Vol. 33 • No. 6 • June 2015

www.HOA-Colorado.org

COLUMN OF THE RESTS

PAVING YOUR CAREER PATH

ALSO INSIDE:

2015 Spring Showcase
Get Your Golf Game On
Stress On The Job
Capitol Chronicles
And More...!





Benson | Kerrane | Storz (Nelson

CONSTRUCTION DEFECT ATTORNEYS

Are construction defects affecting your communities?

Construction Defects

Denied and Underpaid Insurance Claims

www.bensonpc.com | 720.898.9680



FEATURED

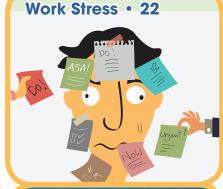
2015 CAI-RMC Spring Showcase Creating Your Own Career Path by Kris Hefley Paving Your Own Career Path by Brian Lence Career Paths: Part I Get Your Golf Game On by Brian Ellwood Stress at Work? 22

DEPARTMENTS

President's Message	4
Executive Director's Messag	je 5
Committee Corner	6
Capitol Chronicles	8
Welcome New Members	24
Service Directory	26
2015 List of Committees	30
CAI-RMC Event Calendar	Back Cover



22









The materials contained in this publication are designed to provide our members and readers with accurate, timely and authoritative information with regard to the subject covered. However, the Rocky Mountain Chapter of CAI is not engaging in the rendering of legal, accounting, or other professional types of services. While the Rocky Mountain Chapter of CAI provides this publication for information and advertising, the Rocky Mountain Chapter of CAI has not verified the contents of the articles or advertising, nor do we have the facilities or the personnel to do so. Members and readers should not act on the information contained herein without seeking more specific professional advice from management, legal, accounting or other experts as required.

President's Message





President CAI-RMC

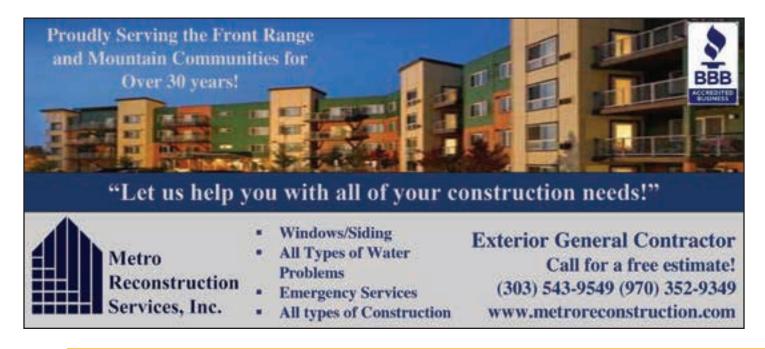
ope you are having a productive summer filled with accomplishments and at least a little bit of fun! As always, our weather has made things interesting and kept us on our toes!

I would like to begin by recognizing the entire **Spring Showcase Committee** for a great Springs Showcase event in May, chaired by **Alison Kronebusch**. This has been the best attended event our

Chapter ever held and it demonstrates each of the member's commitment to the industry and a desire to hold ourselves at a raised level of professionalism. Congratulations and Thank You to the Committee and to the volunteers for all the hard work that helped make this event a success!

On a different subject, the Board of Directors has accomplished many of the first quarter goals it established early in the year. A few of the goals accomplished are using social media for volunteer purposes, promoting and further developing the volunteer recognition event, publicizing all facets of CAI—just to name a few. The Chapter's strategic plan is posted on the Chapter's website. We encourage all members to visit the website and check out the strategic plan as well as other useful information located on the Chapter's website, which can be accessed at www.CAI-RMC.org.

I wish you a good summer and wonderful achievements!! A



Executive Director's Message



BRIDGET SEBERNExecutive Director
CAI-RMC

e all know Colorado isn't exactly consistent when it comes to weather. This year has seemed to be a little extreme. We've either had too much or not enough of one thing or another.

As I think back about this season, I'm inclined to think of it as an analogy for life: too much can burn you out but not enough can inhibit growth. The best way to live is to be in balance, avoiding the extremes. Have you found this to be true in your own

life, both personal and professional?

One of the things I love about CAI-RMC is that our Chapter focuses on multiple aspects of what you do and who you are—who you choose to be. We help you set realistic goals not only to help you succeed at work but in your personal life as well. A lot of our programs this year have centered around learning something new, whether it relates to your job or not. This is dynamic thinking and it's all about finding your balance.

If you're having trouble balancing the demands of your job and your personal life, you aren't alone. If you've been to one of our events lately or paid special attention to our magazine, you've seen that we've made YOU a top priority by placing emphasis on your total well-being. If you haven't been to an event lately, what are you waiting for? You can beat burnout before it burns you—all you have to do is try. We hope that the programs and events that our Chapter has offered have helped you defeat burnout and make your life more enjoyable. Here's to finding your balance! \(\begin{array}{c} \ext{ } \ext{ } \)



"As I think back about this season, I'm inclined to think of it as an analogy for life: too much can burn you out but not enough can inhibit growth."



is a publication of the Community Associations Institute,
Rocky Mountain Chapter.

EDITORIAL STAFF

Bridget Sebern 720-943-8606 bridget@HOA-Colorado.org

Dan Schwab Eidolon Design & Layout info@eidolonworks.com

EDITORIAL COMMITTEE

Maggie Bolden—mbolden@palaceconst.com
Jessica Meeker—jmeeker@bensonpc.com
Sue Daigle—sue@5150cm.com
Lauren Holmes—lholmes@ochhoalaw.com
Denise Haas—denise@5150cm.com
Derek Jost—djost@palaceconst.com
Bryan Farley—bfarley@reservestudy.com
Philippa Burgess—philippa@shakerpainting.com

ADVERTISING

Deadline: First of each month for the following month's issue. NOTE: All ads must be camera ready or additional charges will apply. All ads must be prepaid. Advertising in *Common Interests* is a benefit of membership, and you must be a member to advertise. Acceptance of advertising in this magazine does not constitute endorsement of the products or services. Rates available upon request. Call 303-585-0367.

ROCKY MOUNTAIN CHAPTER OFFICE

c/o Caddo Association Leadership, LLC 6105 S. Main Street, Suite 200 • Aurora, CO 80016 (720) 943.8606 • Fax (720) 943-8618 www.CAI-RMC.org

2015 BOARD OF DIRECTORS & OFFICERS

Carmen Stefu, CMCA, AMS, PCAM, President
Denise Haas, CMCA, AMS, PCAM, President-Elect
Jason Holley, Vice President
Jerry Orten, Esq. Treasurer
Kim West, Secretary

Cici Kesler, PCAM Chad Otto Ginny Zinth, CMCA

SOUTHERN COLORADO CHAPTER OFFICE

Jodi Walker, CED PO Box 77231 Colorado Springs, CO 80970 (719) 264-0301 • info@caisoco.org

NATIONAL OFFICE

6402 Arlington Blvd, Suite 500 Falls Church, VA 22042 Toll Free (888) 224-4321 • www.caionline.org

Committee Corner



The editorial committee is continuing to reach out to first time authors and encourage their participation in submitting articles. Did you know that if you have a CMCA, you can get credits for writing articles for our monthly magazine?

Do you have a good idea for an article but don't want to write one? Let us know! We want the articles to be relevant and one of the ways to ensure this is to have your feedback. Every month we coordinate with other committees and support their advances. It's exciting to collaborate and work towards a common goal.

Exciting news from the Editorial Committee! After years of service, **Lauren Holmes** has elected to step down as co-chair. We thank her for her time and dedication to *Common Interests* and appreciate her continued involvement with the committee. We are proud to announce that **Jessica Meeker** has graciously accepted the position as the new co-chair of the committee and look forward to her ideas and perspectives in her new role.

Committee Member Fun Fact: Jessica Meeker Jessica enjoys upcycling junk found at garage sales and flea markets for her junktiquing business, Meektiques, and spending Saturday nights as her husband's pit crew changing tires at the race track.



Once again, it's all about Manager Licensing and understanding who really requires a license, particularly with self-managed CIC's, the complexities of obtaining the license, insurance requirements for managers, and the accounting practices with associated internal controls that all managers need to adhere to.

Our mountain education presentations are in full swing this month with events in Frisco, Edwards, Glenwood Springs, Durango and Montrose. Carmen Stefu, Denise Haas and David Graf have graciously donated their valuable time to speak at the events. Several Mountain Education Committee members were also on hand to provide further input to respond to the many and varied questions launched by the attendees.

Although we might be conveying the content and context of this new legislation, we also learn a lot from our audience and hope to better understand the respective ramifications of all CIC legislative impacts in our mountain and western plains communities.

If you want to learn more about the MEC, please email the Chair, **Murray Bain**, on murray@summitHOAservices.com.



Happy summer from the P&E Committee! We had two exciting Lunch & Learns this summer: Surviving Your Career with Matt Jones, Professional Speaker & Author who shared a wealth of information that can boost your productivity and passion for the work you do within our Industry. On August 18th we bring you Strategic Planning with Rob Felix, Regional Vice President for Associa & Larry Healy, General Manager of the Beauvallon. These gentlemen will share their extensive knowledge on how to prepare a strategic plan and the benefit it can provide to your community. We hope to see you at these wonderful programs this summer! If you are interested in learning more about the Programs and Education Committee, please call our Chair, Melissa Keithly at (303)233-4646 or Vice-Chair Jenna Codespoti Wright (303)547-7848. Our next committee meeting will be held on Tuesday, July 7th at 12:00pm.

MEDIA & MARKETING

CAI-RMC is more successful each and every year. We think that can be attributed to the hard work and contributions of our members and volunteers. Those folks work every day to benefit the residents and homeowners of Colorado's community associations. Right now, M&M is focused specifically on those communities our industry serves. We are gearing up for 2015's **Annual HOA of the Year Awards!** Be on the watch for some exciting changes to the nomination process. If you're interested in helping the committee or making a nomination, please contact **Andrea Daigle** at ADaigle@ochhoa.com or **Danielle Holley** at DHolley@hearnfleener.com.



We have changed the location and time of our meetings starting in June. Still the first Tuesday of the month but they will be at 2:00 PM at Palace Construction. Thank you Palace Contraction for accommodating our large group. Our committee is working very hard on the assigned tasks from the Strategic Planning Session at the beginning of the year. With the help and collaborative efforts from the Media and Marketing Committee, we are in the final stages of the New Members welcome gift. Special thanks to M&M's Chair and Co-chair Danielle Holley and Andrea Daigle. Keep your eye out for out next mixer. We have dialed in a the great motivational speaker Brad Montgomery (search youtube) and we booked another exciting venue, The View House DTC. This event is going to make our last event look like a Jr. Prom After Party! Cheers!!



The Fall Conference Committee is in the thick of planning for this year's conference. We are planning a special, exciting and fun program this year at a new and fun venue. Keep your eyes open for our request for programs, and stay tuned. You won't want to miss this one!

CAI-RMCMISSION STATEMENT

The Community Associations
Institute Rocky Mountain Chapter
is the recognized leader in the
region for education and
advocacy to better enable those
involved in community
associations to lead and serve
their organizations.

Capitol Chronicles

by Brandon J. Helm, CMCA, AMS, PCAM, CLAC Communications Liaison

"One of the Committee's proudest moments came in the defeat of the most aggressive and lopsided construction defect bills that would stacked the deck against homeowners across the state.

This bill would have crippled those attempting to seek damages to repair their defectively built units and tie the hands of boards wishing to proceed with a claim."

he 2015 legislative session has been over just two weeks now and the members of the Colorado Legislative Action Committee are finally exhaling as our professional lives begin to normalize once again. What was supposed to be a "quiet session" turned out to be anything but.

At the end of the day, more than 10 bills were introduced and navigated their ways through the legislative process. But one of the Committee's proudest moments came in the defeat of the most aggressive and lopsided construction defect bills that would stacked the deck against homeowners across the state. This bill would have crippled those attempting to seek damages to repair their defectively built units and tie the hands of boards wishing to proceed with a claim.

The second bill which received its final green-light vote less than 48 hours before the end of the session was the manager licensing cleanup bill. This bill clarified who is a manager and more importantly, who is not a manager. The bill also removed the provision which required CEO's of management companies to become licensed and established both an apprentice and provisional license. One of the greatest pieces of the bill further clarified that those with the CMCA, AMS or PCAM designations were exempt from taking the general portion of the state licensing exam. While the bill contained some very important components which preserved the intent of the original legislation, what's impressive is that this bill didn't receive a single "no" vote on the floor of the Senate or the House!! Governor Hickenlooper signed the bill on May 21.

So with one bill narrowly defeated and one unanimously passed, another successful session is in the books. We wouldn't celebrate these accomplishments without some key players on our team. Our chair, **Dee Wolfe**, our legislative liaison **Molly Foley-Healy** and our tremendous lobbyist team from **Aponte & Busam**. We thank them all for their hard work and tireless efforts.

If you would like to stay abreast of legislative activity visit http://www.cai-rmc.org/ and click on "Legislation". CLAC will also send a call to action email should any issues arise that require your immediate attention and/or response.











General Contractor & Apartment Renovations

Trust the company that Colorado's property managers have trusted since 2008. Metro Construction and Restoration is a fully licensed, insured and bonded general contractor capable of handling any type of construction, apartment renovation or capital improvement project.



We are committed to our clients 24 hours a day, 7 days per week.

Metro Construction and Restoration LLC

Call us today: (720) 317-2275

4805 E Evans Ave

Denver, CO 80222-5213

www.metro-construction.net



"It was the first time that I attended the trade show and thought it was wonderful! I enjoyed meeting vendors, taking the educational courses and especially liked the keynote speaker, John Cassis".

—Benjamin Irvin

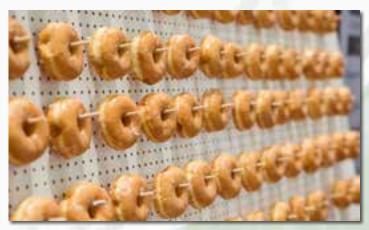




"Please pass my
congratulations to
everyone involved
with the show;
it was a great success"!!

—Ross Dudley, CMCA, AMS





SPING SHOWCASE POST-GAME REPORT











"This year's show was the best
I've been to! The breakout
education regarding 'How to Score
a Run by Selling Yourself' was
great information for setting and
obtaining objectives and Speaker
John Cassis was wonderful"!

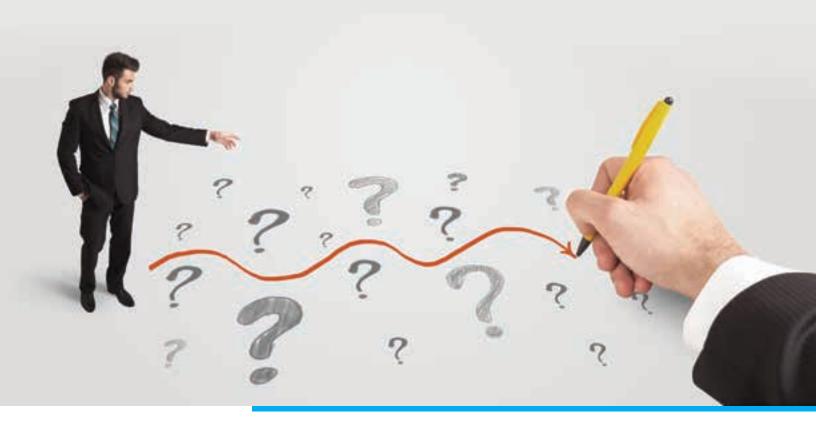
—Karen Mundy, CMCA





Create the Career Path You WANTE

by Kris Hefley, Professor Johnson & Wales University



ou might be thinking about you next big career move. You might love where you work and love what you do, but don't see a clear path of your future. It's always good to have a long-term vision in mind, to have a bigger goal you keep reaching towards, in order to keep everything in perspective and help you align your personal goals with the business goals of the company—as well as to keep from getting complacent (which is huge).

The problem with this, though, is that many companies today are trying to adapt to changing times have no clear career path for their employees, especially those in newly created positions or young employees.

This makes answering the question, "Where do I go from here?" very difficult. You may not always like the answer to that question. The answer to that question may change or evolve over time.

As a result, that it is up to you as the employee to create the job you want, to identify what the company is missing and what the company needs and be that.

The job you see yourself having in the future, say one or two years down the line, may or may not exist yet. You might have to create it.

Just how do you find it that position and career path, though?

- Look for problems. Focus on problems. Embrace and enjoy problems – because wherever there is a problem, there is a solution close behind.
- Read in between the lines. Pay close attention to what your co-workers say, or don't say. It's usually the things that they are ignoring that need the most attention.
- Think small. It's about the little, practical things you can do to make you and your company look better. Once you've mastered that, look for bigger trends.
- **Get to know your people.** Trust them, and make them trust you. Be very real and candid with them. Form alliances with

them. If you do this, they will tell you their problems and the problems within the company—and they will help you to succeed in fixing them.

• Get to know yourself. What are your strengths and weaknesses? What makes you happy? What do you want? Even if what you want is completely different than what you are doing now, embrace it. There is a way to harness that tension to make you, your job and the company better. The magic is in figuring out what that way is.

And, once you've figured out that way, that job that only you are uniquely suited to do, that the company needs, set up a meeting with your boss to talk about it. Tell him what you think needs to be done and why—and especially why you are the best person for the job (and a pay-raise). If your boss disagrees with your conclusion or shows some resistance, don't get discouraged. Adjust your thinking and try again—or find another company (or person in

the company) that supports your mission. Chances are, though, your boss will admire and respect your tenacity—and help you to accomplish other great things in the future. After all, half of the battle to getting what you want is asking for it. A



"The job you see yourself having in the future, say one or two years down the line, may or may not exist yet. You might have to create it."







by Brian Lence Association Manager

onduct a Google Images search for "Career Path", and your results will be a mixture of signs, flow charts, sophisticated diagrams, organizational charts, structured spreadsheets and more. While signs I can perhaps relate to, equating as they do to choices and decisions, whether one's career path can be so meticulously planned and laid out is debatable.

There are a number of different definitions of "career path". From the Cambridge Business English Dictionary, it's "the way you progress in your work, either in one job or a series of jobs". Pretty simplistic, but the emphasis is on progression.

Entertainment industry executive Tom Freston believes that "A career path is rarely a path at all. A more interesting life is usual a more crooked, winding path of missteps, luck and vigorous work. It is almost always a clumsy balance between the things you try to make happen and the things that happen to you". I tend to agree. Quite often the things you try to make happen don't always turn out the way you want, and things that happen to you come from the most unexpected quarters and can either be great, indifferent, or downright horrible. Trying to follow a structured, orderly and progressive career path does not allow for the flexibility that I would argue is essential if you have specific goals in mind.

Establishing a career path

So what might those goals be? On the one hand, it depends on what stage you are at in your career (a polite way of saying how old you are). Starting out, middling, or in your swansong! On the other hand, it's about asking yourself a series of questions, the answers to which determine whether you truly want to make a path for yourself, follow one that's already out there, or chop and change as you go along.

What do you want to achieve in your career? What are your ambitions, aspirations and motivations? How important is the balance between work and "life"? Reflect on the things in your life (not just your job) that you feel most strongly about. Depending on your answer, the strategies or approaches you employ must combine career and family or personal life effectively.

Do you desire a certain level of proficiency, stature or position? Are your objectives materialistic and a means to an end (i.e. greater responsibility means more money) or do you just want to be happy? If personal relationships are the most important aspect of your life to be happy in, then with the amount of time devoted to it, your job and career come a close second. Take the test: if you can talk enthusiastically about your job and with pride, then you're on the

right path. If someone asks you "How's your job" and you answer with a groan, it's time for a re-think. "Life's too short to be stuck in a job you hate". (*Kathryn Minshew, CEO of the Muse*).

Ability

"If you put your mind to it, you can accomplish anything". While it made a memorable line in *Back to the Future*, it's important to be realistic and analyze your core competencies and ask yourself, "Am I cut out for this?" Ambition is great but sometimes a sense of realism is appropriate.

A former boss of mine loved the "round peg in a square hole" analogy, as it related to certain individuals not being a good fit for a position, or being in over their head. I reminded him that a round peg would fit a square hole if the diameter of the circle was the same as the width of the square, but conceded that it wouldn't necessarily be a "snug" fit. If you're not at ease with your job or maybe even in the career you have chosen, it will be forever be uncomfortable.

The things you try to make happen (a.k.a. your "Behavior & Actions")

The things you do, or don't do, have a critical bearing on whatever path your career ends up taking. What are you prepared to do to achieve your goals? Flexibility – especially at critical moments—and the willingness and ability to take advantage of opportunities as and when they present themselves are key. Likewise adaptability, patience and having a positive attitude all come into the mix when trying to make things happen.

While this article is not about job hunting, separating yourself from the mainstream in the form of industry-relevant qualifications and other achievements that impress cannot be overlooked. "Knowledge is power" is a well-worn cliché, but knowledge is a marketable commodity that is in demand and can have a direct bearing on how quickly down your career path you progress. Soak it up. Read articles, blog posts, literally anything relevant to your profession that helps you become an expert.

It's also a good idea to keep your finger on the pulse of job postings that might be on your own particular path. Read all about these jobs, the duties, responsibilities and requirements. What skill sets does the job demand and do you have them? If not, work towards acquiring them. By working on your weaknesses and exposing yourself to "inadequacies" to gain experience, you'll open yourself up to many more opportunities.

I've read many times that having a mentor is an important part in career development. I prefer the concept of a "confidant". A mentor may be an experienced professional with an interest in your personal and professional well-being. A confidant on the other hand is someone who knows you personally, knows what makes you tick, and someone to whom you can tell all and who will give you impartial and objective advice without fear of saying something that might offend or be politically incorrect. My older sister is my confidant and has been all my life. She knows me better than anyone and has the added advantage of being particularly astute and incredibly candid when it comes to tough life-changing decisions.

The things that happen to you (a.k.a. "External Influences")

The unpredictability of life can and almost undoubtedly will have an influence on your career. Sometimes it's about who you know, or just being in the right place at the right time. Get (or stay) well connected, attend as many industry-related functions as you can and network.

Your personal ties and obligations will have a direct bearing on your career. If you have a spouse, consider his or her own needs and career. Whose career is dominant? And how about considerations of your children or aging parents, and where you want to live? Handling change does not come easy to most of us, but sometimes to progress in one's career, a change in lifestyle is required.

Making a change may end up nothing like you expected, wanted or was "written" on your own particular career path. This may cause you to take a different direction, whether it's subtle or dramatic. Such unplanned changes may knock you off your stride, or propel you to greater things. It's down to your own preparedness to accept what life is going to throw at you.

"A career path is rarely a path at all. A more interesting life is usual a more crooked, winding path of missteps, luck and vigorous work. It is almost always a clumsy balance between the things you try to make happen and the things that happen to you".

—Tom Freston

Let's say you're in a particular job that you consider is a stage on your career path. Does the entity you're with offer opportunities to progress internally, or do you need to switch employers to advance? Ask if there is a record of internal advancement. Find out if your employer enables you to articulate (perhaps through periodic reviews) your goals as they relate to career "pathing" and where you see yourself in—say—two years' time.

And whether you have a great boss or a "horrible" one is likely to determine your desire to stick around or move on. A career path is not necessarily a linear progression. Sometimes it's necessary to take one step back (or one to the side) in order to take two steps forward.

A clumsy balance

It is my opinion that your own career path may really only be properly defined when you come to the end of it! Look back and it is likely it will bear no correlation to the one you originally and carefully mapped out when you started.

It is important to realize that your path is constantly changing. You will be faced with difficult choices, blockages and barriers to progression. Balancing your needs and desires in life, coupled with the ability to adapt will shape your outlook on your own particular career goals. Don't "expect the unexpected". Acknowledge that the unexpected will happen and can change everything.

The best piece of advice my father ever gave me is to trust your instincts. He said this long before Obi Wan. There may be occasions in your career when you just need to know when to move on. Or—as a good friend once told me after a recent career path change of my own that I couldn't precisely put into words—"you just needed another gig". \spadesuit



COMMERCIAL & RESIDENTIAL RESTORATION

Emergency Board-Up Fire Restoration Water Intrusion Mold Remediation

Disaster Response Structural Shoring Water Extraction Vehicle Impact



www.palaceconst.com 303-777-7999



(800) 869-6376 www.SignsForHOAs.com











McKenzie Rhody has represented thousands of homeowners and homeowners associations affected by defects in their townhomes, condominiums, lofts, high-rises and single-family homes.















- Roof Defects

Member of the Community Associations Institute

your project, call (800) 996-1770 today for a free initial investigation or visit us at www.MRConstructionDefectLaw.com for

Serving All of Colorado 1 (800) 996-1770 | www.MRConstructionDefectLaw.com





Colorado's most proven, professional and successful DORA licensed public adjuster

Scott Benglen Founder & President of Claim Solutions LLC

Highly complex claim recovery processes, sophisticated insurance company resistance tactics, and difficult personal time constraints on you and your HOA/property management operation. These equate to MAJOR financial shortfalls to your enterprise in the area of damage claims needed to be recovered from your insurance carrier(s) after the storm.

At Claim Solutions LLC we relieve you of this stressful and complicated burden and assure you of the MAXIMUM fair financial recovery due you on your properties after damages regardless of the status of your current claims portfoliostandard claims, sideways claims, backward claims....

WE RESOLVE THEM FOR YOU!!

Contact:

Scott Benglen- Founder, President and Managing Partner of Denver based Claim Solutions LLC. Take advantage of your CAI membership with us and receive some very special PRO-BONO services to improve your security and financial foundation with your properties such as: Homeowner Claim Representation, Disaster Mitigation, Insurance Appraisal and Arbitration Representation, Reconstruction Management, Property Assessment pre/post storm and much more.

- CAI MEMBER
- DORA LICENSED
- OVER \$40 M IN HOA CLAIMS CURRENTLY MANAGED
- FULL FIDUCIARY RESPONSIBILITY TO THE HOA OR ASSOCIATION
- PRO-BONO SERVICES FOR CAI MEMBERS



303-596-6043



sbenglen@gmail.com



Career Paths Meet our CAI-RMC Board Members as they share their stories of how they've gotten to

armen Stefu is a partner and community manager at 4 Seasons Property Management. She has held this position for 8 years. Her previous positions included being a Community Manager for 5 years and an Assistant Community Manager for 4 years. Her interest in community management was certainly clear but the surprise came in 2007 when she transitioned to owning her own business. She says, "While I had not seriously thought about owning my own company, I have always had a keen sense for business. My family had several businesses growing up that give me the experience and know-how that helped me open my own business."

where they are today, some of the surprises, and what advice they have to offer.

Carmen grew up in Romania and lived in New York City for

16 years. She believes her family background as well as her time in NYC shaped her attitude and sense for good, solid business practices. She is also a proponent of never giving up. She confirms, "If I had given up early on in this career (we all know how stressful this career is and it is very easy to get discouraged), then I would have never have had the opportunities I have today."

Her advice: Get invested in your industry. Make every effort to change the industry and make it better. If we don't, people's attitude towards our industry will never change. Learn every day and thrive to be better at what you do. Sharpen your organizational skills and your people skills as they are absolutely necessary to be successful in what we do.

ici Kessler is a partner and community manager at Association & Community Management (ACM) in Lakewood. She has been in the Real Estate business for over 40 years and the HOA business for more than 35 years. Her father built the first condominium in Denver after being encouraged by her grandfather to follow in his footsteps as a real estate developer in Colorado and Missouri. She held various jobs in high school and then striking on her own went to work for King Resources, an oil partnership company. As the company's inevitable demise was apparent, her father enticed her back into the real estate business. On day she got a call to manage an HOA. She recalls, "Oh geez, I had no idea, but with a few phone calls and a competitor advising me to attend a CAI national show, I started to learn about the business. I jumped in and here I am."

Cici is most proud of the friends she has made in this business

and the feeling of fulfillment when folks are genuinely thankful for the help she gives to their communities. She believes any job done well takes a lot of hard work and dedication. She confirms, "As a manager we are required to successfully balance a lot of balls, issues, problems, and suggest solutions, ideas, innovation. How do we do that, is we read, we educate ourselves, and we never stop learning, so that our knowledge will help other people and communities at large."

Her advice: Educate yourself about this business and mentors are a great way to do it. Don't ignore your family, your wife husband and children. The work will get done. Be kind to one another, we receive so much negative in our business. Try to not take it personally and put your alligator skin on and project professionalism. I still love what I do. HOAs are not a negative for me but a challenging wonderful profession. Call if you want a mentor!

ason Holley is the Business Development Manager at Terracare Associates and has held this position for 3 years. Previously he held another Business Development position and that opportunity came up rather unexpectedly. He was working as a Golf Professional at Glenmoor Country Club at the time and jumped at the possibility to help a small business grow. He says, "Everything happens for a reason in life and when you have good opportunities I'm a strong believer that you need to take them and make the most of them!"

In 2006 Jason was diagnosed with Lymphoma and spent 8 months fighting for my life and having Chemo infusions every 2 weeks. During this struggle he worked at least 20 hours a week, every week and did a lot of thinking. He affirms, "I took from all of this that nothing in life is guaranteed, life is fragile and we as humans can do amazing things if we put our head down and persevere. It is important to make the most of every day and remember the old

cliché, 'when life gives you lemons, make lemonade! After all, life is too short and you never know what might happen next; good, bad or fantastic it's a fun ride and enjoy every minute of it!"

His advice: Have fun, be honest and patient. There is plenty of work in this industry to go around; and it does go around! Make connections with people and try to go beyond just "how is your day" and be truly interested in what they have to say. A lot of people take work too seriously and try too hard to get everyone to like them and give answers people will be happy with instead of the truth. People have a really great ability to detect if you are really interested or not and being honest or not. Finally, do what you say you are going to do! If you tell someone you will get them an answer by Friday follow-up on Friday even if you don't have the answer- this is VERY important! They will be appreciative that you remembered and let them know reasons why you do not have the answer and when you expect to have it.



I believe a successful career path can not include the statement "It's not my job".

had Otto is a Community Association Volunteer Leader (CAVL) member. Although working as an agent with Libery Mutual Insurance for 22 years, his primary role in CAI is as a Board Member. He got involved because there was a need and he filled it. He says, "I never imagined that I would end up in the role of board member, let alone President, of any organization."

One day after living in a community for 5 years, Chad attended an HOA board meeting for his association. The room was packed with residents opposed to a proposition under consideration by the board. He was not there to speak for or against the issue at hand. After the meeting I asked the current President, Pat Redmond, how I could help out. He told him he was an insurance agent and Pat said that was perfect as they were forming an ad-hoc insurance committee to review our current insurance policies. A few months later a sitting board member was resigning and the board would need to fill the vacancy. At some time during the next few weeks Pat gave me a copy of Roberts Rules of Order that I could use when I was President of the HOA. He said," OK," but thought he

was crazy. A few months later at the annual meeting of members I was elected to a full term as a board member. The next day the new board met and I was nominated to be Vice President. He recalls, "Talk about a deer in the headlights, that was me." A year later the current President was not running for re-election and the day after our annual meeting the new board elected him to be their President, a position he would hold for 5 years.

His advice: You must forget the notion that giving of yourself to others has no benefit. When we raise our hand to volunteer we share our knowledge with others, they share their knowledge with us and we are all better people for it. I know for certain that I am a better person just because I raised my hand and said "How can I help" not knowing what the answer would be and not caring either. Another important attribute for a person to have is the ability to listen. So often, problems aren't problems at all if we just listen. Or the solution to a problem becomes clear if we just take time to listen rather than jump to conclusions. In closing I would say that no matter what you do, ask what you can do to help, and never say "It's not my job". If it needs to be done, do it. A





"Golf is a good walk spoiled."—Mark Twain

by Brian Ellwood Senior Portfolio Manager at Sopra Communities

Golf: recreation, frustration, concentration, devastation, and elation

Golf holds all of the challenges we want and all of the simple pleasures we may need. Fresh air, sunshine, water, and sandy beaches (otherwise known as greenside bunkers), await the beginner and seasoned veteran.

I began some half-time playing in college and the years following gave way to a full-time hobby turned obsession, upon moving to Colorado. The short season and limited course offerings of upstate New York were a pale comparison to the dozens of new, well-designed, and abundant Denver area courses.

The challenge of mastering all of the seemingly endless technicalities of the game led me on. Oddly enough, the mistakes, the off-center hits, the misjudgments of wind, putts that only made it half way to the hole, all drew me in as much as the flush hits and odd birdie.

I began as a 19 handicap and got as low as a 5 [currently floating around 10]. What started as a personal mission to become as proficient as possible in a sport built to mock even the professionals turned into an ideal medium to connect with fellow struggling duffers. I have played with strangers as a single, with friends, with business associates, and with a mix of all of the later. One thing the struggle and joy of golf does is bring its acolytes together: for better or for worse.

The beauty of playing golf with those you're getting to know is that you see live reactions when the ball lands out-of-bounds, when a putt runs off the green, or when the golf gods want to test the depth of a weekend hacker's patience. It shows, in a recreational format, what happens when the going gets rough. With that in mind, I offer advice for the beginner, the interested, and the obsessed.

Beginner

Focus on what you can enjoy: good contact, sunshine, and fresh air. Don't take more than one [yes ONE] practice swing. Close your eyes if you have to overcome the fear and let it fly. Remember that you do not have to finish the hole. You can always take a "snowman", otherwise known as an 8, and anticipate the next tee.

Here are seven tips to console and to improve even the most reluctant golf game:

- 1. When striking the ball, keep your head down.
- 2. When chipping the ball, keep your head down.
- 3. When putting the ball, keep your head down.
- Bunkers aren't bad. Open your clubface and accelerate through the ball.
- 5. Always accelerate through the ball: drive, approach, pitch, chip, putt.
- 6. Grip the club as if it was of value but, not priceless.
- 7. Only take ONE practice swing.

Interested

You know you can hit a nice shot, although it may not be there when you ask for it. Your focus is to relax, think of one or two swings thoughts [keep your head still and don't sway], and reduce your big mistakes [don't think about the water]. Keep an even head and aim for bogey average scores. You're outside, in shorts, hitting a ball around some acreage. What is there to complain about?

Obsessed

Ok, you're the true tortured one of the group. You've read the instructions of Nicklaus and Hogan. You've YouTubed the swings of Rory and Tiger. You've gone below 80 a couple of times [witnesses required]. Have patience with your less experienced foursome. Offer tips on club selection and the break of putts but, steer away from wardrobe advice and go easy on the anecdotes of the times you shot low 30s on back 9s by shooting consecutive eagles.

For those that may have questions about their game remember, if you can put together a good golf outfit [stay away from knickers] and keep a cool demeanor, many golf sins will be forgiven. The larger goal is to be outdoors, compete, have fun, get to know one another, and ultimately out-pastel one another. Remember that this game is great because it is pure fun and it is torture. We play it together because to play it alone would be cruel and unusual.

Ultimately remember, golf is fun, golf is a test, no shot is perfect, and any day spent laughing at ourselves in the Colorado sun is a day well spent. A

Golf lingo defined

Par: Number of strokes an expert golfer is expected to need to complete an individual hole.

Birdie: scoring 1-under par on any golf hole. **Eagle:** scoring 2 under par on any golf hole. **Bogey:** scoring 1 over par on any golf hole.

Handicap: refers to a numerical representation of a golfer's playing ability, thus allowing players of different proficiency to play against each other on equal terms.

Duffer: a person who plays golf without much skill. **Snowman:** a score of 8 on any individual golf hole (not good).

Nicklaus: Jack Nicklaus, now retired, is widely regarded as the greatest professional golfer of all time.

Hogan: Ben Hogan, now deceased, is generally considered one of the greatest players in the history of the game. He is notable for his profound influence on golf swing theory and his legendary ball-striking ability.

Rory: Rory McIlroy is a Northern Ireland professional golfer who is a member of both the European and PGA Tours.

Tiger: Tiger Woods is a professional golfer who is among the most successful golfers of all time and one of the highest paid athletes in the world for several years.

STRESS at Work

Tips to Reduce and Manage Job and Workplace Stress

by Dr. Peter Berndt, Denver Stress Medicine

here is a car parked in front of my unit that shouldn't be there." "Someone forgot to pick up their dogs poop and it's all over the sidewalk." How many calls do you get a day with complaints from homeowners? I am sure more than you would like! Those calls, on top of dealing with board meetings, attending internal company meetings, and the crazy rain has probably caused you some stress. While some workplace stress is normal, excessive stress can interfere with your productivity and



impact your physical and emotional health.

Your ability to deal with it can mean the difference between success or failure.

You can't control everything in your work environment, but that doesn't mean you're powerless— even when you're stuck in a difficult situation. Finding ways to manage workplace stress isn't about making huge changes or rethinking career ambitions, but rather about focusing on the one thing that's always within your control: you.

Tip 1: Recognize warning signs of excessive stress at work

When you feel overwhelmed at work, you lose confidence and may become irritable or withdrawn. This can make you less productive and less effective in your job, and make the work seem less rewarding.

- Signs of excessive stress at work:
- Feeling anxious, irritable, or depressed
- Apathy, loss of interest in work
- Problems sleeping
- Fatigue
- Trouble concentrating
- Muscle tension or headaches
- Stomach problems
- Social withdrawal
- Loss of sex drive
- Using alcohol or drugs to cope

Tip 2: Reduce job stress by taking care of yourself

When stress at work interferes with your ability to perform in your job, manage your personal life, or adversely impacts your health, it's time to take action. Start by paying attention to your physical and emotional health. Ways to take care of yourself:

- Get moving; exercise
- Healthy food choices
- Get enough sleep
- Get support

Tip 3: Reduce job stress by prioritizing and organizing

When job and workplace stress threatens to overwhelm you, there are simple steps you can take to regain control over yourself and the situation. Your newfound ability to maintain a sense of self-control in stressful situations will often be well-received by coworkers, managers, and subordinates alike, which can lead to better relationships at work. Here are some suggestions for reducing job stress by prioritizing and organizing your responsibilities:

- Create a balanced schedule.
- Don't over-commit yourself.
- Try to leave earlier in the morning.
- Plan regular breaks.
- Prioritize tasks.
- Break projects into small steps.
- Delegate responsibility.
- Be willing to compromise.

Tip 4: Reduce job stress by breaking bad habits

Many of us make job stress worse with negative thoughts and behavior. If you can turn around these self-defeating habits, you'll find employer-imposed stress easier to handle.

Resist perfectionism.

- Clean up your act.
- Flip your negative thinking.
- Don't try to control the uncontrollable. 🏚

Did You Know?

Did you know you can receive education points / hours for writing articles that are published in CAI—Rocky Mountain Chapter's Common Interests magazine?

Each designation's application and predesignation has a different variety of continuing education options. The list below reflects the designations that allow published articles as an option.

- CMCA: 500-1000 words are 2 hours, 1001-1500 are worth 3 hours.
- PCAM Application: 500 word articles are 10 points, 1000 are 15 points, 1500+ are 20 points.
- PCAM Re-designation: Articles cannot be used.
- LSM Application & Re-designation: 15 points.
- CIRMS Application & Re-designation: 10 Points.

If you're interested in obtaining hours / points, please reach out to a member of the editorial committee (contact information on page 5). \spadesuit







Welcome New Members

Timothy Charles Baker—Bachelor Gulch Village Association Vanessa Burns

N.E. Cygan—Prospector Fractional Owners Association **Susan Dickerson**

Susan Kay Elliott—Hammersmith Management, Inc.

John Garvin—RealManage, LLC

Danielle M. Holley—Hearn & Fleener, LLC

Janet Hunt—Prospector Fractional Owners Association

Damon Jawitz—The Management Trust • PMA Colorado Div.

Ronald Gerard Legault

Emily Mccarthy Levesque—The Ritz-Carlton

Rich McGilvery—Fox Pointe Residential Association

Stephen Mitchell—Hammersmith Management, Inc.

James Roland Parker

Eric Plouffe—JBK Landscape LLC

James Reynolds—Fox Pointe Residential Association

Donna Windholz

Joy Zeller—Wilson Ranch Homeowners Association



Are you a Community Association Manager?

ey changes that will affect the way you do business are coming your way. Beginning July 1st, the state of Colorado will require that most Colorado community managers obtain a license to continue working in their field.

Earning the Certified Manager of Community Associations (CMCA®) credential is a smart path to manager licensure in Colorado. Find out more about earning your CMCA and Colorado community association manager licensure at www.camicb.org.

CMCA



www.camicb.org



COATINGS, INC.

5903 LAMAR STREET, ARVADA, CO 80003 P: 303-423-4303 • F: 303-423-4324 www.coatingsinc.net

CRACK SEAL | INFRARED REPAIR | SEAL COAT | TENNIS COURTS

Benson | Kerrane | Storz (Nelson CONSTRUCTION DEFECT ATTORNEYS

Construction Defects Denied & Underpaid Insurance Claims

720.898.9680 | www.bensonpc.com

\$1000 Bloom Divine, Suiter \$100, Gallani, CO BORTS

ATTORNEYS



Your top choice for assessment collections. general counsel and covenant enforcement

Denver 720-221-9780 . Colorado Springs 457-8420 tall free 888-841-5149 . www.ochhoalaw.com



Mark Payne

1660 Lincoln Street, Suite 1550 Denver, Colorado 50264 201 861 1870 Fee 103,863,1872

Focused on Communities



info@lanskyweigler.com

Lansky, Weigler & Porter, P.C.

Attorneys at Law

1401 17th Street, Suite 560 Denver, Colorado 80202 www.lanskyweigler.com

Office Fax

303,297,1900 303.293.8938 CLEANING—COMMONS

Five Star Janitorial Inc.

Common Area Cleaning/Janitorial

= & =

Pet Waste Management/Poop Scooping

Art Tucker 720.495.2847 ianitorial5star@aol.com

Fax: 303.484.2550 www.5starjanitorial.com

Member CAI

McKenzie Rhody

Construction Defect Attorneys

Kristen Jezek Marketing Director

Toll Free: 1-800-979-1770 Cell: 720-217-1375 KJezek@mrhllc.com www.mrhllc.com

CONCRETE

CONCRETE SOLUTIONS SIDEWALK SHAVERS

SCOTT LAUDENSLAGER

303.324.7165 Scott@AttasConcreteSolutions.com

www.AtlasConcreteSolutions.com

indoig/moellingrad.com

Moeller Graf P.C. 385 Inversess Parkway Surte 200

Englewood, CO 80112 Phone: 720-279-2568 Fax: 720-279-2569 www.mocllergraf.com

CONSTRUCTION



Danielle Holley | Account Paragar

At: 203.900.6052 (Mai: 203.912.3758

Derarle@AGSConstructories.com

2709 Block Bellovine Avenue | Suite 8 Uttoeton, CD 90123

Www.AGSConstructiondiscoon

Building Solutions For Over 30 Years

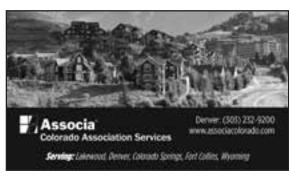
Reconstruction & GC Wirts. • Mountain Projects. • Montenance Services

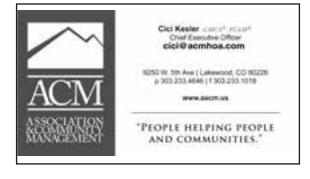
Service Directory











CAPMANAGEMENT Make living in your HOA something to brag about! CALL CHRIS CRIGLER 303-960-5548 or visit us www.capmanagement.com





LIGHTING





Service Directory

Colorado Management & Associates, Inc. R.L. Jeffries, CMCA*, AMS*, PCAM* Chief Euscatus Officer 7430 E Caley Ass. Su 1208 Centennal, CO 80111 R.leffries@ColoradoManagement.com







Jeff Kutzer, CMCA., PCAM.
Division President

jeff kutzer@menagemenfizief.com 3091 S. Jamaica Ct., Suite 100 Aurora, Colorado 80014 Pht. 303,750,0994 FAX: 303,750,1612 www.managemenfizief.com/colorado An Employee Owned Company

A Foundation of Excellence in the Colorado Front Range since 1983

OWNER INSPIRED. CHALLENGE ACCEPTED.



MANAGEMENT SERVICES











Community Mediation Concepts
Providing Mediation, Facilitation and
Conflict Resolution

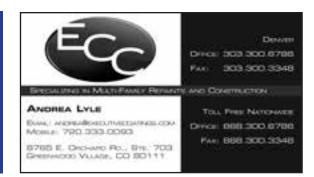
Got Conflict?

"Helping People Talk to People"

We provide professional mediation for neighborhood conflict, board conflict and difficult conversations

Steve Charbonneau, Executive Director 303,717,2167 | Steve@FindSolutions.org | FindSolutions.org

PAINTING





SIGNAGE



www.ArchitecturalSigns.com (800) 869-6376



3609 S. Wadsworth Blvd. Suite 230 Lakewood, CO 80235 Since 1989

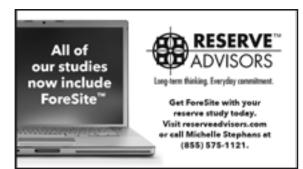
Fax: (303) 688-3083

Phone: 303-947-1606 Fax: 303-904-3416 Cell: 303-947-1606 Jeff@Tri-PlexPainting.com

HOA/Multifamily • Commercial • Residential www.tri-plexpainting.com

RESERVE STUDIES





ROOFING



CAI Social Media Roundup

Love CAI? Of course you do! You can also Like, Friend & Follow CAI-RMC and National







Twitter

www.twitter.com/CAIRMC Local www.twitter.com/CAISocial National

Facebook

http://www.facebook.com/cai.rmc Local https://www.facebook.com/CAIsocial National

LinkedIn

https://www.linkedin.com/company/ 42079 National Company Page

https://www.linkedin.com/groups?gid=39092 National Group

2015 Committees

2015 CAI-RMC Committee Chairs

PROGRAMS & EDUCATION

Melissa Keithly melissa@acmhoa.com (303) 233-4646

Jenna Codespoti Wright jwright@bensonpc.com (303) 547-7848

SPRING SHOWCASE & TRADESHOW

Ricardo Lases ricardo@weststarmanagement.com (720) 941-9200

Mark Richardson mrichardshon@4shoa.com (303) 952-4004

MEMBERSHIP

David Ford dave@matrix-bc.com (303) 298-1711

Wes Wollenber weswollenweber@colo-law.com (303) 451-0300

MOUNTAIN CONFERENCE

Steve DeRaddo sderaddo@peliton.net (303) 771-1800

Mike Kelsen mike@aspenrs.com (303) 790-7572

NOMINATING

Ginny Zinth, CMCA gzinth@moellergraf.com (720) 279-2568

MEDIA & MARKETING

Andrea Daigle adaigle@ochhoalaw.com (720) 221-9780

Danielle Holley dholley@hearnfleener.com (303) 933-6652

FALL CONFERENCE & ANNUAL MEETING

Mark Payne, Esq. mpayne@wlpplaw.com (303) 863-1870

Bryan Farley bfarley@reservestudy.com (303) 394-9181

EDITORIAL

Maggie Bolden mbolden@palaceconst.com (303) 698-4145

Jessica Meeker jmeeker@bensonpc.com 720-898-9680

ACTIVITIES COMMITTEE

Scott Ryan sryan@ehammersmith.com (303) 980-0700

Jeff Powles jeffp@centurycommunities.com (303) 770-8300 ext.164

HOA COUNCIL

Marsha Osborn mosborn@auroragov.com (303) 739-7402

MOUNTAIN EDUCATION

Murray Bain murray@summithoaservices.com (970) 485-0829

ATTORNEYS

Rich Johnston rjohnston@tobeyjohnston.com (303) 799-8600

Lauren Holmes Lholmes@ochhoalaw.com (720) 221-9780

Kim Porter kporter@lanskyweigler.com (303) 297-1900

CLAC

Dee Wolfe dee.wolfe@outlook.com

David Graf dgraf@moellergraf.com (720) 279-2568



Volunteers!

Do you dream of writing interesting articles?
Are you an artist with passion to share?
Do you love meeting new people?
Like getting involved in causes bigger than your own?
Enjoy organizing the details?
Get a kick out of public speaking?

At CAI-RMC, we're always looking for volunteers who are able to commit their time, their energy and their appreciation for what our organization does. Believe it or not, it's very simple to get involved. All you have to do is reach out to one of our committee members (chair persons are listed on this page) or our Executive Director Bridget Sebern. We'll help you find the right committee to fit your strengths. Help us make this organization the best that it can possibly be.

We couldn't do it without our volunteers!

THANK YOU TO OUR 2015 SPONSORS

PLATINUM SPONSORS



CONSTRUCTION DEFECT ATTORNEYS







A member of MUFG, a global financial group









GOLD SPONSORS

















SILVER SPONSORS

ASR Companies
Association Reserves Colorado
Citywide Banks
Colorado Association Services—Associa
Fence Consulting Services
HindmanSanchez, PC
Palace Construction
RealManage
RBC Wealth Management
SPCS, Inc.
Terracare Associates

Please email bridget@HOA-Colorado.org or call (720) 943-8606 for sponsorship opportunities!



c/o Caddo Association Leadership, LLC 6105 S. Main Street, Suite 200 Aurora, CO 80016 STANDARD U.S. POSTAGE PAID DENVER, CO PERMIT NO. 3306

CAI-RMC EVENT CALENDAR

JUNE			AUGUST	
25-26 Thu-Fri	M202-Association Communications Sheraton DTC • Greenwood Village	1	5 Wed	Rockies Outing Coors Field • Denver, CO
29	CAI-RMC Golf Tournament Pinery Golf Club • Parker, CO	18 Tue 27 Thu	Lunch & Learn Sheraton DTC • Greenwood Village	
Mon 7:30am- 3:30pm	Trinory Con Glab Trankol, CC			Membership Mixer The View House (DTC) • Greenwood Village

For the latest information on all our programs, visit www.HOA-Colorado.org!

Don't forget to register for events—it helps us place food orders and make sure that we have adequate space.