breed and change their documents. A dangerous animal is based on the animal's conduct rather than breed.

**AB 273: Foreclosure Mediation Program** – HOAs cannot foreclose on their lien while a homeowner is in mediation with their bank unless the homeowner stops paying assessments: in that case the HOA foreclosure can continue. A bank should notify the HOA if a homeowner has elected to enter the mediation program. The mediation program is for homeowners, not investors.

**AB 326: Arbitration Authorization** – Any agreement that has a provision for mandatory arbitration must have the specific authorization of that requirement by the person signing the agreement. Paul explained it could be owner versus owner or involve a vendor contract. Good idea to check governing documents on this requirement.

**AB 334: Contractor Law Exemption** – Exempts licensed real estate brokers/agents from obtaining a contractors license in order to assist clients in engaging contractors. All actions must remain within the scope of the license. There are some dollar amounts of projects exempted, but as Paul stressed, community managers are not exempted under this law. Managers must engage general contractors for larger projects which engage multiple subcontractors.

**AB 366: Bylaw Provisions For Co-ops** – This law requires new Bylaws for corporations formed under Chapter 81. Paul said that it is possible that an association could have been formed under Chapter 81 and recommended if that is the case to consult legal counsel. Co-ops were formed prior to condos so very few exist in Nevada.

**AB 370: Referee Program & ADR Changes** – Eliminated Non-binding arbitration in dispute resolution. Mediation becomes the default or parties can elect to use a voluntary referee program which is non-binding. The intent of the new program is to keep costs at a minimum and to keep dispute resolution cases out of courts. NRED will adopt rules for the referee program. Paul stresses this is a new program which will take time to finalize. For instance, parties to a referee decision have 60 days to challenge the decision. The decision is good for one year. (Mediator sessions are now capped at three hours with a fee of \$500. Additional time can be added at a cost of \$200/hour)

**AB 395: Anti-Bullying** – Law was intended to protect all parties involved in running and living in HOAs from bullying each other. The new law, applicable to all parties, now makes it a misdemeanor to willfully and without legal authority engage in conduct which could cause

harm, emotional distress, apprehension of harm or stress, or create a hostile environment. Paul pointed out since it is a misdemeanor, this new law is a criminal statute and really not under the jurisdiction of NRS 116. The problem of enforcement will have to be solved.

**SB 60: Registered Agents and Business Licenses** – Law now requires attorneys and management companies serving ten or more entities as a registered agent to register with the Secretary of State as a commercial registered agent. The law also contains auditing authority, additional steps for failure to renew the Annual List of Officers and Directors, out of state management companies ownership declarations and Chapter 81 business license requirement.

**SB 130: Photo Support for Violations** – HOAs must now provide specific details of alleged violations, propose corrective action with a reasonable time frame to correct, state the amount of the fine if the violation is not cured, date and time and location of the hearing, and if possible a clear and concise photo of the alleged violation . It is probably a good idea to provide a photo with the courtesy letter. Paul warned about taking violation photos involving children and suggested it was probably not proper.

**SB 233: Group Homes** – Law deals with the location of group homes which in some cases may be in violation of the Fair Housing Act. Paul said to check governing

documents and suggested the removal of any restrictions dealing with group home locations within HOAs.

**SB 280: Collections** – New law now contains a procedure for the first mortgage holder to establish an escrow account for the payment of monthly assessments if the new owner agrees. Monthly assessments are made to the HOA by the first mortgage holder on the same schedule required of the new owner. The law now also restricts the HOA from starting the collection process until the owner has been provided the following: (1) A schedule of fees that will be owed if the owner fails to pay all past due assessments; (2) A proposed repayment plan to get current with assessments; (3) A notice of the right to contest past due assessments at a hearing before the board and the procedure for requesting such hearing. Generally a 60 day past due time period must elapse before the above information can be provided. Paul advises it is good policy to send a courtesy notice of being late as a reminder to the owner in question. The law also contains procedures for demand letters and the timeframe for HOAs to reply.

To all in attendance Paul made it clear how important it is to be familiar with the new laws. It is invaluable to have someone as versed and knowledgeable as Paul to keep us informed on Nevada Law and its impact on HOAs and managers. We thank Paul for providing the legislative class and contributing his time to present it. ●



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## Nevada Educated Business Partner (NVEBP)

### *Will You be the First?*

by Sara Barry CAM, CMCA, PCAM

The Nevada Chapter of CAI is very happy to announce that we now have a state of Nevada specific educated business partner recognition program. Our mother organization, CAI, has an educated business partner designation, but as their classes do not specifically cover Nevada laws and information, the Education Committee decided that our valued partners in this industry deserve a Nevada specific recognition. Nevada is so different from any other state in our wonderful union that we feel it is important for our Business Partners to take this step to help our managers and directors perform their jobs more efficiently.

Our question to you is: WHO WILL BE #0001? Jan Porter, presently Community Manager at Peccole Ranch, was our first DCAL, Dedicated Community Association Leader and she even went to Reno to take her last required class, the Ethics Course. We now have over 80 DCALs who value that recognition and are wonderful assets to our organization. Several of those DCALs are

among our valued Business Partners. There was some jockeying amongst them as to who would be the first DCAL and who was also a Business Partner. Andrea Behrens from NAS won the distinction.

We are in the process of making it much simpler for our valued Business Partners to achieve their NVEBP designation. The specific class that you need to get the recognition will be offered twice annually and it will be a one day class since we know your time is valuable.

The first class will be held in March of 2014 and we will be letting all of you know when the exact date has been announced. Space will be limited so RSVP early.

You ask, what is in this for me? We think some pretty significant assets:

1. Those individuals who receive this recognition will be able to place the emblem on their business cards, letterhead, emails and other marketing materials showing their dedication and commitment to our industry.
2. A clearer understanding of HOA's and how the laws and individual client documents fit into the mix. It will help you avoid mistakes when soliciting industry business.
3. Understand the Community Manager's point of view, limitations and restrictions.
4. Understand the board of directors' point of view, limitations and restrictions, by law and by industry restrictions.
5. Show a commitment to our industry through this Nevada specific education in our industry.
6. Recognition at luncheons or other events as one of our valued Nevada Educated Business Partners.
7. Recognition in the Chapter Directory and ability to use the logo.



*Continued on page 35*

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Continued from page 30

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3. No more than 45 days of past due fees
4. Attend a 6 – 8 hour NVEBP specific education seminar at a fee of \$50
5. Attend 6 CAI Nevada luncheons
6. Attend 2 annual events (i.e. Golf, Bowling, Gala, Tradeshow) Minimum
7. Write 2 Nevada Specific Articles for the Magazine OR Actively serve on at least 1 Committee
8. Teach or attend an NVEBP specific class (Covers: law, Ethics, and How to be a successful Business partner in CAI) 6 – 8 hour class
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Again, you ask, what do I need to do to maintain my recognition?

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3. Write 2 Nevada Specific articles for the Magazine or serve on 1 committee
4. Must attend a Legislative Update in Legislative Years
5. Must addend a class on Nevada Administrative Code in Legislative Years

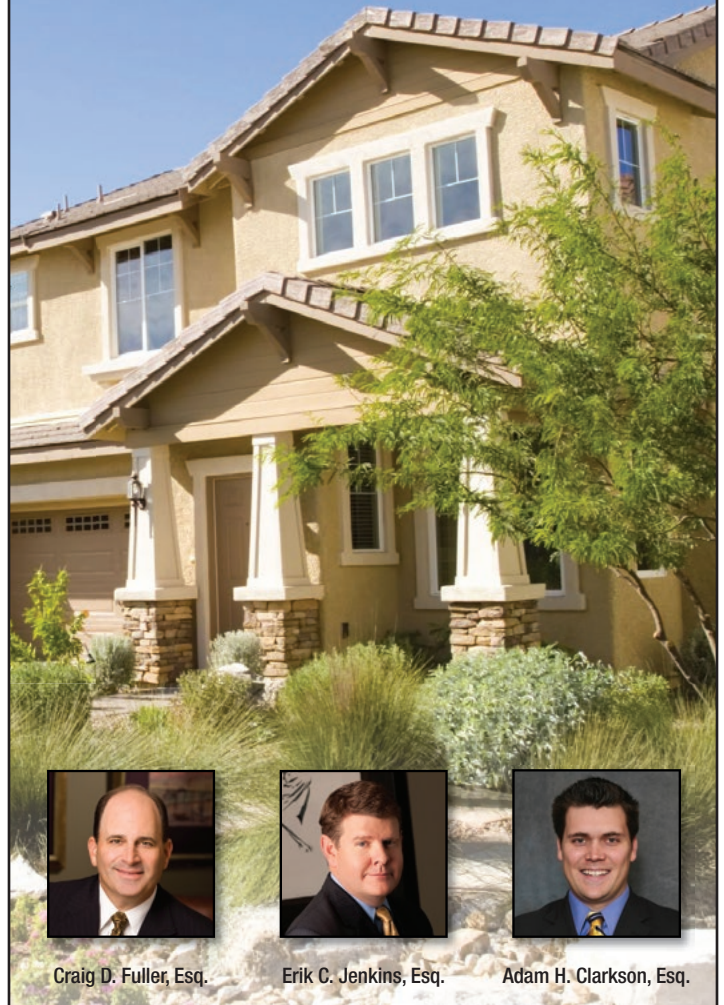
Should you have more than one person within your company who wishes to do this and have more than 5 individuals who wish to get the recognition, after the 5th person, the class is free for each attendee after that as the maximum is \$250.00 per company. The recognition is per person vs. the company. All of your employees may totally understand your industry, but do they really understand the HOA industry? Possibly not.

Will you be number 1? Watch for more information either in a Chapter E-mail blast or in one of the Chapter magazines. Don't be left out on this great program designed just for you and your business. ●

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