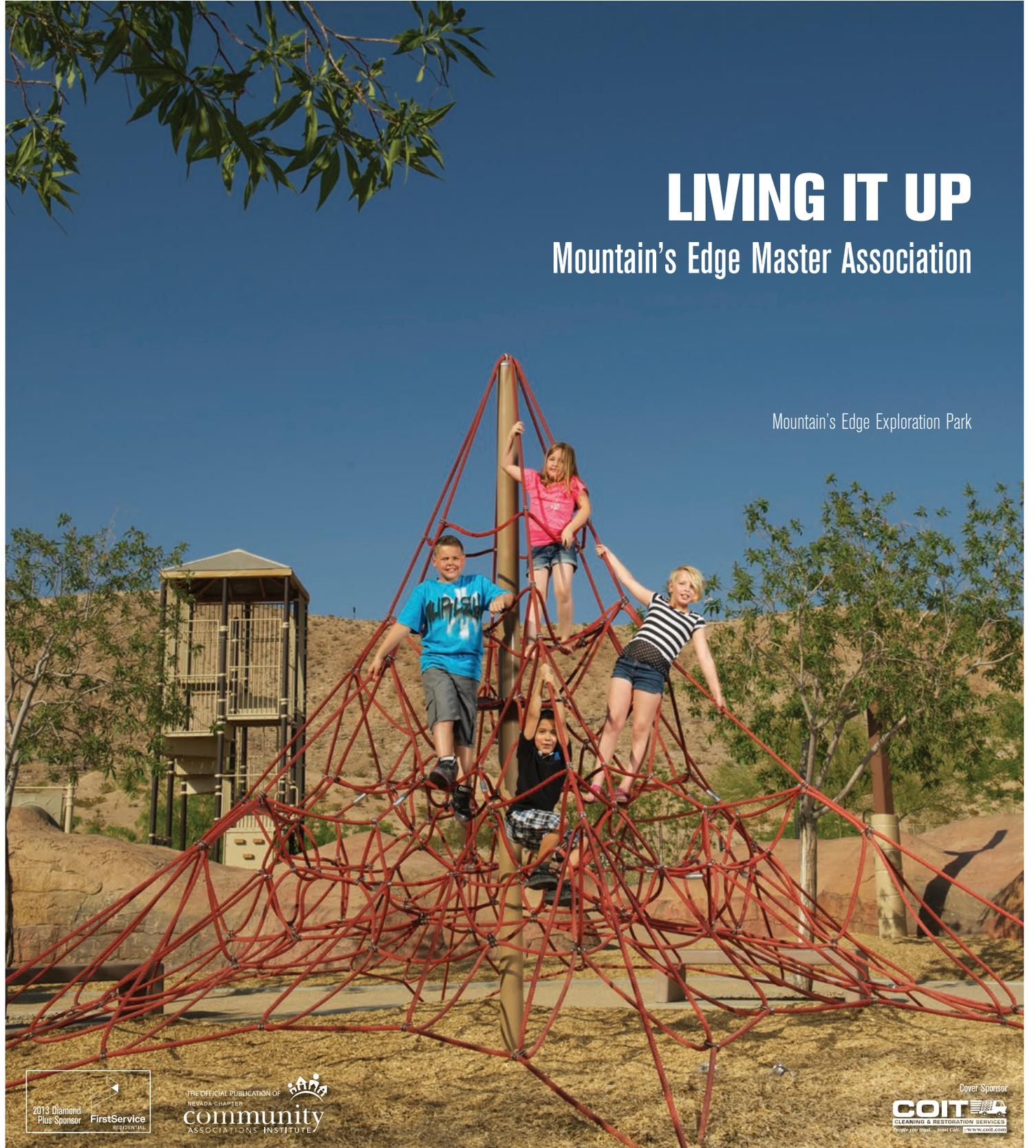


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WHAT YOUR INDUSTRY IS TALKING ABOUT ... WHAT HOMEOWNERS NEED TO KNOW



LIVING IT UP

Mountain's Edge Master Association

Mountain's Edge Exploration Park





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Proud Sorters in the North

by Melissa Ramsey, AMS®, CMCA®, CPO®

On April 10, the Northern Nevada Committee rounded up volunteers to help the Food Bank of Northern Nevada sort out donated food. For two and a half hours, they worked their way through pallet after pallet of boxes with everything from cereal and rice to chocolate and salsa.

The Food Bank was founded in 1982 and serves over 90,000 square miles. They work with 130 plus agencies to provide food to children, elderly and those in need. Through the efforts of volunteers, they are able to keep their costs down to direct as many resources as possible to those they serve. Last year the Food Bank had over 22,000 hours volunteered by individuals and groups!



Food Bank of Northern Nevada is a 501c3 organization and a member of Feeding America. For more information or to donate, visit fbnn.org.

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Community Interests

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MAY 2013

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Magazine Deadline

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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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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.

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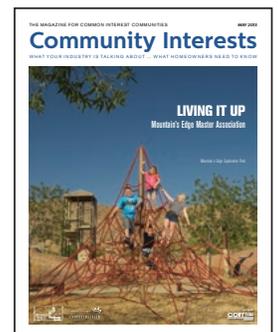
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DONNA TOUSSAINT IS A HOMEOWNER, BOARD MEMBER AND 2013 CAI-NEVADA CHAPTER PRESIDENT

President's Message

Memorial Day is a federal public holiday to commemorate all men and women in the military who have died while serving our country.

In years past, Memorial Day was named as Decoration Day.

As a daughter of a military man who is no longer with us, this holiday means a lot to my family and me as I am sure it means a lot to the many members of CAI who have served in the different branches of our Military.

The members of The Lakes Association, working together with The American Legion "Spirit of Freedom", Post 76 and the Fleet Reserve Association "Fabulous Las Vegas", Branch 90, have an annual service of remembrance for our soldiers.

The Lakes South Park located on Lake East Drive provides a beautiful setting for the

service. The presentation of colors, a solitary tolling of the bell, the laying of a "Wreath of Remembrance" on Lake Sahara with solemn sound of "Taps" echoing in the background, and moving speeches made by dignitaries will bring a lump to your throat and swell your chest with pride.

It is heartwarming seeing all these people working together to make a stronger and friendlier HOA community.

Mark your calendar right now so you won't forget this year's Lakes Memorial Day Ceremony on May 27th starting at 10:00 a.m. Bring your friends and family to this moving and patriotic occasion.

Donna Toussaint

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MARY RENDINA
CHAPTER EXECUTIVE
DIRECTOR

Chapter Commentary

Wow! What an amazing time I had at the CAI Annual Conference and Exposition in beautiful San Diego, California. It never ceases to amaze me how Holly Carson and the CAI National Staff outdo themselves each year. The keynote speakers, workshops, leadership training, expo and everything in between were both enlightening and fun. This was my fifth year in attendance and CAI has grown to 62 chapters throughout the world!

In between learning and visiting with business partners at the expo, there was plenty of time for some fun and networking. After starting off at the welcome reception, Pat Taylor and I set sail on a dinner cruise around San Diego Harbor with CAI members from around the globe. We were hosted by Alliance Association Financial Services and several of their co-sponsors.

The next morning three of our chapter members received their PCAM designation.

Congratulations to Sharon Bolinger, PCAM
Tonya Bates, PCAM and Sydney Young, PCAM.
What a great accomplishment!

The rest of the time went by very fast. If you have never attended the Annual Conference and Expo, I would highly recommend you consider joining us next year in Orlando. If traveling is not your thing, there is always 2015 when the Annual Conference returns to Las Vegas!

Warm Regards,

Mary Rendina

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CAI Nevada Chapter Members' Brag Page

SUSAN BAUMAN, CISR NAMED PRESIDENT OF WESTERN RISK INSURANCE



Susan Bauman, CISR and winner of 2010 'Rising Star' award from Community Associations Institute, has been named President of **Western Risk Insurance**. Susan's leadership and dedication to the Western Risk Team during the past eleven years has earned her the

promotion from Vice President to President. With this promotion, the executive team is acknowledging her abilities to lead the company to its next level in the upcoming years. Dedicated to the multi-housing industry for 25 years in

Nevada and 5 years in Arizona, the agency serves over 1,000 apartments and homeowner associations offering a variety of insurance products for the Community Association industry. Congratulations and best wished to Susan! ●

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



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

In This Issue

by Andrea Chestnut

Giving and sharing is everywhere! In Northern Nevada, teams of people help sort the gifts of food that make life easier for others. Oftentimes, when we give, we forget that many hands are needed to sort and organize the items before reaching those in need.

The cover this month is about a community that works tirelessly to create a neighborhood for everyone. "Mountain's Edge" is not just houses but a place to call home; reaching out in many ways to the people who live there and the valley, making Las Vegas a better place to live.

Without volunteers many achievements would go unaccomplished. "Thank you," when spoken with sincerity, can and does have a profound effect on both the giver

and receiver. "Thank you" delivered with a smile is a universal language.

Summertime in Nevada has something for everyone, indoors and outdoors.

If you are laid back or enjoy testing your limits, you can find activities that will be just what you are looking for. Check out the activities list for some ideas. When it gets too hot in Las Vegas, there's always the cool welcoming pace of Northern Nevada.

This month's issue is really about the people who make up our community called CAI and our Silver State called Nevada.

Be sure to share your stories with us for a future "Community Interests Magazine." ●

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VICKY PARRIS,
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IS A COMMUNITY
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Mountain's Edge Master Association

by Vicky Parris, PCAM, CM, CMCA

I was very pleased when I was asked to share information with you about Mountain's Edge Master Association (MEMA).

We're very proud of our community, which continues to be among the fastest-selling master plans in the country – currently at No. 5 – and the top seller in Nevada. More than 9,000 homeowners have chosen to live here to date, calling us home, with more buying into what we offer every day.

First, I'd like to share a little background and philosophy into the creation of Mountain's Edge. Developer Focus Property Group took advantage of and combined the area's rich history and geography, nature, beauty, and community to create the 3,500-acre master plan in the southwest part of the Las Vegas Valley. It is here where the spirit of the land is met by a comprehensive and well-designed master plan, great builder offerings and a dedicated master association to provide homeowners with all the modern comforts, amenities and activities to make their own legendary lifestyle.

Mountain's Edge offers residents in 47 separate Sub Associations or neighborhoods with an entire network of existing and planned schools, professional offices, restaurants, and neighborhood shops – from convenience and

grocery stores to nearby shopping centers and outlets. Beyond our neighborhoods, the community is just a short drive from the amazing food, shopping and entertainment offerings of the Las Vegas Strip.

One of the hallmarks of the master plan is its hundreds of acres of land devoted to open spaces, parks, trail systems and winding paseos, and how they're integrated with the community, connecting residents and their neighborhoods to recreation areas. These areas have been designed to honor the land and climate in which we live while also taking advantage of its natural beauty without altering it. From its inception, Mountain's Edge was developed as the region's first drought-tolerant community. The lush desert landscaping throughout provides a strong visual impact even as it conserves the desert's most valuable resource: water. It is estimated that the Mountain's Edge landscape plan saves more than 200 million gallons of water annually versus traditional grass sod landscaping, and homeowners are offered a variety of plant palette and design ideas for their own desert-smart landscaping throughout the community.

We're very proud of our parks, currently featuring the 80-acre Exploration Park with the signature 2,846-foot Exploration Peak at the master plan's entrance and 20-acre Nathaniel Jones neighborhood park, which particularly has become a favorite for toddlers and families. Several other parks are planned for the community, and Clark County recently broke ground on the first phase of the Mountain's Edge Regional Park. It is expected to take about a year to complete and will include 1.5 miles of paved, ADA-accessible walking trails with several rest stops and about 15 acres of playgrounds, parking, open grass play areas, benches, picnic facilities, shade structures, security lighting and a restroom. The trail will connect to the regional trail system via the existing path along Mountain's Edge Parkway. Subsequent phases of the 220-acre regional park are expected to feature a recreational center, cultural center, skate park, performing arts amphitheater, festival area, multi-use sports fields, practice softball and baseball fields, playground and spray feature, and enhanced picnic amenities



with additional parking facilities. It will take several years to complete based on funding.

The popular Exploration Park is unique in that it offers a “park-within-a-park” Western Theme Village, which was created to inspire children’s imagination and keep them physically active while blending natural elements of the community’s geography and history. There are Old West and Native American-themed climbing and play structures, archaeological dig site and a replica water tower splash pad with spray jets. Adjacent to this area, Exploration Peak beckons with hiking and cycling trails leading to panoramic views of the city and master plan.

Exploration Park also features an outdoor amphitheater, great open spaces, picnic areas, walking trails, volleyball courts and more. The area is perfect for both resident-only and community-wide events, including the annual free Country in the Park concert, Candlelighters 5K & One Mile “Race for our Kids” with Chet Buchanan supporting children with cancer and their families, and the Family, Fun & Fur Festival benefitting local animal shelters and rescue groups.

We consistently hear from residents that the “lifestyle” offered at Mountain’s Edge is what sets us apart from other communities. This is exactly the sentiment and place the developer and we at Capital Consultants Management Corporation (CCMC) have created. It’s no coincidence it falls right in line with our company motto: “Now this feels like home.”

As large as Mountain’s Edge is, our management team and the various committees (Social, Compliance, Design Review, Neighborhood and Parks) continuously work to maintain that home town atmosphere with weekly e-mail blasts, Facebook and website posts, and magazine newsletters. Our goal is to bring people together to meet their neighbors and find ways to connect. This starts when



new residents/homeowners first come into the community and are invited to a Homeowner Orientation. All committee chairpersons attend and get together with newcomers to make them feel welcome and let them know all that is available to them. We encourage and believe in involvement as it makes our community stronger.

Even when the economy was at its worst, our team and committees did not falter. Instead we made the choice to strive for the positive with events and programs planned to give people an escape and fun in their day.

Knowing our residents lead very active and busy lives, we offer a full calendar to pique and meet their varied interests and provide social opportunities for them to interact with each other and make new friends. For example, in any given week, homeowners participate in Mommy and Me events, trivia night, storytelling, volleyball tournaments, landscaping classes, Movie Under the Stars nights, fieldtrips to local sports events, and much more.

Our community and residents also are very generous and great about helping the less fortunate. We sponsor “Neighbors Helping Neighbors,” where donations are collected for homeowners in need with cash donations, and are a designated Community Partner for Goodwill of Southern Nevada. We participate in Habitat for Humanity building days, holiday food drives, local teacher supply drives, and walks for nonprofits including The Brain Institute of Nevada and the Crohn’s and Colitis Foundation. Presently, we are planning a walk that will provide donations for the victims of the Boston Marathon bombing.

For us, it’s all about community and giving back. It’s part of Mountain’s Edge and the Mountain’s Edge Master Association. ●





TONYA BATES,
CMCA, AMS, PCAM
IS THE SUPERVISING
COMMUNITY
MANAGER FOR EQUUS
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Maintaining the Heart of Helping

by Tonya Bates, CMCA, AMS, PCAM

Recently, the Bureau of Labor Statistics (BLS) released data on 2012 volunteering numbers.

Some key findings include:

- More than 64.5 million Americans volunteered in 2012, a slight increase from 64.25 million in 2011.
- Women continued to volunteer at a higher rate than did men.
- 35-to 44-year-olds were the most likely to volunteer and least likely in the 20 to 24-year-olds age range
- Married persons volunteered at a higher rate than did those who had never married.
- Parents with children under age 18 volunteer more than persons without children.
- Volunteers made donations at a higher rate than did non-volunteers -79.2 percent of volunteers donated

Volunteers are the lifeblood of our communities, organization and our industry as a whole, providing and donating enormous social and economic value to the neighborhoods we serve.

Everyone has something to contribute. So, if you are looking to get involved, contact your community manager or CAI for a list of volunteer opportunities. If you are already involved, ask your neighbors, friends and colleagues to serve, spread the word or commit to volunteering one more time than last year. You DO make a difference!

Volunteers are wonderful people. They give to your organization, community, committees for one reason: **They Want To.** The reasons why people volunteer are as different as the volunteers themselves. "It's worthwhile. I think it's important. I can, I should, so I do," are the reasons most volunteers share when expressing their volunteerism.

Volunteer based organizations, community managers and Association board members

should develop skills to maintain and encourage volunteer morale. Volunteers are the lifeblood of an organization, and can easily choose to focus their volunteer time to a different organization, not the Board of Directors, various organization committees or a whole new organization.

1. Once a month or so, imagine what the organization would be like if your volunteers declared a volunteer skip-day (like you did when you were a high-school senior). Dwelling on that thought for any length of time could increase anxiety and stress. As a manager your job depends on the Dedicated Community Association Volunteers, thank them for their time. They serve faithfully and willingly alongside you. Remind your Board members to thank the committee members that serve alongside them, as managers we are aware of the downfalls that occur, when dedicated volunteers choose to focus their volunteer time with another organization.
2. Say "thanks". You don't have to gush or anything, just say "we couldn't do this without you," because you couldn't. Really. They may politely disagree with you, "Oh, yes you could," but that's OK, they don't see the volunteer-less horror story in the back of your mind.
3. Provide the best resources you can afford for them. Volunteers can't do anything about what the organization provides, but their loyalty sky-rockets when an organization provides good tools to work with. Do your best by them and enjoy the benefits.
4. When you're working on a problem, and you will eventually if you're not already, remind yourself "If it's not positive it's not E-mail." You have no control over the day your volunteer had before they check their e-mail when they get home. You don't get to choose the tone of voice with which they read your message. You have no way of saying "slow down, you're reading it too fast and too harsh." If it's not positive it's not E-mail material. Pick up the phone.

.....
Because there is no pay check, no pending promotion to keep a volunteer volunteering, community managers need to be above-average managers to maintain the morale of organization volunteers.
.....

5. Volunteers appreciate when you respect their time, so it's always good to ask, or say, "If you don't have time to discuss this right this instant, that's OK, I can sure call back." Don't apologize for taking a moment of their time, but do thank them for it at the end of the conversation.
6. There's no way to tell when you call what's happening on the other end of the line. Everything could be fine, or they could be dealing with the flu at their house. Your volunteer may be elbow-deep in a budget spreadsheet; watching a movie. Whatever it is, you need to set the scene for your conversation quickly and positively, especially if you're problem-solving.

Don't commit to things until you're sure you can make good on your promise. Change is a part of life, all volunteers handle transition differently. Failure to follow through with a commitment or obligation represents the type of character you have. If you are changing your original obligation, discuss with the affected people individually and not in a public forum. *"To thine own self be true, and it must follow, as the night the day, thou canst not then be false to any man."*
- William Shakespeare

7. Affirm your volunteers' value with that first-smile warmth when you see them. Every time. Go back to #1 and imagine your community or organization without any volunteers if that'll help. NONE. See? You really ARE glad to see this one, even if he's a bit grumpy or high maintenance for your taste. Smile when he walks in and say "hello". Who knows? Maybe yours is the first smile he'll see today. Maybe life is grim at work or at home. Start off on the right foot every chance you get.

Because there is no pay check, no pending promotion to keep a volunteer volunteering, community managers need to be above-average managers to maintain the morale of organization volunteers. They can say "I believe I'll do something else," at any point, and simply stop attending, working, contributing. Great morale in your volunteer community, on the other hand, can keep that from happening, because yours is a great place to belong to, a great place to serve, a volunteer community that rocks! ●



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ANDREA BEHRENS, DCAL
IS VICE-PRESIDENT OF
NEVADA ASSOCIATION
SERVICES, INC

Public Relations Primer *Why invest your time on public relations?*

by Andrea Behrens, DCAL

I've been involved in sales and marketing for many years and one of my most successful strategies has been public relations. Implementing a consistent public relations plan can help meet bottom-line business objectives including gains in market share and solidified brand position.

For our company, we send out press releases on a consistent basis and offer ourselves to reporters for interviews.

PR can be an effective part of your overall marketing strategy and help promote a business, product or service. Public relations turns important, pertinent information into news. We find that PR effectiveness is highly influenced by personal relationships. Individuals and companies that have established relationships with reporters and media outlets receive more

.....
Implementing a consistent public relations plan can help meet bottom-line business objectives including gains in market share and solidified brand position.
.....

publicity and coverage than those who do not.

For community managers, publicize anything of news value, including new hires! It's a great way to get your name out there. For boards, promote special events. It's great to build a relationship so that when you have a story to tell, reporters are more likely to cover your message.

Think like a reporter and consider all angles when developing story ideas. Many stories result from a great idea pitched at the right time to the right news outlet and reporter ... not from a blanket press release sent to all news outlets.

If you send a press release by email, be sure your subject line is really strong and compelling because reporters get a lot of spam. If you are working with a TV station to promote an event, never call within two hours of a newscast because the stress level of every newsroom worker begins going up as the newscast deadline approaches. Instead, if you are contacting a reporter who works on an evening show, call during the morning.

If a reporter calls you for a comment on a story, never say you can't speak with them. If you can't, find someone who can. The times a news station is going to want you on TV are few and far between, so take advantage of it.

Remember that if you are not accessible when they need you, the reporter will be less likely to be available to hear your pitch or cover your story when you need then. ●

Have something to share
with other members?

**Put it in the
CAI Nevada Chapter's
What's Happening Page
Or Members' Brag Page**

Submissions are due before the
5th of the month preceding publication.
Submit your items to info@cai-nevada.org
or fax to 702-240-9690.

Upcoming Events

Southern Nevada

MAY	5/3	Golf Las Vegas	Siena	6:00 a.m.
	5/14	Las Vegas Monthly Luncheon	Gold Coast Hotel	11:15 a.m.
	5/14	CAI Nevada Chapter Board Meeting	Gold Coast Hotel	1:30 p.m.
	5/18	Las Vegas Homeowner Seminar Essentials	CAI Training Center	8:00 a.m. - 4:00 p.m.
	5/21	Las Vegas Manager Breakfast	CAI Training Center	9:00 a.m.
JUNE	6/11	Las Vegas Monthly Luncheon	Gold Coast Hotel	11:15 a.m.
	6/11	CAI Nevada Chapter Board Meeting	Gold Coast Hotel	1:30 p.m.
	6/29	Las Vegas Homeowner Seminar	CAI Training Center	9:00 a.m.
	6/25	Las Vegas Manager Breakfast	CAI Training Center	9:00 a.m.
JULY	7/9	Las Vegas Monthly Luncheon	Gold Coast Hotel	11:15 a.m.
	7/9	CAI Nevada Chapter Board Meeting	Gold Coast Hotel	1:30 p.m.
	7/23	Las Vegas Manager Breakfast	CAI Training Center	9:00 a.m.
	7/29	Las Vegas Homeowner Seminar	CAI Training Center	9:00 a.m.
AUGUST	8/13	Las Vegas Monthly Luncheon	Gold Coast Hotel	11:15 a.m.
	8/13	CAI Nevada Chapter Board Meeting	Gold Coast Hotel	1:30 p.m.
	8/20	Las Vegas Manager Breakfast	CAI Training Center	9:00 a.m.
	8/24	Las Vegas Homeowner Seminar	CAI Training Center	9:00 a.m.
SEPTEMBER	9/10	CAI Nevada Chapter Board Meeting	Gold Coast Hotel	9:00 a.m.
	9/10	Las Vegas Monthly Luncheon	Gold Coast Hotel	11:15 a.m.
	9/12	Committee Chair Co-Chair Meeting	CAI Training Center	9:00 a.m.
	9/24	Las Vegas Manager Breakfast	CAI Training Center	9:00 a.m.
	9/28	Las Vegas Homeowner Seminar	CAI Training Center	9:00 a.m.

Northern Nevada

MAY	5/16	Northern Nevada Manager's Breakfast	Peppermill	9:00 a.m.
	5/16	Northern Nevada Homeowner Seminar	Peppermill	6:00 p.m.
JUNE	6/13	Northern Nevada Manager Breakfast	Peppermill	9:00 a.m.
	6/15	Northern Nevada HO Seminar Essentials	Peppermill	8:00 a.m. - 4:00 p.m.
	6/21	Northern Nevada Bowling	Grand Sierra Lanes	3:00 p.m. check-in
JULY	7/25	Northern Nevada Legislative Update	Peppermill	9:00 a.m.
	7/25	Northern Nevada Tradeshow	Peppermill	11:00 a.m.
AUGUST	8/16	Northern Nevada Golf Tournament	Incline Mountain	10:00 a.m.

All Dates and Events are subject to change or cancellation.



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

CAI is Working for You!

Researched by Robert Rothwell, PhD, DCAL

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

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

This is the third in a series providing you with accepted CAI Public Policies and Best Practices.

RENTERS IN COMMUNITY ASSOCIATIONS

The presence of renters in investor-owned units in primary residential community association developments is a very sensitive, complex and controversial issue. Some feel that non-owners will not respect association rules and regulations or exercise the same degree of care in use of community property. At the same time, others are concerned that, as the proportion of renters to owner/occupants increases, the property value of the community will be adversely affected and that the available pool of talent of homeowner Board members will be diminished to unacceptable levels.

The following conditions on rental housing within community associations should be considered:

- Include in the legal documents a requirement for a minimum lease period.

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This would eliminate the use of units on a transitory rental basis as if it were a resort/hotel.

- Include in the legal documents a requirement that investor-owners use standard recommended association-developed lease terms which incorporate provisions setting forth the responsibilities of both the investor-owner and the tenant to comply with the legal documents and Rules and Regulations of the association, and which contains details clearly stating the rights of the association to bring eviction proceedings for recurring and substantial noncompliance with such rules and regulations after notice has been sent to the investor-owner with the opportunity to correct the violation.
- Establish a policy of the association that all tenants will be treated as equals within the community and given every opportunity to live as productive, contributing members of the community. This would include, but would not be limited to, such benefits as receiving newsletters, attending meetings of the association and serving as members of various committees.
- Include in the legal documents a requirement that the investor-owners notify the association when renters vacate/change and provide the association with the names of the new tenants.
- Include in the legal documents a requirement that the investor-owners provide to the new renters a copy of the governing documents, Rules and Regulations and other information pertinent to community association living. Investor-owner must also provide to the association a document, signed by the renter, verifying receipt of such documents and promise to follow all rules and regulations of the association.

The use of community association housing for rental occupancy is both natural and inevitable as a result of the normal process of sales and re-sales that occur in any form of housing.

The challenge to associations is to balance the need for establishing reasonable limits on the proportion of rental units to owner-occupied units within that same community and controls on the tenant's behavior while, on the other hand, not causing an adverse effect on the property rights of the investor-owner and not restricting participation and involvement in community living by the renter. ●



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Have a Safe and Fun Summer

by Melissa Ramsey, AMS®, CMCA®, CPO®

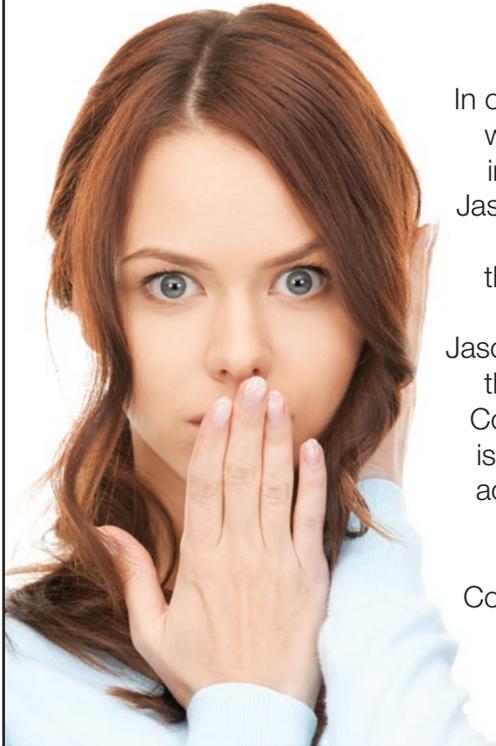
May marks the start to an outdoor season full of hiking, swimming and barbeques. It's a time to catch up with neighbors and friends, go on family vacations, and enjoy all the unique aspects Nevada has to offer. Whether you are a manager of an association looking to offer residents something for the summer or a homeowner wanting to keep your family entertained, here are some tips and ideas for you.

Having a safe summer is the first priority no matter what activity you may be doing. As a Red Cross instructor, I often find myself reminding staff, family, and friends of some basic safety tips.

- Make sure to stay hydrated with water when enjoying the outdoors. Not only is water healthy for you but it also helps regulate your internal body temperature during those sweltering hot days in the sun.

- Apply sunscreen throughout the day to avoid any uncomfortable burns and the unsightly peeling! If your kids are in the water or off at day camp, try to use a waterproof or active style sunscreen in addition to reapplying frequently.
- Remember to pack your life jacket if you are boating; make sure it is one that fits too! It's important for kids to see adults wearing life jackets so they wear their jackets, creating a safe habit.
- Be alert when around water, whether at a pool, water park, or lake, swimmers of all ages to need to be mindful of those around them and even what's below them.
- Be prepared with a first aid kit in your car, backpack or pool bag for those unexpected bumps and accidents.

OOPS! To err is human ... to forgive, divine!



In our last issue, we incorrectly indicated that Jason Kelly was a member of the Education Committee. Jason is not with the Education Committee but is actually very active with our Community Outreach Committee and Membership Committee.

Planning a fun summer is easy, especially if you take advantage of all of the unique themed holidays for each month and many of the individual days. These themed holidays can be turned into amazing community socials or impromptu family outings. Here are just a few to put some ideas and plans into motion.

MAY

- **BBQ Month** - This is such an easy one! Who doesn't love a BBQ? You can even hold a potluck style event with neighbors or turn it into a block party.
- **Bike to Work on the 18th** - Challenge yourself, staff, neighbors, etc. to leave the keys at home and bike to your destination. Award prizes to those who bike the most.
- **Learn about Composting on the 29th** - As many people look at ways of going green and living a sustainable lifestyle, a great way to engage the family or community is with a garden and compost pile.

JUNE

- **Camping Month** – Pack up the tent and head to the backyard, nearest campsite, or plan a big road trip to meet up with friends.
- **Go Fishing Day on the 18th** – Grab your fishing pole and catch some fish! This could be a great Father's Day activity ... or you could turn it into an indoor kid's activity!
- **Public Service Day on the 23rd** – There are so many different organizations looking for volunteers as they strive to offer individuals, groups, etc. with a better way of life. Take some time to volunteer or donate goods to a group that means something to you or your community.

JULY

- **Ice Cream Month** – I Scream, You Scream, we all scream for ICE CREAM! An ice cream social on a hot afternoon is an excellent way to cool off and have FUN. This can be a small gathering or a large event with bowl decorating and a complete table of toppings.
- **Take your Webmaster to Lunch on the 6th** – We all know that websites are an essential form of communications with homeowners and the grueling

task of keeping them current can be cumbersome. Take a moment to thank your Webmaster for the hard work and dedication.

- **Hot Dog Day on the 23rd** – Pull out the grill and serve up an assortment of hot dogs! Plus you can serve up some baked beans on the side, as it's there month too.

AUGUST

- **Golf Month** – Plan a foursome or even a community tournament to get out and enjoy a round. Check with local courses too as some offer discounts for the month of August.
- **Watermelon Day on the 3rd** – Slice up some delicious watermelon for mouthwatering good time!
- **Dog Day on the 26th** – It's time to celebrate man's best friend by honoring our dogs.

Here's to another great summer here in Nevada! 🍷

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BECKIE A. RICHTER, CAM
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ASSOCIATES, INC.

Upcoming Northern Nevada Bowling Tournament

by Beckie A. Richter, CAM

Here in the north, we are all busy gearing up for the upcoming CAI fundraising events!

The first event in the north is the 9th Annual Bowling Tournament, which will be held at the Grand Sierra Resort on Friday, June 21st. Registration will begin at 3:00pm and bowling begins at 4:00pm.

The 2013 Bowling Committee, Beckie Richter, Kim Brown and Ken Carteron, worked diligently to find a fresh and exciting theme this year. The final outcome: "The Age of Aquarius". That's right! All that is groovy with a touch of flower power! So, bring your tie-dye and bell bottoms, load up with some peace signs and a fringed vest and plan on joining us for another entertaining, spirited event.

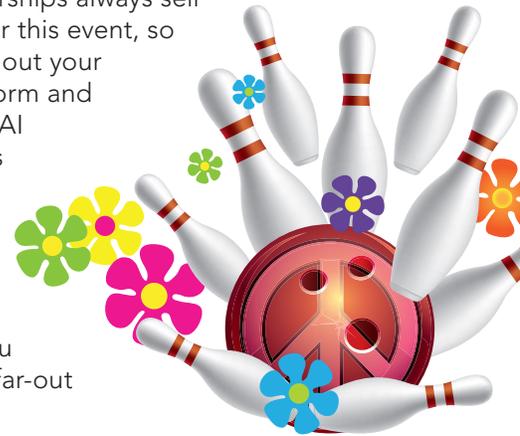
There will be cash prizes for 'colored head pin' strikes and trophies for the 'best dressed hippies

and flower-children' plus trophies for highest and lowest scores.

The Grand Sierra Resort also has a room rate of \$95.00 for that night. Just mention code 'GCAIB' when calling to make your reservations.

Team sponsorships always sell out quickly for this event, so be sure to fill out your registration form and turn it in to CAI Headquarters before the May 24th deadline.

It will be a gas to see you at this super far-out event! ●



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Tips for Summer Gardening in Las Vegas

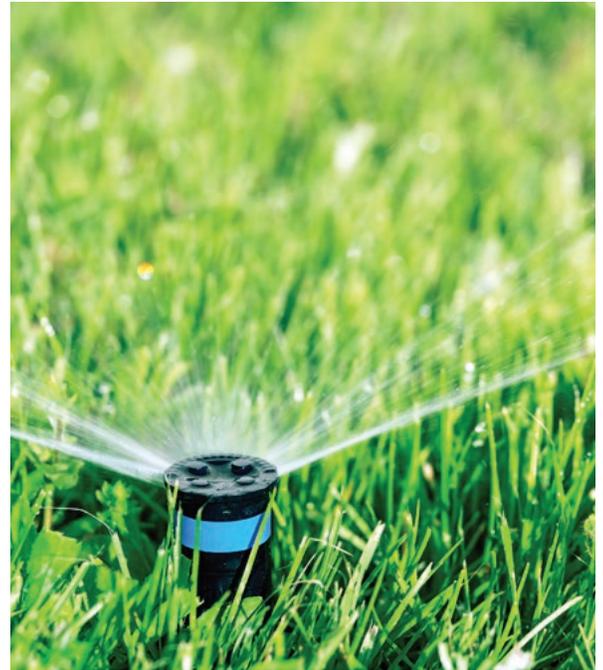
by the Southern Nevada Water Authority

Our hot summer has arrived, but don't worry – the Southern Nevada Water Authority (SNWA) has some summer landscaping tips to help your garden thrive and survive.

From May 1 through August 31, daily watering is allowed – but you don't necessarily need to water every day. Try taking a day off watering, and just keep watch to see how your garden responds. Remember that shaded and protected areas may not need daily watering. Mulch is also a great barrier against water evaporation.

While watering is allowed any day, it is prohibited from 11 a.m. to 7 p.m. from May 1 until October 1. This helps to reduce the

Because of our valley's hard soil, try scheduling sprinklers to water in three short cycles, about one hour apart.



Just for Laughs

It is a petroglyph from the Tribal Council, it says "clean up after war party" and "keep buffalo downwind."



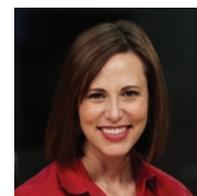
EARLY HOAS

amount of water lost to evaporation and daytime winds. Try to water early in the morning to avoid the evaporating mid-day heat.

Because of our valley's hard soil, try scheduling sprinklers to water in three short cycles, about one hour apart. The SNWA recommends watering lawns three times a day for four minutes each cycle. This method provides a sufficient amount of water while giving the soil sufficient time to absorb it.

If you find that your lawn has developed a brown spot, zero in on the targeted area instead of increasing the watering time of your whole lawn. Lawns can develop brown spots because of problems in the sprinkler system such as blocked spray patterns, mixed types of sprinkler heads and improper spacing between sprinklers. Check your sprinkler system for broken or misaligned sprinkler heads and drip emitters. Visit snwa.com for more tips.

Summer can be as colorful as spring with beautiful heat and drought resistant plants. Visit the Springs Preserve's eight-acre garden full of desert friendly plants that will look great in your garden. ●



JILL STOCKTON IS WITH THE FERRARO GROUP

Ride Hard. Eat Well. Give Back.

by Jill Stockton

EDIBLE PEDAL 100™ SCHEDULED FOR SUNDAY, SEPTEMBER 15, 2013

The 2013 Edible Pedal 100™, sponsored by the Rotary Club of Reno Sunrise and edible Reno-Tahoe magazine, is scheduled for Sunday, September 15. The scenic bicycle ride is completed in stages from historic Bowers Mansion in Washoe Valley, Nevada, approximately 15 miles south of Reno.

The ride is open to 1,000 riders of all ages and abilities. It is expected to sell out. Early registration is encouraged with early-bird discounts available until July 15. Register online today by visiting: <http://ediblepedal.ticketleap.com/edible-pedal-ride-2013/>. Each ride entry includes one post-event barbecue ticket. Additional barbecue tickets are available for \$25 each.

“We want to give everyone a reason to get on a bike and go for a ride,” said Edible Pedal 100™ Ride Director Kerry Crawford. “Promoting a healthy lifestyle and nutritious food choices for children and adults is our main focus. Riding a bike is a great lifetime fitness activity allowing participants to get in shape, have fun, enjoy the outdoors and take advantage of Northern Nevada as an ideal cycling destination.”

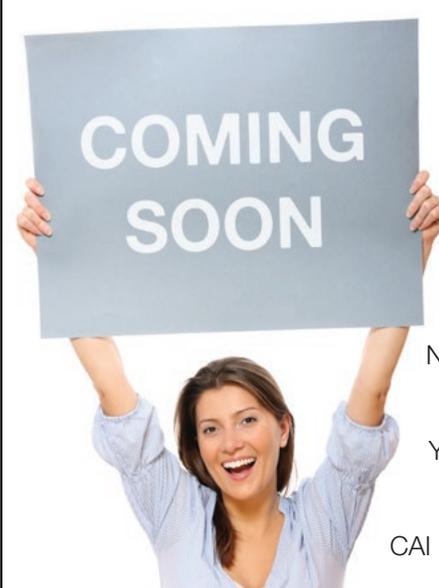
This scenic ride offers cyclists three routes: a leisurely 10-mile ride through picturesque Washoe Valley, which is great for families interested in experiencing an organized ride; a respectable 50-mile course, climbing 2,800 vertical feet, which includes scenic country roads through rustic western towns; and a serious 100-mile ride, climbing 6,600 vertical feet, which includes a lung-searing, thigh-burning climb up Kingsbury Grade from Carson Valley to Lake Tahoe. Ride stops include Carson City, Genoa and Gardnerville.

Edible Reno-Tahoe sources food and drink from farmers, ranchers, vintners, brewers, bakers and other food artisans within our food shed. Participants will savor this mouth-watering local food at the five ride stops and post-ride barbecue.

“Supporting and showcasing our local food producers is a key component to making this event so special,” said edible Reno-Tahoe

magazine publisher and editor Amanda Burden. Edible Pedal 100™ is a fundraiser for the Rotary Club of Reno Sunrise. Proceeds raised are given back to the Northern Nevada community. Past beneficiaries include: Urban Roots Garden Classrooms, Reno High School Sustainable Agriculture and Urban Garden, Pine Middle School Garden Club, and Carson City 4-H. The event provides scholarship funding to the Washoe County Academy of Art, Careers and Technology, Hug High School, Carson City High School, Douglas High School and the University of Nevada, Reno chapter of Sigma Nu. Additionally, the event supports the Rotary Youth Exchange, Rotary Youth Leadership Awards and the Rotary Middle School Leadership Program.

For more information or to become an event sponsor, please contact Kerry Crawford, ride director, at 775-393-9158 or Kerry@ediblepedal100.org



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TONYA BATES,
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When I Grow Up ...

by Tonya Bates, CMCA, AMS, PCAM

Choosing a career while you are only in the fourth grade is difficult.

On April 4, 2013 three of CAI's Business Partners came together to present their careers to the fourth grade classes at Virginia Palmer Elementary School in Sun Valley, Nevada. The presenters each spent twenty minutes explaining their past and current career choices. The students were required to take notes and ask questions ... one of the important 'learning tools' I decided to emphasize while organizing this Community Outreach event.

Ken Carteron, Banker Sea Coast Commerce Bank

Ken began his career over thirty years ago, and selected banking after breaking his thumb. Prior to becoming a banker, he worked at the world famous San Diego Zoo and was a professional athlete. During his career, he went back to school

and college completing continuing education classes. "A certificate does not make you certified. Attitude, performance, commitment to self and team - these and a certificate make you certified" ~ Author Unknown. Ken explained that the first currency was gold; eventually, for convenience, paper and coins became currency. As well as discussing his job duties, Ken discussed interviewing, work place behavior, dress code and interpersonal behavior. He also discussed client interaction and professionalism. Clients were defined as people who deposit, borrow or save money in Ken's bank. Ken enjoys traveling; he has two daughters who recently graduated from college and he feels college is easy when you apply yourself.

Norman Rosensteel, Paralegal and Entrepreneur

Norm began his career as a paralegal just a few months ago. Prior to becoming a paralegal he was a business owner of a large



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maintenance company. During his career, he went back to school and college completing continuing education classes. Norman emphasized education as being important to the students, and had the children perform math problems in his presentation. Norman's job requires him to travel between Northern and Southern Nevada. His job duties include marketing, legal transcription and legal consultation. Norman enjoys golfing; he has two daughters who recently graduated college. He encouraged the students to continue to learn throughout their lives.

**Michelle Santos, Marketing
Belfor Restoration**

Michelle began her career with Belfor Restoration two years ago; however, she has been in the marketing field since graduating from the College of Marin in 1996. As the Marketing Manager for Belfor, she is responsible for the 'branding' of her company, which is the public recognition of her company's product with the name of the company. To emphasize the drastic results of a fire or flood emergency, she gave every student a toothbrush and toothpaste explaining to them that many victims are forced to leave their homes without the basic necessities, including their toothbrush. She explained the definition of 'co-branding' such as Taco Bell's 'Doritos Locos Taco.' She also discussed brand recognition as it applies to her job duties. Michelle enjoys her job because she is a 'people person' and enjoys interacting with people. She also enjoys being outdoors and not having the typical office structure.

In summary, Palmer Elementary Counselor, Ms. Tuttle informed the students how all three of the presenters were a part of Community Association Institute, an organization that facilitates the education of community managers, board members and business partners throughout the world. Examples were given regarding how one community manager could use all three presenters as providers for work that needed to be done in a Homeowner Association.

Ms. Noland, fourth grade teacher, reminded the students, all three career choices require a person to conduct research, take notes, read, write and perform math.

The three presenters did such a great job that CAI was invited back for 'Field Day' on May 31, 2013.

The Northern Nevada Community Outreach Committee would like to thank these Business Partners for donating their time to reach out to the underprivileged children at Palmer Elementary School. ●

DO YOURSELF A FAVOR ... BE CRIME SMART!



At our April luncheon, two dynamic speakers provided us with tips on 'how to be crime smart.'

Sam Kern, Senior Deputy Attorney General with the Nevada Attorney General's Office, advised us on how to recognize, prevent and minimize the damage regarding Cyber crimes

Carol Ferranti, Crime Prevention Specialist with the Las Vegas Metropolitan Police Department's Convention Center Area Command, provided crime statistics and strategies to be crime smart for our Communities.

Sources of information are available on our CAI Nevada website under the NEWS tab in the file titled PROGRAM RESOURCES.

www.cai-nevada.org



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Homeowners Associations can Reduce Liability by Hiring Licensed Contractors

by William A. Levy, Esq.

Procedures implemented for saving money are generally a good idea to help secure financial stability. Quite often, a cost-saving measure may include making improvements, such as plumbing or electrical, at your own residence as an owner-builder rather than hiring a contractor. However, if a Homeowners Association is faced with making some improvements and is contemplating having one of its employees or its property management company perform the work to save costs, the Association should think again.

Unlike individual homeowners, Associations cannot act as owner-builders and have one of their employees complete the work. Moreover, Associations cannot depend on their property management companies to perform the work because property

management companies do not traditionally hold the required contractor's license.

Rather, Associations must hire licensed contractors. If an Association ignores this requirement, it is deemed to be contracting without a license and, therefore, subject to being charged with a misdemeanor.

Not only will hiring a licensed contractor ensure that the Association will not be charged with a crime, but doing so will increase the odds that the work will be completed correctly. Having a licensed contractor will provide the Association with some reasonable assurance that the contractor has the experience and financial ability to complete the work. The Association owes its homeowners a fiduciary duty to act reasonably in this way, especially when failing to do so will adversely impact the homeowners' property.

There is no guarantee, however, that because a contractor is licensed, he is the absolute best contractor for the job.

There is a guarantee, however, that if a licensed contractor fails to properly perform, the Association will have a remedy. That is, unlike with unlicensed contractors, if the licensed contractor fails to perform, the Association can file a complaint with the Nevada State Contractors Board and/or make a claim against the contractor's licensure bond. The licensed contractor will also likely have general commercial liability insurance, which will provide the Association with another avenue of recovery. In addition, unlike the unlicensed contractor, the licensed contractor typically carries workers' compensation insurance to cover claims filed by injured employees.

In summary, to avoid civil and criminal liability, Associations must always hire licensed contractors to perform a work of improvement. Doing so will not guarantee a problem-free project, but will give the Association recourse if problems should arise. ●

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Sharon Bolinger, PCAM
Sydney Young, PCAM
Tonya Bates, PCAM





ROBIN BIGDA IS WITH GETDOCSNOW.

A Day in the Life of a Community Manager

by Robin Bigda

I have been working for GetDocsNow.com for almost a year and I know our system and its relevance to the HOA industry inside and out.

However, I have little to no idea what other members of CAI do on a daily basis. In order to learn more and flex my rusty journalism skills, I intend to interview and shadow as many different people in CAI Nevada Chapter as possible over the next year. This article is my debut into 'a day in the life of' series.

To kick off this series, I shadowed Eric Theros of Community Management Group. Eric and I became friends through the Community Outreach Committee. Ever eager to be Lois Lane, I popped into Eric's office on a Wednesday morning and was greeted by music posters, dangling cassette tapes and brightly colored records as I walked in. His office rang out with a fun vibe that made me feel welcomed.

.....
The community manager is the referee who enforces the rules that homeowners have agreed upon in order to live in their community.
.....

My preconceived notions of community managers were that they spent their days with a bottomless martini in hand while adoring board members and residents skip through the office to hand out muffins as a token of their appreciation. Just joking! While I didn't really think this was the case, I did think that a community manager spent lots of time dealing with residents and board members while wishing they had a bottomless martini in hand.

The majority of the morning was spent watching Eric try to tackle the never-ending emails that bombarded his inbox with reckless abandon. While trying to 'ward off' the next blast with proactive emails and calls, Eric's fingers flew across the keyboard. There were emails about bids, water leaks, broken pipes and RVs parked on the streets. Eric could respond to some emails without consulting the CC&Rs of the community and he could quote the violations from memory.

Other issues were more ambiguous in regards to who was responsible ... the association or the homeowner. These issues would be talked out with others and CC&Rs would be referenced before a conclusion was reached.

"I would rather deal with a fire or a car driving into a house (as long as nobody got hurt) than with water damage," Eric voiced with frustration after receiving an email about water damage in a house. "There is a lot of gray area when it comes to responsibility with water damage." His frustration that morning was due to an irrigation pipe that had frozen and broken over the weekend. The pipe came out from the house, but only served the irrigation. Irrigation was the HOA's responsibility; however, the pipe came from the house. It wasn't a cut and dry issue!

Besides figuring out what the HOA was responsible for fixing and what was the homeowner's responsibility, Eric attends every board meeting for all the Associations he manages and has to prepare for these meetings. This meant we spent part of the afternoon assembling board packets (all the documents needed) for these meetings. He whipped up agendas, organized all the documents the board would need to review and printed out the issues relevant to each association and bundled them up so they could be mailed out a week before the board meeting.

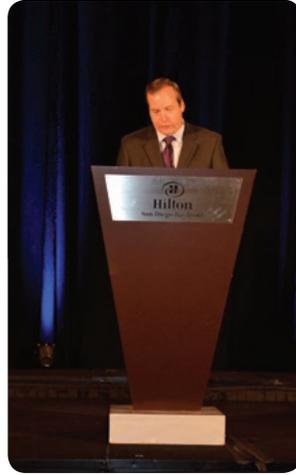
Eric then moved on to writing the association newsletters. In no time at all, he had completed a pretty, two-page newsletter to be emailed out to all the residents in one of his associations. He quickly uploaded it to the association's website, which Eric also maintained.

The community manager is the referee who enforces the rules that homeowners have agreed upon in order to live in their community. Sadly, the referee gets all the complaints and little praise for the hard work.

To all the community managers in CAI Nevada Chapter, THANK YOU for all you do. I would definitely be at 'happy hour' by lunchtime every day if our roles were reversed. ●

CAI National Conference Gallery

CAI NATIONAL CONFERENCE WAS HELD IN SAN DIEGO, CA, APRIL 17 - 20TH AT THE HILTON BAYFRONT HOTEL.



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Las Vegas Homeowner DCAL Seminar

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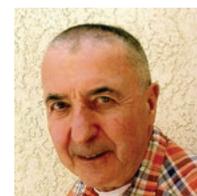
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The Groundskeeper
Titan Roofing
Valley Crest
Western Risk Insurance

SILVER

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