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COMMON INTERESTS

Utilizing TECHNOLOGY For Your Association

INSIDE:
**Social Media: Building Community
and Avoiding Pitfalls**
Technology in the Board Room
Where Did All These Clouds Come From?
Water Use Technology
And More!

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COMMON INTERESTS

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Speaker Series: Julie Clark
Tue 11:30 AM - 12:00 PM - Denver Sheraton West Center - Denver... [In Attendance](#)

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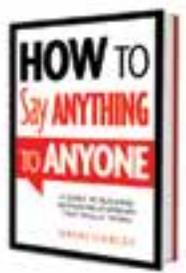
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HOW TO SAY ANYTHING TO ANYONE SETTING EXPECTATIONS FOR POWERFUL WORKING RELATIONSHIPS



SHARI HARLEY
Founder and President,
Candid Culture

You have a request for one of your co-workers but don't know how to say it, so you don't say anything. A project you worked on for six months has become a black hole. There is no information about the status. You're frustrated, but you don't say anything. Two employees aren't working well together. It's impacting the atmosphere in the office. You don't know what to say, so you don't say anything. Speaking up when we are frustrated is hard and, as a result, most of us don't. Instead, either we tell other people (aka gossip) or we say nothing, and relationships become strained. You can say anything to anyone and have it be easy. You just need to lay the ground work to do so, and most of us don't.



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Social Me



Building Community & Avo



Ashley M. Nichols
CAI-RMC Editorial
Committee

With popular social media platforms like Facebook, Next Door, and Twitter taking over the way that many people communicate, questions abound about the use of social media in community associations. The use of social media can certainly be a tool to build community and engage your members, but there are also risks. This article will update the status regarding the use of social media, but it will take more than 280 characters to do so. #readon #socialmedia #community

According to results of CAI's National and State Statistical Review for 2016, an estimated 69 million Americans—21.3 percent of the US population in 2016, lived in common interest communities. In that same year,

the United States had 197.7 million Facebook users, 68 million Twitter users, and approximately 68 million NextDoor users (with that company expecting this number to grow to 100 million by 2020). Almost certainly then, your community association has experienced the effects of social media in some context. Unfortunately, you've also seen that the effects have likely been negative. Why is that and how can we change that to improve our communities?

Think about this: A Florida State professor of social psychology did an experiment in which participants gained or lost the same amount of money. Participants were more upset about losing \$50.00 than they were happy about gaining \$50. In another study where children and adults up to 50 years old were interviewed about their childhood memories, the study "found a preponderance of unpleasant memories, even among people who rated their childhoods as having been relatively pleasant and happy."¹ Conflict is what people talk about. If things are going well, no one generally praises in public. People will always vent in public, and social media

edia



iding Pitfalls

platforms provide an easy way to do that. You also know why this is, but you may not know that it has a name: the Disinhibition Effect. In a nutshell, it means, you can't see me, you don't know me, and I can say whatever I want behind the safety of this computer screen.

Social media has changed the way that nearly all of us live (and communicate) in this world. Because of this, there is an opportunity for community association boards to use the platforms in a way that will build community and engage your members. Using social media effectively can also be a great way to keep members informed, as well as curating a brand for your community. The use of social media should not be to give opinions about Board decisions. It should be informational. Provide time/location/agenda for Board meetings. Post about community events. Do you have an ice cream social in the summer? Post about that—put pictures from the event up (request permission before posting any pictures of children). Post about when the pool will be open. These are all things that members will, hopefully, find useful.

When it comes to the risks of using social media, it comes down to “netiquette”—the correct or acceptable way of communicating on the internet. Be clear, be concise, and be unemotional. If you keep these three things in mind, the risks will be minimized. Board members, as a rule, should be mindful of speaking about the community on any social media using their personal accounts. Engaging in comments (even just “liking”) can indicate favoritism (perceived or real) and that can lead to issues within the community. You are sure to find that there are instances where your Board or manager may feel the need to respond to posts and comments. Again, be mindful of getting too involved in any conflict and really use the platform to provide information. For example, if owners are in an uproar about a topic, consider commenting about when/where the next Board meeting is taking place and encourage members to take issues/concerns to the Board meeting to discuss. Remember it is often easier for people to say things online than it is in person, and encouraging owners to move the discussion to a Board meeting may diffuse the situation.

Some of the risks that may arise when discussing the use of social media are as follows:

- **Discrimination:** His/her post wasn't removed, but mine was.
- **Defamation:** If a potentially harmful post (all about perception, right?) is not removed, a crafty owner could argue that the association has taken on liability for the content of the post.
- **Harassment:** If upset by posts that might be directed at a specific owner, that owner could assert a claim that the association has provided a forum for which content is being approved to harass an owner.

With the right enhancements², most business insurance policies can include personal and advertising injury provisions that cover these types of claims. “Advertising” is any notice—including a post on social media—that is broadcast or published to the general public or specific market segment about your goods, products, or services for the purpose of attracting customers. Limits on this type of coverage may be too low, so an umbrella policy is smart.

There are also federal laws that protect associations that may worry about the risks of social media. The Communications Decency Act, in short, eliminates liability for information posted by third parties. And the Digital Millennium Copyright Act eliminates liability for copyright infringement claims involving content posted by third parties.

Another concern that is often seen (whether an association is using social media or not) is escalated neighbor to neighbor squabbles. Again, because of the ease in which people tend to “spout off” on the internet, when neighbors take their disputes to a public venue, it could lead to “bad media” if someone takes it to the news. Any negativity seen in public could certainly tarnish an association's reputation, and more importantly, if significant enough, could depreciate property values. Further, if Board members are considered to be “meeting” because of their discussions on social media platforms, one could potentially argue that it is constituting a quorum and “conducting business” outside of the law.

So, what can your association do to help grow community and avoid pitfalls? HAVE A POLICY! Some provisions that your Board will want to address in the policy are as follows:

Whether a Board can or cannot have an official social media platform...

- Define who has access to the sites;
- Consider keeping the access to only owners (i.e., private Facebook group);
- Define who is allowed to post information;
- Consider assigning just one Board member (or the manager);
- Whether a Board member can or can't have their own independent social media channels representing the Association;
- What can and can't be communicated on a Board's social media platform;
- Prohibition of negative or defamatory posts/comments;
- Establish the right of the Board to remove user comments that violate standards; and
- If feasible, put into place a procedure for screening content before publication.

The use of social media platforms can be great tools to keep your community members connected and engaged. Be cautious and heed the advice that we give to our children – anything you put on the internet is forever, even if you delete it. I always remember (for myself) and advise (for my clients) to THINK.

T - Is it true?
H - Is it helpful?
I - Is it inspiring?
N - Is it necessary?
K - Is it kind?

Having a policy will provide notice to owners in your community about the association's use of social media and expectations. Remember, one of the great things about community associations IS the community. Grow it and cultivate it—and social media platforms, used smartly, can help you do that! To help promote these principles in your community or for questions about the potential impact of using social media, contact your insurance agent (to ensure coverages) and legal counsel. ⬆



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The background of the slide features a dark blue gradient with several stylized, light blue clouds. Each cloud contains a white power button icon (a circle with a vertical line and a curved line at the bottom). The clouds are scattered across the frame, creating a sense of depth and texture.

WHERE
Did All Those

CLOUDS
Come From?

What is the Cloud Even About?



Clint Larson, MCSP
President, IAMCP
Colorado Chapter

The “cloud,” as it was originally described, was meant to define the space between the owner of the data, and where the data was physically stored. Many were skeptical of the viability and longevity of this emerging technology. Almost 20 years later, there are “clouds” almost everywhere: iCloud, Google Drive, Dropbox, OneDrive, SharePoint, AWS, and several others. Now, cloud services are becoming common place and even sought after by business of all shapes and sizes for several good reasons.

than owning and managing any physical device. In the proper cloud solution, the Association’s data can exist on several different servers, across several different data centers, around the United States. This ensures that the Association’s next biggest asset is being protected and maintained properly at all times.

How To Get Started With The Cloud:

First you need to get the right cloud and choosing a great technical partner is essential. Choosing a cloud provider is a marriage of sorts, and there needs to be confidence that it’s a relationship that the community can live with for the foreseeable future. Secondly understand that it is more about the people than the process. Adoption to the cloud can be challenging for some people. Simplification and proper training will go a long way to help organizations use and get the benefit of cloud services. Getting over the psychological barriers of not “owning” the data. It is not true. Owning a physical server in a building does not allow any more “ownership” of the data then storing it in the cloud. Hackers and viruses can more easily breach the security on a small business than one that is spending more than a billion dollars a year keeping the data secure.

Changing servers to cloud services or changing board members or management companies, the end goal is to keep the association data safe. Emails and documents alike contain important and valuable information about the community and this needs to be protected. Proper cloud services can eliminate many of the challenges and allow the community, the Board, and the Managers to be confident that the assets are being protected and secured. ⬆

Clint Larson is the principle of 303tech and he is a Microsoft Certified Silver Cloud Solutions Provider for Small and Medium Business. Clint is currently serving as the President of the IAMCP chapter for Colorado. He has served the HOA community as a technical specialist and board member for more than 15 years. To find out more please visit 303tech.com

Why Should The Data Be Moved To The Cloud?

Security, Reliability, and Expandability. Companies like Microsoft are spending more than \$1Billion dollars per year in security and security related areas, every single year. The very best datacenters (the physical location for the data) have redundancies built in at every possible point. Multiple locations in the United States, multiple internet connections, multiple power sources, routers, firewalls, and especially multiple servers. All this redundancy so the data can be accessed at anytime from anywhere on any device. When more space is needed, it can just be added. No need to purchase additional servers or buy more hard drives. The storage systems are almost limitless.

Are All Clouds Created The Same?

No, these clouds are not created the same, there is no water cycle here. There are many different options and tons of ways to connect and develop these options. People have used the analogy of a tool in a tool box. When you first start looking at cloud services and options, it is like going into a lumber store for the first time. Hammers and nails and boards, Oh My! It can be overwhelming, intimidating, and even daunting to figure out what pieces and parts are needed to build the proper cloud solution. Choosing a great technical partner is essential in finding and deploying the proper cloud service that will provide a long-term solution.

How Does This Relate To The Community Or Management Company?

For Home Owner Associations and Management Companies alike, the data that is generated and the records that are created are the second most important asset to the association, the first being the physical property itself. Just like the physical property, the digital assets need to be protected and maintained as well. When you look at the total cost of ownership of the other options available, the numbers just don’t add up. Cloud services can provide better security, reliability, and expandability



Use Technology to Your **Be** Not Your **Detriment**, in Boa



nefit, rd Meetings



Adam Brown, Esq.
Moeller Graf, P.C.

Recent studies show that as of 2018, 95% of Americans own a cell phone of some kind, and 77% of Americans now own a smartphone. We are increasingly able to communicate instantaneously with almost anyone we know via email, messaging applications, voice calls, and even through video chat applications such as Skype and FaceTime. With the ability to conduct business through these means, Boards of Directors have the ability to streamline communication and share information quickly and seamlessly.

This article will briefly address both some of the practical benefits, as well as some of the potential pitfalls, of using technology to conduct community association business.

The first of these practical benefits is the ability to conduct meetings when one or more members of the Board are unable to attend a live, in-person meeting. Unless otherwise provided in the bylaws of the community, the Board of Directors may permit any director to participate in a regular or special meeting by, or conduct the meeting through the use of, any means of communication by which all directors participating may hear each other during the meeting. This may be just a simple telephone call, but could also include other telecommunication applications such as the ones mentioned above.

The second way that Boards often make use of technology to conduct business is by taking action outside of a meeting, through the use of email voting. In general, many communities have the necessary authority for this—although not all communities do. Under the Colorado Nonprofit Act, unless otherwise provided in the bylaws, any action to be taken at a directors' meeting may be taken without a meeting if a notice stating the action to be taken and the time by which the director must respond is transmitted in writing to each member of the Board and each member of the Board, by the time stated in the notice either (a) votes for such action; or (b) votes against action, abstains from voting or fails to respond or vote and fails to demand that the action be taken at a meeting.

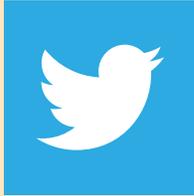
The pitfalls of voting via email come in when trying to keep sufficient records of these communications. This raises the practical questions of how Boards should determine which e-mails to save, how to retain such e-mails, and other related issues. The following are some practical ideas to help your Board avoid these pitfalls:

First, it is always recommended that Board members set up a separate email account (other than his/her personal email account) to conduct Board business. The reason is that if a Board member is served with a subpoena for his or her e-mails, not only will the e-mails related to Board business be subject to it, but all other e-mails sent and received from that account could also be discoverable. A practical idea that many Boards utilize is to create Google or Yahoo accounts to tie email addresses to certain positions on the Board, e.g. hoasecretary@gmail.com—which can then be passed on to subsequent officers holding that position.

Second, Boards should keep in mind that under the Colorado Common Interest Ownership Act, the Association is required to keep minutes of all meetings of the Board, including written

CAI Social Media Roundup

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communications among, and votes cast by, the Board members that are directly related to an action taken outside of a meeting (if permitted under the Bylaws and/or Colorado law). With this in mind, if your Board conducts voting via email, either the community manager or the Board secretary should be designated to save and file all such voting records of the Board, in order to comply with the statute and to be able to produce these records if requested by an owner. These voting records should also be filed with the minutes of the Board at the next live meeting.

With the above issues in mind, it is typically recommended that actions and decisions outside of a meeting be kept to a minimum, and to limit these situations to urgent matters where the Board cannot call a special meeting or wait until the next Board meeting to discuss the issue.

And, call me old-fashioned, but despite the convenience of technology, my experience strongly suggests that important community association issues are often addressed most positively in face-to-face meetings with your fellow Board members. ⬆

Adam Brown is an associate attorney with the law firm of Moeller Graf, P.C. in the Denver metro-area. Adam has practiced community association law exclusively since 2015. He has extensive experience advising associations in all areas of community association governance, including drafting and interpreting governing documents, reviewing and drafting contracts and real estate documents, and advising communities regarding compliance with applicable state and federal laws. Adam regularly attends Board meetings and homeowner meetings, and particularly enjoys mediating the high-conflict situations that sometimes arise in those settings through a practical, solutions-focused approach.

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Smart Controllers: Water Intelligence for a Sustainable Future



Justin Bayer
CAI-RMC Editorial
Committee

Every industry eventually has to get smarter. Some take longer than others, to be sure, but eventually there comes a time when ignoring the future of technology and advancement can only be done to the detriment of a successful business.

Change isn't easy, and more often than not, change does not come without cost. In a day and age where our iPhones and Androids rarely leave our hands, companies like Rainbird, Hunter, and Rachio (to name a few) are revolutionizing the way irrigation is managed. They are doing this by keeping up with the curve of technological advancements, and these developments in irrigation controller tech have distinct advantages.

"...Companies like Rainbird, Hunter, and Rachio (to name a few) are revolutionizing the way irrigation is managed... these developments in irrigation controller tech have distinct advantages."

Easier User Interfaces:

Something that immediately stands out about the use of Smart Controllers is the way in which an irrigation system for an HOA, commercial business, individual home, or multi-family complex can now be accessed from your fingertips. Let's face it, in the past (and even present) irrigation controllers don't exactly have a reputation for being user-friendly. Setting up timers and running water to various zones for specific amounts of times can be learned with proper training or research, but as with all technology, there are ways to make this easier. Technological advancement doesn't always lead to an easier user experience; the more options there are means as a user you need to know more about the controller, more about how to set it up, and more about what different functions can provide to make for a more efficient experience.

That being said, the companies developing intuitive technology around irrigation are creating avenues which make understanding their products infinitely easier for the "average person." This isn't an insult to those who are not irrigation techs, this is just saying that

functionality and user interface through a smartphone application developed in-house by these companies can be easier to digest than reading a 100-page manual on an irrigation controller. No offense to Rainbird and Hunter, but that's some pretty dry reading.

By making the options within the applications simple and concise, and the access to these applications more readily available than ever (you can check your Facebook, change your irrigation settings, and order yourself some take-out all from your couch!) understanding your irrigation system and making the proper changes is now more understandable and accessible than ever.

So you can access your irrigation controller from your phone, what other advantages are there?

Sustainability:

Water is a hot topic, and rightfully so. The effects of over-usage of water is noticeable in everyday life, with many advocates pressing for more efficient water-management. Irrigation is important to the consumption of water, and this topic comes up often at Board meetings and walks with members of communities. The water bills are too high, how can we lower them?

Smart Controllers have the capability to connect to Wi-Fi (which is how you access the controller from your phone) and take into account weather in order to make changes in the irrigation schedule for days when irrigation may be completely unnecessary. So not only are you able to access and make changes to your controller from anywhere you have cell-phone service or wireless internet, but there are systems available which can make the changes for you. If you're managing a large portion of common area for an HOA and your system waters everything during a rainy day, you've not only wasted countless gallons of water, you've also wasted you or your Association's own money. Utilize the advanced technology enough times and the controller has paid for itself, not to mention that water is no longer being needlessly wasted.

Smart Controllers are not for everyone. A lot of people struggle with new technology, and with change. There is a learning curve to every advancement, and if running irrigation through an application is not for you, that's okay. Companies like Rainbird and Hunter have additional options for rain sensors that monitor the weather to turn-off controllers during rain storms which are physically connected to the controllers, or through Wi-Fi. The point is there are options to make positive change, and the companies on the cutting-edge of irrigation technology will continue to create systems that make managing an irrigation controller easier, but most importantly, more sustainable. ⬆

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Parking Technology Still Foot Powered



Joel Perri
Park It Right

Being asked to write about the latest in technology in the parking industry had me thinking. The reality is parking enforcement tech is never designed with the multi-family and apartment communities in mind. There is a constant flow of ideas to improve the parking enforcement industry with a majority of the focus on municipalities and other government-based agencies.

The tech is limited to the larger budgets of a government or tax funded parking enforcement program. This is due to the extremely high cost of technology-based enforcement such as License Plate Recognition (LPR) systems that cost tens of thousands of dollars with little real return on the investment. Cloud Based Parking Permits is the most user friendly for a multi-family community. Most other tech pertains to meters, gates, sensor parking and other components used for parking compliance and enforcement.

The latest tech introduced was the Barnacle which is an electronic windshield boot that looks like a large folding orange rectangle. It is attached to the windshield via two large suction cups that attach to the windshield with 1000 pounds per square inch of force. The booted person calls in to pay to release the boot. The Barnacle is then returned to a small building located on the property.

Parking enforcement and compliance companies focus is on the government sector which leaves few options for private communities such as HOA and apartments. Most enforcement is still conducted mainly by towing companies that may use a digital camera, warning stickers, and email with a few using cloud-based enforcement programs.

Trying to solve parking with technology will not accomplish the goal. The technology available is only designed to support the actual act of walking the property and physically looking at each vehicle to ensure their compliance with the property parking rules. The real goal of any community is to gain compliance with as little impact as possible. Unfortunately, the enforcement action always creates a reaction. These reactions are what the technology has been designed to refute or verify.

There are two driving factors creating the huge parking problem multi-family communities are now facing. The first reality is that our society has empowered people to feel entitled to do as they please regardless of its effect on others and often without consequences. The second contributing factor is high property values have increased the need for people to live together in units and communities not designed to handle the additional vehicles. These realities have dramatically affected parking in a negative way for most multi-family communities.

When a community begins enforcement there becomes a real need for the capability to ensure that enforcement action is valid and proper. If the vehicle was in violation of no permit parking, proof is going to need to be readily available to refute the automatic claim that “my permit was in the car.” If they were enforced for parking in the fire lane, they will state “I was only there for a minute” even though they call an hour later.

It is these areas where parking technology is designed to provide verification of violation when an action is taken. We use an automated phone service that records all incoming calls allowing our company to forward any conversation to the management company or board. Our field agents wear body cameras for use during any interaction with a violator or just a passerby. These are to refute the false allegations heard daily by management companies and HOA boards about the conduct of parking enforcement employees.

Cloud based parking enforcement management programs allow for GPS location of any violation. Pictures with time and date stamp allow for instant verification. Notifications to the management company and board members are often provided if desired, when an enforcement action is taken. An email notification with pictures and reason for enforcement is automatically sent to the appropriate designated parties. This ensures that the enforcement action is known with supporting documentation that the management company will need when the phone calls start.

Parking Enforcement tech is just a support tool for the foot patrols of the enforcement agent. Parking enforcement begins by getting out of the vehicle and walking a property to ensure all vehicles are in compliance with the property parking rules. Most companies don't bother to take the time to put in the foot work needed to ensure people are complying with parking rules. ⬆

Joel Perri developed Park It Right, after 40 years in the towing industry, to provide a much softer approach to parking enforcement. Taking into consideration all the problems facing multi-family communities, he developed a Remote Release Vehicle Boot and Boot Return Station receiving our Patent in April of 2017. We took into account the Colorado sun, the problems electronics encounter in the elements and the boot had to be inexpensive. Our No Tow Solution boot was designed without the bells and whistles but is extremely effective for multi-family communities.



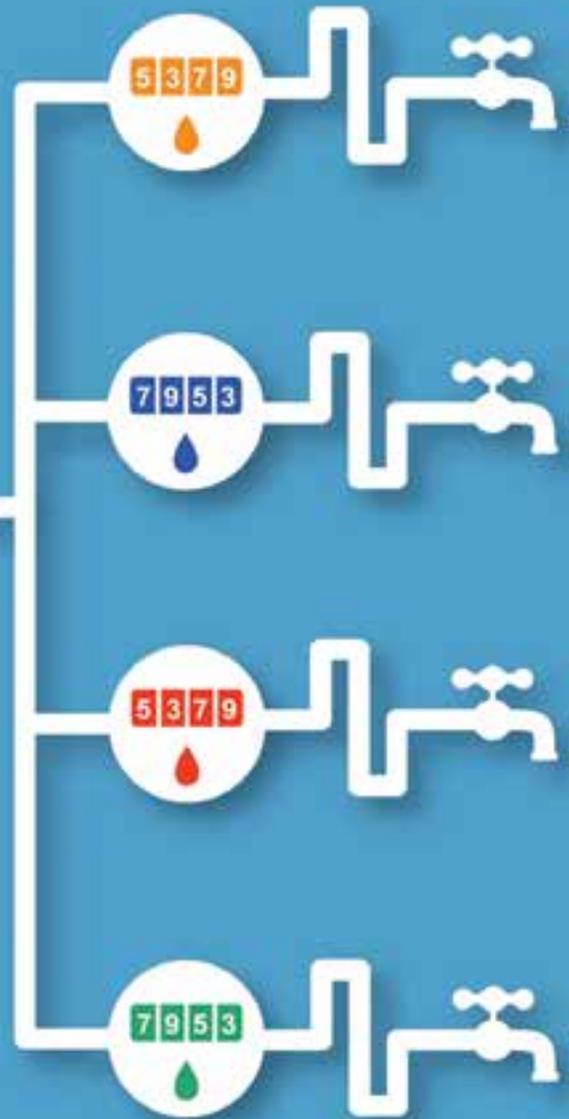
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Water Sub-Metering for Community Associations



Rick Minogue
Metron Sustainable
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In the last 5 to 10 years, prices for the delivery of fresh water to residences and businesses across the United States has skyrocketed. The price for wastewater treatment, which is often connected by percentage or algorithm to fresh water consumption, has increased as well. In Colorado, most new dwelling units are required to have water meters installed during construction. However, that leaves structures and communities 10 years and older available as candidates for water sub-metering.

For Community Association Professionals and their Boards of Directors, here is a brief introduction to water sub-metering.

What is Water Sub-Metering and How Does It Work?

Many older communities, including single family dwellings, condos, high rises, and townhomes, have one master meter on the water supply line serving all of the units. The water supply lines that feed each individual unit subdivide AFTER the master meter. The master meter shows the total amount of water delivered to the community, but there is no way to calculate how much was used by each individual home, the pool or clubhouse, irrigation, etc.

To sub-meter a community's water use, a water meter is installed at each home where the fresh water supply line enters the home, usually on the inside. Meters can also be placed in the clubhouse and irrigation lines. In a home, the meter is placed before the water lines divide to hot and cold, before any hose connections, etc. Most modern meters are electronic, and read to a tablet, computer application, and/or a web portal. Some use internet, others use a

cellular network. Some meters even have their own phone app, so that a resident can monitor his or her water consumption while texting, calling the kids, checking email, setting appointments, and other essential driving tasks. (*JUST KIDDING!*)

Once the meters are installed in the community, the management or sub-metering company takes a monthly consumption reading from each home on a designated day of the month via the web. Then, using utility billing software and the local water rates and tiers that have been pre-loaded into it, each home is billed for the amount of water used.

Why Would a Community Association Sub-Meter?

- **Water is a utility**—like electric and gas. People should not expect to get their water for “free.”
- **Recovery of costs**—Communities on a master meter get one large water bill every month. After sub-metering, the Association is able to recover most of the water expense (minus irrigation and shared use) directly from the users. The money is collected and then used to pay the water utility, which is still billing the Association from the read on the master meter.
- **Fairness**—With sub-metering, everyone pays for the water they actually use.
- **Sustainability**—When individual homes pay for the water they use, there is much more incentive to fix a leaking toilet or broken irrigation head. A toilet that runs 2 gals/minute for a month wastes more water than 10 or more families of four during the same period.
- **Conserving our water resources**—it’s no secret—when people pay for something, they’re more conscious of its use. In many communities, total water consumption at the master meter decreases by 20% or more simply because users are more conscientious.

Can Any Community Sub-Meter?

The short answer is no, for two main reasons:

1. Many condo and high rise buildings recirculate hot water, in others, the units are plumbed together and share a common water heater, or utility risers are grouped so that one unit’s kitchen may be on one riser, but the same unit’s bathrooms may be on another. Each dwelling unit would require multiple meters to collect the total consumption, or as in the case of shared supply lines, cost prohibitive changes would make sub-metering too expensive and invasive.
If an Association is considering sub-metering, the first step is a thorough evaluation by a qualified contractor.
2. The governing documents may prohibit it. Although the docs can be changed, that is typically a time consuming and expensive process.

Can Associations Make a Profit On Water?

Absolutely not. Marking up water effectively converts an Association into a sub-utility, with all the inspection and health monitoring requirements. Don’t even think about it.

Can Associations add the cost of administration of sub-metering to water consumption invoices?

Yes, and many do. Often, when the decision to sub-meter is implemented, the Association may also distribute the costs of wastewater management (which again is usually pegged to potable water consumption using a predetermined formula) with residents.

Are There Arguments Against Sub-Metering?

Yes. Let’s look at a few:

- The most obvious arguments against sub-metering are when governing docs or structural design make the process cost-prohibitive.
- There have recently been special assessments or large increases in regular assessment amounts imposed, and asking owners to pay for water in addition to the new increases can be construed as draconian.
- Fixed or low income population.

What Advice Would You Give Boards and Community Managers?

The Community Manager and Board of Directors should look at the decision of whether to sub-meter a particular community very differently from the one focused on choosing which contractor should mow the grounds or clear the snow. There should be several scheduled open forums allowing free give and take between residents, owners, and the Board.

Waive the first month’s water bills. We always advise our new client associations to send the first one or two water bills with “*DO NOT PAY. THIS WOULD HAVE BEEN YOUR WATER BILL FOR THE PERIOD.*” That allows people to get their budgets and minds around the changes.

Conclusion:

Water sub-metering is growing exponentially across the entire United States. Some of our company’s fastest growing states—Michigan, Wisconsin, Minnesota, might seem intuitively incongruous. Everywhere, city and utility managers have become more conscious of our water resources, and are pricing water more accurately as scarcity and aging delivery infrastructure is replaced and upgraded. At some point, most Community Associations in the Rocky Mountain Region will probably consider sub-metering as a way of getting control of escalating water costs.

There are many great sub-metering companies out there, and when reviewing proposals, be sure to ask about warranty, accuracy, auxiliary services (such as installation, billing and collection, data management, software platforms that can communicate properly with the management company’s software, etc.). Your association counsel should always be consulted before and during the process.

We are always here to help and to answer questions. Thank you for conserving our most precious natural resource. 🏡

Rick Minogue is Managing Director of Metron Sustainable Services, and VP of Operations at Transparent Technologies and Metron-Farnier. Rick Minogue agreed to run Frankfort, Germany-based Techem GmbH’s US water sub-metering start-up in 2014. Later, he helped guide the sale of the company to Boulder-based investors, who renamed it Metron Sustainable Services. His background is in construction and real-estate.



Welcome New Members

Douglas Abbott — Park View Board
Lauretta Lamothe Babich, CMCA — Breckenridge Resort Managers, LLC
Dwight Bainbridge — The Residence At Penterra Plaza
Muneer Barkatullah — Associa Regional Office-Lakewood
Barbara Barlow — Brownstones
Erin Bentley
Lorraine Bowen — Arvada Rainbow Ridge Homeowners Association
Sara Brandt — Laser Technology, Inc.
Anita Brown — Park View Board
Denise Burrows — Park View Board
Tim Cook — Arvada Rainbow Ridge Homeowners Association
Denise Daniel — Arvada Rainbow Ridge Homeowners Association
Christopher Drake — Smith Jadin Johnson
Garry Duncan — Arvada Rainbow Ridge Homeowners Association
Jim Ellington — The Residence At Penterra Plaza
Aaron Ellsworth — TrueNorth Companies
Joanna Esposito — Arvada Rainbow Ridge Homeowners Association
Catherine L. Fraser
Amalia Gonzalez — Hammersmith Management, Inc.
Tanya Grace, AMS
Clifford Haight — Park View Board
Nathaniel Harrison — Brownstones
Larry Hayden — Arvada Rainbow Ridge Homeowners Association
Kevin Glenn Huey — Fireside Properties, Inc.
Susan Kendall — Brownstones
Michael Klein — The Residence At Penterra Plaza
Mary Lavia — The Residence At Penterra Plaza

Edward Levine — Brownstones
Rhonda MacPherson — Colorado Association Services-Lakewood
Miss Kiefer C. Maizland
Alicia Martin
Joel Massey — NexGen Roofing & Exteriors
Ashley Mayer — Gold Peak Homeowners Association, Inc.
Benjamin Adams McNair — Austria Haus Condominium Association
Gail Millham — Brownstones
Don Morgan — Hammersmith Management, Inc.
George Newman — Arvada Rainbow Ridge Homeowners Association
Timothy P. O'Hayer, Jr. — Associa Colorado Association
Emily O'Ryan — Cherokee 1 HOA
Georganne Ortiz, CMCA — Hammersmith Management, Inc.
Robert Roper — Park View Board
Brent Roper — Ropa Roofing
Sandi Ryan — Service Plus Community Management
Jeanne Schaefer — Gold Peak Homeowners Association, Inc.
Michele Jan Smith, CMCA
John Stovall — The Residence At Penterra Plaza
Gygnetha Swofford — Roxborough Village First
Christen Turk — Hammersmith Management, Inc.
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Angela Watts — Associa Regional Office-Lakewood
Patryk Wiszowaty — Contemporary Painting
John Young — Arvada Rainbow Ridge Homeowners Association
Rebecca A. Zazueta-Osuna, AMS, PCAM



Editorial Calendar

Issue	Topic	Article Due Date	Ad Due Date
February	Legal	12/15/2018	01/01/2019
April	Maintenance / Preventative / Upgrades	02/15/2019	03/01/2019
June	Insurance / Ethics	04/15/2019	05/01/2019
August	Finance	06/15/2019	07/01/2019
October	Tech / Modernization	08/15/2019	09/01/2019
December	Planning Ahead / Goals / Community Vision	10/15/2019	11/01/2019



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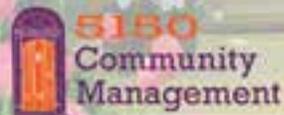
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CAI-RMC EVENT CALENDAR

OCTOBER

11 Thu	Managers Lunch Denver
16 Tue	Speaker Series Denver
20 Sat	Board Leadership Development Program Broomfield

24 Wed	M100 Fort Collins
26 Fri	* CHANGE IN DATE! * 2nd Annual NoCo Bowling Windsor
NOVEMBER	
9 Fri	2018 Fall Conference and Trade Show / Annual Meeting Denver

For the latest information on all our programs, visit www.cai-rmc.org!
Don't forget to register for events as prices are significantly higher the day of the event.