

Vol. 33 • No. 10 • October 2015

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**FALL
CONFERENCE**
*See Insert
Inside*



COMMON INTERESTS



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INSIDE:

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Why CAI Membership Pays
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COMMON INTERESTS

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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

CAI Social Media Roundup

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



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CARMEN STEFU

President
CAI-RMC

I am happy to announce that our **Mountain Conference & Trade Show** held in Vail on September 14th was a great success! Thank you to the **Mountain Conference Committee** and **Bridget Sebern** for all the hard work, planning and coordination! Your efforts made the event extremely valuable to our members!

As I write this, I look forward to the **Fall Conference & Trade Show**. The event will be held on **November 12th** at **The Curtis Hotel**. I encourage all of you to attend as the event promises to be a wonderful experience, full of surprises and great networking. I look forward to seeing you there!

On a different note, members of the Board of Directors for the CAI Rocky Mountain Chapter met for breakfast recently with members of the Board of Directors of the Southern Colorado Chapter of CAI. The purpose of the meeting was to continue a dialogue between the chapters, to begin collaboration in regards to joint events and to ensure that we are taking all necessary steps to cover the needs of the members in the entire state. My gratitude goes out to the members of both boards who were able to attend! We look forward to a wonderful relationship in the years to come! If you receive an invitation to attend a joint event, please come and support both chapters! Thank you in advance!

In closing, I would like to encourage all of you to attend our remaining events for the year and as always, Thank You to all the volunteers and members who make a difference in our chapter! You are part of our success and I am grateful for all that you do!! ⬆

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Executive Director's Message




BRIDGET SEBERN
Executive Director
CAI-RMC

This month's issue focuses on the bigger picture of the Rocky Mountain Chapter of Community Associations Institute (CAI). Did you know that CAI-RMC is part of a much bigger organization—an organization that has 60 chapters, both nationally and internationally???

Our state is so spectacular (with a lot of homeowner associations) that we have two chapters dedicated to it—the

Rocky Mountain Chapter and the Southern Colorado Chapter. We're proud to work alongside the SoCo chapter as we increase opportunities for education, networking and leadership.

As Carmen mentioned, we met with the SoCo chapter leaders early in September and it was a great brainstorming event. We're really excited to partner with such smart and energetic people—together we can do great things for our chapters!

Read on, dear reader, and get a sense for what you're a member of, not just locally but nationally. 



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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.

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Committee Corner



EDITORIAL COMMITTEE

Do you LOVE to write? Know people in the industry who would LOVE to write or share useful information with other industry professionals? Then get a hold of US or join our committee. We are looking into breaking in the new year with the January 2016 issue. Our Nov/Dec issue is combined into one. We are looking forward to the 2016 Strategic meeting to get the editorial calendar set up and make it available on the website. If you have any questions about the editorial committee please contact **Jessica Meeker** at jmeeker@bensonpc.com.



MEMBERSHIP COMMITTEE

Cat Carmichael with CAI National was a guest at our August meeting. She was there to discuss "CAI Educated Business Partners." As you know, CAI offers educational opportunities for Managers and Community Association Volunteer Leaders. We now have a program to offer education to business partners. Cat explained the program and asked our help to promote this great program. This wonderful addition adds value to a business partner's membership. Look for information for this program in the coming months. I would also like to recognize **Renee Hughes** and **Derek Jost** for all their work to make the **Membership Mixer** in August a great success. Thank you!



MARKETING & MEDIA COMMITTEE

Readers, we wrote you a haiku!
*It is already fall;
Meetings, budgets, all around.
Celebrations next.*

And a limerick:
*There are managers who do a lot,
They save their clients from water too hot.
Their hearts are good,
They do what they should,
And never is it ever for naught.*

Happy fall! Watch for our **Fall Marketing Blitz-ers**. If you haven't seen them already, they'll be by with lots of great CAI RMC information and goodies!



CAI-RMC MISSION STATEMENT

To provide a membership organization that offers learning and networking opportunities and advocates on behalf of its members.



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Get to Know

CAI National

by Thomas M. Skiba, CAE

CAI-RMC is one of 60 CAI chapters, and while the chapter provides a wealth of member benefits, your member benefits include everything our national organization has to offer. If you are not aware of these myriad benefits, you're not taking full advantage of your CAI membership.

With that in mind, here is a primer on your national organization—what we do, how we serve you and what we accomplish on behalf of your associations, your professions and the more than 60 million Americans who make their homes in common-interest communities.

A Growing International Organization

Community Associations Institute (CAI) is an international membership organization dedicated to building better communities. With more than 33,500 members, CAI works in partnership with 60 chapters, including a chapter in South Africa, as well as with housing leaders in a number of other countries, including Australia, Canada, the United Arab Emirates and the United Kingdom.

CAI provides information, education and resources to the homeowner volunteers who govern communities and the professionals who support them. CAI members include association board members and other homeowner leaders, community managers, association management firms and other CAI Business

Partners who provide products and services to associations.

CAI National serves homeowners, community associations, association board members, community managers and other industry professionals by:

- Advancing excellence through seminars, workshops, conferences and education programs, most of which lead to professional designations for community managers and other industry professionals.
- Publishing the largest collection of resources available on community association management and governance, including website content, books, guides, *Common Ground* magazine and specialized newsletters.
- Advocating on behalf of common-interest communities and industry professionals before legislatures, regulatory bodies and the courts.
- Conducting research and serving as an international clearinghouse for information, innovations and best practices in community association development, governance and management.

Vision for Elevating Association Life

CAI believes homeowner and condominium associations should strive to exceed the expectations of their residents. We work toward this goal by identifying and meeting the evolving needs of

the professionals and volunteers who serve associations, by being a trusted forum for the collaborative exchange of knowledge and information, and by helping our members learn, achieve and excel. CAI's mission is to inspire professionalism, effective leadership and responsible citizenship—ideals reflected in associations that are preferred places to call home.

Governance and Leadership

Board of Trustees. CAI is governed by a 15-member Board of Trustees, including a president and president-elect, a minimum of four community management professionals, two community association volunteers and two business partners. Four at-large members are selected by a board-appointed nominating committee. No single member classification can be represented by more than seven members on the board.

Member Representation Groups (MRGs). CAI's primary member constituencies are represented by the Association of Professional Community Managers (APCM) Board, the Business Partners Council (BPC) and the Community Association Volunteers Committee (CAVC). MRGs give members in each constituency an active voice in CAI policy and a platform for making recommendations on services that are important to them. Members of each group are elected by their peers. In turn, they elect members to serve on the Board of Trustees.

CAI Value to Individual Members

- Chapter membership
- Education, products and services
- Professional Management Development Program (PMDP) courses
- Board member and homeowner education opportunities
- Conferences, seminars and workshops at the national, state and local levels
- *Common Ground* magazine
- CAI Press—100+ educational publications
- Specialized newsletters—association law, community management, community association volunteer leadership
- Professional credentials
- Public and members-only content and resources on www.caionline.org
- Networking and career-building opportunities
- Business-building opportunities—exhibiting, advertising, sponsorships, direct mail
- Personal relationships at the national and chapter levels


CAI Value to the Community Association Industry

- Provide legislative representation at the local, state and federal levels
- Encourage fair and accurate press coverage
- Promote the value of professional management
- Establish best practices and industry guidelines
- Sponsor industry research
- Enhance industry-wide professionalism
- Inspire volunteerism, effective leadership and responsible citizenship

Education and Events

CAI is the international leader in the creation and development of education programs for community association managers, association board members and other community leaders. In the most recent fiscal year, close to 10,000 members took advantage of a national CAI education course, conference, seminar or other event.

- More than 150 annual Professional Management Development Program (PMDP) courses
- M-100: The Essentials of Community Association Management
- Six 200-level courses (five also offered online)
- Eight 300-level courses, including , M-300: Ethics and the Community Manager, which is only offered online)
- M-400: Contemporary Issues in Community Association Management
- Professional Community Association Manager (PCAM) Case Study
- National Conference and Exposition, with various education tracks
- Community Association Law Seminar
- Large-Scale Managers Workshop
- CEO-MC Retreat (for management company executives)
- Webinars for management professionals and homeowner volunteer leaders



“Here is a primer on your national organization—what we do, how we serve you and what and we accomplish on behalf of your associations, your professions and the more than 60 million Americans who make their homes in common-interest communities.”

Designations and Credentials

CAI grants a number of professional designations, including Association Management Specialist (AMS), Professional Community Association Manager (PCAM), Accredited Association Management Company (AAMC), Reserve Specialist (RS), Large-Scale Manager (LSM) and Community Insurance and Risk Management Specialist (CIRMS). Designations give managers and other industry professionals opportunities for greater respect and recognition, career advancement and increased salary potential. CAI has awarded more than 2,500 PCAM designations, close to 7,000 AMS designations, about 270 RS designations and 100-plus CIRMS designations. Almost 150 attorneys are fellows in CAI's College of Community Association Lawyers.

Government and Public Affairs

CAI members face several thousand pieces of state legislation annually. In many cases, this legislation is designed to control, regulate or micromanage community associations. CAI works to ensure that the voice of community associations is heard. We accomplish this through 36 state legislative action committees (LACs), which are supported by more than 400 volunteer advocates who work with the CAI staff to represent CAI members and actively participate in state legislative and regulatory processes on issues such as manager licensing, priority lien, environmental controls (e.g., clotheslines and solar panels), transfer fees, homeowner rights, and condominium and planned community acts.

CAI and its federal LAC represent members on federal legislative and regulatory issues such as lending and mortgage financing issues, transfer fees, bulk video service contracts (e.g., cable television), HAM radio issues, bankruptcy reform, Federal Emergency Management Agency disaster reimbursement and flood insurance

CAI's amicus curiae ("friend-of-the-court") program has been used to affect legal decisions and to establish pro-community association precedent in state appellate cases

The online Advocacy Center enables members to track legislation

in their states and to communicate directly with state and federal legislators.

Common Ground Magazine and Newsletters

CAI periodicals are delivered directly to members' homes, businesses and inboxes, providing ideas and solutions to help members stay abreast of the latest issues and trends affecting community associations.

- *Common Ground*—bimonthly, full-color, award-winning magazine for all members (print and digital)
- Community Manager—bimonthly, award-winning newsletter for professional managers and management company executives (print and digital)
- Fast Tracks—monthly e-newsletter for all members
- Law Reporter—a monthly e-newsletter for all members
- Minutes—bimonthly e-newsletter for community association volunteer leaders
- Copyright-Free Newsletter Articles—quarterly content for community association publications
- Business Partner Bulletin—quarterly e-newsletter for CAI product and service providers

Coming Soon: A NEW WEBSITE UNVEILING

The CAI website at www.caionline.org has been undergoing a complete transformation. In a few weeks, you'll find an improved website that meets the needs of CAI members and visitors interested in virtually any aspect of community association management and governance.

New navigation makes it easier than ever to access the information you need, whether by interest (chapters, advocacy, learning center) or your community association role (community managers, homeowner leaders or business partners). You'll find fly-out menus on the homepage that highlight featured news, featured tools, multimedia and industry data. Content blocks on the homepage also will provide easy, direct access to information on *Common Ground*™ magazine, advocacy, information about community associations, events, homeowner resources and CAI Press shopping. You'll also be able to take us with you wherever you go. The site will feature a mobile-responsive design, which will provide optimum usability across all your devices—from desktops and laptops to tablets and smartphones.

WANTED: PHOTOS

ONE OF CAI NATIONAL'S FAVORITE parts of the new website is that it gives them a chance to feature their amazing member communities. They'd love to feature our community on their website, in printed materials and on social media. As they build a collection of images, the goal is to present a visual representation of successful community association lifestyles for both members and non-members. They are looking for images of everyday moments—spontaneous portraits of neighbors, events and groups (especially where faces are visible). They also welcome images that showcase beautiful scenery and architecture, and residents enjoying especially attractive association amenities. The images don't need to be taken by a professional photographer, but they do need to meet the following criteria.

COMPOSITION:

- Show your community at its very best—i.e., what is special about your community? What about your community would encourage others to live there?
- Avoid posed "grip-and-grin" photos. Aim for spontaneous, natural and candid.

TECHNICAL REQUIREMENTS:

- The images must be in digital format, but they don't need to be taken with a digital camera; scans of negatives, transparencies or photographs are acceptable. All digital files must be 20 megabytes or smaller, must be in JPEG or JPG format and must be at least 1,600 pixels wide.
- As a general rule, only photos taken with a 4-megapixel or better digital camera will produce images of high enough quality. Most modern digital cameras are at least 4MP. However, photos taken with cellphone cameras are generally not acceptable for print use. Most cameras will allow you to adjust the resolution; check that your camera's resolution is set to 1600 x 1200 at a minimum. Please submit images at the highest possible resolution, even with 5- or 8-megapixel cameras.

GENERAL:

- Clear, sharp images with realistic color are a must. Blurry images or images with poor lighting won't be used.
- Images must be submitted by the photographer or by someone who has prior permission from the photographer to submit them.
- Images must be the photographer's original work.
- Anyone submitting a photo in which a living person can be identified must submit a release form signed by the person or persons in the photo.

Submit all artwork and accompanying paperwork via e-mail to ccanady@caionline.org, or for larger files or multiple documents, consider uploading to <https://www.hightail.com/u/CAICreative>.

CAIPress

CAI's publishing division, CAI Press, is dedicated to publishing the very best resources available for community associations—the largest collection of books, guides and CDs that specifically address community association governance and management—written by experts who know the issues and know what members need to succeed. The bookstore offers 100-plus titles on a variety of topics, including policies and rules, management, leadership, legal issues, insurance, maintenance, building community and finance. Members can browse the online bookstore by subject, category, best-sellers or new titles. Members get a 40 percent discount on CAI Press titles.

Communications and Media Relations

Media and public relations strategies are used to: (1) increase the visibility and standing of CAI; (2) promote the nature and value of community association living; (3) elevate the status of community association professionals and volunteer leaders, and (4) inspire more effective, harmonious communities. Toward these objectives, we:

- Disseminate news releases and other forms of publicity to promote CAI products and services and to better establish CAI (and our chapters) as the voice for the community association field
- Conduct media relations in support of CAI policies and positions, minimizing negative press and promoting positive CAI initiatives such as Rights and Responsibilities for Better Communities and the Community Association Governance Guidelines

- Develop communications materials members can use for their own outreach, including content in the Press Room, fact sheets, media statements, talking points and more
- Provide resources to educate homeowners, real estate agents, public officials and other stakeholders about CAI, the community association industry and the nature, benefits and responsibilities of common-interest community living

Opportunities for Business Partners

CAI provides a wide variety of ways service providers can increase their visibility and connect with potential clients. Business partners are encouraged to get involved in CAI at the national and chapter levels, serving on chapter boards and committees and being the experts called upon for presentations at national and local educational events. They also can reach CAI members by advertising in national and local publications, exhibiting at trade shows and conferences and sponsoring events, professional development courses, CAI Press catalogs and more.

To learn more about CAI National, visit www.caionline.org or call (888) 224-4321 (M-F, 9:00 to 6:00 p.m. Eastern Time). Our customer service team will be happy to help you. 🏠

Thomas M. Skiba is the Chief Executive Officer of Community Associations Institute, headquartered in Falls Church, Virginia. Prior to joining CAI in 2002, he spent almost 17 years with KPMG Consulting, where he provided critical business advisory support to a wide variety of not-for-profit, higher education, and government organizations. He has extensive experience assisting organizations in strategic planning, business process reengineering, and technology selection/implementation.

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About Community Associations Institute

With more than 33,000 members dedicated to building better communities, CAI develops and provides information, education and resources to association board members, community managers and other professionals who support community associations. CAI's mission is to inspire professionalism, effective leadership and responsible citizenship—ideals reflected in homeowners associations and condominium communities that are preferred places to call home.

CAI's mission of building better communities is achieved by:

- Advancing professionalism through national and chapter-based education programs.
- Publishing the largest collection of resources available on community association management and governance, including website content, books and periodicals.
- Conducting research and serving as an international clearinghouse for information, innovations and best practices in community association operations, governance and management.
- Advocating for public policies that protect associations and the investments that owners have made in their homes and communities.
- Giving community managers and other industry professionals the opportunity to earn credentials, which demonstrate to homeowners that these professionals have the training, knowledge and expertise needed to manage and guide communities.



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Community Association Fundamentals

There are three basic types of community associations: condominium associations, homeowners associations and housing cooperatives. While each community association will have its own history, personality, attributes and challenges, all associations share common characteristics and fundamental principles—

- Community association homeowners choose where to live and accept a contractual and ethical responsibility to abide by established policies and to meet their financial obligations to the association.
- Community association homeowners have the right to elect their community leaders and to use the democratic process to determine the policies that will protect their investments.
- Community association leaders protect the community's financial health by using established management practices and sound business principles.
- Community association leaders have a legal and ethical obligation to adhere to the association's governing documents and to abide by all applicable laws.
- Community association leaders seek an effective balance between the preferences of individual residents and the collective rights of all homeowners.
- Community associations ensure that the collective rights and interests of homeowners are respected and preserved.
- Community associations provide services and amenities to residents, protect property values and meet the established expectations of homeowners.
- Community associations succeed when they cultivate a true sense of community, active homeowner involvement and a culture of building consensus.
- Community association leaders and residents should be reasonable, flexible and open to the possibility—and benefits—of compromise, especially when faced with divergent views.

COMMUNITY ASSOCIATIONS BY THE NUMBERS (2013)

\$4.7 trillion

Estimated value of real estate in community associations

\$65 billion

Value of assessments paid by community association residents to support their communities

65.7 million

Number of community association residents nationwide

76.3 million

Number of volunteer hours association leaders devoted to serving their communities

328,500

Number of community associations in the United States

Why Community Associations Work

Community associations work best when owners come together to manage and support the operations of their community by selecting a strong board of directors to govern the association. Elected by their neighbors, volunteer association board members—along with all other homeowner volunteers—serve the interests of all residents in their communities.

This model of community governance works. Independent research conducted in 2014 shows that nationwide, association homeowners hold positive views about their community association boards by an almost 9 to 1 margin. The success of community associations led by effective boards has led consumers and municipalities to place a higher value on the community association model of housing.

Consumers and local governments value community associations for five primary reasons, which has led to the continued growth of community association housing—

1. The value of homeowner management.

Americans have largely embraced community association living because those closest to the community, the residents, are responsible for developing and enforcing the community's covenants and rules. Homeowners and residents make the decisions that affect their neighborhood and importantly have the ability to directly impact and shape community rules.

2. Sharing the cost of community resources. Most American households have neither the financial resources nor the time to own or maintain amenities common to many community

associations. Living in a community association, residents have access to the resources the modern American consumer desires in a neighborhood. Whether it is walkable communities with parkland and open space or mixed-use developments with access to retail stores and public transportation, the community association model of housing helps consumers maximize the use and enjoyment of their homes.

3. Privatizing public functions. Local jurisdictions often require builders and developers to create community associations as a requisite to new housing construction. Because of the fiscal challenges faced by many municipalities, associations are created with the stipulation that they will assume many responsibilities that traditionally belonged to municipalities, including road maintenance, utilities, trash pickup and storm water management. Privatization allows local jurisdictions to approve the development of needed housing without having to increase taxes to pay for additional infrastructure.

4. Expanding affordable homeownership. Almost from their inception in the 1960s, condominiums have tended to serve as an affordable gateway to homeownership for many households. Making housing affordable for greater numbers of Americans has been a consistent goal of federal, state and local governments for decades. Without the efficiencies inherent in association development and operation, affordability would be an even greater challenge.

5. Minimizing social costs and fostering market efficiencies. Community associations not only maintain home values, but also reduce the need for government oversight. Associations promote shared responsibility through contractual membership, collective management, mandatory covenants and agreements between the association and homeowners.

Community associations serve as an efficient way to provide services, govern common areas, and be responsive to homeowner concerns and priorities.





Creating Successful Communities

While many factors determine a community's success, there are several attributes that successful communities have in common. Successful communities invest in board member education and training, equipping these volunteer leaders with the knowledge and access to resources to act in the best interests of all residents.

Successful communities conduct business in a transparent manner, adhering to a clearly stated code of ethics. Board members in successful communities interact and communicate effectively with residents so that all parties understand why and how decisions are reached.



Successful communities partner with certified professional community managers. These partnerships provide board members and the community access to experienced professionals that can help a community move from good to great.

Successful communities have a strong financial base. To protect homeowners from large, unanticipated costs, successful communities work with insurance agents who specialize in the unique insurance needs of community associations. Successful communities also work with reserve fund specialists to ensure the association has the financial resources today and in the future to fund infrastructure repairs and maintenance that protects homeowner safety and property values.

CAI Resources

CAI is dedicated to providing resources, tools and education for board members, community managers, community management companies and other product and service providers. CAI helps you keep current on the latest news, trends, laws and issues affecting community associations. Visit **www.caionline.org** to access our resources, which include the following:

- Best practices for community associations
- Board member training and tools
- CAI Bookstore
- Industry statistics
- Professional development and designations for community managers
- Public policies

Successful communities also seek out legal counsel from experienced attorneys. The most successful association boards will have a deep understanding of the community's governing documents, but also know when it is necessary to seek out a legal opinion. Specialized attorneys with experience in the practice of community association law ensure that association board members properly enforce community rules, follow the community's code of ethics, adhere to industry best practices and comply with state and federal law.





Community Associations and State Laws and Regulations

Community associations are subject to state laws that control how associations are established, governed and managed. This state-based regulatory system has proven successful because it is predicated on the principle of local control over land-use and real estate decisions.

CAI supports effective state regulation that ensures community association housing is developed, maintained, governed, and managed with sound public policy objectives and standards that protect homeowners, volunteer board members, management and the community association as a whole. State legislation should:

- Provide for full and fair protection of the consumer, including existing residents in conversion projects, through the disclosure of all material facts relating to the development, operation and ownership of such housing.
- Be comprehensive in its coverage of the material aspects of the development, governance, management, and operation of this housing form.
- Provide adequate standards to promote the viability and sustainability of the community association.
- Provide for flexibility for communities to develop rules for the common good. State legislation should not be used as a solution for individual constituent complaints.

CAI believes that these objectives are best achieved by state governments and not by or through legislative or regulatory procedures at the federal level or at the local government level. The likely diversity of legislative policies adopted by local (city and county) governments would unnecessarily inhibit the process across local jurisdictional lines, while enactments at the federal level would be too broad in scope to achieve these goals and fail to reflect and respond to the unique character and needs of local markets.

CAI recommends that when state governments amend their community association laws they consider the need for updated and comprehensive legislation to regulate the development of community association housing consistent with the listed goals. Moreover, in undertaking such review, state governments are urged to consider and give favorable treatment to one or more of the uniform acts, such as the Uniform Common Interest Ownership Act (UCIOA).

CAI, with our network of 33,000 members and hundreds of volunteer leaders throughout the country, work to clarify issues, preserve policies and protect the interests of the 65 million people living and working in America's community associations by staying in close communication with Congress, the administration, state and local officials and regulatory bodies, as well as the general public.

For a current conversation on community association government affairs issues, please visit www.caionline.org/government.

COMMON STATE LEGISLATION AND COMMUNITY ASSOCIATION CONNECTIONS

LIEN PRIORITY FOR ASSESSMENTS | UNIFORM ACTS | RIGHT TO CURE

ELECTRONIC MEETINGS AND VOTING | CC&R REQUIREMENTS AND RESTRICTIONS

CONSERVATION AND GREEN ISSUES | HOME-BASED BUSINESSES

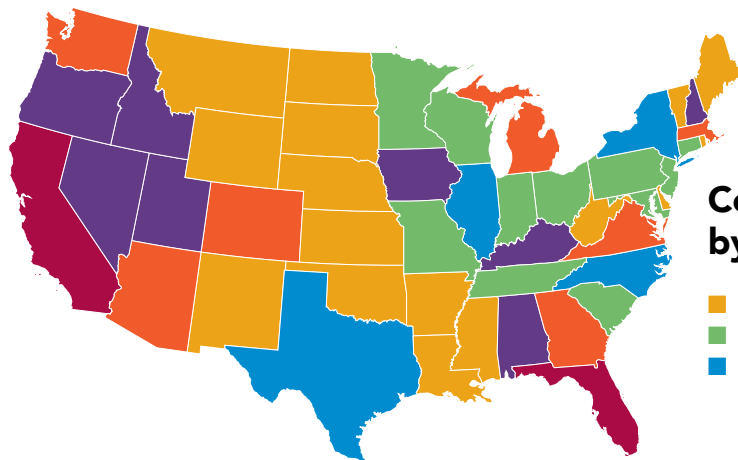
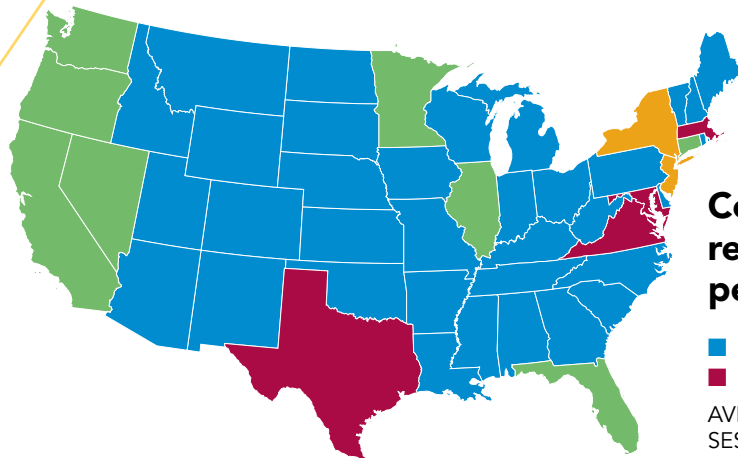
ALTERNATIVE DISPUTE RESOLUTION (ADR) | ASSESSMENT AND FINE LIMITATIONS

LICENSING OF ASSOCIATION MANAGERS | DISCLOSURE BEFORE SALE REQUIREMENTS

LOCAL TAXATION AND PUBLIC SERVICES | SOLAR PANELS AND POLITICAL SIGNS

COMMUNITY ASSOCIATIONS AND STATE LAWS AND REGULATIONS

Statistics



U.S. community associations, housing units and residents

Year	Communities	Housing Units	Residents
1970	10,000	701,000	2.1 million
1980	36,000	3.6 million	9.6 million
1990	130,000	11.6 million	29.6 million
2000	222,500	17.8 million	45.2 million
2002	240,000	19.2 million	48.0 million
2004	260,000	20.8 million	51.8 million
2006	286,000	23.1 million	57.0 million
2008	300,800	24.1 million	59.5 million
2010	309,600	24.8 million	62.0 million
2012	323,600	25.9 million	63.4 million
2013	328,500	26.3 million	65.7 million

Homeowners associations account for about 50+% of the totals, condominium communities for 45-48% and cooperatives for 3-4%.

COMMUNITY ASSOCIATIONS AND STATE LAWS AND REGULATIONS

CAI Public Policies www.caionline.org/publicpolicies

To guide CAI's advocacy efforts, CAI's Government & Public Affairs Committee develops public policy positions on key issue areas that affect CAI members. These policy statements guide CAI volunteer advocates and staff in their advocacy efforts. CAI's over 33,000 members participate actively in the public policy process through more than 60 local, regional and state chapters and 35 state Legislative Action Committees.

Because CAI is a membership organization, any current CAI member can propose a public policy for consideration by the Government & Public Affairs Committee and CAI's Board of Trustees. Through such member input, CAI develops, reviews and adopts public policy statements that protect individual consumers while balancing the legitimate rights of the development industry.

CAI PUBLIC POLICIES

- Aesthetics as an Economic Issue
- Alternative Dispute Resolution
- Assessment Increase Limitations
- Community Association Budgets & Reserves
- Community Association Manager Licensing Policy & Model Legislation
- Community Association Risk Management & Insurance
- Community Association Taxation
- Conservation, Sustainability & Green Issues
- Disclosure Before Sales in Community Association
- Display of the American Flag
- Effective Collection of Community Association Assessments
- Environmental Quality
- Fair Debt Collection Practices Act
- Fair Housing
- Fairness in Federal Disaster Relief
- Financing Availability for Community Association Units or Lots
- Flood Insurance
- Government Regulation of Community Associations
- Home-Based Business in Community Associations
- Insurance Trustee Endorsement Requirement
- Lien Priority for Community Association Assessments
- Local Taxation & Public Services for Community Associations
- Mortgage Interest Deduction
- Private Property Protection
- Protection for Community Associations Volunteers
- Protection of Association Claims in Right-to-Cure Legislation
- Reasonable Occupancy Standards
- Rights & Responsibilities for Better Communities
- Rules Development & Enforcement
- Support for the Uniform Acts
- Telecommunications
- Tenants in Community Associations
- Transition of Community Association Control from Developer to Owners

COMMUNITY ASSOCIATIONS AND STATE LAWS AND REGULATIONS

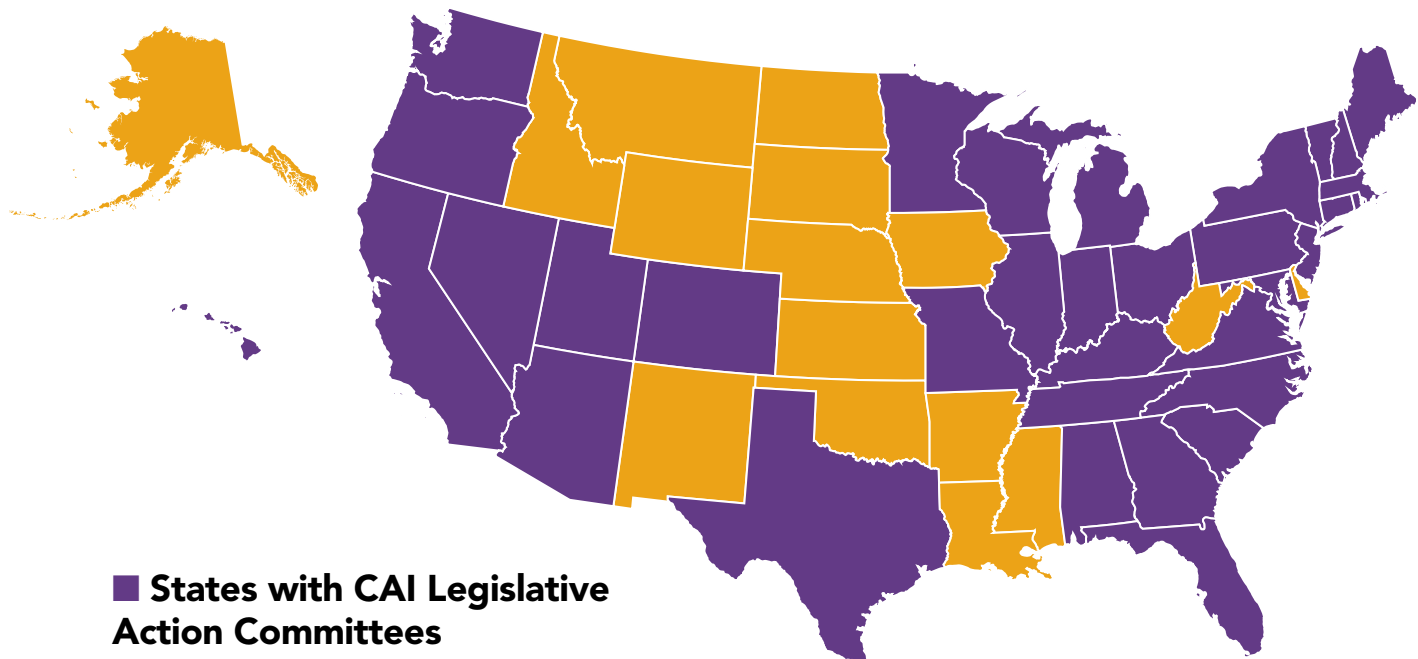
State Legislative Action Committees (LACs)

Legislative Action Committees (LACs) are CAI's official voice with legislators and regulators in the states. LACs allows CAI to speak with one voice on legislative and regulatory matters that affect community associations, community association managers and CAI business partners. LACs are made up of a balance of CAI members and appointees from chapters within a state.

Each LAC must operate within the legal and ethical requirements applicable to lobbying within its state. To fulfill their authorized purpose, LACs organize and operate to achieve the following general objectives:

- Promote and follow CAI's Public Policies at the state level.
- Participate in the development of state legislation, regulations or other public policy initiatives of relevance to the creation and operation of community associations.
- Serve as the CAI point of contact for state government officials and the media regarding state legislation, regulations or other public policy initiatives of relevance to the creation and operation of community associations.
- Disseminate information on state legislative, regulatory, or other public policy initiatives and developments to CAI members and others within the state.
- Educate and inform state government officials regarding the interests and concerns of community associations, their residents and the professionals who serve them.

To contact the Legislative Action Committee in your state, call your local chapter or e-mail government@caionline.org.



market you!

become a cai educated business partner



A Point of Distinction and Differentiation for CAI Product and Service Providers

There's a new and easy way you can market and differentiate yourself to community association clients. All you need is an interest in learning more about the community association marketplace, about four hours, a computer and an Internet connection.

Business Partner Essentials, an online course developed by CAI to provide a baseline introduction to the community association industry, gives you the opportunity to better understand the association business and earn the new CAI Educated Business Partner distinction.

Once you have finished the two-module course, you will complete a short survey and an exam consisting of 20 multiple-choice questions.

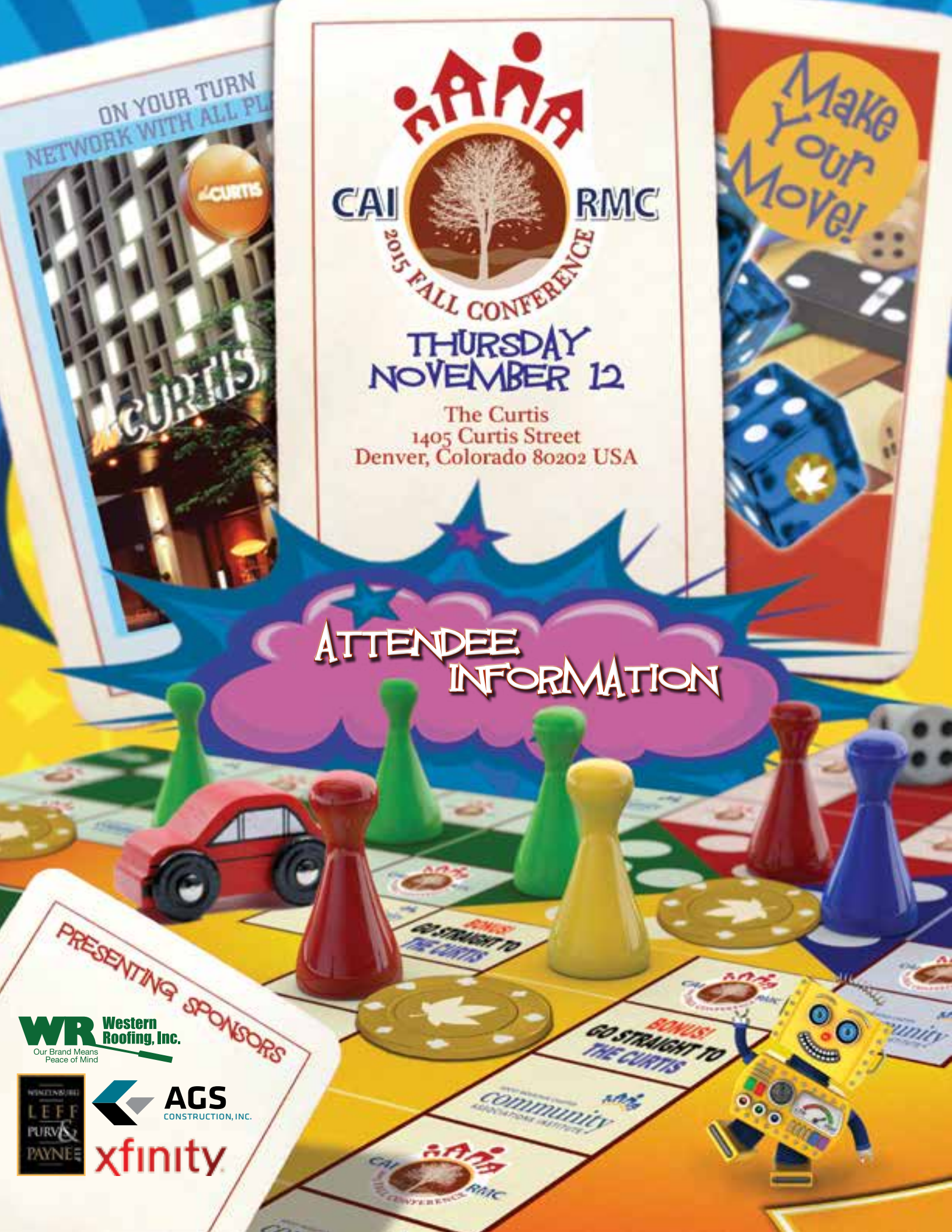
Take the course, pass the test, be affiliated with an active CAI Business Partner member, and you'll earn the CAI Educated Business Partner distinction. It's that simple. Anyone can benefit from the information and perspectives in the course, but only CAI Business Partner members can earn the distinction.

As an added benefit, those who earn the distinction will be listed on the CAI website.

Visit www.caionline.org/bpcourse to learn more. The course can be accessed for 120 days from the date you register and pay the \$99 fee (\$199 for nonmembers).

Contact us at cai-info@caionline.org or (888) 224-4321 with questions.





ON YOUR TURN
NETWORK WITH ALL PL

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CAI CURTIS

CAI

2015 FALL CONFERENCE

RMC

THURSDAY
NOVEMBER 12

The Curtis
1405 Curtis Street
Denver, Colorado 80202 USA

Make
Your
Move!

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community
ADDITIONAL INSTITUTE

CAI RMC
2015 FALL CONFERENCE





ATTENDEE REGISTRATION

or REGISTER ONLINE at www.cai-rmc.org



Registration includes:

• Annual Meeting • Brunch • Educational Sessions • Trade Show

If registering multiple attendees with one payment, please attach list of names and provide primary contact information on registration form.

The CAI-RMC Mountain Conference is approved for **3.0 hours of Continuing Education Credit** for Community Managers, but you must stay the entire conference!

Name _____

Company or Association Name _____

Address _____

City _____ State _____ Zip _____

Telephone _____ Fax _____

E-mail _____

YOU WIN BY REGISTERING EARLY: If you register on or before October 22, 2015, you are eligible for a special discount conference rate.

_____ Members @ **\$40 each** \$ _____

_____ Non-Members @ **\$50 each** \$ _____

Normal Registration and Walk-Up Prices (after October 22, 2015):

_____ Members @ **\$60 each** \$ _____

_____ Non-Members @ **\$70 each** \$ _____

TOTAL ENCLOSED \$ _____

PAYMENT IS DUE WITH REGISTRATION

Payment: Check Enclosed or Credit Card

Cardholder (Name as it exactly appears on card) _____

Billing Address _____ Billing Zip _____

Card No. _____ Security Code _____ Exp. Date _____

Signature _____

Complete this form, and return it with payment to:

CAI-RMC • 6105 S Main Street, Suite 200 • Aurora, CO 80016

For questions or more information: Visit cai-rmc.org or call 720-943-8606



"When you work with people whom you like and you admire because they're so good at what they do, it doesn't feel like work. It's like you're playing."
-Stan Lee

HONING YOUR STRATEGIES

REPUTATION MANAGEMENT

You can't DUCK DUCK GOOSE your way out of this one! In an age when a disgruntled owner can vent their dissatisfaction in a manner that the whole world can see, controlling your online and professional reputation is a key piece of the marketing puzzle. Learn how the world of online reviews work, techniques for getting more good reviews and guidelines for responding to negative reviews and mitigating their damage—before everyone calls you a BOZO.

REHABILITATING THE FRANKENBOARD

The JUSTICE LEAGUE had seven original members—those members might have changed throughout the years but one thing remained the same; they formed quite a team! A "Frankenboard" is a colloquialism used to describe a combination of owners who bring different experience, education and backgrounds to the collective table. Unfortunately, they sometimes have unhealthy and destructive values. This class will address the expectations that board members can and should realistically have, and how to get the board members moving in the same direction for the good of the community—with all the CHUTES AND LADDERS in today's world, you need everyone on the lookout for those slides!

MANAGING CLIENT EXPECTATIONS

Feel like a BASKET CASE? Or like you're in a game of MOUSE TRAP? As a manager, you deal with dozens, maybe hundreds, of simultaneous requests and demands from your association clients. This class will address how to best deal with those requests and demands, including prioritizing them, and responding in a way that lets your clients know they are being heard even if the problem isn't yet solved—almost like a game of BATTLESHIP!

CRISIS MANAGEMENT

Don't be PANIC PETE (the squeeze toy where the eyes pop out)!!! So you've had a major loss in the community and the membership is ready to put you on the table for a fun game of OPERATION. In this session, you will learn how to manage the communication and education of the membership, board, and staff and become the MIGHTY MOUSE that you always knew you could be!

ROUNDTABLE TOPICS—RESERVES, INSURANCE, BANKING & LEGAL

Be your own PAC-MAN as you gobble up the information presented at the Roundtable session. Experts will switch from table to table to discuss their topic and lead discussion. With all the information that will be discussed, you'll go back to work feeling confident—just like that time when you reached a new level of your favorite game!

PLAN YOUR MOVES

7:30am-8:30am

Registration & Attendee Check-In / Meet & Greet

8:00am-8:30am

CAI-RMC Annual Meeting

8:30am-9:30am

Breakout Session A

9:30am-10:30am

Brunch

10:30am-11:30am

Breakout Session B

11:30am-12:30pm

Exhibitor Fun Time

12:30pm-1:00pm

Prizes

1:00pm-1:10pm

Closing Remarks





DENVER



FORT COLLINS

Attending
managers
will be entered
to win GIFT
CARDS!

**“DON’T GET CAUGHT WITH YOUR PANTS DOWN”
Windfalls, Settlements & Special Accounts**

Natural and man-made catastrophes abound in our industry. From fire, hail, frozen pipe and sewer-line breaks, to deferred maintenance issues and lawsuits, community association managers and boards face an increasingly complex problem ...

How to properly **ACCOUNT FOR** a variety of unbudgeted income streams that can manifest themselves at any time, such as:

- INSURANCE CLAIM SETTLEMENTS
- CONSTRUCTION DEFECT SETTLEMENTS
- SPECIAL ASSESSMENTS
- BANK LOANS
- LAWSUIT PROCEEDS
- RENTAL / RECEIVERSHIP INCOME
- CONSTRUCTION COMPLIANCE DEPOSITS

This session is not for accountants, this is for Managers and Directors! The consequences for getting this wrong can be as severe as the event that precedes it.

Join us as we examine how to **segregate, invest and dispense** these funds, in accordance with the provisions of your governing documents and state statutes. We will also explore specific financial reporting standards that are so necessary in properly accounting for these funds.

October 20, 2015 11:30AM - 1:00PM
Maggiano’s Little Italy, 7401 S. Clinton Street
Englewood, CO 80112

Cost to Attend: \$20 Members / \$35 Non-Members

Event Sponsors:



**“THE NEW FACE OF DISCRIMINATION”
Group Homes and Other Discrimination
Claims Facing HOA’s**

Homeowner Associations, their boards, and management companies are no stranger to claims of discrimination by owners and tenants. Come learn from the experts about avoiding claims of public accommodation and housing discrimination. Our panel will discuss the ins and outs of the Colorado Civil Rights Division complaint process as well as what you need to know in connection with group homes. This information may prove invaluable in avoiding liability and expenses associated with defending claims in front of DORA as well as Federal and State court.

October 21, 2015 11:30AM - 1:00PM
CB & Potts - 1441 E. Horsetooth Road
Fort Collins, CO 80525

Speakers:

Gerald Dahl—Gerald Dahl is a member of the Denver firm of Murray Dahl Kuechenmeister & Renaud LLP. Mr. Dahl serves as Town Attorney for Georgetown and Morrison and City Attorney for Wheat Ridge, Colorado. He is a former general counsel of the Colorado Municipal League and maintains a statewide practice in local government law.

Jennifer McPherson—Jennifer McPherson is the Deputy Director at the Colorado Civil Rights Division. The Division strives to protect individuals from discrimination in the areas of employment, housing, and in places of public accommodation through enforcement and outreach consistent with Colorado anti-discrimination laws. Ms. McPherson has a significant background in Colorado civil rights law and has worked in civil rights law enforcement for the past 15 years.

Cost to Attend: \$20 Members / \$35 Non-Members

Event Sponsors:



Don’t forget to register as there is limited seating.
Please register online at cai-rmc.org.

Board Leadership Development Workshop

LEARN HOW TO BE AN EVEN MORE EFFECTIVE BOARD OF DIRECTORS.

Education for homeowner leaders just got better. The new CAI Board Leadership Development Workshop teaches you how to communicate with association residents, hire qualified managers and service providers, develop enforceable rules, interpret governing documents and more. It provides a comprehensive look at the roles and responsibilities of community association leaders and conveys information to help create and maintain the kind of community people want to call home.

Community association board members and volunteer leaders step up to take on positions of service and responsibility. They're expected to anticipate issues, solve problems, meet the expectations of their residents and protect property values.

The workshop will teach you how to become a more successful board member and how you can recruit and support new volunteers. You'll learn the role of the board, the president and other leadership positions, and you'll identify effective ways to work with professional managers and service providers.

The workshop consists of five modules:

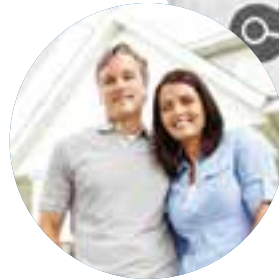
- Module 1: Governing Documents and Roles & Responsibilities
- Module 2: Communications, Meetings and Volunteerism
- Module 3: Fundamentals of Financial Management
- Module 4: Professional Advisors and Service Providers
- Module 5: Association Rules and Conflict Resolution

COURSE MATERIALS

The workshop includes a toolbox of support materials:

- *The Board Member Toolkit*, a best-selling book from CAI Press
- *The Board Member Toolkit Workbook*
- Brochures and publications, such as *The Homeowner & the Community Association*
- A copy of CAI's award-winning *Common Ground*™ magazine

In addition to a toolbox of support materials, each student receives a certificate of completion and recognition on the CAI website.



**Join us on October 17, 2015
8:00am - 3:30pm
CADA 290 E Speer Blvd
Denver, CO 80203
Convenient Location
Free Parking**

MULTI-CHAPTER MEMBERSHIP

Expand your business. Join additional CAI chapters now.

JOINING ADDITIONAL CAI CHAPTERS allows you to affiliate with as many of CAI's 60 chapters as you wish. If your company is active in geographic areas that encompass several CAI chapters, this membership category suits your needs.

In addition to having the opportunity to expand your business and network with more CAI members who make buying decisions, you'll be able to:

- Stay current on trends, issues and legislation in other geographic areas where you do business.
- Receive additional chapter publications and discounts on chapter programs, events and marketing opportunities.



SIGN UP FOR MULTIPLE CHAPTER MEMBERSHIPS AND RECEIVE:

- Membership privileges and networking power in each of the chapters you select.
- Member discounts on advertising in chapter newsletters and magazines.
- Listings in chapter directories.
- Member discounts on exhibits and sponsorships at chapter trade shows, CA Days and other events.
- Subscriptions to *Common Ground*, CAI's award-winning, bimonthly magazine for condominium and homeowner associations, and *Law Reporter*, CAI's newsletter on the emerging law of condominium and homeowner associations and cooperatives. Available to primary contacts at each chapter.
- All the benefits and services provided by selected chapters, such as seminars and networking events.

How does it work? When you join CAI, you receive a primary chapter membership of your choice. You may add additional chapter affiliations for \$275 each, per year. To be eligible for membership in additional chapters at this rate, your primary chapter membership and all additional chapter memberships must share the same expiration date, and must be billed to the same address. You must maintain your primary chapter membership to be eligible for additional chapter affiliations, but you may designate other contact names and addresses for those additional chapter memberships. For more information, call CAI at (888) 224-4321.

Begin your multi-chapter membership today!

Membership benefits and services vary by chapter. Not all chapters publish newsletters, membership directories or hold tradeshow. Please contact each chapter to determine its specific benefits.

Multi-Chapter Membership Application



Primary Contact Please complete this section with your primary Business Partner or Management Company membership information.

BUSINESS NAME _____ MEMBERSHIP ID# _____
CONTACT PERSON _____ BUSINESS ACRONYM _____
TYPE OF BUSINESS _____ MEMBERSHIP RENEWAL DATE (MONTH/YEAR) _____
PHONE _____ PRIMARY CHAPTER _____
EMAIL _____ FAX _____

Billing Contact

NAME/TITLE _____
ADDRESS _____
CITY _____
STATE/PROVINCE _____ POSTAL CODE _____
PHONE _____ FAX _____

Additional Chapter Membership Please check **one** additional chapter name and who in your company should receive the information from the additional chapter membership. Cost of additional chapter membership is \$275 per year, plus a mandatory \$25 advocacy support fee and a \$20 voluntary Research Foundation contribution per year. To join more than one additional chapter, please photocopy this form.

MEMBER CONTACT NAME/TITLE _____
COMPANY NAME _____
ADDRESS _____
CITY _____
STATE/PROVINCE _____ POSTAL CODE _____
PHONE _____ FAX _____
E-MAIL _____

- | | | | |
|---|--|--|---|
| <input type="radio"/> Alabama Chapter-in-Organization | <input type="radio"/> Georgia | <input type="radio"/> New England | <input type="radio"/> South Carolina |
| <input type="radio"/> Austin | <input type="radio"/> Gold Coast | <input type="radio"/> New Jersey | <input type="radio"/> South Gulf Coast |
| <input type="radio"/> Bay Area | <input type="radio"/> Greater Alaska | <input type="radio"/> New Mexico Chapter-in-Organization | <input type="radio"/> Southeast Florida |
| <input type="radio"/> Big Apple Chapter-in-Organization | <input type="radio"/> Greater Houston | <input type="radio"/> North Carolina | <input type="radio"/> Southeastern Virginia |
| <input type="radio"/> California North | <input type="radio"/> Greater Inland Empire (CA) | <input type="radio"/> North Gulf Coast | <input type="radio"/> Southern Arizona |
| <input type="radio"/> Central Arizona | <input type="radio"/> Greater Los Angeles | <input type="radio"/> Northeast Florida | <input type="radio"/> Southern Colorado |
| <input type="radio"/> Central Florida | <input type="radio"/> Hawaii | <input type="radio"/> Northern Ohio | <input type="radio"/> Southwest Virginia |
| <input type="radio"/> Central Indiana | <input type="radio"/> Heartland | <input type="radio"/> Ohio Valley | <input type="radio"/> Suncoast (FL) |
| <input type="radio"/> Central Ohio | <input type="radio"/> Hudson Valley | <input type="radio"/> Orange County (CA) | <input type="radio"/> Tennessee |
| <input type="radio"/> Central Virginia | <input type="radio"/> Illinois | <input type="radio"/> Oregon | <input type="radio"/> Utah |
| <input type="radio"/> Channel Islands (CA) | <input type="radio"/> Kentucky | <input type="radio"/> Pennsylvania and DE Valley | <input type="radio"/> Washington Metro |
| <input type="radio"/> Chesapeake | <input type="radio"/> Long Island | <input type="radio"/> Rocky Mountain | <input type="radio"/> Washington State |
| <input type="radio"/> Coachella Valley | <input type="radio"/> Michigan | <input type="radio"/> San Antonio | <input type="radio"/> West Florida |
| <input type="radio"/> Connecticut | <input type="radio"/> Minnesota | <input type="radio"/> San Diego | <input type="radio"/> Western New York |
| <input type="radio"/> Dallas/Ft. Worth | <input type="radio"/> Nevada | <input type="radio"/> South Africa | <input type="radio"/> Wisconsin |

Payment Method Call CAI at (888) 224-4321 for your prorated dues amount; primary and additional chapter memberships must share the same expiration date and billing address.

TOTAL AMOUNT DUE \$: _____

☐ Check enclosed (Made payable to CAI) ☐ Visa ☐ MasterCard ☐ American Express ☐ Discover

NAME ON CARD: _____
ACCOUNT #: _____ EXP. DATE: _____
BILLING ADDRESS: _____
CITY _____
STATE/PROVINCE _____ POSTAL CODE _____
SIGNATURE: _____

Mail to: CAI, 6402 Arlington Blvd., Suite 500, Falls Church, VA 22042. Fax to: (703) 970-9558.

IMPORTANT TAX INFORMATION: Under the provisions of section 1070(a) of the Revenue Act passed by Congress in 12/87, please note that gifts to CAI are not tax-deductible as charitable contributions for federal income tax purposes. However, they may be deductible as ordinary and necessary business expenses subject to restrictions imposed as a result of association lobbying activities. CAI estimates that the non-deductible portion of your dues is 17%. Visit www.caionline.org/advocacydisclosure for state exceptions that may apply to you. For specific guidelines concerning your particular tax situation, consult a tax professional. CAI's Federal ID number is 23-7392984. \$39 of annual membership dues is for your non-refundable subscription to *Common Ground*™

Why CAI Membership Pays

by Frank Rathbun, VP of Communications and Marketing

General

- CAI believes homeowner and condominium associations can and should exceed the expectations of their residents. We work with you to meet the evolving needs of your community and its residents. By being a trusted forum for the collaborative exchange of knowledge and information, we help you learn, excel and achieve.
- CAI gives you the education, knowledge and understanding to make you the expert—to give you the expertise and perspective you need to be an effective and respected leader.
- CAI provides the information, tools, resources and support you need to help you find creative solutions and achieve important goals—without burnout and without sacrificing other important personal and professional pursuits.
- CAI works with you to defend and support the community association concept—to ensure that association leaders can preserve the collective right of homeowners to sustain their communities and protect their property values.
- CAI can give you exactly what you need, whether you're a professional manager, board member or corporate executive.
- For community managers and corporate executives, CAI helps you earn and enhance your status as a respected, trusted and successful professional.
- For community association board members and other homeowner leaders, CAI helps you achieve the results you need and respect you deserve.
- For product and service providers, CAI provides a platform to build your reputation and grow your business.

Board Members/Volunteer Leaders— Personal and Community ROI

- Money-saving and time-saving help, advice and insights at chapter events; in the pages of *Common Ground™*, Minutes and chapter periodicals; on CAI national and chapter websites; and on the members-only Message Board.
- Information that helps you make good decisions—and protects you and your association from costly mistakes and missteps.
- Legal insights can help you prevent lawsuits and save you and your community thousands of dollars and an equal number of headaches.
- Ideas about landscaping and building maintenance can save you money—and help your community become more environmentally friendly.
- Professional advice on assessment collection, foreclosure, reserves, investments and banking can help you navigate choppy fiscal waters.
- Expert perspective on rules enforcement can help you achieve compliance and avoid unnecessary turmoil and community friction.
- Money-saving member-discount programs.
- The latest information and insights on legislative, regulatory and legal issues that can guide your decision-making and help you prepare for the future.

Professional Managers— Personal and Professional ROI

- Education, training, networking and professional designations—all more important than ever in a competitive market.
- CAI's Professional Management Development Program (PMDP)—the industry standard in education, with classes led by the recognized industry leaders. Members who take advantage of CAI education and training are more valuable to their employers—and more marketable to potential employers.
- Access to CAI's webinar program—a convenient, low-cost way to learn and earn designation credits.
- Unique and unparalleled networking opportunities nationally and locally—an important advantage in terms of expert resources and career success.
- Job Market—the single best resource for management professionals looking for new and better opportunities. Best of all, you can post anonymous profiles.
- CAI designations—a sure path to greater professionalism, increased job security and enhanced marketability. Members with designations are automatically listed in CAI's online Directory of Credentialed Professionals.
- The latest information and insights on legislative, regulatory and legal issues that affect the way you manage associations.
- The latest news, information and perspective in the pages of *Common Ground™*, CAI's award-winning bimonthly magazine; *Community Manager*, a specialized, bimonthly newsletter just for community managers; and chapter periodicals.
- Money-saving member-discount programs.

Business Partners—Corporate ROI

- For most community association service providers, just one new association client more than pays for your membership. Just one! And your membership tells community association board members, managers and management company executives that you are committed to the growth and success of the industry as a whole. You and your company are viewed, not just as a business, but as supportive corporate friend.
- Increased visibility in the marketplace by taking advantage of many free opportunities to promote your expertise, from writing for chapter and national publications to speaking at local and national conferences and seminars.
- Free, business-building inclusion in the *National Service Directory*, part of a website that tops one million visits a year.
- Countless marketing opportunities at member-discounted rates. With national and chapter sponsorships, advertising and trade shows, there are options to suit any company—local, regional or national.
- Numerous networking opportunities, the chance to meet management company executives, managers and association board members—the people who purchase products and services.
- Money-saving member-discount programs. ⬆

For information: Frank Rathbun, VP of Communications and Marketing, frathbun@caionline.org.



Welcome New Members

Elisa Marie Andersen—East West Urban Management, LLC

Bryan A. Ayer, CMCA—Steamboat Association Management

Kimberly M. Bacon, CMCA—Sperlonga Data & Analytics

Richard Betts—HOA Accounting by ASAP Accounting
& Payroll, Inc.

Kevin Bredell

Angela Christensen—KC & Associates, LLC

Jason Dietz, CMCA—Wilderness Property Management

John Dithmer—Wilderness Property Management

Mark Dougal, CMCA—Colorado Property Management Group

Lawanda Dudley—Hammersmith Management, Inc.

Kevin Hampson—Steamboat Association Management

Kirk J. Hansen, CMCA

Camisha Henry—Priority Property Management

Candice Kinchelow

Tracy Langworthy—Stillwater Community Management

Lori Mackay—Colorado Association Services-Lakewood

Megan Mitchell—Colorado Association Services-Lakewood

Dana Moore—Insurance Office of America

Jim Muguerza

Diana R. Murray—HOA Accounting by ASAP Accounting
& Payroll, Inc.

Jennifer R. Padilla—Hammersmith Management, Inc.

Jeanne Parsons—North Range at Springs Ranch
Homeowners Association

Steven J. Peschke

Linda Ortega—Colorado Association Services-Lakewood

Karrie Romero—Colorado Association Services-Lakewood

Robert Soehngen—Colorado Association Services-Lakewood

Melissa Sykes

Matt Szmyd, CMCA

Russ Wehner

Abby Widrig—Colorado Association Services-Ft. Collins

WR Western Roofing, Inc.
Our Brand Means Peace of Mind

- ▶ Re-Roofs
- ▶ Shingles
- ▶ Repairs
- ▶ Flat White Roofs
- ▶ Maintenance
- ▶ Gutters, Drains, Scuppers

Trust Western Roofing
start With Trust
BBB
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The Advantages of Professional Networking

by Grant Parker, AMS, PCAM; Executive VP Community Management
BRC Community Management, Highlands Ranch, CO

Let me begin by saying that, over the last three decades, the management positions I've accepted resulted exclusively from personal relationships with industry practitioners who were able to reinforce my professional credibility. Directly or indirectly, either through recommendation or reference, my entire career has benefitted from wonderful friendships with vendors, colleagues and industry luminaries. And that's only one advantage of networking.

The purpose of this article is to enlighten "budding" association management professionals with the advantages of networking. I have included four (4) advantages for your consideration.

Truly, they are the gifts that will keep on giving throughout your management career.

#1 – Forge Lasting Relationships

I was awarded my PCAM Designation in 1992 (Certificate #395). Now, as in years past, each PCAM induction ceremony consists largely of managers who completed their required CAI course curriculum during roughly the same span of time. Many of these individuals were members of the same CAI Chapter and/or worked in the same geographic region. It is beyond gratifying to forge such

relationships, as you climb the credentialing ladder together.

During the five-year time frame required for managers to apply for the PCAM Case Study, management professionals sometimes form what can loosely be described as a “graduating class”, taking courses together, attending national conferences and encouraging each other along the way. I’ve had the privilege of maintaining a dozen such friendships over the years. We’ve stayed in touch, shared our career experiences and benefitted, time and again, from our unconditional support for each other.

#2 – Develop Core Competencies

We all gravitate toward segments of this business that hold a special attraction. For me, it was the legal fabric of associations, the architectural design review process and developing training programs for new managers. These interests led me to network with HOA attorneys, architects and builders, and management company executives. They also led me to positions of senior management with management companies, for the better part of my professional career.

#3 – Define Career Goals

One of the most exciting aspects of our industry has always been the variety of career paths available to management professionals. Members of your professional network will naturally tap into their own core competencies and pursue opportunities that align with their strengths and interests. These opportunities may range from

accounting, food & beverage, golf communities, resort properties, luxury high-rise management, large-scale on-site, condominium management, portfolio management, senior management for management companies, business development, management staff for Developers, as well as a growing demand for IT professionals.

How do you choose? Which way do you go? Your professional network can help you decide. While some of us were fortunate to have mentors early in our careers, a trusted network of professional practitioners can also prove to be invaluable, by sharing their experiences and providing trusted, first hand insight.

#4 – Participate in Events & Education

Few networking experiences are more powerful than collaborating with industry professionals from other fields of endeavor. Planning events while shoulder-to-shoulder with banking professionals or Management Company CEO’s, serving on committees at both the local and national level, co-presenting with insurance professionals and reserve study specialists, or serving on a Legislative Action Committee with attorneys and lobbyists ... the broad spectrum of experience this industry has to offer can really come to life, from such participation.

Your willingness to reach out, collaborate with others and contribute to their success will ultimately provide you with a solid network of great friends and respected colleagues. It will help you to define your career goals and expand your industry horizons. The personal and professional benefits can last a lifetime. ⬆



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266 Professionals Earn CAI Designations in Six Months

Community Associations Institute (CAI) awarded 266 career-enhancing designations—including 53 Professional Community Association Manager (PCAM) credentials—between January 1 and June 30, 2015. Almost 2,700 managers have earned a PCAM designation, the most prestigious and respected credential for community association managers.

The following designations also were awarded during the six-month period:

- Association Management Specialist (AMS)—192
- Large-Scale Manager (LSM)—5
- Reserve Specialist (RS)—14
- Community Insurance and Risk Management Specialist (CIRMS)—2

In addition to designations, more than 100 members have earned CAI's Educated Business Partner distinction. Recipients must take Business Partner Essentials, a two-part, online course about CAI, community associations and the industry at large. The course is available to all CAI Business Partner members, including accountants, attorneys, bankers, insurance professionals, landscapers, painters, reserve specialists and software providers.

Recipients of designations and the EBP distinction are listed at the end of this news release.

The number of AMS recipients now exceeds 7,300, while the number of CIRMS recipients has passed the 100 threshold. Three hundred professionals have earned the RS designation, while almost 100 community managers hold the specialized LSM credential.

"Individuals who earn CAI designations deserve recognition and respect," says CAI Chief Executive Officer Thomas M. Skiba, CAE. "They've taken the time to elevate their professionalism so they can provide the very best support, service and guidance to their community association clients. That's increasingly important for the almost 70 million Americans who now make their homes in common-interest communities."

The AMS is the second tier of professional certification and designations for community association managers. The first tier is the Certified Manager of Community Associations (CMCA) credential, administered by the Community Association Managers International Certification Board. The LSM is a specialized designation that can be earned only after the manager has a PCAM.

The RS designation recognizes a high level of competency in the conduct of reserve studies. The CIRMS designation recognizes a demonstrated expertise within the risk management profession.

CAI's designation programs were established in the 1990s and early 2000s to elevate the level of professionalism in the community association marketplace, a dynamic segment of the U.S. housing

market that now encompasses more than 65 million Americans in close to 330,000 association-governed communities.

Information on designations can be accessed at www.caionline.org/credentials. Professionals with CAI designations are listed in the online Directory of Professional Credentials at www.caionline.org/credpro.

The following professionals within our chapter have earned CAI designations between January 1 and June 30, 2015:

Professional Community Association Manager

Amanda Kristine McHugh, Avon, CO

Association Management Specialist

Amy Bazinet, Greenwood Village, CO

Timothy Bennett, Greenwood Village, CO

Sandra Cuccia, Edwards, CO

Steve Emery, Greenwood Village, CO

Jeanette Michelle Heinze, Centennial, CO

Benjamin William Irvin, Littleton, CO

Elizabeth C. Jones, Avon, CO

Brian Andrew Lence, Winter Park, CO

Susan Milbrath, Westminster, CO

Allan R Orendorff, Niwot, CO

Jill Schaffer, Englewood, CO

Lisa Shafer, Steamboat Springs, CO

Large-Scale Manager

Michele Ray-Brethower, Castle Rock, CO

Educated Business Partners

The following CAI-RMC members have earned the EBP distinction:

Cat Carmichael, CMCA, PCAM, Lakewood, CO

Alicia Granados, CMCA, AMS, PCAM, Lakewood, CO

Leeann Harsh, Denver, CO

Brian Jay Parks, CIRMS, Greenwood Village, CO

Maegan Woytek, CMCA, Lakewood, CO ⬆



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A Brief History of Association-Governed Communities and CAI

by Frank Rathbun, VP of Communications and Marketing

Community associations in the United States were first developed in measurable numbers in the late 1800s. The first type of association to be developed was the planned community. The most recent is the condominium. The three types of community associations are planned communities, cooperatives, and condominiums. Each type has its own unique history.

Origins 1830-1910 (Planned Communities)

Planned communities developed at the turn of the century in response to urban growth. These communities were characterized by well-designed infrastructures, sensitivity to the site's natural features, commonly-held open space and covenants that protected owners' personal and economic values. Toward the end of this period, the first housing cooperatives were introduced in New York City, catering largely to affluent residents.

Emergence 1911-1935 (Cooperatives)

Mortgage interest and real estate taxes were ruled tax-deductible for traditional single-family homes in 1913. Cooperatives were first developed in large numbers in response to housing shortages (especially after both World Wars), as well as the need for low-to-moderate-income housing stock, down-playing the profit motive and emphasizing housing as a social investment. Suburban communities were rigorously planned, but community associations still were not mandatory. "Art juries" consisting of non-resident experts commonly enforced architectural conformity.

Popularity 1936-1960 (Condominiums)

The Federal Housing Administration (FHA) was created in 1935, making more financing available through mortgage insurance programs. Together with New Deal reforms, the FHA helped revolutionize housing finance and production. FHA encouraged large-scale housing subdivisions through its land-planning, property and subdivision standards and use of conditional commitments.

Some common-law condominiums were created during this period. The deductibility of mortgage interest and real estate taxes

was extended to cooperative homeownership in 1942. In suburbia, rising development costs limited the affordability of single-family homes. The Federal Highway Act rapidly increased the pace of suburban residential development after 1956.

Expansion 1961-1973

Homeownership increased from 44 percent in 1940 to more than 64 percent by the mid-1960s. The National Association of Housing Cooperatives (NAHC) was founded in 1960. Condominium development exploded in the late 1960s and early 1970s, fueled by an expanding economy. Condominiums emphasized the profit motive for builder/developers and unit owners, who viewed condominiums as a financial investment.

By 1967, every state had adopted a condominium property act, most based on an FHA model statute. Conversion of apartment buildings into condominiums and cooperatives came under intense public scrutiny; in 1972, a blue-ribbon commission of real estate experts and future CAI members met in Virginia to develop a new condominium statute that balanced developer needs with consumer protections. This statute led to the development of Uniform Real Property Acts.

In the early 1960s, large-scale, master-planned communities like Reston, VA, Irvine, CA, and Columbia, MD, emerged, and the population of planned communities grew rapidly. In 1963, the FHA began providing mortgage insurance for homes in community associations.

Restructuring 1973-Present

By the early 1970s, cooperative-unit production had fallen off, except in New York City. The 1970s and the 1980s saw a resurgence of planned-community development. By the 1990s, community associations had demonstrated their ability to satisfy a full range of housing needs –starter homes, retirement communities, vacation homes, low- and moderate-income housing and the most expensive housing available.

Today, close to 60 million Americans make their homes in an estimated 300,000 homeowner and condominium associations, cooperatives and other association-governed communities.



Origins of CAI


In 1964, the Urban Land Institute (ULI) published Technical Bulletin No. 50: The Homes Association Handbook, the first systematic study of planned communities. The principal author was Byron Hanke, one of CAI's eventual founders. The document called for the creation of a national organization to provide education and act as a clearinghouse of ideas and practices for the community association housing market.

In 1965, ULI and the National Association of Home Builders (NAHB) wrote a model planned-unit development statute.

In 1973, CAI was organized through the joint efforts of the ULI, NAHB, the U.S. League of Savings and Loan Associations, the Veterans Administration, the U.S. Department of Housing and Urban Development, 23 builder/developers and a number of leading community association professionals.

CAI is now a major national membership organization, with more than 28,000 members and almost 60 regional, state and metropolitan chapters. Members include community association

board members and other interested homeowners, professional managers, management companies, builders and developers and businesses that provide products and services to community associations.

CAI believes homeowner and condominium associations can and should exceed the expectations of their residents. It's that vision that drives CAI's commitment to be the preeminent worldwide center of knowledge and expertise for people seeking excellence in the governance and management of common-interest communities. CAI inspires excellence by identifying and meeting the evolving needs of the professionals and volunteers who serve associations, by being a trusted forum for the collaborative exchange of knowledge and information, and by helping our members learn, excel and achieve. Our vision is reflected in community associations that become better—even preferred—places to call home. 

CAI media contact: Frank Rathbun (703) 797-6261, Frathbun@caionline.org

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CAI-RMC EVENT CALENDAR

OCTOBER

17
Sat
**Board Leadership
Development Workshop**
CADA • Denver

20
Tue
Lunch & Learn
Maggiano's DTC

21
Wed
Lunch & Learn
CB Potts • Fort Collins

NOVEMBER

12
Thu
**Fall Conference & Trade Show /
Annual Meeting**
The Curtis • Denver

DECEMBER

3
Thu
CAI-RMC Holiday Party
SAVE THE DATE!

**For the latest information on all our programs,
visit www.cai-rmc.org!**

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