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Every effort has been made to ensure the information is correct. CAI-Nevada claims no responsibility for the accuracy of member information.
Record accuracy is the responsibility of the member to update information with National.

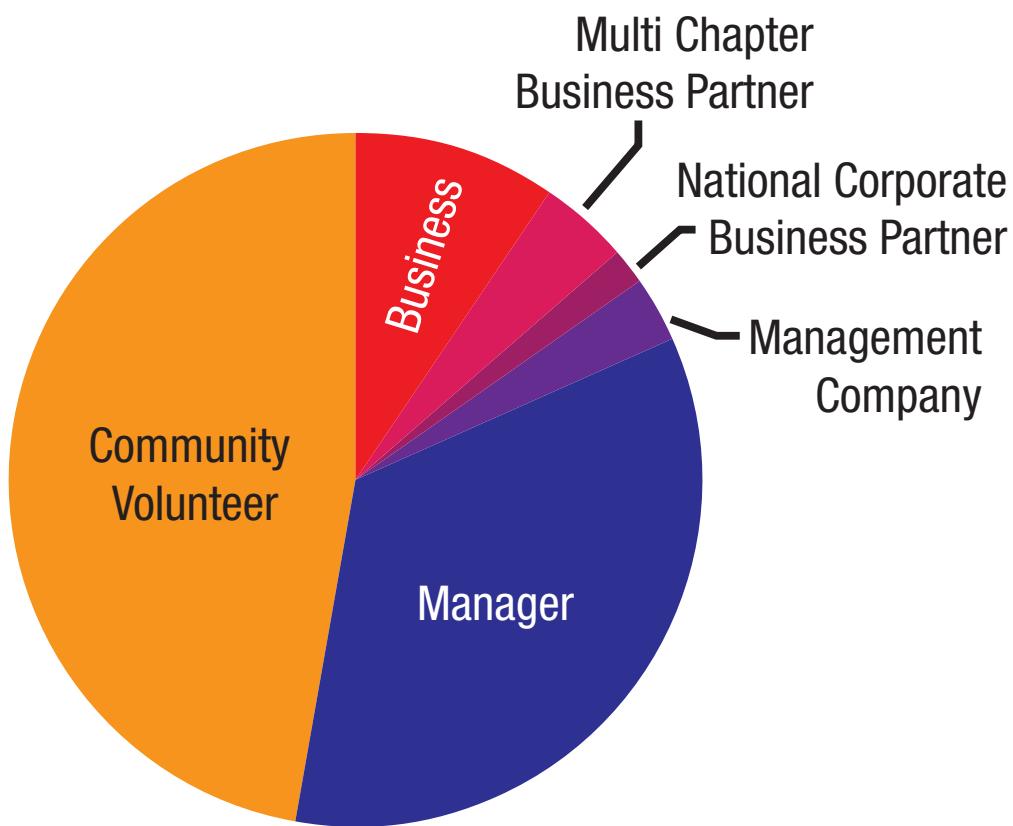
CAI MEMBER EXPECTATIONS

CAI is committed to the development and support of successful communities around the world. Doing so requires a thoughtful, professional and ethical commitment by community leaders, professional community managers and a wide variety of business partners.

Every CAI member can contribute to our mission of building and sustaining successful associations, advancing professionalism and supporting a positive public image through the application of six core principles:

- Building on atmosphere of transparency, integrity and honesty
- Acting in good faith and in the best interests of our stakeholders
- Complying with all applicable laws and regulations
- Respecting the confidentiality of community and resident information
- Enhancing skills, knowledge and understanding
- Accepting personal and professional responsibility for decisions and actions

This is a standard to which members aspire that was adopted unanimously by the Board of Trustees in 2011.





Validation

SIXTH NATIONAL SURVEY AFFIRMS COMMUNITY ASSOCIATION SUCCESS

For the sixth time in 11 years, Americans living in homeowners associations and condominiums have told pollsters they are overwhelmingly satisfied in their communities.

The March 2016 survey affirms the findings of almost identical national surveys conducted in 2005, 2007, 2009, 2012 and 2014. The 2016 survey was conducted by Zogby Analytics for the Foundation for Community Association Research.

The findings from the six surveys are strikingly consistent and rarely vary a standard margin error for national, demographically representative surveys.

- By large majorities, most residents rate their overall community experience as positive or, at worst, neutral.
- They say their association board members serve the best interests of their communities.
- They say their community managers provide valuable support to residents and their associations.
- They support community association rules because they protect and enhance property values.

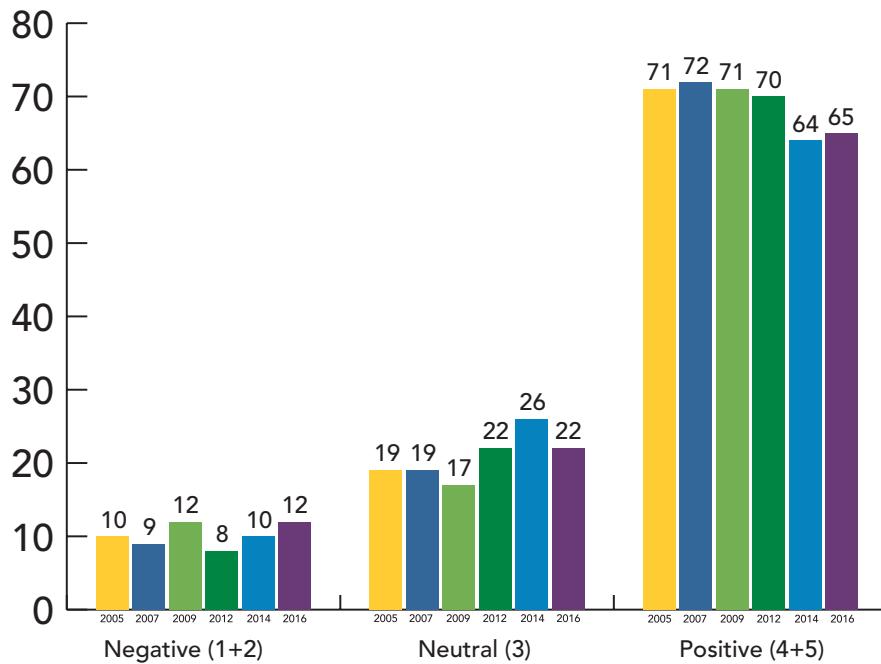
The findings objectively refute the unfounded and unsubstantiated myth that the community association model of governance is failing to serve the best interests of Americans who choose to live in common-interest communities.

The findings below compare results from the six surveys conducted since 2011. Totals may not equal 100 percent due to rounding and "don't know" answers.

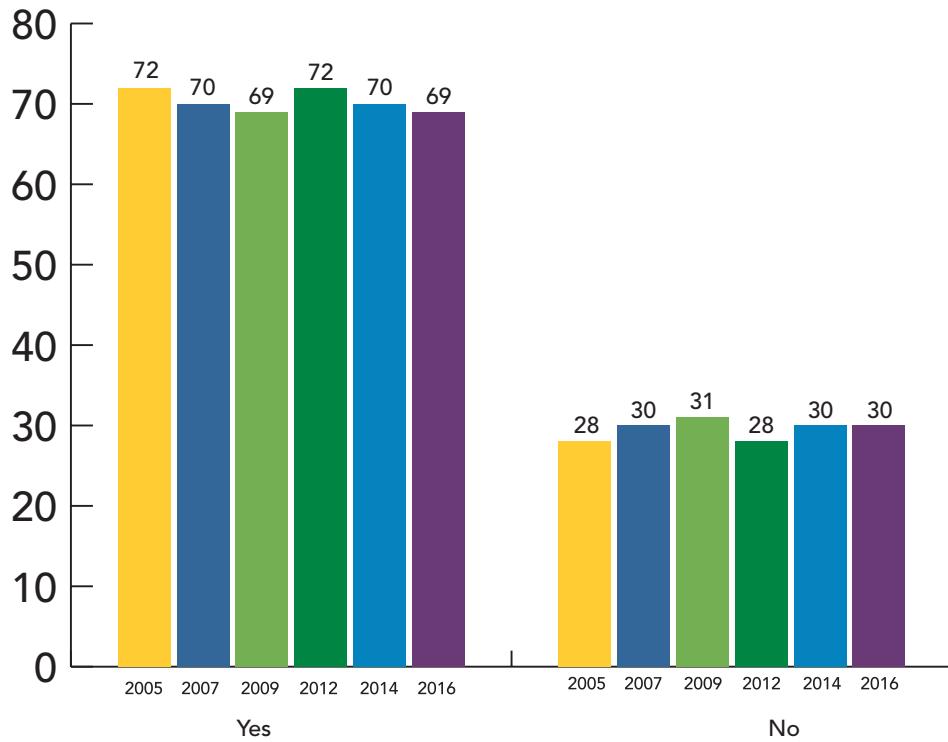
2016 CAI NATIONAL SURVEY

VALIDATION | SIXTH NATIONAL SURVEY AFFIRMS COMMUNITY ASSOCIATION SUCCESS

On a scale of one to five, with one being very bad and five being very good, how would you rate your overall experience living in a community association?



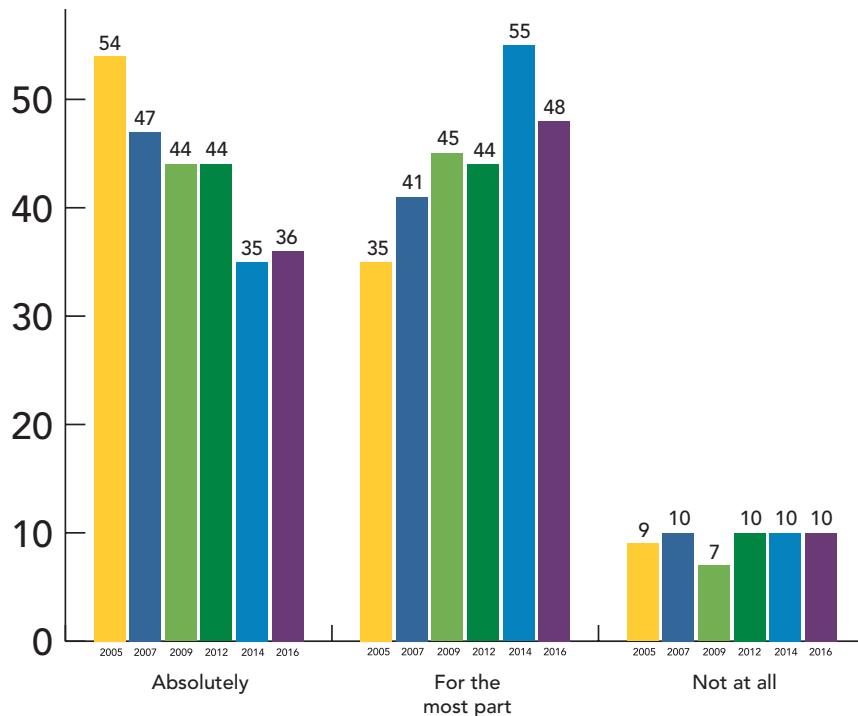
In your current community, have you ever attended any community association board meetings?



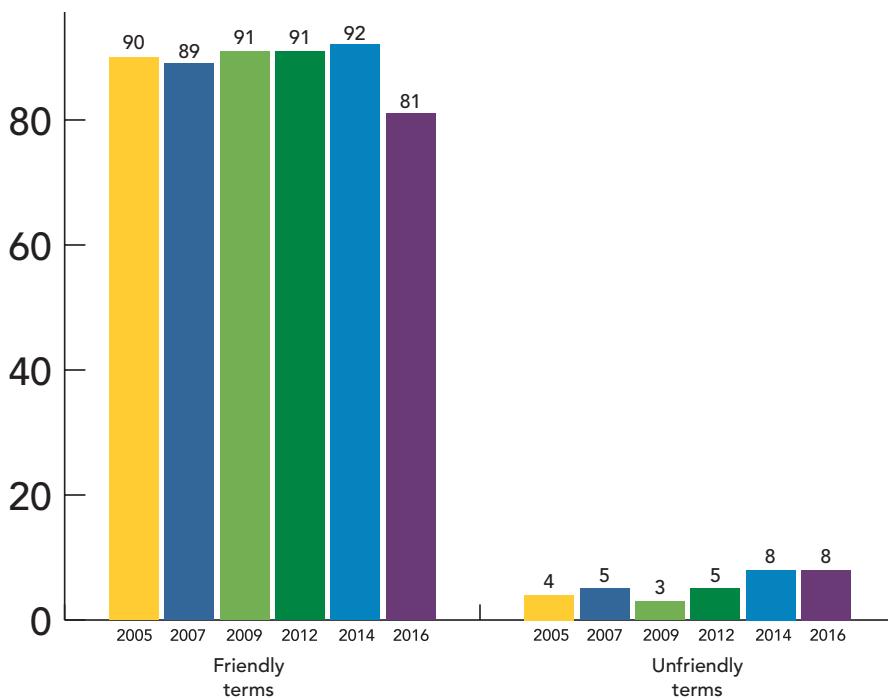
2016 CAI NATIONAL SURVEY

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Do you think the members of your elected governing board strive to serve the best interests of the community as a whole?



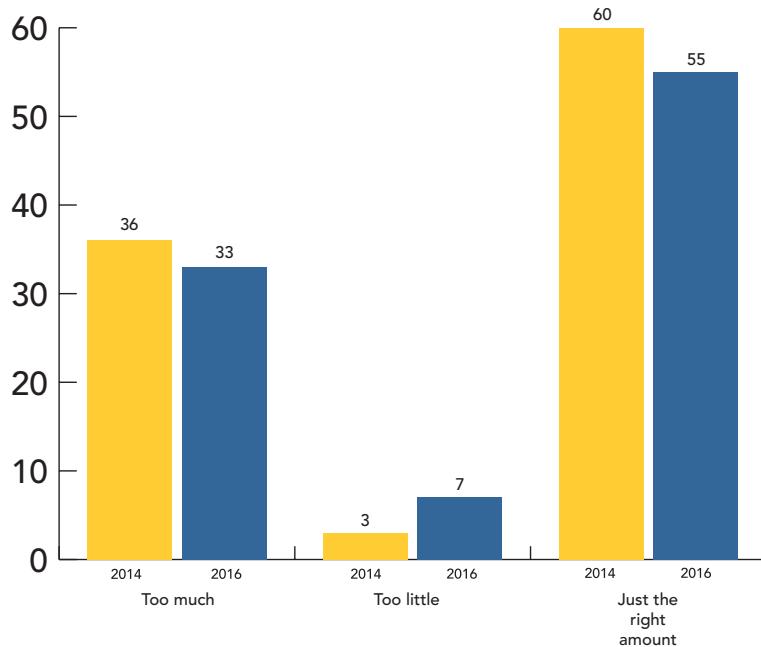
Overall, would you say you are on friendly terms with your current community association board, or would you say you are on unfriendly terms with them?



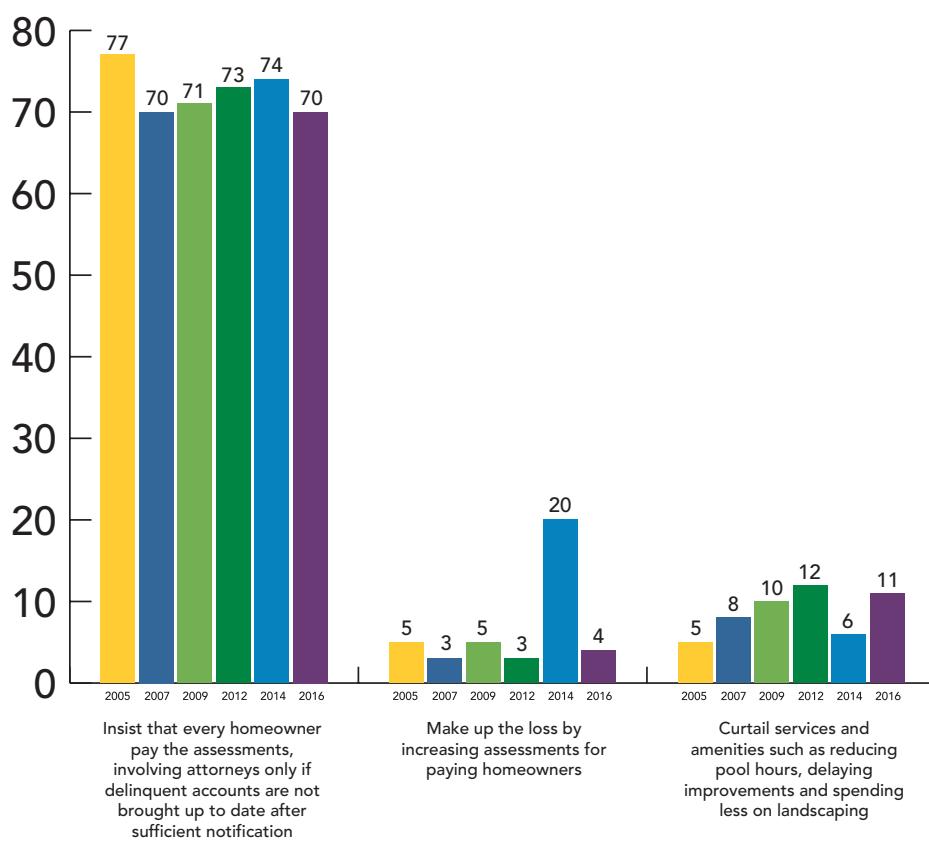
2016 CAI NATIONAL SURVEY

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And thinking about the amount of your overall assessments that you pay for the services provided by your association, do you feel the amount of your assessments is too much, too little, or just the right amount?



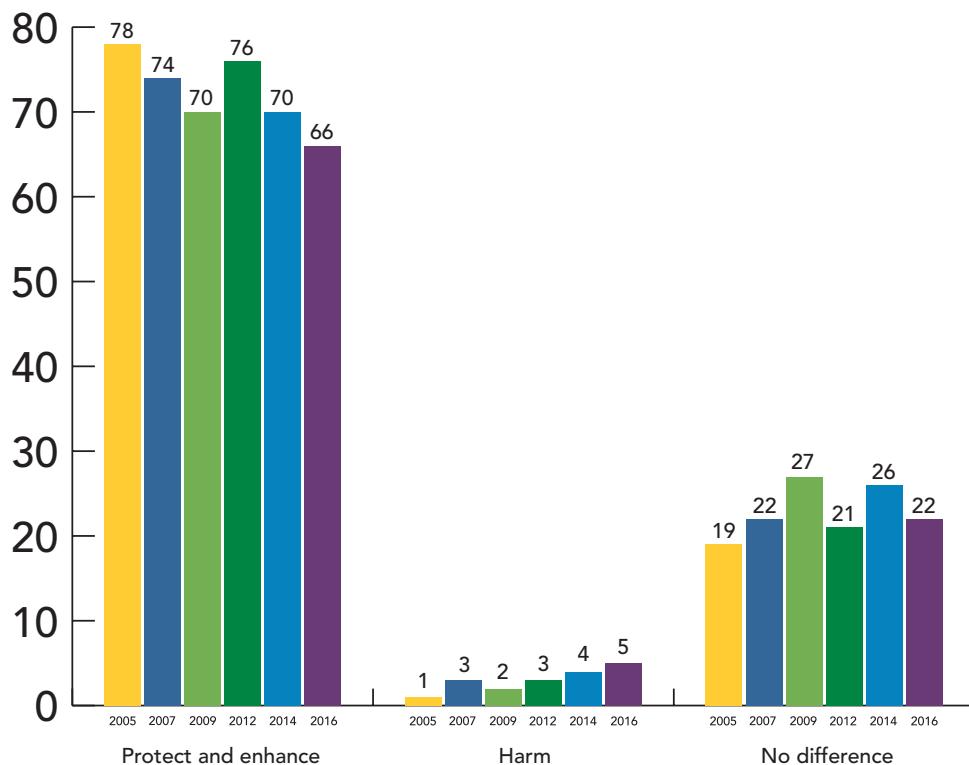
What do you think your community should do when residents neglect to pay their assessments?



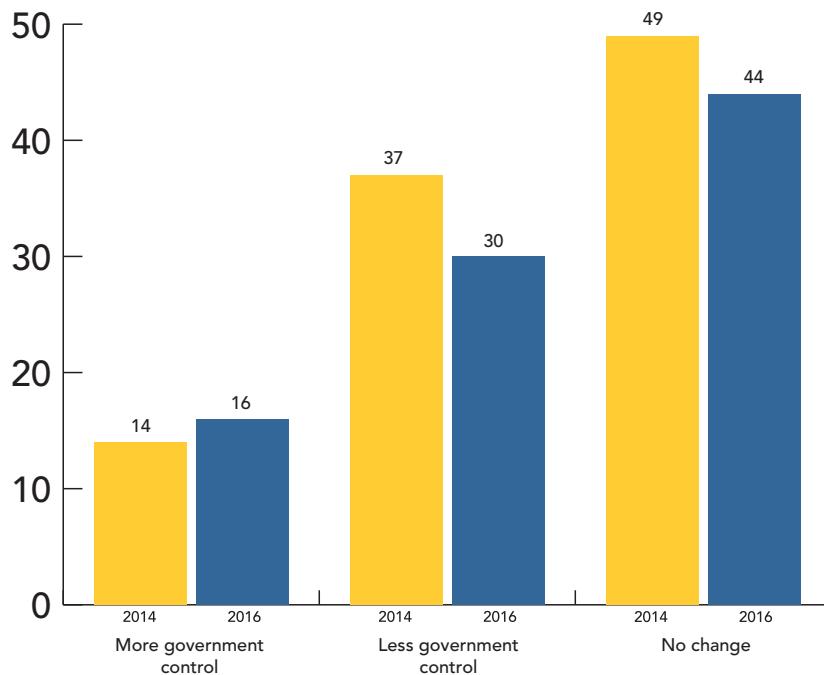
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Do the rules in your community protect and enhance property values, harm them or make no difference?



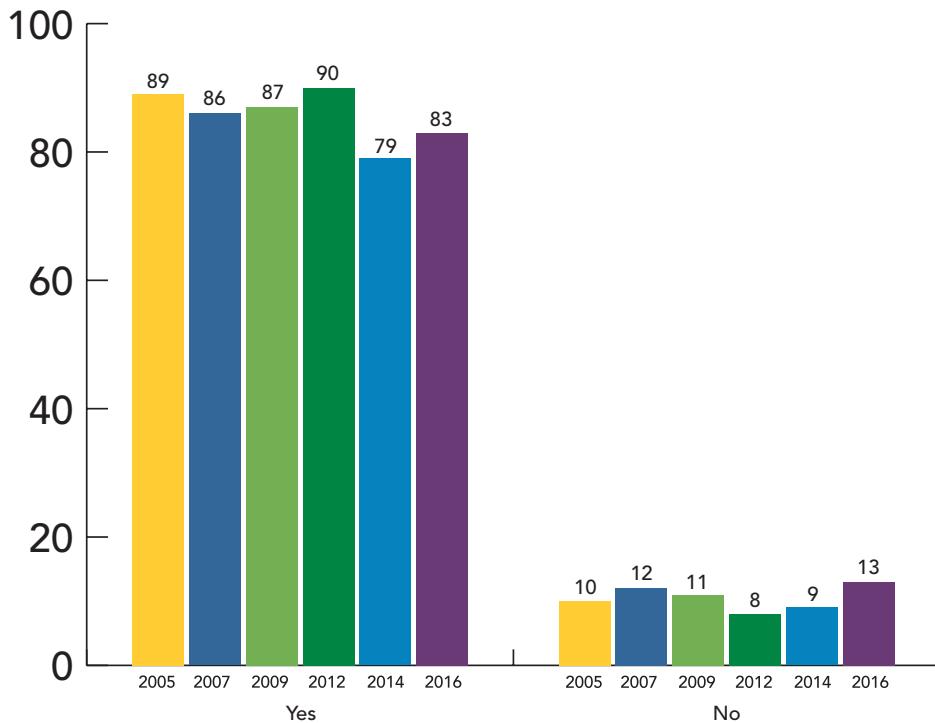
The governance of community associations is subject to differing state laws and regulations. Would you like to see more or less government control of these associations, or would you prefer no change?



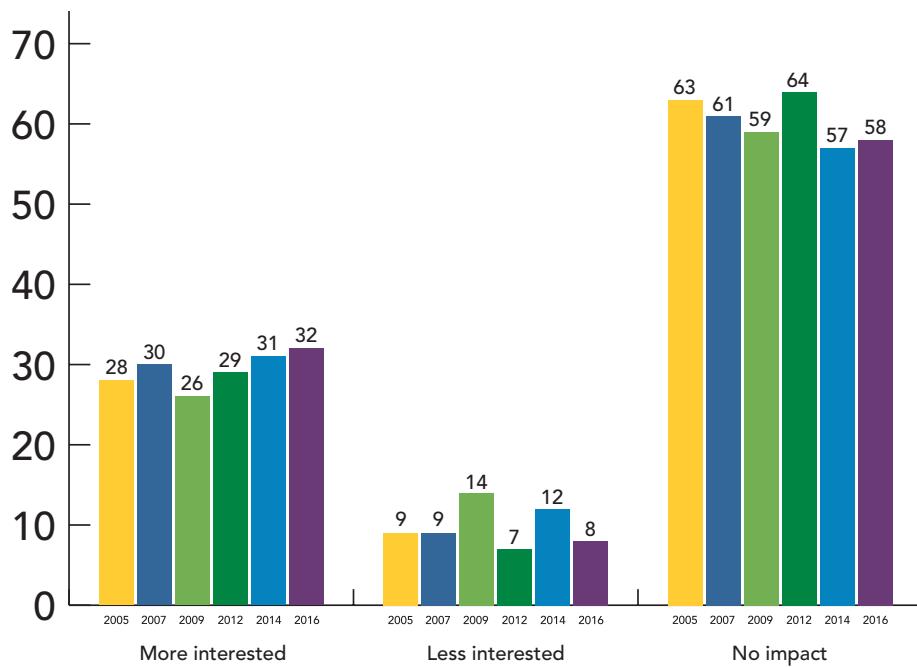
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When you were considering the purchase or rental of your current home, were you told that it was in a community association?



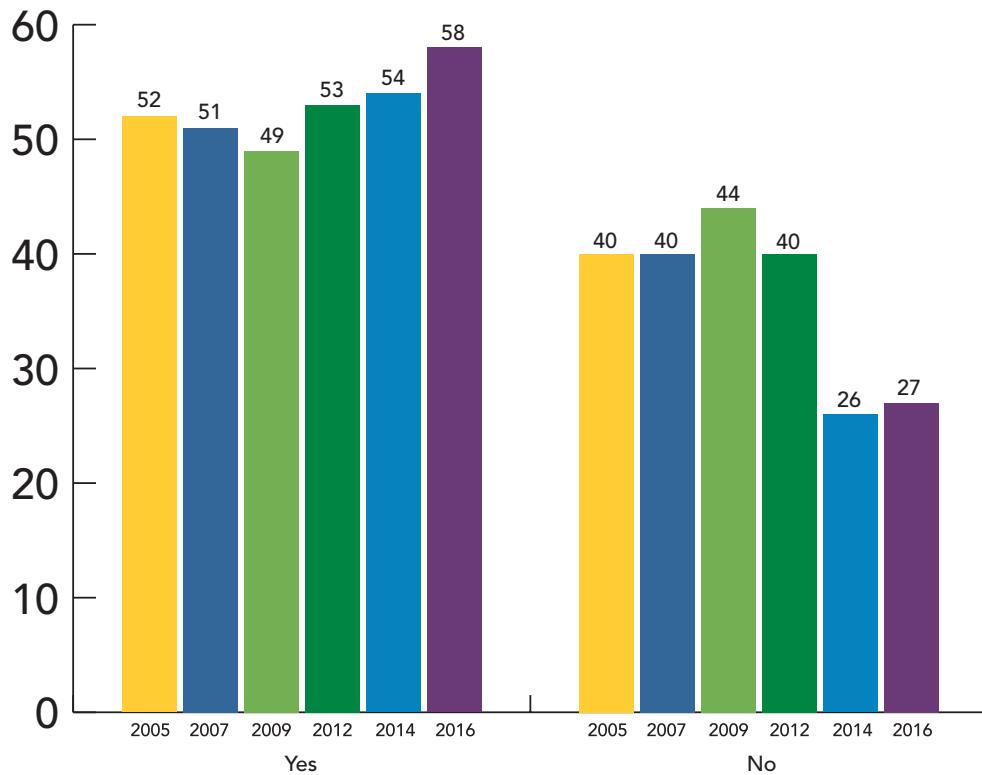
Did the fact that your current home is in a community association make you more interested or less interested about purchasing or renting your home, or did it have no impact?



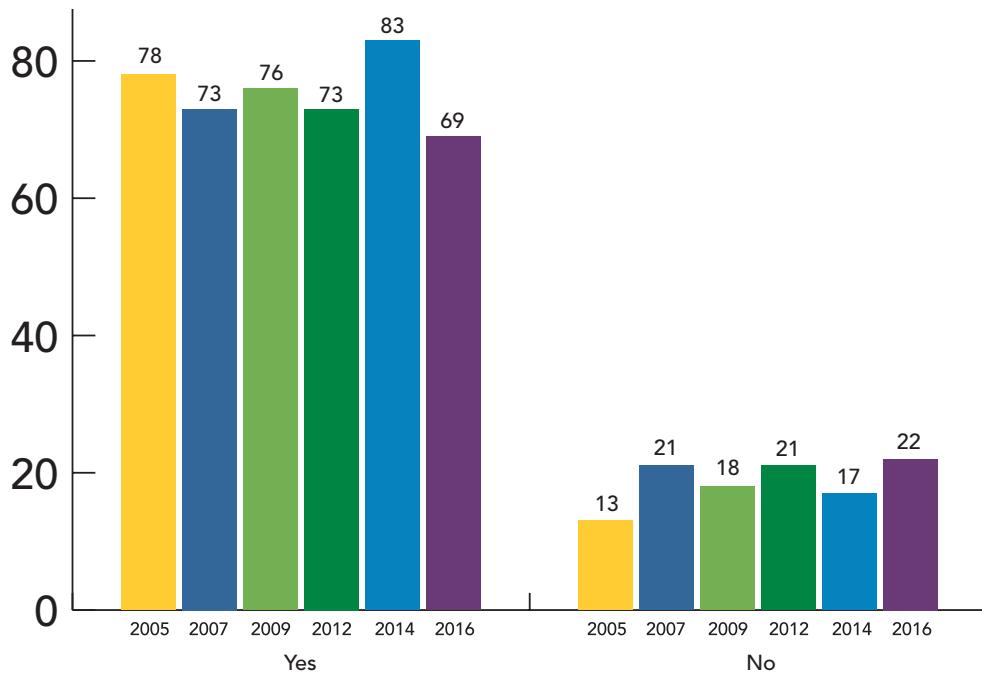
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Does your association employ a community manager?



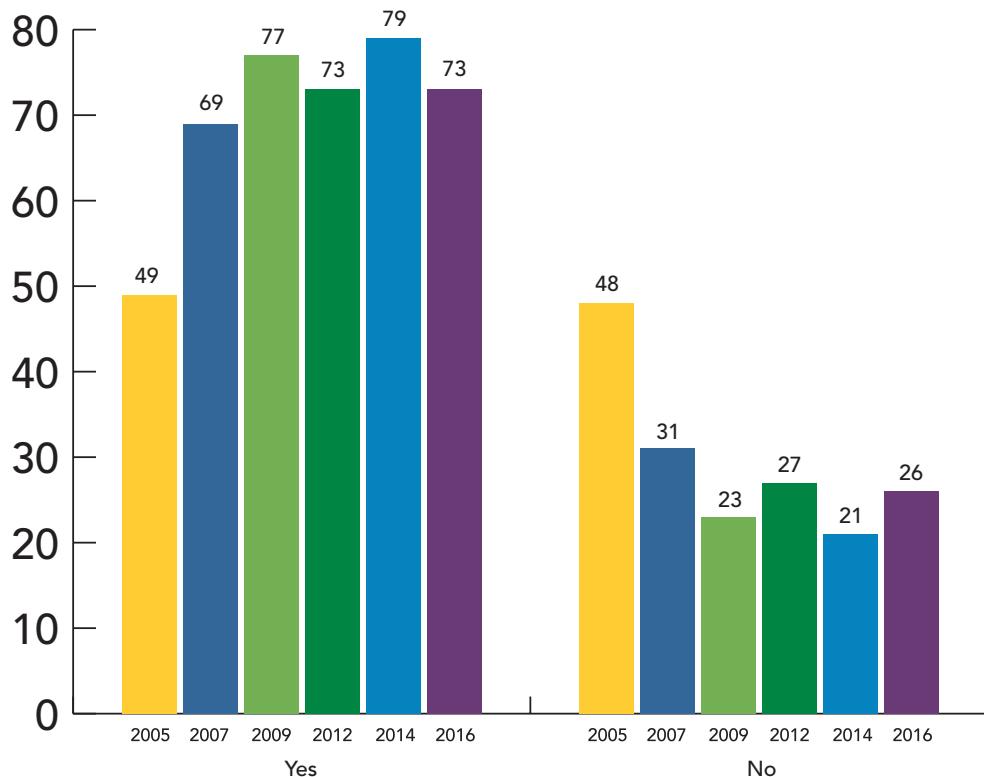
In your view, does the manager provide value and support to residents and the community as a whole?



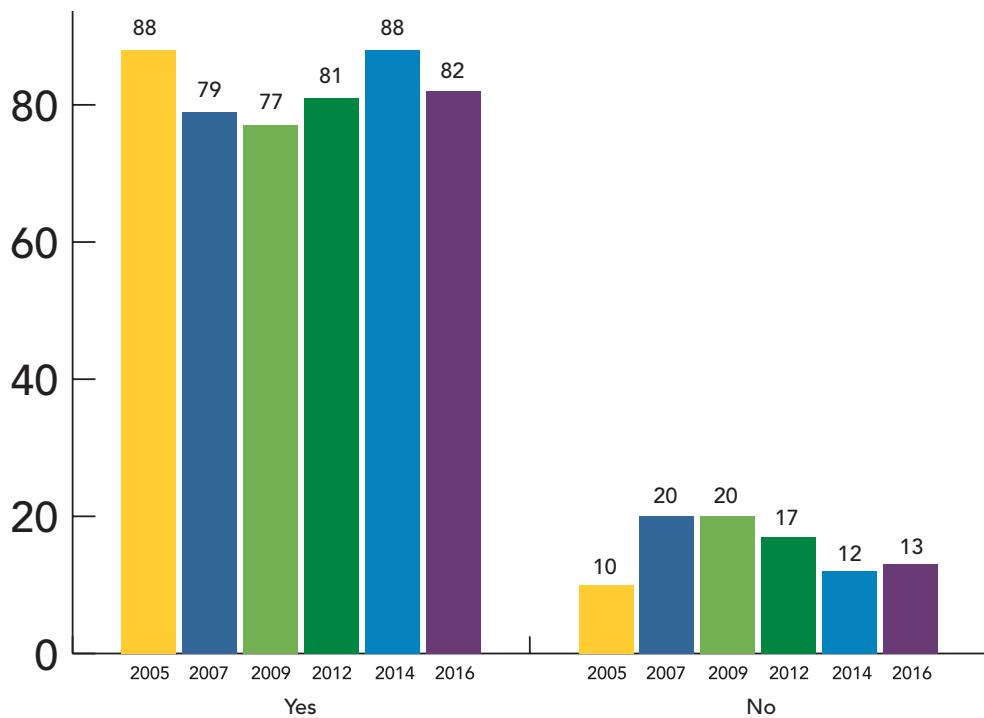
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Have you had any direct interaction with your community manager?



Was it generally a positive experience?



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about community associations institute



Building Better Communities

Founded in 1973, CAI and its U.S. and international chapters provide information, education and resources to the homeowner leaders and professionals who govern and manage homeowners associations, condominium communities and cooperatives. CAI's 33,000-plus members include community association board members, other homeowner leaders, community managers, association management firms and other professionals who support common-interest communities.

CAI serves associations by:

- Advancing excellence through seminars, workshops, conferences and education programs
- Publishing the largest collection of resources available on community association management and governance
- Advocating on behalf of community associations and their residents before legislatures, regulatory bodies and the courts
- Conducting research and serving as an international clearinghouse for information, innovations and best practices

CAI believes community associations should strive to exceed the expectations of their residents. Our mission is to inspire professionalism, effective leadership and responsible citizenship, ideals that are reflected in communities that are preferred places to call home.

Visit www.caionline.org or call (888) 224-4321.



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GENERAL INFORMATION

CAI NEVADA CHAPTER ACHIEVEMENT AWARDS

YEAR	CATEGORY	NAME OF AWARD
1999	Membership	Member Services
2003	Public Affairs	Heroes Luncheon
2004	Membership	Best Net Growth 28.1%
2008	Membership	Best Net Growth 24.09%
2009	Executive Director	Executive Director Rising Star
2010	Membership	Best Net Growth 11.85%
2011	Leadership	DCAL Program
2014	Member Program	Membership Committee Marketing Program
2015	Executive Director	Executive Director of the Year

CAI – NEVADA CHAPTER BOARD PRESIDENTS

1990: <i>Chapter Articles of Incorporation filed December 13, 1990</i>	2005: <i>Kevin Ruth</i>
1991: <i>Dennis McGarvey</i>	2006: <i>Mark Coolman, Cirms, NVEBP</i>
1992: <i>Carol McMahon Doerfler</i>	2007: <i>Trish Hall, CMCA</i>
1993: <i>Sheri Rios, PCAM,</i>	2008: <i>Jeannie French Newman</i>
1994: <i>Ron Anderson</i>	2009: <i>Susan Bauman, CIRMS</i>
1995: <i>John E. Leach, Esq., CCAL, NVEBP</i>	2010: <i>Nathalie Ross</i>
1996: <i>Judy Farrah, CMCA, LSM, PCAM</i>	2011: <i>Patricia Taylor</i>
1997: <i>David Johnson, Esq.</i>	2012: <i>Paul Terry, Jr., Esq.</i>
1998: <i>John Terranova</i>	2013: <i>Donna Toussaint, DCAL</i>
1999: <i>Jean Georges</i>	2014: <i>Norm Rosensteel, PCAM, NVEBP</i>
2000: <i>Roger Grant, Esq.</i>	2015: <i>James Gibson</i>
2001: <i>Kathryn Tavenner Pauley</i>	2016: <i>Mindy Martinez, CIRMS, DCAL, NVEBP</i>
2002: <i>Norm Rosensteel, PCAM, NVEBP</i>	2017: <i>April Parsons, CMCA</i>
2003: <i>Alisa Vyenielo, CMCA, AMS</i>	
2004: <i>Jon Lattie, Esq.</i>	

GENERAL INFORMATION

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Michelle Goodell, DCAL
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(A) Attorney
(BP) Business Partner
(M) Manager
(VL) Volunteer Leader

The CAI Nevada Legislative Action Committee (CAI NVLAC), a committee of CAI, is the official voice with legislators and regulators in Nevada. CAI NVLAC exists to speak with one voice on legislative and regulatory matters that affect community associations, community association managers and CAI business partners. CAI NVLAC is made up of a balance of CAI members and appointees from the chapter within the state. CAI NVLAC is a committee of CAI's national office and is a partner with the CAI chapter within its state.

SIGN UP FOR GRASSROOTS ALERTS

Sign up or get more info at: www.cai-nevada.org/eform_detail.asp?id=13

LOOK UP YOUR LEGISLATORS

On the lower right hand side of the page, click on "Who is my Legislator?" at www.leg.state.nv.us/

GENERAL INFORMATION

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<http://red.nv.gov/>
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1179 Fairview, Suite E
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F: (702) 486-4275

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F: (775) 687-4868

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F: (702) 486-4067

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F: (702) 486-4275

Office of the Administrator

realest@red.nv.gov
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F: (702) 486-4067

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more than just vendors

CAI Business Partner members are indispensable to common-interest communities. More than just vendors, these valued members are good corporate citizens. They contribute to CAI publications, speak at CAI conferences and teach CAI professional development courses. Their involvement in CAI is an investment in the very concept of common-interest living.

Compared to nonmember service providers, CAI Business Partners are generally more likely to:

1. Understand community association operations, which saves associations money and reduces frustration for board members and community managers.
2. Have products and services specifically designed for community associations—they don't try to force fit generic solutions into the community association model.
3. Be attuned to community association trends and in a better position to make recommendations and suggestions that a non-CAI business partner may not even consider.
4. Have experience with other community associations, therefore understanding the nature and dynamics of community associations and how best to serve them.
5. Be familiar with community association management, governance and best practices.
6. Understand the roles of board members, management professionals and residents and the relationships among them.
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the homeowners we serve



Homeowners are CAI's largest member group, comprising a large percentage of our 33,000-plus members. For the most part, these are the homeowners who have chosen to be leaders in their communities—serving on association boards and committees or volunteering for special projects. Some simply rely on CAI to stay informed about how their communities should be governed and managed.

CAI strives to serve homeowners who have or probably will step up to the plate to serve their communities and fellow residents. The benefits we provide to them—from *Common Ground* magazine and our specialized newsletters to web content and educational opportunities—are developed for these leaders.

While we do provide information for all HOA residents—including our online course, *An Introduction to Community Association Living*—our focus is on community associations and those who lead them, especially the more than two million residents who serve on association boards and committees. By supporting community leaders, we are making communities preferred places to live for all residents.

Our primary mission is to help homeowner leaders and professional community managers protect property values, preserve the character of their communities and meet the established expectations of all residents.

Our education inspires effective governance and management. Our best practices help leaders build and sustain more harmonious communities. Our advocacy promotes practical legislative and regulatory policies. Our ethics guidelines inspire fairness, transparency and integrity.

That's how we serve all community association residents, even as we strive to preserve and enhance the concept, perception and value of common-interest communities.

- » **About CAI:** www.caionline.org/aboutcai
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