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Community Interests

THE MAGAZINE FOR COMMON INTEREST COMMUNITIES

JANUARY 2014

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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.

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NORMAN ROSENSTEEL

President's Message

Happy New Year! I hope everyone had a wonderful holiday season and spent some time reflecting on the blessings we all enjoyed in 2013. I would like to personally thank Donna Toussaint for the spectacular job she did as 2013 President and to welcome her back to the Board as Vice President. Welcome back also to Mindy Martinez, Treasurer, and to our new director, Adam Clarkson, Esq. Many thanks also to our staff, Mary, Chris, and Katie, and to our numerous volunteers who are the lifeblood of this organization.

Now, it is time to get re-energized and get the New Year started on the right foot.

The theme for this year is "Teamwork". Last year was the "Year of the Homeowner" This year is the "Year of the Homeowner, the Manager, the Management Company and our Business Partners." In other words, the "Year of CAI". We need to come together, North and South, Members, Committees, and Board and start preparations NOW for the 2015 Legislative session.

This is a critical time period to prepare for whatever comes at us in the next legislative session. We must be ready to support good legislation and oppose poor legislation.

There have been many pieces of good legislation enacted in the past and some not so good. I think part of the problem is most legislators do not have the time to be experts in every industry in Nevada so they rely upon input from citizens. Our legislators have 120 days to act upon over 1,000 bills: it is next to impossible to be fully informed on everything. Another problem is that people who are happy with their associations do not go to the legislature: they do not call or meet with their legislators to tell them they are satisfied. It is predominantly disgruntled owners who reach out to establish relationships with legislators. These are people with an agenda who want something changed. When the legislators hear people complaining about an issue, they assume there is a problem to be resolved and they overlook the larger populace who are not speaking out. We are that populace and it is why we wind up with new laws that benefit the vocal minority rather than the silent majority. We cannot be silent any longer!

CAI made great strides in the last session with the establishment of a Grassroots Committee in 2012 to help educate, inform and get ordinary homeowners to participate in the legislative process. This year we will build on our success. Through the spirit of cooperation, through the teamwork of our Legislative Action Committee, Board of Directors, Committees and Members, with all of us working together to help impact our industry in a positive manner, perhaps we can convince our legislators that "Community Association" is not a four letter word. We have to convince them of the truth: the vast majority of association residents are satisfied and enjoy life in their various common interest communities.

I look forward to being your president for 2014 and working with all of you. Together we will continue to show that association living is an attractive, desirable method of home ownership and we will continue to educate our membership and work with our legislators to make this industry better. Teamwork!

Norman Rosensteel



Tonya Bates

June Heydarian

Micheal Cohen

Tiffany Kalishevich

Andrew Garritano





MARY RENDINA
CHAPTER EXECUTIVE
DIRECTOR

Chapter Commentary

Though 2013 is now a fading memory, we did finish the year strong. On November 13, 2013 our 2014 CAI Nevada Chapter Board of Directors met for an all day strategic planning session. A huge "thank you" to Christi Wells of Mutual of Omaha Bank for taking time out of her busy schedule to travel from Texas to facilitate for us!

The main focus of the day was the 2015 Legislative session. We discussed beginning now to coordinate the LAC and the Grassroots Committee in order to work together pro-actively and meet with legislators in preparation for the next year's legislative session. Of course there were the house keeping duties to take care of as well.

The 2014 Chapter Officers is as follows:

President - Norman Rosensteel, PCAM
President Elect - James Gibson
Vice President - Donna Toussaint, DCAL
Secretary - Tiffany Dessaints, PCAM
Treasurer - Mindy Martinez, DCAL, CIRMS

Thank you to departing member Steve Vitali, PCAM whose term expired in 2013. Steve is a huge supporter of the CAI Nevada Chapter and graciously served two terms.

Speaking of gracious supporters, Mindy Martinez, DCAL, CIRMS and Donna Toussaint, DCAL have both been appointed second terms

and I am pleased to welcome Adam Clarkson, Esq. as our newest member of the Board. Last but not least, completing the Nevada Chapter Board of Directors for 2014 are Pat Taylor, CMCA and Judith Hanson, DCAL.

On November 21, 2013, a 2014 Chair/Co-Chair training meeting was held at our Chapter Office. Our 2014 President Norman Rosensteel, PCAM. shared his theme of "Teamwork". The goal is for the Board, members, industry professionals and homeowners to all work together towards benefitting our communities and industry. Norm is also intent on strengthening the bonds between our Northern and Southern Nevada members for our mutual progress and benefit.

We could not run our chapter without our volunteers and I am confident the leaders who have been chosen to run the committees will exceed our expectations! If you are not serving on one of our numerous committees and would like to be more involved, please contact Chris Snow at marketing@cai-nevada.org and she will be happy to let you know what committees have openings. You too can be a part of something big and help make a real difference in our industry and in our communities.

Warm Regards,

Mary Rendina



GLITZ & GLAM

2013 CAI NEVADA AWARDS GALA

SATURDAY,
FEBRUARY 8, 2014
AT TREASURE ISLAND.



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

In this Issue

by Andrea Chestnut, DCAL

Welcome to a New Year!

This issue introduces the new Board of Directors for 2014. Our president Norm Rosensteel has chosen this year's theme to be "Teamwork" as we prepare to lobby for our industry in the 2015 legislative session. Community Interests Magazine 2014 is a great place to find opportunities for you to join in this effort and to be a team player.

In this issue, there are articles that will help the environment, help other people, pull at your

heart strings and provoke thought. They may even prompt you to write an article yourself: it is always welcome and appreciated.

Teamwork: coming together with others to achieve a goal greater than ourselves, that would not be possible to achieve alone. Teamwork is what makes the magazine committee; I know that for a fact! I know that teamwork can work for all of us too and I am looking forward to a great year in 2014! ●



RACQUEL TOYOZAKI IS
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Food for Thought

by Racquel Toyozaki

The CAI Outreach Committee in partnership with Homeless Helpers has been feeding hundreds of people living on the streets each month. Food, paper goods, packaging and drinks, as well as the preparation and the distribution of the meals, are provided by CAI members, friends and families.

This is an event that brings warmth, joy, gratitude and appreciation to each volunteer. It starts at a meeting place where we prepare the meals. All the volunteers will start a production line for making the sandwiches, putting the condiments in the bags and packing the food: it runs like a well oiled machine. The anticipation and excitement starts to build, as we leave to meet up with Tony from Homeless Helpers. We load his truck with coolers of food, snacks, drinks, etc. and we then proceed as a convoy following Tony to our first location.

Many of the homeless are eager to receive the meals we have prepared; rushing to the vehicles in

an orderly and respectful manner, the kids with the supervising adults along side them, as we begin passing out the meals. The children are hesitant at first, for most of them this is a new experience and they do not know what to expect. As they start to pass out the sandwiches, snacks and water, their enthusiasm grows. Everyone receiving their meal is very thankful and you can feel the appreciation not only in their words, you can also see it in their eyes. As we move from location to location and continue to feed so many people, the energy and excitement remains very high.

This event is one that changes lives and we want you to know that everyone can participate and/or share in this amazing experience. In the words of an eight-year old child volunteer, "it changed my heart!"

For more information on how you can help with this event, contact Chris Snow at CAI. ●

Upcoming Events

Southern Nevada

JANUARY	1/14	Las Vegas Monthly Luncheon	Gold Coast Hotel	11:15 a.m.
	1/14	CAI Nevada Chapter Board Meeting	Gold Coast Hotel	1:30 p.m.
	1/25	Las Vegas Homeowner Seminar	CAI Training Center	9:00 a.m.
	1/28	Las Vegas Manager Breakfast	CAI Training Center	9:00 a.m.
FEBRUARY	2/8	Awards Gala	TI Hotel	6:00 p.m.
	2/11	Las Vegas Monthly Luncheon	Gold Coast Hotel	11:15 a.m.
	2/11	CAI Nevada Chapter Board Meeting	Gold Coast Hotel	1:30 p.m.
	2/22	Las Vegas Homeowner Seminar	CAI Training Center	9:00 a.m.
	2/27	M-203	Gold Coast	8:00 a.m.
MARCH	3/11	Las Vegas Monthly Luncheon	Gold Coast Hotel	11:15 a.m.
	3/11	CAI Nevada Chapter Board Meeting	Gold Coast Hotel	1:30 p.m.
	3/29	Las Vegas Homeowner Seminar	CAI Training Center	9:00 a.m.
	3/25	Las Vegas Manager Breakfast	CAI Training Center	9:00 a.m.

Northern Nevada

JANUARY	1/15	Northern Nevada Quarterly Breakfast	Peppermill Hotel	7:30 a.m.
	1/16	Northern Nevada Manager Breakfast	Peppermill Hotel	9:00 a.m.
	1/16	Northern Nevada Homeowner Seminar	Peppermill Hotel	6:00 p.m.
FEBRUARY	2/20	Northern Nevada Manager Breakfast	Peppermill Hotel	9:00 a.m.
	2/20	Northern Nevada Homeowner Seminar	Peppermill Hotel	6:00 p.m.
MARCH	3/19	Northern Nevada Quarterly Breakfast	Peppermill Hotel	9:00 a.m.
	3/20	Northern Nevada Manager Breakfast	Peppermill Hotel	9:00 a.m.
	3/20	Northern Nevada Homeowner Seminar	Peppermill Hotel	6:00 p.m.

All Dates and Events are subject to change or cancellation.



GLITZ & GLAM
2013 CAI NEVADA AWARDS GALA

SATURDAY, FEBRUARY 8, 2014
AT TREASURE ISLAND

Thank You to Our 2013 Membership Recruiters!

Gayle A. Kern, Esq.

Marion Ainsworth

Rick Gardner

Dawn Angela Osterode, CMCA, AMS

Inga Maria Hale, CMCA, AMS, PCAM

Roxi K. Bardwell, AMS, PCAM

Eileen McKyton, CMCA

Stacey E. Cosentino, CMCA, AMS

Lawrence W. Lutz

Tonya Bates, CMCA, AMS, PCAM

Caren Carrero, CMCA, AMS

Jennifer Ballew, CMCA, AMS

Judith Hanson

Michelle Goodell

James Gibson

Tonya Gale, CMCA

Jason Kelly

Christine Breed



Get to Know Your 2014 CAI-Nevada Board of Directors



ADAM CLARKSON, ESQ.

What attracted you to live in Nevada and what is one thing you would recommend to someone living here or visiting that is a "must do" if

they have time?

I was recruited from law school in South Carolina to work here, so I guess you could say I was attracted by the opportunity Nevada presented.

If you live here then you must float the Truckee River in the summer time because it's a great way to cool off and enjoy the area. If you're just visiting then you should stop by a casino to pay our taxes!

What did you want to do with your life when you were growing up and where are those aspirations now?

I wanted to be a park ranger, an engineer, or a lawyer. It's never too late!

Do you volunteer for other organizations and if so, which ones?

Yes, I was recently appointed to the Board of Trustees for the Nevada Nature Conservancy and I am active with various other organizations as well.

What would you recommend to others regarding the value and reward of volunteering your time?

It is a great way to become a better part of your community and introduce you to new experiences.

Please identify and then quote, or paraphrase a quote, from one person who had an important influence on your life and the way you live it.

My father: "Every man faces adversity. It's how a man faces adversity and overcomes it that makes the man."

Now that you are newly elected to the CAI Board of Directors, what are your concerns and goals for the coming year and the long term future of CAI?

I believe improving the public perception of CAI and community associations in general is both my main concern and goal.

What do you think is the most important factor in achieving those goals?

Increased membership participation, increased membership, and increased positive visibility in the media.



TIFFANY DESSAINTS, CMCA, AMS, PCAM

What attracted you to live in Nevada and what is one thing you would recommend to someone living here or visiting

that is a "must do" if they have the time.

I am a native! Born and raised here in the Las Vegas Valley. My family likes to play outdoors and living in Las Vegas allows us to be close to Lake Mead and Mount Charleston for skiing and Dumont Sand Dunes for driving our sand rails and razors. A "must do" for a visitor would be to visit Hoover Dam or Red Rock Canyon. These are both great tourist stops outside of the Strip.

What did you want to do with your life when you were growing up and where are those aspirations now?

Growing up I wanted to be a teacher and I loved playing school! In my role as a community manager over the years as well as my role today, I continually have the opportunity to teach. It is truly rewarding to be able to participate in another's growth.

Do you volunteer for other organizations and if so, which ones? What would you recommend to others regarding the value and reward of volunteering your time?

I have had the privilege to serve on CAI's Community Outreach Committee. Through this volunteer effort I have been able to be a part of many rewarding organizations and events. Each one is so rewarding and enriches my life greatly. The latest one, Homeless Helpers was one of the most rewarding. My daughters were able to participate in making and delivering the sandwiches. The enrichment it brought to them was amazing and I was so proud of them. They still speak of the experience and I am confident they have the "volunteer bug" now!

How would you describe your personality? Please identify and then quote, or paraphrase a quote, from one person who had an important influence on your life and the way you live it.

One of my esteemed employees said I had an “ebullient” personality. Most days, I would have to agree. There are many people throughout my lifetime that have influenced me for one reason or another. Some I aspired to be and others were a driving force of what I didn’t want to be. One of my all time favorite quotes is “Success is never found, failure is not fatal; it is the courage to continue that counts.” - Winston Churchill

What are your concerns and goals for the coming year and the long term future of CAI? What do you think is the most important factor in achieving those goals?

During the 2013 legislative year, CAI had great success in reaching out and educating homeowners on the legislative process and increasing their involvement. This is an important goal for the continued success of CAI and our industry. In addition, I feel it is critical that we work to continue to increase the public’s perception of our industry’s professionalism.



JAMES GIBSON

Creating a Voice in Northern Nevada...

Board Member James Gibson is a go-getter by nature: he tackles any and all opportunities or challenges. James believes strength in numbers will lead

CAI in 2014 with a stronger voice from the north, with more managers getting involved and increasing outreach and education efforts for the industry. The impact on the next legislative session will only improve if CAI can achieve these goals over the next year.

Growing up, James wanted to be a pediatrician, a teacher, or a psychologist and somehow ended up in sales.

Surprisingly, he finds himself teaching, counseling, and communicating frequently with managers, board members, and homeowners, offering both sides of a situation for review. The commitment to an action and outcome is driven by a quote a school coach always said, “Don’t be sorry, be right.”

James volunteers time with several organizations in Reno including the Northern Nevada Food Bank, First Tee of Northern Nevada, as well serving on his fraternity’s Housing Board. The short term value and reward by volunteering is often to the person offering the assistance while the long term impact is to the community as a whole. Offering his time helps fulfill his need for social responsibility.

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So, what brought James to Nevada and in particular Reno? The University of Nevada – Reno lured James to the area, but, the endless offerings from nature and events kept him here. The Tahoe Rim Trail is one of his favorite places to hike while the Nevada Discovery Museum keeps his family entertained.



JUDI HANSON, DCAL

What attracted you to live in Nevada?

In 1952, when I was in 5th grade my parents spent the winter in Bradenton, Florida in a trailer park. The park catered to older people and I hated it and the weather (humidity) in Florida. I vowed that I would never retire there. Dave and I spent many fall and spring weekends in Las Vegas over the years and because we always rented a car, I became very familiar with the area. This allowed me to make this a destination of choice upon retirement.

What did you want to do with your life when you were growing up and where are those aspirations now?

Dave and I went into business for ourselves beginning in 1964 after graduating high school. I have always been a high achiever and business came naturally to me, especially with my background in Economics. When I was growing up I did not have any definite plans. I guess my current aspirations came from the many years of being in business and not having the time to get involved in community affairs. After moving here, it became obvious that I either had to get a job or get involved in something in order not to go stir-crazy.

Do you volunteer for other organizations and if so, which ones? What would you recommend to others regarding the value and reward of volunteering your time?

I volunteer at the Cleveland Clinic Lou Ruvo Center for Brain Health (CCLRCBH) in multiple capacities. I write their volunteer newsletter, take event pictures for the scrapbook, work in the clinic and/or physical therapy department on Mondays and I volunteer at other events throughout the community that involve the Clinic. I also volunteer at the Smith center for Performing Arts for their educational events and also volunteer at Clyde Cox Middle school where I work with kids in reading and sight word development. I find these endeavors to be rewarding and look forward to the time spent in these diverse activities, especially talking to patients at CCLRCBH.

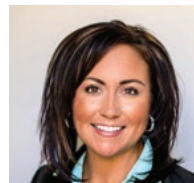
How would you describe your personality? Please identify and then quote, or paraphrase a quote, from one person who had an important influence on your life and the way you live it.

I would say I am friendly and outgoing. My father probably had the most influence over my life. I am not sure why I say that, but, in many ways I find myself thinking like he would

think: sometimes it can be annoying. My mother was very quiet and never really wanted anything to do with finances. As my dad aged I found myself involved in his personal life more than I wanted to be and definitely more than he wanted me to be, but, it could not be helped since I was an only child.

Now that you are continuing for another year on the Chapter Board of Directors, what are your concerns and goals for the coming year and the long term future of CAI? What do you think is the most important factor in achieving those goals?

My goals for CAI are related to education and have not changed since I became a member of the Bboard. I definitely want expansion of the advanced DCAL program with something to award the attendees at the end of a certain number of courses just like in the DCAL program. This can only be achieved through cooperation by everyone on the committee. I would like to see those advanced classes revamped so there is not so much time spent on the fundamentals, but, more time spent on the reason why these classes have been entitled advanced classes. I also would like to see the membership continue to grow. I think we have the leadership to make this happen. I am liaison to the education committee and feel strongly that with some new blood this will happen. The previous education committee did a great job in getting this started, now we just need to build on their endeavors.



MINDY MARTINEZ, CISR, DCAL, CIRMS

What attracted you to live in Nevada and what is one thing you would recommend to someone living here or visiting that is a "must do" if they have the time.

I moved to Las Vegas in 2007 for love! I met my boyfriend in 2004 in Scottsdale, AZ and we maintained a long distance relationship for 3 years before I decided to relocate. I was lucky to have interviewed with Susan Bauman which resulted in a position with Western Risk Insurance. Once I moved to Las Vegas, Western Risk asked me to cover the Arizona and Nevada territory. This was indeed a blessing since my family still resides in Arizona.

Las Vegas has so much to offer, I love living here. I would recommend seeing a Cirque De Soleil show. I saw Zumanity with my family and we were very impressed how the show was tastefully done.

What did you want to do with your life when you were growing up and where are those aspirations now?

When I was a child I thought you grew up to become an animal and I always wanted to be an Elephant. When I realized you do not transition into an animal I was devastated.

I attended ASU and studied communications. My dream job revolved around a fast paced corporate job with all benefits provided. Most importantly I wanted the opportunity to travel and work with lots of different people. Like most graduates, my first job was not my dream job. After graduating college in 2004, I started working for an independent life insurance agent as his personal assistant. I quickly realized this was not an ideal job for me; however, I did enjoy the insurance industry so I continued my career focusing on Property and Liability insurance.

Involvement with CAI and similar organizations in Arizona and Nevada has helped me attain the career I dreamed of (post elephant that is). I enjoy the relationships I have made with great people and organizations and I sometimes feel guilty for being paid to have this much fun. I guess you can say I found the perfect job, I will never have to "work".

Do you volunteer for other organizations and if so, which ones? What would you recommend to others regarding the value and reward of volunteering your time?

Western Risk Insurance is a member of numerous organizations and we try to spread our volunteer hours evenly. I have enjoyed a variety of volunteer opportunities, i.e. children, homeless, animals. Having the chance to volunteer with all of these different groups can have a

lasting impact on how you view your personal circumstances: it can instill a great appreciation for the blessings and opportunities we have been given. When I participate in volunteer activities, I can see not everyone is fortunate to have family, love, education, etc., things we sometimes take for granted.

I really do enjoy helping people in need, especially children. The actions of adults too often set the wrong examples for the children around them: I like to be a positive influence and voice for impressionable ears and for those who cannot always do for themselves.

How would you describe your personality? Please identify and then quote, or paraphrase a quote, from one person who had an important influence on your life and the way you live it.

My elementary report cards spoke the truth: "Mindy is a Social Butterfly". I have to agree, I am very social, caring and fun.

My boss once told me: "Never come to me with problems, only solutions". This has always stuck with me. It has helped me grow and think outside the box. When a problem arises, my first thought is not to worry, we will figure it out.

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As you continue another year on the CAI Board of Directors, what are your concerns and goals for the coming year and the long term future of CAI? What do you think is the most important factor in achieving those goals?

I would like to continue sharing the positive image of HOAs and the Management Teams that serve them; increase education for Boards of Directors and Managers and promote camaraderie in protecting homeowners' rights.

The managers licensing course is being developed by CAI and will be offered in the future. Additionally, I would like to see the Grassroots movement continue to grow. I believe that with increased participation and working together we can achieve our goals.



NORM ROSENSTEEL, PCAM

Taking Things a Day at a Time...

Chapter President Norm Rosensteel influences in the industry in many capacities.

Through company ownership, he guided many managers and homeowners in

understanding association documents, being aware of legislative updates, and of course having a positive attitude despite outside negativity. He currently offers consulting services while also serving as a paralegal, which has helped him slightly reach his childhood dream of being a lawyer.

Norm is an active volunteer with time spent with the Sierra Nevada Donate Life organization, serving on the CAMEO Board of Directors, and with CAI's involvement with the Northern Nevada Food Bank and Washoe County's Palmer Elementary School. The time spent volunteering brings a feeling of goodness to Norm, especially when he sees the appreciation from children.

For his 2014 term as President, Norm is eager to bring the north and south together within CAI. Through increased education opportunities, with a focus on the legislative process, he hopes to get more managers and homeowners involved to create a positive impact on the industry. Teamwork by all parties involved will result in a successful year!

So, what brought Norm to Nevada and in particular Reno? A trip to Lake Tahoe to see a friend turned into permanent residence for the Rosensteels. There are so many things to do in the Reno-Tahoe area, but, his personal favorite became the hot air balloon races after going up in a balloon with a friend.



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PAT TAYLOR, CMCA

What attracted you to live in Nevada?

My family had already moved here in 1985, and had been trying to encourage me to move here also. I had lived in the San Francisco Bay area for 20 years and after the 1989 earthquake I was convinced it was time to make the move, and did so in January 1990.

What did you want to do with your life when you were growing up and where are those aspirations now?

When I was in high school, I wanted to go into Social Work and help people. Little did I know as a community manager years later I would end up doing just that.

Do you volunteer for other organizations and if so, which ones? What would you recommend to others regarding the value and reward of volunteering your time?

Besides CAI, I belong to CAMEO, an industry organization which does involve some volunteer time, but I also help my mom with her various Kiwanis projects, which are great fun. I really think the rewards of volunteering are far greater than the effort it takes to participate.

How would you describe your personality? Please identify and then quote, or paraphrase a quote, from one person who had an important influence on your life and the way you live it.

I am a positive, upbeat person and prefer to see the glass half full rather than half empty. A previous supervisor, Kevin McCarthy, had a saying that made a big impact on my work life..."Don't make your lack of planning become my emergency." Love that.

As a member of the CAI Board of Directors, what are your concerns and goals for the coming year and the long term future of CAI?

2014 will be my last year of serving on the Board and my goals are the same as the first year, 5 years ago. We are always striving for constant improvement and constant change, and to continue to expand areas of communication between the members and the Board.



PAUL TERRY, ESQ.

What attracted you to live in Nevada and what is one thing you would recommend to someone living here or visiting that is a "must do" if they have the time.

I moved to Las Vegas to open our Nevada Law offices. I would suggest either going to the Hoover Dam or take a drive and spend the day up at Mount Charleston.

What did you want to do with your life when you were growing up and where are those aspirations now?



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The Delinquent Assessment Collection Specialist

I originally wanted to be a business person and get my MBNA. I started out in college working toward an economics and literature degrees. After I graduated with the two degrees I decided my best option was to become an attorney.

Do you volunteer for other organizations and if so, which ones? What would you recommend to others regarding the value and reward of volunteering your time?

I volunteer for Nevada Legal Aid representing children in the foster care system. I help them get adopted by their forever family or in other cases get them removed from abusive situations. I think it is important for everyone to volunteer their time in some kind of capacity. It makes you feel good to know you are helping someone that may not be able to help themselves.

How would you describe your personality?

I would describe my personality as being very even tempered. I don't get my feathers ruffled very easily.

As a member of the CAI Board of Directors, what are your concerns and goals for the coming year and the long term future of CAI? What do you think is the most important factor in achieving those goals?

My long term goal for the chapter would be to change the legislatures and the governments view of homeowners associations as a faceless entity into what it really is – a

group of homeowners that are affected by legislative rules and policies designed to serve special interest groups.



DONNA TOUSSAINT, DCAL

What attracted you to live in Nevada?

I moved to Las Vegas in 1953 from Boston, Massachusetts with my parents. My Dad was stationed at Nellis Air Force Base before he retired from the Air Force. He ran the officers' club in Japan so working in gaming was a natural transition for him and our family so we stayed.

What did you want to do with your life when you were growing up and where are those aspirations now?

There were so many things that I wanted to do, none of which I actually did. I got married right out of high school and had three amazing children. I started college in the late 70s so my children and I were all in school at the same time. We would all do our homework together.

Do you volunteer for other organizations and if so, which ones?

Volunteering has been my passion as long as I can remember. Some of the organizations I have volunteered for are: March of Dimes, Opportunity Village, PTA, Nevada Conservation League C3 & C4 board, President of my HOA for 10 years, board member for the City of Las Vegas' Youth Neighborhood Association Partnership grant program, Past Commissioner for the State of Nevada's Commission for Common-Interest Communities and Condominium Hotels, Co-Founder of the Lakes Festival of Lights, past member of Las Vegas Metropolitan Police Department's Citizens Review Board.

How would you describe your personality?


Describing me is interesting. I am a hard worker, I am fair and I'm a good listener. I learn a lot by listening. Giving back to my community is an important part of my personality. I always get back more than I put in. I seem to have the ability to resolve disputes in a win-win fashion.

Now that you are reelected to the CAI Board of Directors, what are your concerns and goals for the coming year and the long term future of CAI?

My goals for CAI are the same as they have always been. As a community volunteer, my focus is on the homeowners, and helping them get educated and understand the laws that govern our associations. The more you know, the better you will be at making decisions and feeling more confident about those decisions.


What do you think is the most important factor in achieving those goals?

Never giving up and having a positive attitude. I always say you can't lose if you keep trying. ●



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Gala Nominees

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Alynn Thompson
Bill Rushakoff
Brian Delisle, CMCA, AMS, PCAM
Carli Gilchrist
Christine Greengrass, CMCA, AMS, PCAM
Dawn Osterode, CMCA,AMS
Debra Costa, CMCA
Diane Howe
Donna Drazich, CMCA, AMS
Eileen McKyton, CMCA,DCAL
Elyssa Rammos, CMCA
Gisella Sanchez, CMCA
Inga Hale, CMCA, AMS, PCAM
Jamie Lane
Jason Hoorn, CMCA, AMS, PCAM
Jeani Wheeler
Jennifer James
Jessica Koval
Katherine Apell Tighe, CMCA, AMS
Katherine Wolfe, CMCA, AMS, PCAM, DCAL
Kendall Abbott, CMCA, AMS
Lauren Stemmler, CMCA
Lorrie Olson, CMCA, AMS, PCAM, DCAL
Lynn Blaylock
Marcey Munoz
Marla Howard
Melissa Ramsey, CMCA, AMS
Melissa Scott, CMCA
Michael Cornwell, CMCA, AMS
Piper Pendergrass
Scott Jaegel
Sharon Bolinger, CMCA, AMS, PCAM
Stacey Cosentino, CMCA, AMS
Susan Teaff, CMCA, AMS, PCAM
Tamara Nelson, CMCA, AMS
Tonya Bates, CMCA, AMS, PCAM
Tonya Gale, CMCA
Valerie Hand
Victoria Parris, CMCA, PCAM

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Don Butts
Donald Schaeffer, DCAL
Frank Fimiano, DCAL
Glen Proctor
Judith Hanson, DCAL
Ken Hill
Michael Heffner, DCAL
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Siena Community Association
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Somerset Owners Association
Southern Terrace Homeowners Association
Tenaya Creek Homeowners Association
The Lakes Association
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CHRISTIAN DIAMANDIS,
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Commentary: Note to the Nevada Legislature

by Christian Diamandis CMCA, PCAM

There is a hierarchy of governing documents that is drilled into the heads of every community manager. The federal law trumps state law which trumps local law which trumps the governing documents of the association when there is a conflict. It is also drilled into Managers' heads that we are not experts in any one field so we must depend on the advice and expertise of professionals in their select fields to properly administer the affairs of the Associations we manage. Therefore Associations hire the management company to manage their business and Managers advise that association boards hire lawyers to interpret their documents, collection agencies to manage their collections, insurance agencies to manage their insurance and a host of other vendors that are experts in their particular fields to fulfill the needs of the association. Why is it then that Managers and Associations are always blamed when the experts the Association hired make

critical missteps administering the business of the Association?

If this sounds like complaining, it is. It is a complaint that the system is set up to fail, or at least set up to first fail in order to learn the hard/expensive way to do what is right. It hurts homeowners and homeowner associations throughout the state. I am not calling any single entity out, but, I am admonishing those who have created this quagmire to recognize it for what it is and do what is necessary to correct it.

Laws are made to address and alleviate specific problems and laws are made to be obeyed. Therefore laws should be easily understood so that there is no question as to their intent and meaning. If a proposed law is really necessary it should be phrased in a way that it applies to everyone without caveats. Laws will always

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negatively affect some people for the greater good: that is the nature of law.

This is where the legislature fails its citizens, when it over thinks the scope of a new law. When a new law is passed it should apply to all equally. The phrases “unless the governing documents state otherwise”, “unless the governing documents call for stricter guidelines” and all other such phrases should be stricken from NRS 116. If such a phrase is necessary then the new law cannot be any good. The laws affecting homeowner associations should be a Uniform Homeowner Association Code.

A rental restriction is an example where the law intends to restrict boards from adding a rental restriction to their governing documents. The law states (paraphrased) **“unless there is a restriction in the declaration** as of the time of purchase then an amendment which materially affects the use and/or value of the property (such as a rental restriction) can not be added or enforced”. The interpretation of the meaning of the law as presently stated has been hotly debated and has some believing a rental restriction may not be added while some communities have adopted a rental restriction which grandfathers existing owners and denies new purchasers the right to lease. What the law should state is: “unless 100% of the homeowners agree to remove or alter a restriction that materially affects the value and/or use of the property from the declaration via a special referendum, the restriction shall not be removed. Unless a super majority of homeowners agree to add a restriction to the declaration that materially affects the value and/or use of the property via special referendum, the amendment shall not be added or enforced. In a case where a super majority of homeowners vote to add an amendment that materially affects the value and/or use of the property, that amendment shall be enforceable only on those homeowners who purchase their homes after the new amendment is in effect.” The higher bar set for removal/alteration of a restriction is purposeful since homeowners should expect to live by the documents they purchased under.

The next example is NRS 116.31034: 1. Except as otherwise provided in subsection 5 of NRS 116.212, not later than the termination of any period of declarant’s control, the units’ owners shall elect an executive board of at least three members, all of whom must be units’ owners. The executive board shall elect the officers of the association. **Unless the governing documents provide otherwise,** the officers of the association are not required to be units’ owners. The members of the executive board and the officers of the association shall take office upon election.” Again, there is no need to cite the declaration. The law can remain silent on the election to the executive board or allow any executive board to elect officers to the board who are not unit owners. If the board chooses to elect officers who are not unit owners, they will be held to the same fiduciary standards as those that do own units so good luck to them.

Another example is one at the center of controversy right now. **“NRS 116.3116:** The association has a lien on a unit for any construction penalty that is imposed against the unit’s owner pursuant to NRS 116.310305, any assessment levied against that unit or any fines imposed against the unit’s owner from the time the construction penalty, assessment or fine becomes due. **Unless the declaration otherwise provides,** any penalties, fees, charges, late charges, fines and interest charged pursuant to paragraphs (j) to (n), inclusive, of subsection 1 of NRS 116.3102 are enforceable as assessments under this section. If an assessment is payable in installments, the full amount of the assessment is a lien from the time the first installment thereof becomes due.”

This section of the law goes on to describe the 9 months super priority assessment we have all become familiar with. This is the reason Managers recommend hiring lawyers and collection agencies to handle their delinquencies. And what comes of it? We hear how the Association can collect a 9 months super priority lien out of foreclosure. You never hear “unless the declaration otherwise provides” because they either overlooked it too or they interpreted the clause differently. When the documents do otherwise provide, that is when problems start: that is how lawsuits happen. The system was set up to fail the Homeowners Associations.

The present controversy and lawsuits could have been avoided if the legislators making the law had done as I have described herein. If there was a need for a law to describe what is enforceable and/or collectible as assessments, then the law should have been written as “regardless” or “notwithstanding” the Declaration: it should not have deferred to them. It may have been perceived as unfair to some, but, it would have been readily understandable and shown no disparate treatment like the law as presently written does. Moreover, do you think lawyers writing declarations right now are looking to exploit this current law? What do you think will happen after that? More laws?

Not to beat a dead horse, the point I am trying to make is that the legislature should start thinking in terms of a Uniform Homeowner Association Code and consider writing only laws that supersede all Governing Documents and then, only when necessary. Any current reference in the law deferring to the Governing Documents/ Declaration should be deleted from NRS 116 and said laws should either be eliminated entirely or changed accordingly based on the merit of the change. Where the law is silent, Governing Documents hold sway and should be left for their Associations to interpret.

I would love to hear arguments to the contrary, please submit your articles for publication. ●



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

Southern Nevada Charity Bowling

THE SOCIAL COMMITTEE TOGETHER WITH THE COMMUNITY OUTREACH COMMITTEE WORKED TOGETHER AS HEROES AND VILLAINS AT THEIR ANNUAL CHARITY BOWLING EVENT HELD DEC. 6TH AT THE ORLEANS. TEAMS COMPETED AGAINST EACH OTHER BUT THEY ALL SUPPORTED THE CHILDREN OF RED ROCK ELEMENTARY BY SPONSORING HOLIDAY WISHES FOR 50 CHILDREN. THANK YOU TO ALL WHO SPONSORED AND PLAYED!

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BRANDON EXLINE, CM, CMCA, AMS, IS CCMC'S ONSITE COMMUNITY MANAGER FOR THE PROVIDENCE MASTER HOMEOWNERS ASSOCIATION.

Pay It Forward – Your Opportunity to Give a Little Back

by Brandon J. Exline, CM, CMCA, AMS

As the holidays fade and we all start planning this year's resolutions and goals, we should endeavor not to lose sight of what the holidays remind us - the sense of giving and the desire to help those who are less fortunate. If you are like me, we are proud of the beautiful communities we manage and grateful for the many generous and gracious people who make their homes there. Showing appreciation by giving back should be a constant theme and our good fortune should inspire us to do more.

As community leaders, this means looking beyond the meetings, events and common area maintenance. At the heart of what we do, we know that our job is to create communities with a sense of depth and value that go beyond the physical aesthetics of the neighborhoods we oversee. It means looking at the bigger picture to build a stronger "community," by helping those who need it the most.

So what can the successful manager do to promote the common good and general welfare of the residents and surrounding areas we serve? Here are a few ideas to get you started.

SPONSOR A GIVING CAMPAIGN:

Whether your community is large or small, vertical or horizontal, a limited "Giving Campaign" can make it easier for your residents to provide assistance to those in need. Select a charitable organization which supports a specific cause. Whether the emphasis is on disaster relief, economic development, environmental sustainability, health and nutrition or food security, choose an organization that reflects your community's values. Selecting a charity is simpler than you may think. There are a number of online resources available to help pair your community with the right organization.

Once selected, organize and promote a limited Giving Campaign. Examples vary by cause, but, may include fundraisers, donation drives or volunteer assistance. Charitable organizations can provide you with the information you need to help in these "giving" efforts. Reach out to your charity of choice and see what resources they can offer to help get your campaign started.



It is important to make it fun and memorable. A little friendly competition never hurt anyone, so encourage neighborhoods to compete with one another in their giving efforts. Publish the results of the campaign and repeat it again each year. The most successful Giving Campaigns start promoting well ahead of the campaign launch and follow through to the conclusion. Consider posting information in newsletters, email bulletins and association gathering places to market the campaign and also to track progress.

PARTNER WITH A NON-PROFIT:

Work with your Board and membership to identify and build a long-term relationship with a charitable, educational, municipal, business or health organization. Start slow and select an organization that resonates with your residents by seeking their input, suggestions and participation. Assist said organization to accomplish their stated mission by building programs that can grow according to their needs and your residents' desire to help. This ongoing relationship will embrace your community's sense of participation, willingness to assist others, and nurture the overall philanthropic spirit.

Your community does not need to have the direct resources to donate throughout the year. Concentrate on building a network of local sponsors and business partners which will enable you to do more with less. Often times the charity will be able to provide your community with the personnel and resources needed to promote their cause. These charitable relationships will

improve owner morale and increase the awareness and perception of your community as being one that is caring and altruistic.

HOST AN EVENT:

More and more communities are hosting activities and events that bring neighbors together, so why not do it for a cause. This can be as complex as tailoring the event around a social cause (e.g. sponsoring a 5K Run with entry fees going to benefit your charity of choice) or as simple as selling bottled water at an already popular event with proceeds going to support an aid organization. If you are already hosting Community Yard Sales, encourage residents to donate their gently used and unsold items at the end of the sale by placing collection bins at the gate, clubhouse or park. Work with your social committees to come up with ideas that are fun and meaningful, and make it a community tradition going forward.

PROMOTE HELP FROM HOME:

Sometimes support can go to help those families that live right in your community. It is no secret that Southern Nevada has been one of the hardest hit financially and while there are signs of an improving economy, these are still challenging times and many families are struggling to make ends meet.

Look towards creating programs that assist those in need and which inspire neighbors to help neighbors. Ask your community business partners to donate funds towards an Assessment Scholarship. Reward those residents who go out of their way to do something special. Offer a variety of volunteer options that are both flexible and fulfilling and give residents the opportunity to select volunteer roles and responsibilities fitting to their talents and schedules. Consider engaging a speaker to give a presentation on financial assistance, tax advice, or goodwill programs. Both the City and County offer programs aimed at assisting those in need; however, those that need the assistance may be unaware these programs exist.

The very concept of an association is to bring people together who have an interest or purpose in common. No matter how big your Association's footprint is on the valley, there are always ways to help promote the social wellbeing and general welfare of others. Think of it this way – the activities of an organization representing one small segment of a "community" can also benefit the greater "community" at large.

Do not limit your giving efforts to only the holidays: people need assistance all year long. One or a combination of the above efforts throughout the year can go a long way towards reaching your charitable goals. Assisting those families and children who are less fortunate is one way your community can give back - paying your fortune forward. ●

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

Article Submission Guidelines for *Community Interest Magazine*

by Andrea Chestnut

HAPPY NEW YEAR AND YOUR HELP PLEASE

The Magazine Committee is inviting you to help bring your Community Interests magazine to new heights. We know some of you have articles you would like to write, please do. We know there are subjects you would like to see explored. Please let us know what they are. Below is the article submission guidelines with who to, where to and when to send. Thank you for helping us help you see what you are looking for in the Community Interests magazine in 2014.

- Self-promotion is disallowed in articles; your company name cannot be mentioned in the text of the article. It can however, be mentioned in your credits under your headshot. Articles need to be informative and educational, not advertisements. Writers are to double check all facts in their stories and to

submit documentation to support the information included in their articles when applicable. Please note: it is the writer's responsibility to obtain proper information and permission for any material held in copyright. All submissions must be in a word document format for editing purposes. Our regular columns include Legal, Financial, Legislative, Board Education and event information. CAI Nevada reserves the right to edit all materials.

- Please provide your head shot (JPEG or PDF) along with your submission.
- When submitting accompanying photos resolution must be at least 300 dpi.
- Please provide your full name, position, company or community name.

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New Year. Same Commitment.

- Feature articles can run between 750 and 3,000 words.
- Community Management articles for columns can run between 200 to 750 words.
- All articles must be submitted to Andrea Chestnut achestnut@chestnutunlimited.com and Chris Snow marketing@cai-nevada.org no later than the 20th of the month, 40 days prior to publication.

If you are writing for a committee or community please be sure to include any and all information. If you are including photos be sure to have a photo release from anyone not part of CAI.

Due to production schedules: Submission of articles are due by the 20th of the month no exceptions. Example: If you want your article/event information in the June issue we need it by the 20th of April. If the 20th falls on a weekend we need your submission before the 20th. (This means a month and a half in advance of desired publication).

It is the goal of the *Community Interest Magazine* Committee to provide an informative and timely publication.

We thank you for your support and cooperation. ●



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Give Our Community a Gift, Recycle Your Christmas Tree!

by Tom Bradley

Christmas trees are one of the most recognized traditions of the holiday season. They make our homes smell lovely, we decorate them and they provide a beautiful focal point for gifts. But what happens after the holiday season?

Most people simply throw their Christmas trees away, yet trees are, in fact, a valuable organic material that can be recycled and chipped into mulch. This mulch is used in public gardens and parks across the valley to help conserve soil moisture and keep plants healthy. Recycling your tree is a gift that will give back to the community.

The Southern Nevada Christmas Tree Recycling Committee, consisting of local businesses, non-profits, and government agencies including the Springs Preserve, is asking Southern Nevadans to give their community the gift of recycling this year.

Recycling your tree is simple: there are no fees to participate in this community effort; all that's required is a small amount of your time.

Residents, businesses and non-profit organizations can take their Christmas trees to one of more than 20 drop sites from December 26 through January 15. Collection hours are 10 a.m. to 4 p.m. each day.

Before dropping off your tree, please remove all non-organic objects such as lights, wire, tinsel, ornaments and nails. Foreign objects contaminate the mulch and damage the chipper. Flocked trees are either artificial trees or trees treated with an artificial decoration such as fake snow: these cannot be recycled. Trees taller than five feet must be cut in half.

For more information about the Christmas Tree Recycling Committee, drop-sites nearest you, and other ways that you can have a sustainable holiday season, visit www.cdsn.org/christmastreerecycling.html or www.springspreserve.org, or call the Springs Preserve at (702) 822-7700.

Give our community a great gift; recycle your Christmas tree! ♻️



THANK YOU

FOR PARTICIPATING IN THE CHARITY BOWLING TOURNAMENT AND FOR SPONSORING THE HOLIDAY WISH LISTS FOR ONE OR MORE OF THE 50 CHILDREN OF RED ROCK ELEMENTARY!

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Animals are Blood Donors Too!

by Chris Snow

January is Blood Donor Awareness Month. CAI Nevada Chapter is hosting a blood drive following our luncheon on January 14th at the Gold Coast. If you can, I hope you have made an appointment to donate. Blood donation is critical to saving lives and it is an important way to give back to the community.

We are all familiar with people donating blood, but, did you know that animals are blood donors too?

Many of you know I lost my little Maltese, Kirby, recently. He was 11 and developed an immune disorder which caused his antibodies to kill his red blood cells. The poor little guy fought hard and received two blood transfusions to help buy him time for the medication to begin its work. My family was amazed and thankful that animal blood donation existed and was an option for him: it gave us hope.

Donating to the Las Vegas Animal Blood Bank is an opportunity for you and your pet to help our community of beloved pets. Cat donors must be 10lbs or larger and dog donors 40lbs and up.

For many of us, the trauma and uncertainty of dealing with a gravely ill pet is as emotional and difficult as when the same circumstances occur with our family and friends. It is nice to know that there is help for our four legged family.

The Las Vegas Animal Blood Bank is volunteer based with blood drive screenings scheduled several times throughout the year: qualified donors are scheduled to donate blood following the screening.



Kirby

So for all dog and cat donors out there, I thank you from the bottom of my heart for giving me more time with Kirby. If you love and have animals, you may want to participate in this life saving cause.

For more information on the Las Vegas Animal Blood Bank, please refer to www.vecc24.com/content/las-vegas-animal-blood-bank-108/ ●

RANDOM THOUGHT

"Pets have more love and compassion in them than most humans."

—Robert Wagner

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>



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Things a Homeowner Should Consider Doing Annually, if not More Often

by Sara Barry CAM, CMCA, PCAM

The first 5 are the big issues that raise insurance rates when not done and resulting in claims:

Change Washing Machine Water Hoses – Regularly

Unless you have the heavy duty hoses, washing machine hoses are one of the main water claims in homes. It is almost a tie with water heaters.

Clean Dishwasher Drain Bin & Water Hoses - Make a calendar entry monthly.

There is a drain at the bottom of your dishwasher that'll collect all the little bits of food that get power-washed off your plates and glasses. Eventually all those can accumulate and clog the drain. Make sure to lift up and clean out any buildup that accumulates to keep your dishwasher and drain from backing up.

Dishwasher Water Hoses should be changed regularly, checked annually.

This claim is a close runner up to the water heater and the washing machine water claims. Check the manufacturer's recommendations and follow them very closely.

Check your bathtubs for overflow drains – Now and with any changes.

Unfortunately, some tubs do not have overflow drains on them and many claims have been filed for someone leaving the water running in the tub to make a quick phone call, answer the door, etc. only to remember when the water is pouring down the stairs and/or through the ceiling.

Check the water line to your refrigerator if you have a water line there.

Many water claims are filed for this line breaking. Check with the manufacturer to see if there are any regular maintenance items that need to be performed on your refrigerator.

Clean A/C Drainage Pipes - Make a calendar entry once a year.

If you have an outdoor A/C unit and indoor furnace there are two pipes you want to clean, one indoors and one out. The outdoor one can be cleaned using a wet-dry shop-vac. Simply attach the vac to the end of the hose and turn on to suck and dislodge any grime and buildup. The one indoors can be cleaned with some hot water. Simply find the tube, and flush with hot water to remove any sludge.

Flush Hot Water Heater - Make a calendar entry once a year.

Hot water heaters are subject to buildup from minerals in the water. You can extend the life of these units and prevent future problems by draining them and flushing out any deposits.

Lubricate Garage Door Springs - Make a calendar entry once a year

Those large metal coils/springs directly above the garage door need annual lubrication. There is a lot of tension and stress from pulling the weight of the door and extreme weather conditions can weaken the metal, causing the springs to

Just for Laughs

GET ORGANIZED MONTH



Who knew working for the
IRS would be so involved?

eventually break. Oil these springs, along with the hinges and metal rollers (not nylon) with a non-silicone based lubricant to keep problems at bay. Garage door springs are under a lot of tension and are very dangerous: do not try to adjust or fix them if you do not know what you are doing.

Aerate Lawn - Make a calendar entry once a year.

If you want a healthy lawn, yearly aeration is something you'll want to look into. What this maintenance basically does is let your lawn breathe by pulling out inch-long plugs from the soil. Fertilizers and nutrients are more quickly absorbed in the soil and the root structure of grasses will improve. Aeration also can reduce how much water your lawn needs, as it improves the overall efficiency of the soil.

Sharpen Lawnmower Blade(s) - Make a calendar entry once a year.

A freshly sharpened blade can lead to better lawn health by making clean cuts to the grass blades. A clean cut leaves your grass less prone to sun damage and parasites. Simply detach your lawnmower blade and take it to a local lawn mower shop. They'll happily sharpen the blade for around \$10-\$15.

Seal your Tile Grout - Make a calendar entry every 6 months.

This is not just an old home problem, but turns out this is an issue for new homes and hotels too. In fact, if you're moving into a new home (even a brand new one) the first thing you may want to do is seal your tile grout. This will

prevent moisture from seeping in and making a environment for mold to grow. It will make the tile easier to clean in the long run as well. Be sure to let your bathroom fan or humidifier run after each shower to dry out the area. Mold is the worst, and once it sets in, it becomes even more of a maintenance hassle to inhibit. Don't leave this one out.

Clear A/C unit Grills + Coils of Debris - Make a calendar entry every 6 months.

An outdoor A/C unit is subject to a lot of elements. Make sure to check it twice a year, clearing the grills and coils of any debris, dirt, or brush. The cleaner you keep things here, the less work your A/C has to do and the longer it will last. Trust me: replacing an A/C is expensive and no fun.

Change Air Filters - Make a calendar entry every other month - Minimum semi-annually.

This one's still tough for me to abide by, but it's important for the same reason as keeping the AC grills clean. A fresh filter will ease the workload of your AC and will improve the air quality in your house — this is especially important if you're sensitive to any allergens in your region. Buy a year's supply of filters and keep them in a closet next to the A/C. Then next time it needs a change, you are just a 3-minute swap away from freshness.

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Air Dry Front-loading Washer Doors and Detergent Bins – Regularly.

You might not want a calendar entry for this, but instead make a mental note to do this after every use of the washer. Front-loading washers, though more efficient, are more prone to mold and mildew. This is due to the tight seal the machines make to keep water from seeping out the front during a wash. Turns out that seal does such a good job of keeping water in that mold and mildew problems are introduced. To prevent this, allow things to air dry by leaving the doors and detergent bins open.

ACTIVITIES BY SEASON

(Could be some duplicates from above)

Winter

1. Check the batteries in your smoke alarms. Check the batteries in carbon monoxide alarms too. Replace worn out batteries and test the alarms to make sure they work properly.
2. Take your fire extinguishers to a certified inspector to make sure they are charged up properly and are ready for use.
3. Inspect the filters in your heating and cooling systems and clean or replace them as needed.
4. Check the faucets in your kitchen, bathrooms, basement, et cetera, for leaks and other problems that need attention. Repair and/or replace faucets as needed. Pull out all of that “stuff” accumulating under the sink to see if there are any drips or drip spots.
5. Clean the lint out of your clothes dryer vent, if needed, not just the trap that you clean out after each use.
6. Check the gaskets around your refrigerator and freezer units to ensure they are airtight. A good test is to crack the refrigerator door and place a one dollar bill on the seal. Then, close the door. If you can slide the bill out, then the seal is not airtight. Try this test on your freezer doors too, and replace the seals, as needed.
7. Use a vacuum cleaner that has a brush attachment to clean the coils on the back of your refrigerator, if applicable. Don't forget the freezer too!

SPRING

1. Remove the storm windows. Clean them before you store them away so they'll be ready for use next fall.
2. Spring rains not only bring flowers, but they also bring leaky basements, if you are lucky enough to have one. Inspect your basement or crawl space for water and dampness, and repair as needed.

3. Put the screens back on the exterior doors and in the windows of your house if you removed them for winter's extreme weather.
4. Check the door locks, latches, hinges, and other hardware on your interior and exterior doors and windows. Replace or repair as needed. Lubricate the hinges and moving parts to keep them operating smoothly.
5. Get ready for grass cutting season! Replace the spark plug in your lawn mower and/or garden tractor.
6. Replace the fuel filters, air filters, et cetera, in the same lawn equipment.
7. Don't forget to change the oil and to lubricate all of the moving parts of your lawn equipment.
8. Check all the belts, fuel lines, et cetera, in your lawn equipment and replace as needed.
9. Make sure the blades on your lawn mower and/or garden tractor are free from damage. Sharpen or replace as necessary.
10. Open the air vents in your attic to allow for air ventilation, if you closed them over the winter.

SUMMER

1. Prepare your air conditioning system for use this season. Clean or replace the filters.
2. Is your septic tank system (if applicable) in good working order? Check to see if it needs to be pumped out. Schedule an appointment with a professional, if necessary.
3. Inspect your concrete or blacktop driveway, sidewalks, patios, porches, et cetera. Repair any holes, cracks or other damage you find.
4. Check the eaves around your home's roof, chimneys, caps, et cetera. Make sure there is no hornet, wasp, or other flying insect nest. Also, repair any damaged eaves.
5. Is your TV reception fuzzy or snowy? Check your antennae and/or satellite dish and make sure they are in good repair. Also, carefully clean your satellite dish with a mild solution of household bleach and tap water. This will remove tree sap, moss, dirt, and other contaminants. (Check with the manufacturer or service provider of your dish to see if they agree or have other/additional recommendations.)
6. Inspect the decks, steps, open porches, and other wooden structures around your house. Make any repairs as necessary.

7. If it has been 2 years since you last did it, clean and apply a quality weatherproofing product to your decks, steps, and other wooden structures. This will help to protect and preserve the wood.

FALL

1. Check the weather-stripping around your exterior doors and windows. If there are gaps or worn spots, replace the stripping as needed.
2. Inspect the caulking around the exterior windows and doors of your house. Fix as necessary to keep drafts, as well as insects, out of your home.
3. Check your exterior roof vents to make sure they're clean and operating properly.
4. Carefully check the roof of your house. Check chimney caps and make sure they are in place. Trim back any tree branches that are touching your roof. Branches can damage shingles, as well as other roofing material.
5. Either clean out, or hire a professional chimney sweep to clean the inside of your chimney and your fireplace.
6. Do you have uninvited guests in your home? Inspect the attic and the basement for signs of birds, chipmunk, squirrels, bats, and the like. Find and seal any entrance holes.
7. Schedule an appointment to have your heating system inspected, cleaned, and lubricated so it will work efficiently.
8. Use a vacuum cleaner to clean out the forced air registers and ductwork in your house.
9. Use a pressure washer to clean off the outside of your house and garage. Periodically removing tree sap, accumulated dirt and debris will make the siding on your house last longer.
10. Remove leaves, tree branches, and other debris from roofs, gutters, and downspouts. Make sure your gutters are in good shape: repair or replace as necessary. We don't have many of these in Southern Nevada, but, this is a good reminder if applicable.
11. Take the window and door screens out of their frames and clean them. Inspect the screens for tears and holes and repair them before you store them.
12. Drain the water from any outdoor faucets and garden hoses. Store the hoses inside if you live in a cold winter climate. We do have some freezing in southern Nevada as well. ●



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Being Organized 101

by Andrea Chestnut

Most people think of being organized as having a place for everything and everything in its place. That thought only takes you so far. The goal of being organized is to have more time to enjoy life while being more productive. Am I right? If you are spending time organizing what does not add value to your life, are you really being organized? The secret to getting and staying organized is taking the first step, knowing when to let go of what does not serve you. How to know what serves you?

- Remember nothing is more important than you.
- If it doesn't fit now it won't later, let it go.
- Take the items out of their space and move them to another room, or outside, get a fresh view.

- Are you trying to decide whether something is worthwhile? Then it is clutter.
- You haven't used it in a year it might be clutter.
- If you find yourself defending the object because of how much it cost you, then it is clutter.
- The item makes you feel out of sorts then for sure it is clutter.
- No clutter is labeled CLUTTER. Clutter is invisible. It was put in its location subconsciously. That's why you have to ask if each thing truly adds value to your life or if it's clutter. Sometimes the most cherished thing is clutter. Count on it. If it's not useful to you now, let it go.
- If a relationship diminishes you, that relationship is clutter.
- Most photos are clutter. That moment felt good to you but now it is over. Do you want to live in the past or the here and now? Keep the photos that resonate with the here and now.
- Let go of the guilt. The retail world has taught you that things are more valuable than you. You know that is not true.
- Be ruthless. Clutter will try to trick you. Question everything.
- First impressions are always correct. If your first feeling is that it is clutter, it is. No rescuing items.
- Activities can be clutter. You may be thinking that your value is determined by the activities in your life. Not so. You are already valuable! There is no need to prove anything. Ask yourself this question, does this add value to my life? ●

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Managing the Common Interest Community after Construction Defect Litigation

by Marvin Tanner

The Edge at Reno construction was completed in 2005. During 2006 and early 2007, it became evident that there were many construction defects, including faulty fire sprinkler installation.

In early 2007, the decision was made to explore the potential of construction defect litigation.

The executive board hired a major Nevada construction defect litigation firm on a contingency basis to evaluate the potential of construction defect litigation in late 2007.

Any Executive Board thinking about construction defect litigation should develop a strategic five year plan. The community manager should have some construction experience and a licensed Nevada Contractor with decades of experience should be

consulted. The criteria for the litigation team should be extensive experience with construction defects. Not every law firm has construction defect litigation experience.

It is recommended that boards plan the complete process in advance before litigation. Changes in the management team during the litigation or reconstruction process will be disruptive in process management.

The management team consists of the tenured Board of Directors, community manager, insurance broker, legal team, and CPA auditors. Institutional knowledge of the construction defect and the ongoing process is with the individual Executive Board Members, the community manager, attorneys, and auditors. This experience cannot be quantified or

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documented and the litigation and reconstruction process will be more efficient with constancy in the management team.

Once the litigation is wrapped up, the 'foundation work' has been completed. The planning for reconstruction is much more daunting than the litigation itself: the legal team executes the litigation, the board orchestrates the remediation.

Extensive documentation was accumulated by both the plaintiff and defense experts. Destructive testing resulted in reams of documentation by both the plaintiff and defense construction experts. The Executive Board has the daunting task of developing an Overall Construction Plan. A qualified construction consultant should be retained to develop the Overall Construction Plan. The consultant should use an audit of the documentation to develop the scope of the plan and a third party expert opinion should be attained regarding the plan.

The outcome of the Overall Construction Plan should be a document that can be shared with contractors as part of the Remediation Request for Proposals. When the Executive Board has the adopted Overall Construction Plan, it is the foundation for the Request for Proposals and negotiations with contractors.

It is highly recommended to share with the CPA auditors and Attorneys the Overall Construction Plan. There are substantial tax regulations on insurance funds earmarked for remediation in the Chapter 40 process.

Yearly, the Executive Board approves the Annual Investment Policy. Litigation funds should be included in the Investment Policy, with limitations more stringent than reserve funds. Litigation funds, Reserve Funds, and Operating Funds cannot be co-mingled.

The Overall Construction Plan prepared by the construction consultant should include a draft Remodeling Request For Proposals. After the Executive Board approves the draft Remodeling Request for Proposals, it can be distributed. A special Homeowners Meeting should be called to share the RFP and Overall Construction Plan with owners.

By Law, the RFP should be sent to General Contractors only. Ideally, the GC will have built multi-family complexes twice the size of the common interest community for which the RFP is written and the GC should have at least a decade of multi-family construction experience. Of course at least three bids are necessary.

There are many challenges in the remediation process. The executive board should be cautious on spending litigation funds. Litigation defect settlement funding is from insurance companies, and there is the potential of a

claim by an insurer for insurance fraud. In addition, there could be a number of homeowners claiming that litigation funds should be returned to homeowners without construction defect mediation. Another homeowner group could push for a fast resolution without control on the remediation process. The Board has to act as fiduciaries for the community and do what it believes is best, what the law allows and also what the documents direct them to do.

Completing the litigation is the easy part. Developing and executing a mediation plan acceptable to the ownership of the common interest community is a challenge. Plan the remediation with an Overall Construction Plan by a licensed Nevada architect or engineer. Budget the remediation and control expenses. Evaluate the project on a regular basis. Audit the Management Team expenses and construction expenses. Inspect every element as it is completed. The duty of reasonable care increases for a board as the stakes rise.

Construction remediation is a long lived asset with a fifty year life: notify your Reservist the next time a reserve study is due. ●



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2013 CAI NEVADA AWARDS GALA

**Countdown to
the Gala – TWO...**
by Melissa Ramsey, CMCA®, AMS®, CPO®

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For a complete list of available sponsorships, pricing, and nominees please visit www.cainvgala.com. ●

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