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Community Interests

THE MAGAZINE FOR COMMON INTEREST COMMUNITIES

JANUARY 2013

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Magazine Deadline

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

Correspondence

Send business card, ad copy or articles for reprinting to CAI of Nevada, 9171 W. Flamingo Road, Suite 100, Las Vegas, NV 89147, along with payment. The publisher retains the right to edit articles to conform to content and space requirements. Authors are to be clearly identified in each article and the author is responsible for developing the logic of their expressed opinions and for the authenticity of all presented facts in articles. Opinions expressed in *Community Interests* are not necessarily the opinions of CAI, CAI of Nevada, its board members or its staff. Authors are solely responsible for the authenticity, truth and veracity of all presented facts, conclusions and/or opinions expressed in articles. Article submissions should be in Word format or plain text.

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Classified advertising in *Community Interests* gives you a classified ad for \$50 per issue (includes 25 words/.50 each additional word) or \$300/year for members or \$473/year for non-members. Advertising contracts are available from CAI Nevada.

Payment, a signed contract, and your ad sent by e-mail or disk must be received by the 5th of each month prior to publication. Acceptable file formats are Microsoft Word, plain text or in the following high resolution (300 dpi) graphic formats: .jpg, .tif or .eps format. Please send a hard copy of the ad along with contract.

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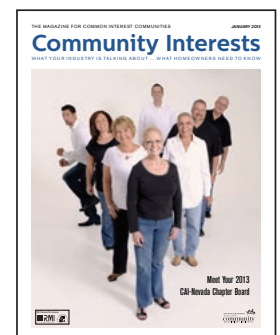
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CAI HOMEOWNER,
BOARD MEMBER 2013
CAI-NEVADA CHAPTER
PRESIDENT

President's Message

As I reflect on last year and turn my focus to 2013, I am encouraged and excited for all of us at CAI Nevada.

Our theme this year is "homeowners." We are the ones who are most impacted when changes occur in our associations. We are the ones who pay the bills through our assessments, and without us none of the supporting business partners would exist.

Homeowners are the ones who generously volunteer their time to their communities, spending long hours serving on boards of directors and committees. Sometimes we never even get a thank you. Why do we do this? It is pretty clear why ... we want to give back and help the wonderful communities we live in. This giving and helping can be very rewarding.

Every time I go in or out of my HOA and I see how nice everything looks, it makes me feel proud that I have had a part in the overall plan.

I have been involved with HOAs since 1996 when I first bought property in an HOA. I served as vice-

president for 6 months on a large master and then served over nine years as president. Previously, as a Nevada CCICH commissioner and now as the president of CAI, my experiences have given me a wealth of knowledge and experience. The experience I gained serving as a corporate officer on three non-profits has also brought me to where I am today.

We applaud all homeowners, because they are the cogs that make all the wheels turn. Without the homeowners, there would be no CAI, no community managers, no management companies, and no business partners.

In everything we do, we must consider how this will affect the lives of the people who live in common interest communities ... the folks who pay the bills.

Working together, we will accomplish great things ... solving one problem at a time.

Donna Toussaint



Legislative Day at the Capital!

Sponsored by CAI Legislative Action Committee

Please join us in Carson City for LEGISLATIVE DAY!

On February 22, 2013 from 7:00 am to noon, we have reserved a room at the Legislative Building, 401 South Carson Street, Carson City, NV 89701, Room 3100

A light breakfast and coffee will be served from 7:00 to 9:00 am.

This is a great opportunity for you to schedule an appointment with your representatives to discuss Homeowner Association issues or anything else on your mind. Appointments should be made well in advance. Members of the CAI LAC will be present, as well as our lobbyist, Gary Milliken, to answer any questions you may have regarding the legislative process. One of our distinguished guests will be Dawn Bauman, CAE, Senior Vice President of Government and Public Affairs for CAI National.

We hope to arrange a tour of the building, as well as having other guest speakers, depending on the legislative schedule. Join us and learn how Nevada State government works!

To RSVP for this event, please email the chapter office at admin@cai-nevada.org. See you there!



CHRIS SNOW
COMMUNICATIONS
MANAGER

Chapter Commentary

Happy New Year! 2013 is another year of changes and growth for our Chapter.

During this New Year, Mary and I will be alternating as authors for this monthly report.

I'm excited to tell you that our *Community Interest Magazine* is returning to a 12-month schedule with a new color upgrade option. As we move along in the year I hope to see that the majority of each issue of the magazine will be in color.

As you may have noticed, we have also redesigned the cover and title recognition as well as changing the weight of the paper stock. Let us know what you think.

All our covers will be of local communities both in the southern and northern part of Nevada. We're open to ideas; please let us know your

thoughts on potential cover photos and local community feature articles.

Our 2013 Board President is Donna Toussaint, a homeowner. Donna has the honor of being our first homeowner President! You will see that together with her theme and being a legislative year, 2013 will truly be the year of the homeowner.

We will continue to offer the Nationally acclaimed DCAL (Dedicated Community Association Leader) and Advanced DCAL seminars that many of our homeowners attend. You may be surprised to know that the majority of our membership is, in fact, homeowners, both CAVL and CAVLIND.

Being a legislative year, our Grassroots Committee and the homeowners involved will be

active and visible in Carson City. This committee is offering us a great way to have our voices heard ... strong, vocal and united for the cause of homeowners! Please visit our website under the Grassroots tab for more information regarding this group. www.cai-nevada.org

As always, Mary, Katie and I enjoy your feedback and participation.

We pride ourselves in the success of the Nevada Chapter and have all of you to thank for it!

Many wishes for health, happiness and success in 2013.

Best Regards,

Chris Snow

In This Issue

by Andrea Chestnut

The first thing I would like to mention about this month's issue is that Jeff Pope takes you through an interview of *Meet The Board*. You will get to know 'who's who' with highlights and comments from your 2013 Board of Directors. Then you will see how a Board turns a neighborhood into a community celebration in *Aliante Community Holiday Festivities*.

After reading *Giving of Self to Help Others* by Robert Rothwell you be asking yourself "would I go that far to help someone?" And we all know the Nevada Legislature will be back in session on February 4th. In *Save Your Community* written by Andy Maiden, he emphasizes how the Grassroots Initiative invites homeowners to raise their voices

and show legislators that they want fair, reasonable and equitable regulations for Community Associations.

The beginning of each New Year brings with it a time of reflection for some and a renewed sense of commitment for others. Where are you most likely to focus, on the future or the past? We learn from our past but we can only live in the now while preparing for the future. What does this mean to us all? By working together we will make a difference now and in the future. Community does not begin or end at the entrance of the communities we live in. Community means everyone. ●



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



JEFF POPE IS A PROVISIONAL COMMUNITY MANAGER WITH LEVEL PROPERTY MANAGEMENT.

Meet The Board

by Jeff Pope

Another year done and a new one's just begun.

With 2012 and its super storms, both natural and political, in the rearview it's time to look ahead to 2013 and even more unpredictable predictions.

One easy prediction is 2013 won't be boring for the homeowners associations industry.

For the Nevada Chapter of CAI, 2012 was a year of working behind the scenes to grow its membership and mobilize them for the new year. Leading the charge into 2013 is the chapter's nine-member Board of Directors: Donna Toussaint, Paul Terry, Pat Taylor, Mindy Martinez, Norman Rosensteel, Steve Vitali, Pamela Tigert, Judith Hanson and James Gibson.

While the Nevada chapter is one of the largest in the country and will continue to help its members develop the personal and professional skills to be successful, 2013 will be "The Year of the Homeowner," President Donna Toussaint said.

"Forty-six percent of our CAI-Nevada membership is homeowners and 51-percent of

all Nevadans live in an HOA. Our focus should be on the folks who pay the bills. Without them, this industry doesn't exist," she said.

Toussaint knows the views of homeowners well having served ten years as president of a master association with more than 4,200 units, was appointed as a homeowner representative commissioner to the Common-Interest Communities and Condominium Hotels Legislative Commission and has testified before the State Legislature repeatedly on association reform.

In total, the nearly life-long resident of Las Vegas has been involved with HOAs since 1996. And the former candidate for the Nevada Assembly is the board delegate on the Chapter's Legislative Action Committee and a member of the Grassroots Committee.

Grassroots members have been educating homeowners throughout Nevada on how to speak with their legislators about the positive aspects of HOAs.

"The grassroots folks will go a long way to help legislators understand just how legislation affects us as homeowners. Our LAC will craft the messages that our grassroots folks will deliver," Toussaint said.

Living in an association isn't right for everyone, said Terry, an attorney who specializes in areas related to common interest communities, including legislation, mediation, collections and construction defect litigation. The angry voices of the few disgruntled homeowners shouldn't carry louder than the thousands of satisfied owners, he said.

"These content HOA residents now have a vehicle to get in front of their elected officials and express their views of how their HOA improved their lives," Terry said.

Rosensteel, CMCA, AMS, PCAM, said he'd like to see CAI become a resource for legislators to ask questions before they vote on bills.

"We need to work more on educating our legislators and that's something we all can do,



.....
2013 will be “The Year of the Homeowner.”
— **President Donna Toussaint**
.....

homeowners, board members, managers, business partners,” he said. “We need to stress that CAI represents a lot of homeowners. Our largest membership category is volunteer leaders. And everyone needs to also understand that living in an association does not fit everyone’s lifestyle.”

CAI comprises experts in a variety of fields in management, business and law. Rather than seeing its members as adversaries, legislators should see the organization as a clearinghouse of experts, said Gibson, a regional sales manager for Red Rock Financial Services and board liaison to the Committee Chair.

“Ask the state legislators to serve on their respective HOA boards before presenting any new bills so everyone involved understands the represented vantage points,” he said.

Hanson is a prime example of the good that content residents and boards can have on the community. North Las Vegas parks and the communities they serve would be a mess if not for her boards’ efforts. The president of the Aliante Master Association and board member of the sub association Sun City Aliante Community Association organized her boards to lead cleanup efforts of Deer Springs Park in 2010 and Discovery Nature Park in 2011. Hanson, a DCAL, was named the 2011 Southern Nevada Association Board Member of the Year.

Her associations’ efforts could inspire others to be more active in their communities and show that HOAs are not just about regulating trash cans and weeds. But there needs to be more positive attention in the media, she said.

“I feel that it is important for the newspaper to pick up on positive stories of communities doing well. We’ve done a lot of positive things here in Aliante for our homeowners and it is hard, almost impossible, to get recognition for these endeavors,” she said. “The only publicity we got [for the park cleanups], even though the city tried and so did we, was a spread on cleanup in “Vegas Seven” magazine that featured two short paragraphs about our endeavors. We do get a small recognition in the View when we put on a social event, but nothing like I would like to see to promote community spirit.”

Hanson joined CAI four years ago after she was elected to the Sun City Aliante board and wanted to learn to be a better director.

“The best place to receive education was through CAI and its DCAL program,” she said. “I was anxious to learn as much as I could about being on the board of directors of

an HOA as I was not familiar with HOAs having lived in the Midwest most of my adult life. HOAs did exist in Indiana, but I just was never a part of one.”


Hanson is the board liaison to the Education Committee, Membership Committee and the Magazine Committee. She also served two years on the Outreach Committee.

As for her efforts within CAI, Hanson said more educational classes are needed and more board members need to be encouraged to take them.

“We need to continue to offer more education classes to homeowners and their boards, including smaller workshops that reach out into the community. We are working on this and I look for this to happen in 2013,” she said. “I have also received complaints from board members who feel that CAI is self-serving. While this may be true, up to a point, I think we need to work on correcting this perception. The positive side of belonging to CAI must be presented and it begins with the management companies who pass the information on to their respective boards.”


The Year of the Homeowner indeed. ●

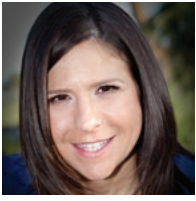
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ANDREA BEHRENS,
DCAL IS VICE
PRESIDENT OF NEVADA
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AND EXECUTIVE
PRODUCER OF
HOMEOWNER TALK TV.

Make Sure Your Email Trails Follow the Right Path

by Andrea Behrens

We communicate to inform, persuade and educate. Communication is also essential to build and sustain any relationship, for obvious reasons. In my job, as in many, the more frequent and positive the communications are, the better.

We communicate in many ways, but one of the most prominent and frequent is email. Email is an important form of communication, but we all receive so many emails, that managing them all can be a time-consuming task.

That's why, when possible, it is a good idea to put everything you need to say in one email rather than sending multiple emails.

Take a couple of moments to collect your thoughts and to plot out the "who, what, when, where, why and how." You should also make sure your email contains a 'deliverable' or 'next step';

failing to communicate to the recipient what they should do with the information you've just sent them can waste both your time and theirs. Organizing what you'd like to say and what you'd like the recipient to do in response before clicking "send" can help you accomplish your task more efficiently, but also lets the recipient know that you value their time, too.

Ronna Timpa — a communications expert, writing coach and owner of Henderson, Nevada-based Workplace ESL Solutions -- cautions against sending overly wordy messages. Email is, after all, designed for short communications. She suggests deleting words with no purpose from all emails. Don't make the reader search for the point of your email. Put the main point in the first sentence. Be brief and polite, even if you are annoyed. Respond promptly and focus on the main idea. Organize your message, edit and proofread.

Timpa also warns emailers to remember that your messages may have unseen readers — you never know who will forward it. Don't ever assume privacy when communicating by email, she says, it's always a good policy to "praise in public; criticize in private."

The body of the email is not the only way of getting your message heard. A bad subject line could lead to your message getting relegated to the SPAM folder or could lead the recipient to believe it is less urgent than you intended. Good subject lines give the reader direction and they are helpful for filing emails. Craft subject lines that are short and specific, positive or neutral with a professional tone. Above all, relate the subject to your readers.

Email etiquette doesn't only extend to the sender. What the recipient does (or fails to do) also communicates a message.

I read a great article recently by Peter Bregman regarding the importance of saying "thank you" by email. He wrote that sending a brief reply communicates that you received the email. "While there's a lot of advice that discourages writing 'thank you' emails because they contribute to email overload, I disagree," he

CAI New and Renewing Member Welcome Breakfast

Join us for breakfast and an introduction to CAI. Members will share what they learned the hard way about the value of a CAI membership.

Wednesday, February 13th, 2013

9:00 AM at the CAI Chapter Office
9171 W. Flamingo Rd. #100, Las Vegas, NV 89147

*RSVP to 702-648-8408 or admin@cai-nevada.org
by Thursday, February 7th, 2013.*



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wrote. "It takes three seconds to respond 'thanks' and it completes the transaction initiated by the sender."

He notes that it is even more of an error to ignore or respond hastily to an email that contains emotional content, like a compliment. In these cases, a quick "thanks" may not go far enough — the sender deserves a thoughtful, considered response.

Here are some email tips.

- Write the email before putting in the recipient's name so you can edit yourself (and catch spelling or grammar errors) before sending it.
- When answering a question about a deadline, be conservative. If you know you can get it done by Wednesday, promise it by Thursday to give yourself a cushion.
- If you are requesting something, give a deadline, in a subject line if possible. Avoid the vague "ASAP" if you need it soon.
- Know your audience. Some people we communicate with are direct while others can be easily insulted. Also keep in mind varying educational levels and generational levels. Customize or individualize your e-mail communications whenever possible.
- Use group emails sparingly, copying only those who need to be copied.
- Say what you have to say and stop. Be brief. Remember that a lot of people may be reading your email on their phones.
- Think twice before you use the "reply all" feature. Use it only if it's truly necessary. (Did you hear the story about the New York college student whose accidental "reply all" went to 40,000 other students instead of only his intended recipient, his mom?)
- Bullet points are your friend. So are numbered lists!
- Know when to provide a link or attachment rather than including everything in the body of an email.
- Include an action item and deadline at the end of your email and even in your subject line so it's clear to the recipient how to handle the email.
- Know when it's time to pick up the phone rather than sending an email. I'm also a big fan of old-fashioned "snail mail." These days, hand-written notes are especially appreciated. ●

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As a community manager or board member, your position can be difficult and complex. Let us make it easy for you. Our legal team helped draft the standards for the common interest development (CID) industry. We continue to be leaders in refining guidelines, including meeting with legislators and participation in drafting CID legislation. When you have legal concerns, come to the experts with real world experience.

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ROBERT ROTHWELL, PHD, DCAL IS CHAIR-ELECT OF CAI NATIONAL CAVC AND A MEMBER OF CAI NATIONAL BOARD OF TRUSTEES

Giving Of Self to Help Others

by Robert Rothwell, PhD, DCAL

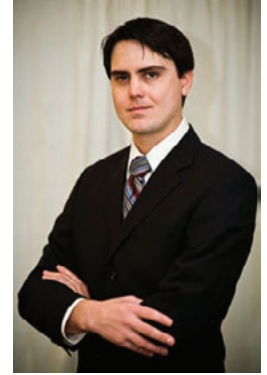
Ryan Kerbow, Esq. believes strongly in giving back ... in doing things that help CAI, the community and others.

Over the years, he has provided many hours of free legal advice to homeowner Board members and managers and community volunteers. That's not said to pat him on the back or call attention to the things he does. It's part of his philosophy of giving back to our community. However, nothing he has ever done can compare to the kind of selfless giving he recently did.

It started a few years ago when Ryan was having dinner in Los Angeles with a couple of his friends. During the conversation, it was revealed that one of them was having some health problems – specifically kidney problems. In the casual setting of the moment, the friend commented that if his condition became serious enough, he might need to have a kidney

transplant ... to which Ryan responded that if he ever needed a kidney, he'd give him one of his.

No one could have guessed at the time that within a few months, the friend would have a full renal failure, and that Ryan would turn out to be the best match that could be found – even more so than relatives or other possible donors.



Ryan Kerbow, Esq.

Within the course of about 9 months, Ryan found himself undergoing surgery and donating a kidney to his friend, who was being kept alive through dialysis. Of course, there were many decisions, discussions and considerations that went into that process, as well as extensive preparation medically.

Ryan was back at work within a couple of weeks. His recovery has taken a little longer than he expected, but he is doing fine, as is his friend.

There are really no words to describe that kind of giving ... it's beyond measure ... and we're happy and proud that caliber of person is one of our members of CAI. ●

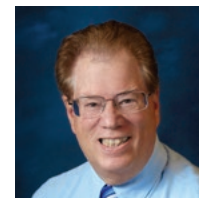
Just for Laughs

Here are the sealed bids for the clubhouse renovation. I had them sent by secret courier and they are in code. I will use my decoder ring to decipher the contents and then signal the results in Morse Code for your consideration.

RANDOM THOUGHT

"Act as if what you do makes a difference. It does."

William James



FRANK J. FIMIANO IS PRESIDENT OF THE BOARD OF DIRECTORS OF SOLERA AT ANTHEM COMMUNITY ASSOCIATION.

Agenda Review Meetings *Reaching Out to Our Community*

by Frank J. Fimiano

The Board of Directors in an HOA constantly faces the dilemma of discovering methods to increase positive communication with their residents as well as involving homeowners in the decision-making process and policy development.

The Solera at Anthem Directors have created the Agenda Review Meeting (ARM) designed to accomplish this difficult goal.

The Solera Directors adopted the Agenda Review Meetings (ARM), held on the first Wednesday of each month, to provide a forum for residents to review all actions slated for the monthly public Board meeting scheduled for the following week. The Directors discuss all business items, with homeowners encouraged to participate during the dialogue and state their input. In addition to the business items listed on the agenda, homeowners can address the Directors on any topic or ask a pertinent question to enhance their understanding of an issue. This open dialogue has the added benefit of being a timely rumor-control technique. Additionally, the dialogue informs the Directors of what is being discussed by residents 'out in the community' and provides an opportunity to address issues factually. The Agenda Review Meetings have grown in popularity with anywhere between fifteen to sixty homeowners in attendance. The meetings have lasted as long as three hours when there were current "hot topics" in the community.

During this past year, the Directors developed architectural plans and constructed an enhancement project to rejuvenate and expand the clubhouse and recreation center. The ARM format provided the homeowners with an opportunity to express their viewpoints and concerns in a professional atmosphere, rooted in mutual respect. This monumental task was accomplished with homeowners' support and without spending any assessment funds. Numerous homeowner suggestions were incorporated into the project, which clearly demonstrated to residents that their feedback was valued.

The ARM addresses the issue of residents feeling stifled at Board meetings since the NRS allows homeowners to address the Board on agenda items only at the beginning of the meetings. In the past the Directors have experienced frustration and even anger from homeowners being silenced when Directors are conducting the business meeting. Consequently, the number of residents addressing Directors on agenda items has often become non-existent since our initiation of the ARM forum. The Agenda Review Meeting is one tool in the arsenal of the creative methods of communicating with residents and is most effective when coupled with community magazines, websites, Town Halls, and the public Board meetings. ●

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CHRISTIAN DIAMANDIS,
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Ask the Expert: Adding A Rental Restriction

by Christian Diamandis, CMCA, CM

QUESTION ... *I have read that if an association does not have a rental restriction in the CC&Rs, it cannot amend the CC&Rs to create one.*

ANSWER ... That was the general understanding that came out of SB253, which was propagated in print and by word of mouth. According to one lawyer at least, who shall remain nameless, that is not the case. Please read the Statute below:

NRS 116.335 Association prohibited from requiring unit's owner to obtain approval to rent or lease unit; exceptions:

1. Unless, at the time a unit's owner purchased his unit, the declaration prohibited the unit's owner from renting or leasing his or her unit, the association may not prohibit the unit's owner from renting or leasing his or her unit.
2. Unless, at the time a unit's owner purchased his or her unit, the declaration required the unit's owner to secure or obtain any approval from the association in order to rent or lease his or her unit, an association may not require the unit's owner to secure or obtain any approval from the association in order to rent or lease his or her unit.
3. If a declaration contains a provision establishing a maximum number or percentage of units in the common-interest community which may be rented or leased, that provision of the declaration may not be amended to decrease that maximum number or percentage of units in the common-interest community which may be rented or leased.
4. If the governing documents of an association require a unit's owner who leases or rents his or her unit, or the tenant of a unit's owner, to register with the association or its agent or otherwise submit to the association or its agent information concerning the lease or rental agreement or the tenant, the association or its agent:
 - (a) Must conduct such activities in accordance with the governing documents.
 - (b) May not require the unit's owner or tenant of the unit's owner to provide information which the association or its agent does not require to be provided to the association or its agent by a unit's owner who occupies his or her unit, except that the association or its agent may require the unit's owner to provide a copy of the lease or rental agreement; and
 - (c) May not charge a fee to the unit's owner for the registration or submission of information.
5. The provisions of this section do not prohibit an association from enforcing any provisions which govern the renting or leasing of units and which are contained in this chapter or in any other applicable federal, state or local laws or regulations.
6. Notwithstanding any other provision of law or the declaration to the contrary:
 - (a) If a unit's owner is prohibited from renting or leasing a unit because the maximum number or percentage of units which may be rented or leased in the common-interest community have already been rented or leased, the unit's owner may seek a waiver of the prohibition from the executive board based upon a showing of economic hardship, and the executive board may grant such a waiver and approve the renting or leasing of the unit.
 - (b) If the declaration contains a provision establishing a maximum number or percentage of units in the common-interest community which may be rented or leased, in determining the maximum number or percentage of units in the common-interest community which may

be rented or leased, the number of units owned by the declarant must not be counted or considered. (Added to NRS by 2005, 2584; A 2009, 1100; SB 222, 2011)

You see that the Statute states: "Unless, at the time a unit's owner purchased his unit, the declaration prohibited the unit's owner from renting or leasing his or her unit, the association may not prohibit the unit's owner from renting or leasing his or her unit."

This suggests that an association can amend the CC&Rs to include a rental restriction, but, it will only be enforceable upon those who purchase after the amended CC&Rs are adopted and recorded. Tracking such an amendment for enforcement purchases would be a major headache for a large community, but for some small communities it may be an attractive idea, given the rate investors are snapping up deals on foreclosed homes.

As far as I am aware, this is the only Statute that reads this way and it begs the question about other amendments to CC&Rs that are enforced on all homeowners regardless if the CC&Rs were in force when an owner purchased a home.

Should not a precedent be set regarding amending CC&Rs?

It only seems fair that a long time owner should not have to live by rules he had no intention of following when he purchased his home.

Take the case of a Landscape Management Association converting to a Homeowner Association. This has been done after 50% of the membership voted in favor and a court order. That hardly seems fair to the owners who were happy in their Landscape Maintenance Association.

What about the situation where the CC&Rs are amended to have a rental restriction abolished by the membership vote? Should not those in the community who purchased their home in the community because of the rental restriction be allowed to live without rentals until the last owner who purchased under the original CC&Rs sells? As always in law there are no ready answers, only more questions.

That said: it seems to me that the law should be consistent wherever possible. ●

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January LAC Update

by Jan Porter

Everyone is once again on pins and needles, as if it is the beginning of the Kentucky Derby, yes the Nevada Legislature will be back in session on February 4th. And the question is: will it stink like the stables, or will it be like roses in the winner's circle, or will we have a horse that is in the middle of the pack, eating dirt kicked up by other horses...

There are already a number of bill draft resolutions (BDRs) that may relate to the operations of the neighborhoods where we live. But until those BDRs are introduced, we will not know what is in the language of the bills or what it will cost each homeowner who lives in a common-interest community, or what those of us who pay our assessments will have to pay for those who don't pay their assessments.

One of the biggest misconceptions, is that Associations are nameless and faceless

neighborhoods, and that suing HOAs, doesn't hurt anyone. In reality, the one big issue facing the legislature this session, other than the budget, is to clarify what is due in the settlement of a super-priority lien. Every treasurer, looks with regularity to see what our allowance for doubtful accounts looks like and the impact delinquent unit owners or inactive mortgage holders are having on our operating budgets. As we set our budgets for the coming year, and review them regularly, we ask, why I have to ask those people who are paying their share, to pay more to cover the debt of those who won't pay their share of the budget.

Right now we are at the end of the pack horses in this race, eating all the dirt kicked up by well financed groups and well placed lobbyists. It's dirt, and it's time we call it that. I am Sagecreek HOA's treasurer; in the evening I walk with my neighbors, Sandy, who is concerned that the



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fiscal cliff will cause the casino where she works to downsize staff in her department, Andi, who lost her job two years ago and Cindy, who is going through repetitive steps to deal with a long modification and short sale.

We are not nameless or faceless, we are only four of the 460 voters in my little community who pay our fair share, but we are tired of picking up the tab for those who won't. We are not nameless or faceless or heartless. We work hard and do all we can to keep resale prices good, while maintaining streets, lights and landscape in good repair while cutting costs to make up for those who don't pay their assessments. We did not enter into a no qual or low qual loan on our homes, but we are feeling the effects of the mortgage lending practices and brow beating of investors.

We are not nameless or faceless, we are the homeowners who are picking up the slack. We care about our neighborhood, and don't want to write a check to an investor who bought a house under market value and flipped it, and who now feels they deserve more money not from the person who owed the debt, but from us. We are carrying the load, but how much more do we have to pay? Every court has determined so far that costs of collecting are charges and therefore are enforceable as assessments. The biggest impact on homeowners in Associations will be how the legislature looks at the issue, through the eyes of homeowners walking down the streets or an investor, "saving the communities."

When the Legislature starts on February 4th, there are a handful of legislators who will hear the majority of bills that deals with HOAs. Your HOA's financial fate, which really translates into your check book, rests in their hands. Those are the members of the Assembly and Senate Judiciary Committees, whose members are:

Assembly Judiciary Committee

Jason Frierson – Chair
James Ohrenschall – Vice Chair
Richard Carrillo, Olivia Diaz, Marilyn Dondero Loop, Andrew Martin, Ellen Spiegel, (Vacant Seat), Wesley Duncan, Michele Fiore, Ira Hansen, Jim Wheeler

Senate Judiciary Committee

Tick Segerblom – Chair
Ruben J. Kihuen – Vice Chair
Aaron D. Ford, Justin C. Jones, Greg Brower, Scott Hammond and Mark Hutchison

ACTION ITEMS:

1. If your legislator is a member of the Assembly or Senate Judiciary Committee, you need to contact them immediately and let them know that you are an educated and concerned member of your HOA and you would like to make sure they understand the impacts of bills on you as a homeowner and your association.

2. On February 22, 2013 CAI will be hosting a legislative day and breakfast from 7 a.m. to 9 a.m. and visiting with our legislators in Carson City. If you can come to the legislature on that day, register with CAI by email or on the "Ask the LAC" tab on the CAI website. Because it is a Friday, most of the legislators will be flying home that day, call them and ask if you can pick them up at the airport and take them home, or buy them a cup of coffee on their way home, so that you can meet them. Let them know that educated and dedicated homeowners who pay the bills, are concerned about what will happen this session.
3. The Nevada Real Estate Division, office of the Ombudsman will be offering classes to clarify their advisory opinion on Collections and Super Priorities after the first of the year, make sure you attend the classes and ask questions. ●

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ANDY MAIDEN IS A MARKETING PROFESSIONAL WITH OVER 21 YEARS OF EXECUTIVE MANAGEMENT, COMMUNICATIONS, MARKETING AND PUBLIC RELATIONS EXPERIENCE. HE HAS BEEN A BOARD MEMBER FOR SEVERAL HOMEOWNER ASSOCIATIONS AND IS ACTIVELY INVOLVED IN IMPROVING THE AWARENESS OF HOA'S WITHIN NEVADA.

Save Your Community

by Andy Maiden

The upcoming 2013 meeting of the Nevada Legislature will be here before we know it. Lawmakers are currently collecting data from their respective constituents and lobbyists and the upcoming Nevada General Session is anticipated to be just as active as the last one.

In a united effort to protect community associations throughout the state, the Grassroots Initiative Committee has been formed that will work alongside the state and national divisions of CAI.

A small minority of individuals continues to gain the attention of legislators and the media, slamming the HOA Industry and not representing the silent majority of homeowners who have chosen to live in a community association and who are happy living in such a community. Unfortunately, only a relatively small percentage of homeowners take an active role in legislative matters that directly impact them. The effects of not being involved with this movement can be substantial and have a negative impact on the lifestyle of those who reside in a common interest community.

The Legislative Action Committee, which has done an excellent job analyzing issues and expressing CAI's view to the legislators, will continue to play a major role in the next meeting of lawmakers. But in the last two sessions, there has been a growing presence from investors aligned with discontented residents. These investors have been lobbying Nevada elected officials to pass legislation that adversely affects neighborhoods. This legislation may limit an association's ability to protect, preserve and enhance the community.

The Grassroots Initiative knows that legislators are more inclined to listen to a homeowner rather than listen to a well-spoken HOA management employee or lobbyist ... because homeowners have the power to vote ... and it is critical to lawmakers that their constituents continue to keep them in office.

The goal of the Grassroots Initiative is to recruit, educate and organize homeowners to deliver a unified message to legislators and mobilize



them against "bad" legislation that could negatively impact common interest communities.

Interest among concerned homeowners within associations focused on saving their communities continues to grow! The Grassroots Initiative is helping in this cause by holding a series of town hall meetings in various locations with the next event scheduled in Reno on Tuesday January 22, 2013 at Caughlin Ranch HOA, 1070 Crossing Street beginning at 4:30 p.m. followed by another in Las Vegas on Wednesday, January 30 at Desert Shores HOA Clubhouse, 2500 Regatta Drive beginning at 6:30 p.m. Information on 1) upcoming legislation, 2) which lawmaker represents which district for targeted associations, 3) an overview on upcoming bills lawmakers will be debating and 4) how homeowners can help to protect their communities will be presented.

In addition, those interested in learning more can follow along on Facebook (www.Facebook.com/SaveMyCommunity) and Twitter (www.Twitter.com/SaveMyComm).

In the 2013 legislative session, it is critical that it is homeowners who communicate with policy makers on the issues facing HOA's and the Grassroots Initiative is here to help the homeowners.

Additionally, the Grassroots Initiative is looking to community management companies to assist in keeping their associations informed of news and upcoming events while sharing tips on effectively relaying messages to legislators.

It is a shame that most of the legislation that is generated affecting common interest communities comes from the voices of the select few.

It is time for Nevada Lawmakers to hear the voices of the many who are happy living in community associations.

Join the cause and help save your community! ●



JUDITH HANSON, DCAL IS THE PRESIDENT OF ALIANTE MASTER ASSOCIATION, MEMBER OF THE BOARD OF DIRECTORS AT SUN CITY ALIANTE AND MEMBER OF THE CAI NEVADA BOARD OF DIRECTORS.

Aliante Community Holiday Festivities

by Judith Hanson, DCAL

On December 8, the Social Committee of Sun City Aliante held its annual Holiday Lighting and Menorah Lighting. Both events were well attended. Each year, these events have increased in attendance and this year was no exception.

In addition to Mr. and Mrs. Claus (Don and Gaylynne Schaefer), there were the very popular face painters, a train ride that reminded everyone of 'Thomas, the Train' and a fire truck ride. Santa received over 135 letters, five times the number he answered last year.

A new attraction was added this year ... a 'snow hill' for sledding ... with real snow! As can be imagined, in warm Las Vegas, this was a very popular attraction. To make sure all stomachs were full, those attending were offered complimentary hot chocolate, popcorn balls and cookies.

Star Nursery brought in a beautiful display of poinsettias and Christmas trees and used the festivities to promote their children's 'Beginning Nursery and Gardening' classes.

To add to the festive atmosphere, vendors/ sponsors provided some amazing raffle prizes including a 50" flat screen television provided by Gothic Landscaping. The vendors/sponsors, members of CAI, include: Excellence Community Management, LLC, Gothic Landscaping, VIA Direct, Nevada Association Services, the accounting firm of Hilbern and Lein, CPAs, Star Nursery and Farmers Insurance.

Every year, a charity is chosen to receive donations from the event. This year's Holiday Charity was 'Baby's Bounty.' You might remember that they were recognized at the CAI

CONTINUED ON PAGE 20



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CAI Charity Bowl Event

by Ken Coats

Recently, the CAI Social and Outreach Committees joined forces to put together one of the best events of the year!

Why do I say that?

Because the only time you did not see a smile on someone's face was when their ball went in the gutter or when they missed picking up a spare.

Smiles where everywhere!

What I believe made this event so much fun, was that it was a costume themed event. You couldn't help but feel silly and funny while, at the same time, fulfilling our charitable goal!

We filled 28 lanes at the Orleans Bowling Center and had teams begging for a spot at the last minute! (Note to those who missed out: sign up early!)

The most important part was that with every ones contribution, we were able to get holiday gifts for the Red Rock Elementary children that they might have otherwise been without

As part as the teams "entry fee", each team was required to purchase items listed on a "Holiday Wish List" and to bring the wrapped items to the event. The table looked so festive with the wrapped gifts and we could only feel joy thinking of what we, as a CAI community, had done to bring joy to those in need.

By all measures (well... the comments of those who attended) this has been the best Charity Bowling event that we at CAI have put together and we look forward with excitement for next year's event.

A big shout of CONGRATULATIONS goes to this year's winners:

Best Costume:

- 1st - Batman & Robin (Get Docs Now)
- 2nd - Nine to Five (NAS)
- 3rd - Santa & his Reindeer (Taylor Management)

Best Score Male:

- 1st - AJ Dunn.....204
- 2nd - Cory..... 185
- 3rd - Justin Rogers..... 172

Best Score Female:

- 1st - Bonnie Keller..... 183
- 2nd - Daisha Clark..... 172
- 3rd - Alicia Syverson 166

Best Score (Game) Team:

- 1st - Batman & Robin (Get Docs Now) 846
- 2nd - T Birds & Pink Ladies
(Unforgettable Coatings) 793
- 3rd - Bio-hazard (Steamatic) 760

Best Score (Combined) Team:

- 1st - Batman & Robin (Get Docs Now)..... 1567
- 2nd - Lucky Strike (Alpha One)..... 1502
- 3rd - T Birds & Pink Ladies
(Unforgettable Coatings) 1491

A huge 'thank you' to all the teams that participated and the members who donated as phantom teams!

The kids at Red Rock Elementary were very happy with your gifts. The smiles on their faces and the warmth in their hearts were proof of that!

THANK YOU! 🎯





September Luncheon for their efforts in supplying diapers, clothes, car seats and other amenities to moms in need. Their biggest need at the moment is money for car seats. They have been purchasing new car seats at Wal-Mart for approximately \$50.00 each.

Kim Amato and her staff provide over 60 car seats each month to the mothers who contact them at 'Baby's Bounty.'



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GARY MILLIKEN, CAI
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2013 Legislature in Place ... Now What?

by Gary Milliken

Writing this the day after reviewing the results of the November 6 Statewide election, I can see that the 2013 legislative session will reflect major changes in both the Assembly and the State Senate. As we have seen in the last two election cycles, term limits have forced legislators to run for other elected positions ... or to retire.

The Democrats will again control the State Senate. There will be ten new State Senators. At this time, there are no committee assignments. But there will be a minimum of seven new committee chairpersons. The Judiciary Committee, where most of the HOA issues are discussed, will have a new chairperson and at least three new members.

With the defeat of the heir apparent Democratic Speaker, Marcus Conklin, the first business of the Assembly Democrats will be to elect a new Speaker. The Democrats now have a 27 to 15

advantage over the Republicans in the Assembly. The Assembly will have ten new members. There will be at least three new committee chairpersons, and possibly more, with members changing committee assignments. With forty-two members in the Assembly, each election cycle has members moving to different committees and moving up to become chairpersons.

When you consider the number of new members in the Legislature and the movement of Legislators to different committees, it emphasizes the importance of educating legislators about our issues. ●

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The Community Association Insurance Puzzle: *What the Board Must do and Must Avoid to Assemble the Puzzle*

by Joel W. Meskin, Esq., CIRMS

INTRODUCTION

A key obligation of the association board is to protect the assets of the association. **One of the primary elements of this responsibility is insurance.** Many volunteer board members have limited experience with insurance. They purchase personal car, home and life insurance. Most know the limits and the price, but few really take the opportunity to understand coverage until they have an uncovered loss. Many find comfort in their insurance shopping because they are “in good hands” or are protected by “good neighbors.”

Once volunteer board members are elected, however, many become intimidated by insurance. The article will help demystify insurance and provide a better understanding of the association’s needs and provide some tools useful to carry out this obligation

WHY A COMMUNITY ASSOCIATION?

Most individuals chose to live in a mandatory community association to protect their two greatest assets, their home and their lifestyle. Homeowners believe that the association can better protect these assets than they could do as an individual.

How Does the Association Protect Assets?

First, the association must be a legal entity. Second, it must have by-laws which provide the operating manual for the association. Third, the declaration of covenants, conditions and restrictions set forth the rules and restrictions created to preserve the association’s assets. Next, the association needs a management team which in the normal course is a board of directors. Finally, the association needs the funds to enable the board to manage.

How Does the Board Determine the Cost of Management?

This is done by developing a budget. The first step should and often is a Reserve Study which is the cornerstone to an association’s preservation. This is the heart through which the life blood of the association pumps. Some associations do not have a reserve study contending they are too small or cannot afford it, and others have other infra structures set in place which may incorporate the benefits that a reserve study would provide. The key is to know what exists, what is necessary to maintain it and how much that will cost. At the end of the day, association members need to plan and want to avoid surprises.

How Does the Association Cover Non-Budgeted Costs?

There are really only two ways to cover non-budget costs. The budgeted costs are funded by general fees and assessments. No matter what association you live in and no matter how well you manage the association, “stuff” happens and non-budgeted costs and expenses will arise. This will manifest either as a repair or improvement that is required before its expected time or the result of a loss or casualty. These unexpected costs are covered either by insurance (if insurable) or a special assessment.

WHAT IS THE BOARD’S OBLIGATION?

In most states, the association has a “fiduciary” obligation and in other states, some statutes may only place a duty of ordinary care on the board. The fiduciary duty includes the duty of loyalty and the duty of care. The duty of loyalty requires



that the board put the interests of the association above their own and disclose and avoid any conflicts of interest.

The duty of care requires the exercise of the care, diligence and skill that an ordinary, prudent person would exhibit under similar circumstances. This means, at a minimum paying attention to the substantive matters brought before the board, attending meetings, asking questions, challenging assumptions, following up on issues that may not have been resolved, consulting with experts if needed, reading and understanding materials and reports given to the board.

Accordingly, the board cannot delegate the task of obtaining the appropriate insurance for the association.

TO UNDERSTAND INSURANCE IS TO KNOW CLAIMS

To understand what types of insurance an association needs requires the board to know what type of claims, losses, accidents and exposures that an association may encounter. To know the nature of community association risk is key to exercising its obligation.

Some common include:

- Election dispute claim
- Economic Loss Claim for wrongful eviction of unit owner's tenant

- Demand by unit owner to compel association to purchase flood insurance
- Building fire due to a barbeque grill on a balcony
- Discrimination claims
- Bodily Injury and medical costs for slip and fall on the common area
- Property Damage Claim due to the improper calibration of the security gate
- Challenge to Architectural Review Committee decision
- Challenge to Board Rule requiring dog owners submit their pet's DNA
- Emotional distress damages due to discriminatory application of rules
- Water Damage Claim from faulty washing machine hoses
- City demand to remove diseased trees that the association's arborist claim are healthy

WHAT DOES IT MEAN FOR THE BOARD TO SHOP FOR INSURANCE?

First what it does *not* mean to shop insurance. Recently while I was at a local association trade show, I asked a board president if he would like to discuss insurance. He said no, because that is what they pay the community management to do. I doubt he will give that answer again.

Delegation of the insurance responsibility to a non-insurance professional may itself be a breach of the board's duty. Yes, the board can consult experts, but it



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cannot delegate the task. It should be noted that most management agreements require that the association indemnify the management company if it is sued. Therefore, if the management company, which is typically not a licensed insurance professional, makes a mistake, it is not accountable to the association. For management companies, they should not be assuming that responsibility as their errors and omissions policy in most cases expressly excludes claims arising out of insurance issues.

“Must Do” Puzzle Piece No. 1: Find an Insurance Professional that Specializes in Community Associations. Most people do not hire a real estate attorney to handle a medical malpractice case. Most people do not hire a cardiologist to perform knee surgery. Most people do not hire a plumber to fix an electrical problem. Why then would a board hire an insurance professional who does not specialize in community association insurance? Unfortunately, there is no short cut and if the board members do not want to do their homework, resign! What they need to do is **find an insurance professional who has a proven track record**. Get responses to the following in writing. The hesitation to do so should raise a flag.

- How many associations have they insured?
- How many management companies do they work with?
- Do they participate in the CAI?
- Have they asked to review the governing documents?
- Have they asked to review your reserve study?
- Have they asked about appraisals?
- Have they explained how each policy works?
- Have they requested to personally meet with the board?
- Have they offered to bring in other insurance specialists?

“Must Avoid” Puzzle Piece No. 1: Point of Sale Price Community associations are budget driven entities. However, boards should not look at the bottom line while wearing blinders. “Stuff” happens and there are casualties, hazards and accidents that happen that a reasonable person cannot always anticipate. This is why the association purchases insurance. In the insurance world, like in many purchasing opportunities, you get what you pay for. This is not an absolute, but it is a rule of thumb. Insurance carriers do not give you something for free. Accordingly, if one policy is materially less, there is a reason.

I once received a phone call from an association president, who was also a very successful attorney. She said an insurance agent told the board that he would give them higher limits for a lower premium. That was in fact true. Unfortunately, the higher limits came with coverage restrictions. The good news was they saved \$400. The bad news was they incurred over \$100,000 in defense costs for claims the new policy did not cover.

“Must Do” Puzzle Piece No. 2: Understand The Puzzle - The Board Must Endeavor to Understand the Association’s Insurance Requirements.

First, the association must know what types of insurance and limits are required by the governing documents? Second, are there statutory requirements that differ from the governing documents? Third, has the board done an audit of the common elements of the association knowing what needs to be insured and what does not? Fourth, has the board done an audit on the potential liability exposure of the association? Fifth, do you have current valuations of the common elements? Finally, are any association members doing things that increase potential liability for the association? (Neighborhood watch, swimming lessons in community pool, pee wee football practice on common elements?)

“Must Avoid” Puzzle Piece No. 2: Inappropriate Delegation

The board must not delegate the insurance responsibility to anyone else. Yes, the board can delegate some research, yes the board can delegate the setting up of meetings, and yes the board can delegate clerical issues, but it cannot delegate its duty to review, ask questions and due diligence necessary to understand insurance.

THE INSURANCE PUZZLE

The board must review the entire insurance puzzle. There is no short cut. The only short cut is the use of a community association insurance specialist. The details of the puzzle will not be explored in depth in this article, but the following are the general types of insurance that may or may not be required for your association. Each puzzle piece has key corresponding questions.

- Property Coverage
- General Liability Coverage
- Directors & Officers Liability/Employment Liability Insurance
- Fidelity/Crime Insurance
- Umbrella Liability Insurance
- Workers Compensation
- Windstorm/Earthquake/Flood
- Fiduciary Coverage\Unit Owner Insurance Needs
- Single Family Homeowner policy
- Unit Owner HO6 policy

CONCLUSION

There is no short cut. Do your homework. ●

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PCAM Party!

by Lauren Scheer, PCAM

In 2012, seven Nevada Community Association Managers earned their PCAM designation:

- David Hicks
- Susan South
- Timothy Fulton
- Karen Brown
- Sydney Young
- Courtney Murphy Grossa
- Sharon Bolinger

This is no small accomplishment! Just to qualify to take the PCAM Case Study, which precedes the writing of the theses for the PCAM designation, one must 1) have been in the industry for over five years, 2) have completed and successfully passed seven multi-day courses, 3) have pursued other education, and 4) have contributed to the industry and to the community.

The Case Study takes place over several days at a community association. Having completed the case study, the candidate must then write a "thesis" relating to that association. Commonly, the Case Study theses will be more than 100 pages, and must be completed within thirty days. This brings an understanding of community management to an entirely different level by using everything a manager has learned over the years and through all their course work.

If their Case Study theses is approved, they receive the designation of Professional Community Association Manager (PCAM), the highest designation in the industry. The PCAM

designation is offered worldwide, but only about 2,000 managers have received it since it began in the 1970s.

This year, to congratulate our new PCAMs, a reception was held at Sedona Restaurant, where they were served beef tenderloin, salmon, an amazing Mediterranean salad, and cake and champagne. Other "seasoned" PCAMs were there to congratulate them. It was so much fun, we hope to make this an annual event.

This event would not have been possible without Taylor Association Management, who sponsored the event with Wolf, Rifkin, Shapiro, Schulman & Rabkin, LLP, and Alliance Association Financial Services. ●



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I would like to thank our team for their continued efforts to strengthen our community:

- For fighting Childhood Cancer at the Candlelighters Foundation 5K,
- For fighting Breast Cancer in Race for Cure,
- For clothing needy children with DJ's for PJ's,
- For helping at risk students with Community in Schools, and
- For taking a stand with CAI Grass Roots Committee.

You guys are the best!

Kevin Ruth

President & Founder



DAVID STONE IS PRESIDENT OF NEVADA ASSOCIATION SERVICES, INC. WHICH SERVES HOAS AND COMMUNITY MANAGERS STATE-WIDE. HE IS ALSO CO-HOST OF HOMEOWNER TALK TV.

How to Deal with Fines

by David Stone

QUESTION: *What is the best way to deal with fines?*

ANSWER: Everyone has heard a horror story about delinquent assessment payments to a homeowners' association leading to notices of liens or, in some cases, foreclosure. In years past, HOA foreclosure represented a small portion of the actual foreclosure actions. However, in the past year, the dynamic has changed with "bank" foreclosures slowing to a trickle and "HOA" foreclosures at an all-time high. That being said, most residing in HOAs are NOT in foreclosure and most who are delinquent in paying assessments to the HOA do not allow the property to ultimately be foreclosed upon. Instead, they pay the delinquent amounts that are due. Keep in mind, you rarely hear about the 99.9 percent of people who work everything out. You only hear about the less than .1 percent of people who do not.

Collections agencies prefer not to see people lose their homes because they got behind on HOA assessments. So collection agencies make constant efforts to help those who owe catch up. The best way to avoid getting behind on assessments to your association is to pay what you owe. HOAs, like everyone else, have been hit by the recession. More than ever, associations are aiming to collect the money they are owed.

If you have found yourself behind, we recommend:

- Contact your association's management and/or board and explain your struggles. Many associations will set up a reasonable payment plan for delinquent owners.
- If you receive a letter from a collections agency, respond to it immediately.
- Make a written request for a payment plan.
- Be realistic about the length of a payment plan. Most associations will set up a plan that ensures full payment in less than six months.
- Do NOT ignore notices. People stick their head in sand and think if they ignore the notice, it will go away. In reality, it will not. ●

HOA BOARD MEMBERS:

Apply Now for a National Conference Scholarship

Three community association board members will be awarded scholarships to attend CAI's 2013 Annual Conference and Exposition, April 17-20, in San Diego, Calif.

Each Board Member Education Scholarship pays for conference registration and up to \$500 in travel and lodging expenses. The scholarships are available to CAI homeowner members who currently serve on the governing board of their homeowners association or condominium community.

The deadline for applications is February 11, so apply today at www.caionline.org/scholarship. Winners will be notified by March 1.

Upcoming Events

Southern Nevada

JANUARY	1/8	CAI Nevada Chapter Board Meeting	Gold Coast Hotel	1:30 p.m.
	1/8	Las Vegas Monthly Luncheon	Gold Coast Hotel	11:15 a.m.
	1/12	CAI Nevada Chapter Awards Gala	TI Hotel	6:00 p.m.
	1/22	Las Vegas Manager Breakfast	CAI Training Center	9:00 a.m.
	1/26	Las Vegas Homeowner Seminar	CAI Training Center	9:00 a.m.
FEBRUARY	2/12	CAI Nevada Chapter Board Meeting	Gold Coast Hotel	1:30 p.m.
	2/12	Las Vegas Monthly Luncheon	Gold Coast Hotel	11:30 a.m.
	2/26	Las Vegas Manager Breakfast	CAI Training Center	9:00 a.m.
	2/23	Las Vegas Homeowner Seminar	CAI Training Center	9:00 a.m.
MARCH	3/12	CAI Nevada Chapter Board Meeting	Gold Coast Hotel	1:30 p.m.
	3/12	Las Vegas Monthly Luncheon	Gold Coast Hotel	11:15 a.m.
	3/19	Las Vegas Manager Breakfast	CAI Training Center	9:00 a.m.
	3/16	Las Vegas Homeowner Seminar	CAI Training Center	9:00 a.m.
APRIL	4/9	CAI Nevada Chapter Board Meeting	Gold Coast Hotel	1:30 p.m.
	4/9	Las Vegas Monthly Luncheon	Gold Coast Hotel	11:15 a.m.
	4/17-20	CAI National Conference	San Diego, Ca	
	4/30	Las Vegas Manager Breakfast	CAI Training Center	9:00 a.m.
	4/27	Las Vegas Homeowner Seminar	CAI Training Center	9:00 a.m.
		Chair Co-Chair Meeting	CAI Training Center	9:00 a.m.

Northern Nevada

JANUARY	1/16	Northern Nevada Quarterly Breakfast	Peppermill Hotel	7:30 a.m.
	1/17	Northern Nevada Homeowner Seminar	Peppermill Hotel	6:00 p.m.
	1/18	Northern Nevada Manager Breakfast	Peppermill Hotel	9:00 a.m.
FEBRUARY	2/21	Northern Nevada Homeowner Seminar	Peppermill Hotel	6:00 p.m.
	2/22	Northern Nevada Manager Breakfast	Peppermill Hotel	9:00 a.m.
MARCH	3/20	Northern Nevada Quarterly Breakfast	Peppermill Hotel	9:00 a.m.
	3/21	Northern Nevada Homeowner Seminar	Peppermill Hotel	6:00 p.m.
	3/22	Northern Nevada Manager Breakfast	Peppermill Hotel	9:00 a.m.
APRIL	4/17-20	CAI National Conference	San Diego, Ca	
	4/25	Northern Nevada Homeowner Seminar	Peppermill Hotel	6:00 p.m.
	4/26	Northern Nevada Manager Breakfast	Peppermill Hotel	9:00 a.m.

All Dates and Events are subject to change or cancellation.



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Time Management Techniques for Board of Directors Meetings

by Vincent T. Oliva, CMCA, AMS, PCAM, CM

Have you attended a meeting you thought would never end? Have you ever become so frustrated with the length of your Board meetings that you were no longer interested in the items for discussion?

From time to time in our industry, Boards and Managers alike become frustrated with the duration of a Board Meeting. Since many Associations meet on a quarterly basis, there can be a lot of business to discuss and important decisions to be made.

Realizing that Board Members are volunteers, we recognize that lengthy meetings (often after a full work day) can frustrate members of the Board, and discourage them from continuing in their roles.

These meetings do not have to go on for hours and hours, and the techniques below, when utilized by Boards, can drastically affect the length of the meeting, and provide for a more productive and efficient meeting.

START TIME

Try to begin your meetings on time if a quorum of the Board is present. This will allow you to utilize the time allotted to complete as many agenda items as possible.

HOMEOWNER OPEN FORUMS

In Nevada, per the requirements of NRS116, we are required to conduct two (2) open forums for the homeowners: one at the beginning of the meeting for agenda items only, and one at the

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end of the meeting on any topic. Please keep the following in mind when conducting the Open Forums:

Ensure that the homeowner forum on agenda items is limited to agenda items only.

Designate a timekeeper to ensure that comments are limited to a set amount of time per homeowner.

Ensure that there is only one speaker at a time.

Do not feel compelled to answer every inquiry during the Open Forum. If inquiries require detailed responses, it is appropriate to take names and contact information so responses can be rendered within a reasonable amount of time after the meeting.

APPROVAL OF MEETING MINUTES & ACCEPTANCE OF FINANCIAL STATEMENTS

As minutes are drafted and sent to the Board usually within a week of the meeting, and financial statements are provided around the same time each month, these should be reviewed shortly after they are received. You can suggest changes to the minutes or ask questions in advance of the meeting as pertains to your financial statements. If this occurs and clarification is gained in advance, then you should be ready to motion to approve minutes and accept financials with limited discussion.

INVITED GUESTS

When asking a service provider to attend a meeting, you should ensure that there is time allotted to discuss the topic at hand on your agenda. Boards should be cautioned about having multiple invited guests to speak at the same Board Meeting. Often, this will utilize a lot of valuable time for decision-making and cause your meetings to run longer than allotted.

PROPOSALS FOR VENDORS

Due to the NRS116 provisions, Boards are required to open sealed bids at the meetings.

However, whenever possible, review the scope of work being proposed in advance. This will limit the discussion and the amount of work necessary by the Board at the meeting. Often, the Board may want to table a decision for further analysis of the proposal once the cost is revealed. However, this will provide the best opportunity to make decisions at the meeting where the proposals are opened.

WORKING SESSIONS

There will be situations when a Board has a lot of items on the agenda that require review. This is typical toward the end of the year, when contract renewals and the adoption



of the following year's budget will be on the agenda. If you know that your agenda will be very long, it can be helpful to schedule a working session of the Board. This will allow for the Board to review and discuss documents, scopes of work, etc. *without making any decisions*. This will streamline the decisions at the next Board Meeting.

As all members of a Board of Directors are volunteers, and time is valuable to every volunteer, try utilizing some of the tips highlighted above to have more efficient and time sensitive meetings. ●

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New Year, New Opportunity to Save Water

by the Southern Nevada Water Authority

We made it! 2013 is here and the Southern Nevada Water Authority (SNWA) wishes you and yours a very happy and prosperous New Year. As we set goals and make resolutions for 2013, make sure to include conserving water on your list. But don't fret; the SNWA would like to help make that resolution a little easier to fulfill by offering the following water-saving programs, incentives and information.

WATER SMART LANDSCAPES

Turn that thirsty and monotone lawn into your own secret garden when you convert from grass to a water-efficient and colorful water-efficient landscape. With its Water Smart Landscapes rebate program, the SNWA will pay qualifying property owners up to \$1.50 per square foot of grass they remove and replace with a lush and water-efficient garden. Please remember to not remove your grass until the SNWA has reviewed the lawn areas you're converting. For inspiration, check out sample landscape designs at snwa.com and visit our Landscape Awards section to view pictures of award-winning landscapes.

WATER SMART REBATES

SNWA also offers coupons you can print at home to help you save water and money. Visit snwa.com for more information. Coupons include:

Rain Sensor Coupon: Don't waste water when it rains; a rain sensor can stop your irrigation from turning on when nature does the watering for you. Save 50 percent off the purchase price, up to \$25.

Smart Irrigation Controller Coupon: These systems automatically adjust your irrigation based on weather conditions. Save 50 percent off the purchase price, up to \$200.

Pool Cover Coupon: Save up to 15,000 gallons of water a year and help keep your pool cleaner with a pool cover. Get 50 percent off the purchase price of a pool cover, up to \$50, or 50 percent of the purchase price of a permanent, mechanical pool cover, up to \$200.

Car Wash Coupon: Water Smart Car Washes recycle the water they use to clean your car and, on average, use about half as much water as washing your car at home. Visit snwa.com to find your nearest Water Smart Car Wash.

These are just some of the programs the SNWA provides to help you save water and money. To find out more, visit snwa.com, or call the Conservation Hotline at 258-SAVE (7283).

FAMILY FUN IN THE NEW YEAR

As important as it is to conserve water, spending quality family time is also important and the Springs Preserve offers many special events year-round to help you get out of the house and have a little fun together. Some of the upcoming events this year include:

Black History Month Festival - Commemorating the many contributions of African-Americans to Southern Nevada's history and culture, the Springs Preserve hosts its fourth annual Black History Month Festival Saturday, February 23.

Easter EggStravaganza - Join the Easter Bunny and celebrate the arrival of spring as the Springs Preserve hosts the family-friendly EggStravaganza celebration Saturday, March 30.

Día del Niño - Honor children and celebrate childhood at our fourth annual Día del Niño event, Saturday, April 27.

Ice Cream Festival - Cool off with sweet treats by the scoopful—and listen to some great live music—as the Springs Preserve hosts its annual all-you-can-eat Ice Cream Festival, Saturday, May 11.

Visit SpringsPreserve.org or call 822-7700 year-round for more information, including event dates and times, on these and other wonderful events, classes, animal shows and exhibits. ●

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