

Vol. 33 • No. 11 • Nov/Dec 2015



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COMMON INTERESTS

Happy
Holidays

INSIDE:

Annual Meetings
Holiday Work/Life Balance
Mountain Conference Recap
DIY Gift Ideas
And Much More!



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We are extremely grateful for everyone who contributed to the success of this event.
We hope to see you all again next year!

To learn more about JAMLAC, please visit <http://www.milehighmin.org/jamlac>.

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President's Message

CAI Social Media Roundup

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CARMEN STEFU
President
CAI-RMC

I am happy to announce that our **Fall Conference & Trade Show** held on November 12th was a huge success! I'd like to thank the committee and all those volunteers involved in planning and implementing this event! Your efforts are so appreciated as were the surprises along the way!!!

On a different note, members of the Board of Directors for the CAI Rocky Mountain Chapter and chairs for various committees held the strategic planning session of the chapter for 2016. The effort put forth by all the participants resulted in a number of goals for 2016 that have been assigned to various members of the Board and chairs. The approved plan will be posted on the website and I invite each and everyone of you to review it as it will give you a better understanding of the chapter's activities in 2016.

Lastly, we are excited for our Holiday party that will be held on **December 2nd at Comedy Works @ The Landmark in DTC**. The event will be held in a brand new location for us and promises to be an evening filled with fun and holiday cheer. Please come out and support the chapter in this event!

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Executive Director's Message



BRIDGET SEBERN
Executive Director
CAI-RMC

Excitement fills the air in the Chapter office! The season of joy is upon us—yes, you're supposed to be filled with joy—and we couldn't be happier. Not only are we excited about the holiday season, we're looking forward to a wonderful 2016.

Here are a few tips to help us end the year well and start the new year even better:

- If you have an address change, need to renew membership, or general membership questions, please contact the National Office at cai-info@CAIonline.org or by calling (703) 970-9220.
- If you have a balance on your account, please make every effort to pay it. This does not include membership balances, as those are from the National office. I'm talking about balances for attending events, sponsorships, etc...
- Continuing in 2016, we will not allow entry for events if the registration hasn't been paid in advance. All registrations will

need to be cancelled within 48 hours of event in order to be considered for a refund.

- If you have questions about designations or education, please contact the National Office at caieducation@CAIonline.org or by calling (703) 970-9220.
- Members, be on the lookout for upcoming 2016 directory update information. The directory is updated once a year so it is important to make sure that the information you list is information that will be relevant throughout 2016.
- Sponsorship information will be sent out in November! Business Partners and Management Companies, be on the lookout for the information as it will be sent via regular mail and email towards the end of November.
- Did you know that our address changed in March? We're still getting payments and letters that are sent to the old address. Please make sure you tell your accounting department the new address: CAI-Rocky Mountain Chapter, 6015 S Main Street, Suite 200, Aurora CO 80016

Let's all make 2016 the best year for the Rocky Mountain Chapter of CAI—together we can make it happen.



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Committee Corner



EDITORIAL COMMITTEE

2016 is almost here! We are excited for the New Year and the new adventures to come. We want to THANK our volunteers on the committee—**Maggie Bolden, Bryan Farley, Joel Gregg, Sam Kimbrell, Philippa Burgess, Sue Daigle, and Denise Haas**—AND all of you who have written articles for the magazine! We meet the first Wednesday of every month at 8:30am at **Palace Construction**. Stop in and see what we are all about! If you have any great ideas or want to write an article contact **Jessica Meeker**—jmeeker@benssonpc.com.



MEMBERSHIP COMMITTEE

Wes and I were appointed the chair and co-chair of the membership committee a year ago, September of 2014. It's been a year of hard work, great accomplishments, and large meeting; we have 14 members not including **Wes, myself, Kim West**, the board liaison, and **Bridget Sebern**, our executive director. I want to recognize the group I have the privilege to work with. **Bill Beckham, Bryce Sheetz, Carey Bryant, Craig Hammer, Denise Haas, Derek Jost, Dierdre Fye, Jim Walters, Leslie Ashford, Mike Lowe, Renee Hughes, Sam Firenze, Scott Douglas, and Wayne Wright**. Thank you all, we couldn't do what we do without you.



FALL CONFERENCE COMMITTEE

Thank you all for making the **2015 Fall Conference** a success! It was great to see you all and we especially appreciate those of you who were brave enough to dance. We also want to thank those who implemented the theme in their booth design.

Did you like the Fall Conference this year? Was there anything you did not like? Please make sure you fill out the survey so that we can make next year's Fall Conference even better.

Thanks again and we'll see you in 2016!



ACTIVITIES COMMITTEE

2015 was another very successful year for golf! Thank you to all who participated in this year's golf events, and to those who made contributions towards the continued success and efforts of CAI-RMC to give back to communities. As the golf season winds down, it's time to gear up for fall activities. Beginning this year, and in 2016, the Activities Committee will be hosting several alternative events, with opportunities for members and guests to participate, mingle, and network throughout the winter and spring seasons. Look for specific dates and locations for new events coming soon!



SPRING SHOWCASE COMMITTEE

The Spring Showcase has officially started the planning of the **2016 Spring Showcase!** Please stay tuned for exciting announcements regarding the show.

We would like to thank the hard work and dedicated commitment of the volunteers that have served on the planning of previous Spring Showcases. We also would like to give a warm welcome to the new committee members:

Nichole Stevenson
Jordan Kincaid
Elisa Anderson
Chase Carmel
Kristen Jezek

Save the Date: **April 22, 2016—Colorado Convention Center!**



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

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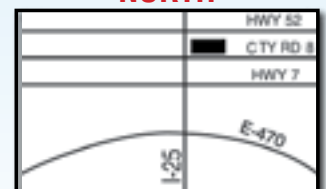
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2015 MOUNTAIN CONFERENCE

The 2015 Mountain Conference and Trade Show hit record numbers in attendance. If you weren't able to go, make sure to come next year on September 19, 2016!

by Steve DeRaddo, Mountain Conference Chair

The 2015 Mountain Conference & Trade Show was held this year at **The Vail Marriott Resort & Spa**, a new venue for us. It took place on Monday, September 14th, about three weeks earlier than in past years and the weather was very pleasant. We were very excited to have had record attendance this year and received lots of positive feedback from attendees that this was the best Conference ever. For those that came in early to enjoy the weekend and attended the Sunday evening Reception, the location was ideal with many restaurants and shops within a five minute walk. The attendees and vendor business partners really liked the new conference space and we received many nice compliments on the quality of the food. The staff at the Vail Marriott were also great to work with.

Given all the great positive feedback we received, we have already locked in our date for next year. So please mark your calendars for **Monday, September 19, 2016** for the **14th Annual CAI-RMC Mountain Conference & Trade Show**.

Major kudos go out to the mountain community managers that were part of the planning session this year as they came up with the great educational programs. We opened the Conference with Manager Licensing Updates and had 2 representatives from DORA on the panel. It was standing room only for that morning general session. We had **Rob Felix** as our special guest speaker this year to close out our Conference. This afternoon general session titled, "Work Life Balance—How to Avoid Manager Burnout" was an excellent program and Rob was the perfect candidate to speak given his 35 years of experience in community management. In addition, Rob has been a frequent teacher and speaker around the world for CAI National and it's local chapters. He was recognized as CAI's National Educator of the Year in 1999 and 2005.

We have set the bar pretty high for next year, but we have a great group of committee members that are ready to accept the challenge! We look forward to seeing many of you at next year's Conference. ⬆

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Annual Meetings



How To Be the Star of the Show

by Grant Parker, BRC Real Estate

So you've sent out the Annual Meeting Notice and rented the room. Now what?

At this point, you've hammered out the draft budget for next year and the board has already decided whether the dues will need to increase. You should have a clear picture of the financial position of your client. The owners' are preparing to elect your bosses for the next 12 months. Are you ready to star in the biggest production of the year?

Community association managers are not generally expected to run meetings. At regular meetings during the year, the board president usually sets the agenda and the manager sets everything up for success. But at the Annual Meeting of Owners, the script can take some dramatic turns before the evening's ultimate conclusion. So managers have to be prepared. What's it going to be, opportunity or catastrophe?

The Budget

As the manager, you are typically the architect of the initial draft budget. Can you defend the numbers? You may have to. The board treasurer is not always equipped to present the budget in front of a room full of people. Not all board members have strong presentation skills, or the ability to explain a two-page document filled with columns of numbers. The curtain just went up, on you.

In reality, you should already know that you'll have a speaking part. You know the personalities of your board members and you know what has to be done. Whether you volunteer for this task or they ask you to do it, it's now up to you to communicate the most important information of the year. Time to check the following boxes:

- ☐ Use the year-to-date financials to explain the previous year's budget vs. actual performance. Use accounting terminology, not slang or laymen's terms, when making your points. Your audience will have more confidence in your message if you use proper language.
- ☐ If the board has approved an assessment increase, explain how and why this decision was made. Keep it businesslike. It's not "you against them". Look to the board for support of your comments. Let them know you may defer to them on issues of which they have first-hand knowledge. You absolutely want to present a unified front.
- ☐ If there is a budget committee, or if the board worked many long hours to finalize the budget, be sure to recognize them and thank them for their efforts.

The Election

Since you're a super star, you've already determined whose terms expire, how many vacancies exist and

who is running for re-election. You've mastered the by-law sections dealing with the entire election process, from the nominating committee and call-for-candidates, to scrupulously preparing the ballot with correctly spelled names arranged in alpha order. Each candidate's bio was mailed out with the ballots and the meeting notice. It's time for the Master of Ceremonies to run the show and check the following boxes:

- ☐ Finalize the proxy count and compare it to the sign-in sheet. By now, you've already checked off the proxies that were received prior to the meeting date, to assist in establishing quorum.
- ☐ Introduce each of the candidates and allow them to say a few words about why they want to serve on the board of directors.
- ☐ Request a slate of at least two volunteer tellers (un-related to any candidate) to count the votes. The manager prepares the tally sheets and oversee the ballot and proxy counting process. All tellers must arrive at the same results before the count can be verified and announced.
- ☐ As a matter of decorum, only announce the winners. Do not announce the actual tabulation of votes. However, the actual vote count must be included in the minutes of the meeting. Congratulate the winners and welcome them to the team.

If you perform all of these functions adequately, the board will appreciate your contributions and the owners will believe in your ability to manage their association. As we all know only too well, there is precious little forgiveness for mistakes and misunderstandings. Practice the script and prepare for your big night and the curtain will fall on another great year. 🏠



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Work Life Balance

The holidays are generally a time filled with festivities, good cheer and even better food. So, who wants to work?

Probably not many of us, but in all seriousness, we still need to get the job done despite the holidays and all their inherent distractions. This is one of the hardest times of the year to strike a good work-life balance, so before your calendar starts to fill, here are some tips that can keep life from getting out of whack.

Set Priorities

In order to achieve work-life balance, especially during the holidays, you have to understand what your priorities are. Sit down and go through the exercise of ranking your priorities. Is your top priority family time? A hobby? Volunteer work? It's easy to drift through your day, allowing whatever is "next" to get your attention. After you establish your priorities, you'll be able to say no to activities or events that didn't make the cut, or at least put time limits on your participation.

Do a Time Audit

For one week, keep a log of how your time is spent. You don't have to log each and every task—just general groups of tasks like errands, housework, etc. Does the way you've spent your time align with your priorities? If not, attack the time hogs with gusto in order to bring your life back into balance. Understand that your priorities may shift during the holidays, and that's ok. Just make sure you continue to devote time to the things that are important to you—

and don't feel bad about letting other (less significant) things slide, at least temporarily.

Set Limits on Work Hours

This is easier said than done, but if work-life balance is important to you—set limits on the hours that you work and enforce them. Maybe that means you leave the office no later than 6 p.m. Maybe that means you don't work weekends. If you work from home, you may need to establish firm boundaries that separate work time from personal time. As the holidays approach, it's particularly important to carve out some extra hours for those demanding seasonal tasks, not to mention yourself (pedicure, anyone?).

If you've been someone that the team counts on for late hours, you should communicate the change. I get to work fairly early, but everyone knows that I'll be out the door at 5 p.m. sharp.

Get Help

If running errands, cleaning house, or doing yard work are eating up a large amount of your time, your life is going to seem out of balance. If you can afford it, hire out some of these tasks—even if it's just temporarily, while you navigate this busy period. If you can't, at least remind yourself that you don't have to have a perfectly cleaned house or the best landscaped yard on the block. Scale back your expectations in order to keep your priorities aligned with the time you spend on them.

Unplug

Blame the smartphone, but more and more employees are checking work email in the evenings, on weekends, and even on vacation. Perhaps you can't forgo checking email altogether, but set limits on when you'll check work email. For example, if you have a family, you might want to block out time for a family meal—no smartphone allowed. I'm very firm about not checking work email from home, and I communicate that to my coworkers. My team knows that the only way to reach me outside of regular work hours is to call me.

If your job involves heavy social media interaction, you can still unplug for a few hours a day. Investigate platforms (there are several) that will schedule social media status updates for you. Handle all your responses in batches, rather than replying immediately.

Get Moving

Even if exercise didn't make it high on your priority list, it's a smart thing to schedule into your day. Exercise boosts your energy levels and can improve your mood. It may seem difficult to squeeze in some activity, particularly during the holiday season, but the extra oomph you gain makes exercise an activity that saves you time in the long run.

Work-life balance is a moving target. One day might feel well-balanced, and the next day might feel the opposite. Keep your priorities in mind and just do your best. Don't forget that your priorities will change as your life changes—especially during the holiday season—so periodically reassess your priorities and where you are spending your time. 🏠



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Please contact Director of Development Melinda Kelejian at (703) 951-7611 or mkelejian@caionline.org if you have questions or need additional assistance.

Hit a Holiday Homerun

Proven Ideas to Recognize Employees and Colleagues

By Jill Christensen



Community management is a team effort where every individual's contributions make a difference. The human need to feel acknowledged and appreciated is alive and well. Amid the holiday bustle, here are ideas for how to best recognize employees, colleagues and business partners.

1. The most effective form of recognition is a sincere "thank you".
2. Ask your co-workers about their family, friends, hobbies and holiday plans. Your genuine interest—and undivided attention—causes people to feel valued and cared about.
3. An old fashioned holiday card with a personalized greeting never goes out of style. Consider sending a New Year's card in January vs. a holiday card in December, when people are inundated with cards and events.
4. Organize a party with food and/or alcohol at the end of the work day. Avoid scheduling it after work hours unless it is planned far in advance and attendees are invited to bring a guest.
5. Stock the office break room with some bagels, doughnuts, granola bars or other treats. Offerings such as cookies, cupcakes and chocolate are also big hits, as people tend to eat more liberally during the holiday season.
6. Host an office lunch, and invite clients and business partners to attend. Have management prepare the food and serve attendees, as it's a wonderful way to show leaders in a more personal light.
7. Allow employees to leave at Noon and take the rest of the day off with pay. Or allow employees flexible scheduling from Thanksgiving through the New Year. If work coverage is critical, post a calendar so people can balance their time off with that of their co-workers.



8. When giving gifts, it can be hard to know what will be well received. Items branded with a company logo are popular, but research shows that people prefer other items, such as a gift card or cash. End-of-year and perfect attendance bonuses, and gift cards make people feel appreciated.
9. Create gift baskets (travel packages, alcohol, gift cards, movie packages, food, car detailing, event tickets, time off work certificates, etc.) and give employees raffle tickets that they can use to "bid" on the basket contents.
10. GiftGrab exchanges involve employees buying a gift within a certain budget amount. Employees then pick a number and select a wrapped gift in numerical order. When an employee opens their gift, they can exchange it for another gift previously won by a co-worker, which always brings laughs.
11. Another effective strategy is to ask people in advance how they would like to celebrate the holidays. This gesture will demonstrate that you care about people's input and ensure you select a mode of recognition which makes people feel appreciated.
12. Regardless of what you select, your gesture will be meaningful if you are genuine, timely, and provide specific feedback about how the person adds value and makes a difference. Happy planning! 🏠

Jill Christensen is an expert in employee engagement and author of the forthcoming book If Not You, Who? Cracking the Code of Employee Disengagement. For more tips to engage employees, visit Jill's blog at JillChristensenIntl.com.



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Keep the Spirit of the Season (And Your Professionalism!) Intact This Holiday



by Joe Jackson, Associate Marketing Manager
Hammersmith Management, Inc.

Ah, the holidays. Everyone celebrates them differently, but for many of us they represent a time of the year when we gather together with family, friends and our communities in a spirit of gratitude and joy. This magical season brings out the best in almost everyone, so it's a time when the greeting cards, fruit cakes and gifts flow as freely as the eggnog. (Which may vary, I guess, depending on the eggnog; I've had some pretty gelatinous batches myself.)

All joking aside, it really is easy to get caught up in the spirit of the holiday season sometimes without realizing it. And, unfortunately, blindly following through on this excitement can have unintended consequences, especially as it pertains to holiday gift giving and receiving in the workplace. While every one of us could probably use some extra joy in our lives, it's important to realize that gifts between professionals and the organizations they represent carry connotations and significance with them that simply aren't found in exchanges between private individuals. As such, there are certain guidelines and best practices to follow when it comes to giving and receiving gifts in a professional environment.

Gifts between coworkers

The first step in deciding whether it's appropriate to give a holiday gift to a coworker is to review your company's official policy on office gift giving. These policies tend to become more defined as a company grows, so chances are that if you work for a smaller organization, you'll have more leeway with this policy than if you work for a larger one.

Once you've determined your workplace's rules (and assuming personal gifts are allowed), the next step is to determine what sort of gift would fit into your company's culture and the type of gift

your coworker would enjoy. A good option is to go with something they can use to make their work in the office easier or more enjoyable, as it emphasizes your working relationship and shows your appreciation while keeping things professional.

More personal gifts can also be appropriate depending on the nature of your relationship with the coworker in question, but the key is to always use good judgment and err on the side of caution. Jewelry, lingerie, lavish or expensive gifts or anything that could even remotely be construed as inappropriate for the workplace should be avoided. Finally, never exchange gifts in front of other coworkers. This only creates hurt feelings, and not what the holidays are about.

Gifts between superiors and subordinates

The dynamic between supervisors and those who report to them adds another layer of complexity to exchanging gifts in the office. Because there is a power imbalance in these sorts of relationships, extra care should be taken when purchasing and presenting gifts to a superior or subordinate.

When purchasing a gift for your boss, it's always a good idea to approach other coworkers who report to him or her as well to contribute to the purchase, rather than making it solely from yourself. This prevents feelings of resentment from coworkers who may think you're just trying to gain a better standing with the higher ups. (And let's face it: no one wants to look like a brown noser.)

Also, never feel obligated to purchase a gift for a superior just because they purchased one for you. However, always remember to thank them formally with a card.

If you find yourself in the opposite position and debating a gift for a subordinate, again: using good judgment is key. Never trend into gift territory that's too personal, especially because the power differential is in your favor and this can make the recipient doubly

uncomfortable. If there is even a question of a gift's appropriateness, it should be avoided.

If your employee has worked for you less than five years, a more simple and inexpensive gift is appropriate. If they've worked for you longer than that, something more generous is often warranted. The most important thing is to be thoughtful in your selection and to get them something within the appropriate budget that communicates your appreciation.

Gifts between employees and outside organizations

Almost every organization has a policy dictating whether and how gifts from outside parties can be accepted, so as always, the written rules are the best place to start. Oftentimes companies will set a cash value limit on outside gifts that employees can accept, or at the very least, set a requirement that employees must report gifts above a certain dollar value to their human resources department.

If you find yourself on the receiving end of a gift from outside the company, first be sure it's not against your company policy to accept it. If it is, thank them for the gift, but politely explain that your company's policy prohibits employees from accepting outside gifts. Chances are they will understand, as it has probably happened before in their dealings with other clients.

If you are able to accept the gift per your company's policy, thank them graciously and report it to human resources if it's required. If it's a gift that can be shared and divided, distribute it evenly among your coworkers, especially if they directly support you in your work with this client. Many times the only employees who receive outside gifts from other companies are in more client-facing roles, yet they may have an entire team behind them. Remember: the holidays are about goodwill and generosity!

When giving a gift from your company to an individual at another organization, it's always a good idea to check with their HR department first to find out their policy. This helps you avoid spending money on a gift they're not allowed to receive, and it also avoids a potentially awkward interaction in which they have to turn your gift down. And, regardless of both organizations' policies, it is never appropriate to give a gift to an organization that your company is in a contract bidding or negotiation process with.

Spread holiday cheer, but know the rules and use good judgment!

There are two main lessons to remember when giving gifts in the workplace this holiday season: know the rules and use good judgment. Following these two steps will keep both the spirit of the season and your professionalism safely intact. So go out, give gifts, spread cheer and drink as much eggnog as you can handle. The holidays are here! ⬆

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Holiday Office Party Etiquette DOS & DON'Ts

DO:

Dress Appropriately: Since it is a work event, try to keep your attire simple and classy. Just because it is a party does not mean it is appropriate to dress immodestly or wear bold and crazy holiday gear (e.g. ugly Christmas sweater). Think about how you are presenting yourself and what your outfit conveys to your peers and supervisors.

Mingle: Instead of chatting with your friends the whole time, try to meet at least a few new people. Per The Etiquette School of New York, think of a few conversation starters ahead of time, and stick to open-ended questions. Questions like "What are your plans for the holidays?" may generate a longer response than questions like "Having fun?"

Avoid gossiping about co-workers, and instead stick to light-hearted conversation.

Wear a name badge if other people are wearing one (and remember to place it on the right side).

Express Gratitude: Thank your boss and any staff who were involved in planning the party. Take the chance to thank them in person, or send them an e-mail the next day. Delivering a hand-written thank you note would be even better.

Introduce your spouse/date if accompanied: Make your significant other feel welcome and include them in your conversations with co-workers.

DON'T:

Drink Too Much: Free drinks are great, but you do not want to be the talk of the office on Monday morning. Alcohol can bring out the best or worst in people, so make sure you know your limits.

Be Too Attached to Your Phone: Unless it is an emergency, make sure that you put your phone away. Instagram can wait. If you take any photos, make sure that you get permission first. Don't embarrass your co-workers by posting an unflattering photo.

Arrive too late or leave too early: Even though you may think no one will notice your absence, people will take note. Many people took time out of their day to make sure that the party runs smoothly, make sure that you show your appreciation by being present. ⬆



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DIY Gift Ideas

by Jessica Meeker, Director of Community Outreach-Benson, Kerrane, Storz & Nelson; Owner-Meektiques

The Holidays are HERE! Crazy to think that just yesterday it was July, and now we have to start thinking about gifts to give everyone for the holidays. You have your family, friends and co-workers! That's a lot of gift giving. Lots of gifts = lots of money. Save money by making some of your gifts.

Here are a few Pinterest inspired ideas for gift ideas: Beware, you might have to stop by Michael's or Hobby Lobby after reading this!

Cookie Mix in a Mason Jar



Put your favorite cookie mix dry ingredients in a mason jar and tie the recipe to the jar.

Movie Night at Home Basket



Find a basket or Popcorn box and fill it with candy and bag(s) of un-popped popcorn and tie a note on it saying "Enjoy a Movie at Home".

Energy Boost in a Jar



Fill a mason jar with items that will boost their energy, like Cliff Bar, Via Coffee, Nuts, etc.

Homemade Teacup Candles



Make a candle in a cute teacup from the Thrift Store.

Homemade Holiday Goodies



Bake cookies or peanut brittle and put it in little baggies and give them as gifts. Everyone likes home baked goods.

Hot Cocoa Mix in a Jar



Place hot cocoa mix in a mason jar and fill the top half with marshmallows.

Coffee Mug filled with Goodies



Buy cute coffee mugs and fill them with chocolates or coffee beans or whatever you want!

All these gift options are easy and cheap and thoughtful. Who doesn't like a thoughtful gift? For more ideas head on over to Pinterest (www.pinterest.com) and you will find endless ideas! ⬆

HOA Snow Removal

“BE PREPARED”

— *Baden-Powell, Founder:
Boy Scouts of America*

by Sam Kimbrell, Customer Care Manager, Techem Water Services, Inc.

For HOA managers, snow removal can be complicated and a budgetary challenge. Sure, getting a snow removal contract in place is not that tough but doing so within budget constraints and getting a good contractor and a good contract doesn't happen by accident. Municipalities are responsible for removing snow from public thoroughfares. A community HOA is responsible for removing snow from street adjacent sidewalks and within their associated communities. The process isn't as simple and straightforward as you might think. Here are some things to consider.

Reviewing governing documents regarding snow removal is a place to begin. Are there guidelines regarding snow depths that trigger a removal event? What is the required timing of removal from interior streets, parking areas and sidewalks? HOAs will have different requirements and guidelines and managers may well have a different set of snow removal criteria for each HOA they manage. Become familiar with each contract in preparation for winter and prior to the snowfall.

Few things can make you look as bad as not being prepared for a major snow storm. Be prepared with ice melt for sidewalks even if it is not required. It's common sense that managers need to protect residents from potential slips and falls and the HOA from associated lawsuits by the way! Age restricted communities may have different requirements and guidelines in an effort to protect older residents.

Take note of walkways and other shaded areas where the sun will not assist the ice melting process. These areas can be very dangerous because residents don't expect to find ice there.

Start the review and evaluation processes in early summer and complete them before fall. You'll negotiate a better agreement in the summer than you will in mid-winter. Review and update your vendor list. Re-interview vendors, ask these questions and make these determinations:

How long have vendors been in business?

- What type of community is a good fit for their equipment and personnel?
- What type of insurance do they have?
- Does their insurance cover you for their damage to HOA property?
- How long has snow removal been a part of their business?
- Can they provide you with like type community references?

Here are some tips regarding snow removal contracts and budgeting

- Put your current contract out for bid early and every couple of years to determine if you have a competitive agreement

- Contracts are written with various billing criteria, ie., by the hour, by the event, by the inch etc. so choose the best billing method for your situation.
- Know your billing method and know your contract language and requirements
- Budget for a heavy snow winter by reserving more than adequate funds and then reallocate funds if they are not used
- Budget overtime for maintenance staff and day labor to supplement maintenance personnel. If you have a light snow winter, you can reallocate the funds and if you have a winter full of blizzards, you'll be prepared with budgeted dollars to handle the extra expense.

Suggestions from Hindman Sanchez, a Denver attorney group that represents HOAs

- Require that your contractor be responsible for property damage regarding their negligence
- Require 24 hour telephone availability to address melting snow and ice forming


- Make sure your snow removal contract is reviewed by your HOA attorney
- Have a step by step action plan to implement when slips and falls occur

So what? So what do we take away from this? Here are some so "whats"


- Know your stuff
- Know your contract
- Know your contractor
- Know your governing documents
- Know your budget
- Know your plan and procedure if an injury occurs from a fall
- Negotiate your agreement in summer not mid winter
- Plan for the worst—hope for the best


Much of successful management is thinking and planning ahead coupled with preparation. Think ahead, plan in advance and be prepared. Then, let it snow baby!! ⬆

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2015 Colorado Cup Recap



A special thank you goes out to **Union Bank and Vial Fotheringham** for sponsoring the 2015 Colorado Cup and providing the tee gifts this year. Each participant received an embossed pad folio courtesy of our sponsors.

Once again, the weather was ideal with mid-summer like temperatures and course conditions for the “Fourth Annual Colorado Cup” which took place September 28 at **Bear Dance Golf Club in Larkspur**. This year, we had 16 participants from each CAI Colorado chapter go up against each other in a friendly, but competitive 2 round event. This golf tournament followed the match play format of the Ryder Cup that is played at the professional level every two years.

The morning round teamed up members from each chapter in which they played “best ball”, meaning the best score of the two-person team was posted as that teams score. After the morning round, it was a tight contest with the Rocky Mountain Chapter holding a slim 5 – 3 lead.

Bear Dance provided a meal fit for kings again with burgers, brats, and chicken available to get everyone nourished and ready for the afternoon round. During lunch, the captains of each team, **Mike Kelsen** from the Rocky Mountain Chapter, and **Dave Carpenter** from the Southern Colorado chapter, set the tee times and opponents for the afternoon singles match play round.

As the groups played their second round, fun banter and trash talk was exchanged between the participants. The weather remained perfect the whole day and some wildlife decided to grace us with their presence on various holes. As the groups finished their match and began to file into the clubhouse for some cold refreshments, the scores started trickling in as well. The Rocky Mountain Chapter prevailed in the afternoon rounds by a score of 11 – 5 and took back the cup from last year’s winners, the Southern Colorado chapter. The final score of the 2015 Colorado Cup was 16 – 8 in favor the Rocky Mountain Chapter.

A special thank you to the participants that helped build on the success of past events. From the Rocky Mountain Chapter: **Mike Kelsen, Mike Lowe, Travis Chauncey, Jason Holley, Jeff Kutzer, Steve Dillenbeck, Chase Carmel, Nikki Affinito, Kim West, Christ Boortz, Duncan Griffiths, Matt Tolley, Jeff Powles, Mel Shoning, Tony Ramos, and Ron Pecore.**

From the Southern Colorado Chapter: **Dave Carpenter, Trevor Carpenter, Tom Flynn, Ted Post, Tye Williams, Kevin Halton, Larry Taplin, Mark Greeley, Jim Adams, Gordon Floyd, David Smith, Weldon Shaver, Vic Land, Rick Squires, Joel Kasten, and Lisa Waltman.**

Congratulations to the Rocky Mountain Chapter for winning the Fourth Annual Colorado Cup. The event sold out two weeks prior, so mark your calendar for September 26, 2016 (tentative) to participate in the next Colorado Cup Match. Our goal for next year is to pair this up with a multi-chapter mixer in August, in which the teams will be announced and the trash talk will begin! ⬆



Welcome New Members

Charles Anderson

Cecilia DeLise—Assay Hill Lodge Condominium Association

David C. Deramo

Rayleen Dugas—Hammersmith Management Co.

Matt Finley—Lookout Landing Condominium
Homeowners Association

Ashleigh Gomez

Susan Hadden, CMCA—Steamboat Association
Management

Veronica Moretti Harrison—Vail Marriott Mountain Resort

Javon Howard—Canyon Club Condominium
Owners Association

Joshua Johnson—Elk Construction

Jeff Keener—Touchstone Property Management, LLC

Miss Melissa Kohl

Michael Lallier—Lallier Construction, Inc.

Dylan Lucas—ECO Roof and Solar

Elena Lugo—Colorado Association Services-Lakewood

William Hunter Maddy—Association and Community
Management

Charles R Miller

Kellie Newman—Vail Resorts

Mark Nickel—Wilderness Property Management

Felicia Nunez—JJ Insurance, Inc

Derek O'Driscoll—Impact Claim Services, LLC

Tyleen Ortiz—Hammersmith Management, Inc.

Alexander Phannenstiel—Hammersmith Management Co.

Annette N Pintado—Mile High Management Group, LLC

Brett Podnar—East West Resorts

Gretchen "Demi" Smith, CMCA—Wright Real Estate, Inc.

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DECEMBER

2*
Wed
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CAI-RMC Holiday Party
Comedy Works South •
Greenwood Village

7
Mon

HOA Roundtable
Fort Collins Senior Center •
Fort Collins

8
Tue
11:30am

Manager's Lunch
Hacienda Colorado •
Denver

15
Tue

Lunch & Learn
Maggiano's • Englewood

JANUARY

21-22
Thu-Fri

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