

Vol. 35 • No. 2 • February 2017

www.CAI-RMC.org

COMMON INTERESTS



INNOVATE Your Association

INSIDE:

Take Your Office Paperless
Organization Goals for 2017
Engaging with Social Media
Landscape & Technology
And More!



JERRY ORTEN

LIFETIME ACHIEVEMENT AWARD

It is with great pleasure that we congratulate Jerry Orten on CAI-RMC's Lifetime Achievement Award. This award was created to honor members who have provided a superior commitment to the advancement of the Chapter and the community management industry through leadership, service and dedication to the mission of CAI.



Orten
Cavanagh &
Holmes, LLC
ATTORNEYS AT LAW



COMMON INTERESTS IN THIS ISSUE

FEATURED

- Snowplow Tracking** 6
by Lisa S. Greenberg, Esq.
- Spring Showcase Theme: Vintage Cinema** 6
by Mark Richardson, CMCA, AMS, PCAM
- How to Take Your Office Paperless** 8
by DJ Francis
- Goals for 2017: Get It Together** 12
by Beth Ziesenis
- Recognizing Recruiter Club Support** 15
- Social Media & Your Association:
Make Engagement Your Goal in 2017** 16
by Joe Jackson
- A Logical Intersection Point
for Landscape & Technology** 18
by Shad Parrish
- Choosing a Storage Solution
For Your HOA** 20
by Eric Perczak

DEPARTMENTS

- President's Message** 4
- Executive Director's Message** 5
- Welcome New Members** 22
- Service Directory** 24
- 2017 List of Committees** 26
- Event Calendar** Back Cover

Landscape & Tech • 18



Paperless • 8



Get It Together • 12



Social Media • 16



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 Letter



DENISE HAAS
President
CAI-RMC

Can you believe it? February is upon us! The 2017 Board of Directors held their first official board meeting on January 26th. Several decisions were made. First, the Association has hired a new public relations firm, Strategies 360. The Board also agreed to offer the opportunity to all members to donate to CLAC during their registration to attend events. (We hope you will participate in this as CLAC advocates on behalf of our membership with our state government).

Our M-100 class in January had 28 attendees and our DORA Days class had 61 attendees. Congratulations to our P&E Committee and Membership Committees for hosting a VERY successful event. The Board finalized the 2017 Strategic Plan assignments. Look for this to be published on the website within the next couple of weeks.

February is busy with an M-201 class, the manager lunch and our SOLD OUT Annual Bowling Tournament. We hope to see you at our first Lunch and Learn of the year! 🏠



ROCKY MOUNTAIN CHAPTER

community
ASSOCIATIONS INSTITUTE

Join Our Online Community!

Our chapter is on the web! "Like" us on Facebook and follow us on Twitter for the latest industry updates, chapter news and photos from CAI-RMC events!

Have an idea for content? Share it with us in a message or tweet and it might be featured on our channels!



[Facebook.com/cai.rmc](https://www.facebook.com/cai.rmc)



[@CAIRMC](https://twitter.com/CAIRMC)

www.CAI-RMC.org

Benson Kerrane Storz & Nelson

CONSTRUCTION DEFECT & INSURANCE ATTORNEYS

BKSN provides legal representation to community associations and owners experiencing construction and insurance disputes.



Our attorneys' diverse skill set allows us to take intelligent risks and consistently achieve outstanding results.

720-898-9680

www.ConstructionDefects.law



Executive Director's Message



BRIDGET SEBERN
Executive Director
CAI-RMC

It's the month of LOVE! It's also our month to showcase technology. I admit I have a love / dislike relationship with technology. Most of the time I love it. Truthfully, I'm amazed by it.

I was speaking with a committee leader recently and we concluded that there are many people in our industry who do not have file sharing set up or who haven't quite figured out how to use social media. Is this you? Do you need help with getting started in the world of technology? If so, please let me know. We need to know what you need to know! If you have ideas, or if you need help, email me at bridget@hoa-colorado.org. As always, be a good neighbor! 🏠

CAI-RMC MISSION STATEMENT

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

missing something?

Ensure you are getting all your valuable CAI member benefits. Update your email address today at addresschanges@caionline.org or call (888) 224-4321.

SEE WHAT YOU'RE MISSING
VISIT WWW.CAIONLINE.ORG/BENEFITS



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

EDITORIAL STAFF

Bridget Sebern
(303) 585-0367
bridget@HOA-Colorado.org

Dan Schwab
Eidolon
Design & Layout
info@eidolonworks.com

EDITORIAL COMMITTEE

Joe Jackson—jackson@ehammersmith.com
DJ Francis—dj.francis@usefulsystemsinc.com

Bryan Farley—bfarley@reservestudy.com
Lisa Greenberg—lisagreenberg@feldmann-nagel.com
Mark Richardson—mrichardson@4shoa.com

ADVERTISING

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

ROCKY MOUNTAIN CHAPTER OFFICE

CAI Rocky Mountain Chapter
11001 W 120th Ave, Suite 400
Broomfield, CO 80021
(303) 585-0367 • www.CAI-RMC.org

2017 BOARD OF DIRECTORS & OFFICERS

Denise Haas, CMCA, AMS, PCAM, <i>President</i>	Jason Holley
David Graf, <i>President-Elect</i>	Melanie Millage, BA, CMCA, CAM
Kim West, <i>Vice President</i>	Jeff Powles, CMCA, AMS
Cici Kesler, PCAM, <i>Treasurer</i>	Patricia Book, Ph.D.
Alicia Granados, CMCA, AMS, PCAM, <i>Secretary</i>	

SOUTHERN COLORADO CHAPTER OFFICE

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

NATIONAL OFFICE

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



Lisa S. Greenberg, Esq.
Feldmann
Nagel, LLC

Snowplow Tracking

With the onset of winter, snowplows and other snow-clearing equipment are an essential part of life for both managers and homeowners in their local communities. Nevertheless, many of us look out the window after a winter storm and wonder “where’s the snowplow?” Now that question has a real answer.

A new Colorado Department of Transportation (CDOT) online application has opened up snowplow tracking to a whole new level.

In January, 2016 CDOT announced a new web application that allows individuals to track the location of the CDOT plows in real time. The application, which can be found at <http://www.cotrip.org/snowplow.htm>, tracks the current location of over 850 of CDOT’s plows. The application overlays the location of the plows, identified with a snowplow icon, on top of a map of Colorado to show the plows’ location in real time. When users click on the snowplow icon, an information box opens that shows the current location of the plow, its traveling speed, direction, where and how far it has traveled over the 60 minutes. Plows that have not moved for more than 16 minutes are not visible on the application. ⬆



Mark Richardson,
CMCA, AMS, PCAM,
4 Seasons Mgmt.

Can you believe that the **2017 Spring Showcase** is only a month away? CAI-RMC presents *“Vintage Cinema—Which lens tells your story?”* The showcase will feature educational opportunities and ample time to network with industry professionals. Be on the lookout for the information on the show as the schedule has been changed to accommodate requests from all types of members—

Thursday, April 13th at the Colorado Convention Center. Registration is available at [CAI-RMC.org](http://cai-rmc.org) (direct link <https://cai-rmc.wildapricot.org/event-2392705>).



9 Inverness Drive East • Englewood, Colorado 80112
303 830 2999 • 855 686 4783 Toll Free
www.uniqueolitho.com

Unique Litho, Inc. is a full-service print and marketing provider. Our services include design/branding, printing, bindery services, mailing list acquisition, mail fulfillment, and promotional items. We assist companies of all sizes expand through the use of our products and services.

We offer:

- Real Affordability
- Unbeatable Quality
- Expert Service
- Targeted Data
- Turnkey Direct Mail
- Quality Guarantee

In 2009, Unique Litho, Inc. became the **FIRST** printing company to achieve the **GOLD Level** of Colorado's Environmental Leadership Program.

Unique Litho, Inc. has recently become **ISO 9001:2015 Certified**.

ANAB ACCREDITED **platinum** **ISO 9001:2015 CERTIFIED**

- Annual Reports
- Banners
- Binders & Index Tabs
- Booklets
- Books & Magazines
- Brochures & Flyers
- Business Cards
- Direct Mail
- Door Hangers
- Forms
- Labels
- Letterhead & Envelopes
- Newsletters
- Pads
- Presentation Materials
- Property Listings
- Trade Show Displays
- ... and many other products and services!

GENERAL CONTRACTOR WITH AN IN-HOUSE ROOFING DIVISION SPECIALIZING IN HOA RECONSTRUCTION AND POST LITIGATION REPAIRS

HOA RECONSTRUCTION

- ✓ Concrete & Asphalt
- ✓ Grading & Drainage
- ✓ Structural Repairs
- ✓ Helical Piers
- ✓ Foundation Repairs
- ✓ Retaining Walls
- ✓ Siding
- ✓ Stucco
- ✓ Stair Replacement/Repair
- ✓ Deck Replacement/Repair
- ✓ Window Replacement / Repair

INSURANCE

- ✓ Wind / Hail Damage
- ✓ Fire and Smoke Damage
- ✓ Frozen Pipes
- ✓ Burst Pipes
- ✓ Water Extraction
- ✓ RE Can Navigate Your Claim

CONSTRUCTION DEFECT

- ✓ Intrusive Testing
- ✓ Cost of Repair Professional Services
- ✓ Evidence Documentation / Storage
- ✓ Temporary/Emergency Repairs (Following all litigation Protocols)
- ✓ Project/ Budget Planning
- ✓ Project Prioritization
- ✓ Project Execution

RE ROOFING EXPERTS

- ✓ Roof Replacement
- ✓ Roof Repairs
- ✓ Flat Roofs
- ✓ Flashing Repairs
- ✓ Cricket Repairs
- ✓ Sloped Roofs
- ✓ EPDM
- ✓ Single Ply
- ✓ Fluid Applied
- ✓ TPO



**Winner of
 Best Booth Design**

**2016 Fall Conference
 & Trade Show**

**"SUPER HEROES IN
 OUR COMMUNITY"**

"Things have gone so smoothly and I'm pleased to have great people working by my side,"

- Brit, Community Association Manager

"We are very fortunate for hiring RE and for working so closely on this claim from the onset. Please accept our sincere appreciation for RE's experience in the industry and exceptional work performance,"

- Kathe, HOA President

CONTACT US TODAY

☎ 310-648-8653 ✉ INFO@RECONSTRUCTIONEXPERTS.NET

🌐 WWW.RECONSTRUCTIONEXPERTS.NET

How to Take Your Business **Paperless**





DJ Francis,
Marketing
Director, Useful
Systems, Inc.

Admit it. Paper has Problems.

A problem in triplicate is not a problem solved. And while paperwork may seem infallible, we can tell you plenty of stories about paper making field service jobs harder, not easier, for business owners, crew and everyone in between.

There's the everyday slowness of paper. The fact you and your crew have to do the paper shuffle every morning and evening to keep track of the data points from each day: what was done, at what cost, what didn't get done, what's over

budget, what's ready to invoice, etc.

All very important decisions. And all dependent on the slowest form of data movement possible: paper.

Making the Switch: It's Easier Than You Think.

You've thought about making the switch from paper, but there are so many options. How can you know which app or software to choose? What will you be getting yourself, your office support team and your crew into? What will your most reliable, less tech savvy guys say—the guys who don't use smartphones or computers at all?

One of our favorite customer stories is about a front line guy named Tom who is 67 years old. His boss was concerned that Tom wouldn't quickly—or easily—adopt an app to track his work, though the decision was a done deal. They were switching from paper to an app.

By the first week's end, Tom's time sheets and job notes were more accurate than anyone else on the team. Friendly reminder: Tom is 67 years old. If Tom can do it, so can your crew.

Go Paperless in 5 Steps.

There are five main steps to choosing the best digital solution for your business.

1. **Choose your tools**
2. **Choose your people**
3. **Hunt for your new solution**
4. **Gather your data**
5. **Make a plan for a pain-free change**

Moving your field service business off of paper isn't easy, but it isn't rocket science either. No matter what app you end up choosing, my goal is to shed light on the process of making the switch. And, life afterwards.

In this article, let's cover a few key questions to ask when hunting for your new solution.

Fire Away: Questions to Save You Some Trouble.

As you're considering which software or app fits your company best, make sure you put it to the test. Here are some questions to help you do just that.

Revenue: The Benefits of Trading Paper for Software

For starters, there's a good chance you'll make more money and just flat-out do better business. Research as old as ten years ago found that companies who automated field service improved service revenues an average of 17.5 percent, SLA compliance by 22.1 percent and reduced repair time by 9 percent.¹

So, if you run a small business that pulls \$5 million in revenue, automating your field service forms and workflow could drive an additional \$875,000 in annual revenue. Not bad.

1. "The Mobile Field Service Update: 2007 and Beyond" Aberdeen Group, December 2006.

Competition: The Benefits of Trading Paper for Software

A 2016 report revealed that over one third of field service companies are now using cloud-based field service management systems. This means mobile-first solutions are finally replacing desktop software and other systems that were never made for the field in the first place. The same study shows that of those who have adopted cloud-based FSM systems, one third have done so within the past 6 months, meaning companies are now switching over at a faster pace than ever before.²

Cloud-based apps and software are giving your competitors an edge on customer service, efficiency—and revenue. How long can you afford not to join them?

2. *Field Service News and ClickSoftware 2016 Research Report: Has Field Service Finally Made the Move to the Cloud?*

“Is your app as simple as paper?”

Sounds silly, but it's a valid question. Knowing that's where the industry is coming from, the best software and app designers have spent time making their technology friendly, intuitive and super simple—and in the best cases, even easier to use than paper. If you want to live to have your own Tom story to tell, demand that the “user experience” (fancy words for “is it easy or hard to use?”) of any tool you're considering be described in detail. And if it seems too confusing, it probably is.

“Why should we buy your thing?”

There are about as many apps and pieces of software out there as there are lightbulbs. Each app does things a little differently, so the choice you should make depends heavily on what you're looking to gain from it.

- **Do you want more visibility into your crew's work days?**
- **Do you just want to track time digitally?**
- **Do you want a system even your subcontractors can join?**

Think about what you need first. Then consider what each option has to offer and what makes it better or different. Where there's overlap between what you need and what something does, there's an option you should keep high on your list. And remember, you can ask for help. Enlist your trusted teammates and advisors to help do some digging and bring you their top picks. Where there's overlap with your list and theirs, you know you've found a serious prospect to consider.

“What do we get for the cost?”

From monthly subscriptions to annual contracts, the pricing models out there can be tricky. Understanding exactly what you're getting for the money is a critical part of making the decision. “You get what you pay for” applies tenfold when it comes to software that makes big promises at a low or next-to-nothing price. Be aware of this. Ask exactly what is included.

“Do you offer human support?”

The best software support teams provide an experience that's as close to one-on-one help as possible. If an option you're considering gives you a 1-800 number to call for support, try calling it. See how long it takes to reach someone. And ask where they are. Are they available 24/7? Is there a language barrier? Will you have someone you can call who knows you by name, and not as a customer number?

This isn't meant to be a comprehensive list of questions, but it should get you off to a running start. This process is no different from buying a car or any other large-scale tool—there's a lot to consider, a lot to gain and a whole lot to learn.

Closing Thoughts

Knowing your tools, identifying people you can depend on for help, choosing the right solution, gathering your data and a simple plan for pain-free change are all that stand between you and a paper-free job management system. Take any version of this advice that you'd like—make it your own. Do what works for you and your crew. Don't do what doesn't feel necessary. The ultimate reward—life after paperwork—is waiting for you just on the other side. ⬆



Innovative Financial Solutions for the Community Management Industry



Alliance Association Bank

A division of Western Alliance Bank. Member FDIC.

■ No Fee Lockbox	■ Full Banking Services
■ E-Deposit	■ Dedicated Customer Service
■ Online Banking	■ Lending Services ¹

888.734.4567 | www.allianceassociationbank.com

1/77 1. Subject to credit approval. Equal Housing Lender

CONTACT:

Craig Huntington
President
888.734.4567
CHuntington@
AllianceAssociationBank.com



Amy Ostwinkle
Vice President
Association Financial Partner
602.359.3109
AOstwinkle@
AllianceAssociationBank.com



ROCKY MOUNTAIN CHAPTER

community
ASSOCIATIONS INSTITUTE



CAI-RMC SPRING SHOWCASE VINTAGE CINEMA

Which Lens Tells Your Story?

Thursday, April 13th 2017 9am - 5pm
Colorado Convention Center

Sponsored By:

EmpireWorks
Reconstruction and Painting
Easy To Do Business With

H
Heritage
Heritage, Inc.

**PRO DISPOSAL
& RECYCLING**

SWINGLE
myswingle.com

FOTHERINGHAM
ROOFERS

WR Western
Roofing, Inc.
*Our Word Means
Peace of Mind*

Register Here:

<https://cai-rmc.wildapricot.org/event-2392705>



Goals for 2017

Get It Together!



Beth Ziesenis,



Now that you've cleared the deck of all your other New Year's Resolutions, you might consider adding "Get Organized" to your digital to-do list. Every one of these tools will help save you time (and money!) so you can concentrate on your residents and get ready for a great year.

Here are 10 tech tools to help you organize several areas of your life to begin the new year with everything in its place.

← → 🔍 LastPass

Organize Your Passwords

lastpass.com

\$0 for the basic version or \$12/year for deluxe

If you do nothing else in the new year, at least get a grip on your passwords. LastPass saves all the passwords in its vault so you don't have to keep using the sticky note system around your computer monitor. Use the Security Challenge button to discover all the usernames and passwords for every site you've visited – then let LastPass identify duplicate and weak passwords to replace them with safer choices.

Also check out:
1Password, Dashlane

← → 🔍 Contactually

Organize Your Contacts

contactually.com

Starting at \$29/month

If your contacts are basically in one big pile in your contacts tab, Contactually can help. With an entertaining game (as entertaining as contact sorting can be), you can quickly toss your contacts into "buckets" to get them organized. Contactually is also a CRM that helps you track leads, find contacts on social media, view opportunities and keep your sales projects organized.

Also check out:
FullContact, Insight.ly

Organize Your Email

Free

Between social media notifications and the weekly newsletters and the monthly industry updates, your inbox is clogged with information that may interest you but ends up overwhelming you. Unroll.me sweeps through your web-based inbox to list all your subscriptions. Then it gives you the option of unsubscribing from each one with a click or organizing the ones you want to keep into a daily or weekly digest. That way you can get one email with links to all your subscriptions instead of a stream of inbox-clogging newsletters that you never get around to reading.

Organize Your Bits and Pieces

evernote.com

\$0 for the basic version or paid plans starting at \$34.99/year

Evernote is the ultimate organizer for all the random bits of information you need to save. From photos of your buildings to board meeting notes, Evernote saves anything that can be stored in electronic format. You can organize information globally into “notebooks” or use tags to link individual items together. Everything you upload is searchable (even handwritten notes!). The free version lets you synchronize across two devices, while the paid versions offer unlimited synchronization, offline access and more.

Also check out: Microsoft OneNote, Google Keep.

Organize Your Photos

google.com/photos

Free

Chances are you have approximately 4,532 photos on your phone – everything from photos of your board members to your kids to pictures of your thumb. It's almost impossible to find what you're looking for unless you spend hours downloading and organizing... unless you're using Google Photos. You can set Google Photos to automatically download your photos from your devices. Once your images are in its system, Google uses advanced image recognition technology to automatically organize your images by person, place or thing. If you search for the address of one of your buildings, for example, Google will scan your entire image library to display all images from that address. What's more, Google will store all your media (including video!) for free forever.

Organize Your Monthly Statements

filethis.com

\$0 for up to six accounts or starting at \$2 a month for more

Stop scouring your shoeboxes for that one credit card statement from two years ago. FileThis lets you hook up accounts that have statements, such as bills, credit cards, banking and more. The service automatically collects the statements and organizes them into folders on Dropbox or other cloud-storage services.

Organize Your Medical Information

carezone.com

Free

CareZone is the perfect place to organize your health information -- and, maybe more importantly, -- the health info of someone you care for. The app lets you scan prescriptions to track refills, doses and usage. You can also keep track of symptoms, organize medical appointments and collect critical documents.

Get involved.
Get inspired.
Get ideas.
Get information.

Collaborating and connecting has never been easier. Join your peer network today on CAI Exchange, the members-only online community.

CAIexchange
www.caionline.org/exchange

community
ASSOCIATIONS INSTITUTE

← → 🔍 **Triplt**

Organize Your Travel Plans

tripit.com
\$0 for the basic version or pro plan for \$49/year

If you have ever fumbled in a taxi to find the name of your hotel, Triplt can help. Just forward every electronic travel confirmation you receive to plans@tripit.com, and Triplt will convert all the details into an itinerary at your fingertips, automatically grouped by trip and organized together. When you leave for a client visit, your travel schedule is organized into digital cards you can flip through on your mobile device to see confirmation numbers, flight times, hotel locations and even the weather where you're headed. The pro version keeps an eye on flight prices and notifies you when the price drops below what you paid.

Also check out TripCase, WorldMate

← → 🔍 **Cozi Family Organizer**

Organize Your Family Schedules

cozi.com
\$0 for the basic version or Cozi Gold for \$19.99/year

Having trouble keeping track of your busy life, much less your spouse's and kids? Cozi Family Organizer brings everyone's schedules together for an at-a-glance look at your busy family so you can focus on your residents. You can also share to-do and grocery lists, as well as a family journal to cherish memories.

← → 🔍 **Mint**

Organize Your Finances

mint.com
Free

Mint has been one of the top financial organization and budgeting systems for many years. Once you connect your accounts, Mint gives you a snapshot of your finances, helps you create a budget, lets you pay your bills and keeps an eye on your investments. Alerts tell you about suspicious activity, upcoming bills and even bank fees you might overlook. You can even get a heads up when you exceed your budget. ⬆

Beth Ziesen is Your Nerdy Best Friend. She is the author of several books on technology including Nerd Know-How: The 27+ Best Apps for Work ... & How to Use 'Em! Beth travels the country talking to organizations about free and bargain technology.

Recognition of Continued Support of CAI!

Thank you to **Tyleen Ortiz with Hammersmith Management**. Tyleen recruited seven new manager members in December—that's awesome and shows her and her company's commitment to education, advocacy and networking with CAI.


Did you know that you have a chance of winning a prize and recognition when you recruit new members?

CAI has set a goal to reach 35,000 members and grow even stronger by the 2017 Annual Conference, May 3–6 in Las Vegas. Currently home to more than 34,000 members, we need your help! There's no more effective way to spread the word about CAI than through you—members building membership.

The Recruiter Club recognizes CAI members who recruit new members. It rewards members who achieve progressively higher levels of new member recruitment.

Each time you recruit a new member, you receive one credit toward your membership recruitment total.

The more members you recruit, the more prestigious your recognition and you'll increase your eligibility for campaign rewards and to be named Recruiter of the Month—and potentially Recruiter of the Year!

To receive recruitment credit, write your name and company on each membership application you provide to prospective members. Each month, one recruiter will be selected as Recruiter of the Month based on their number of recruits in a one-month period. The Recruiter of the Month with up to five new recruits will win a prize valued at \$100. The Recruiter of the Month with more than five recruits will win a prize valued at \$200. If you forget to add your name and company to a membership application, simply call CAI at (888) 224-4321 to add yourself as the recruiter. 

CAI Recruiter Club



Members Building Membership

The CAI Recruiter Club recognizes and rewards members who recruit colleagues to join CAI. Whether you're an association board member, community manager, association management company or service provider, you're encouraged to help build membership by sharing the message about CAI.

Every new member brings added credibility to CAI and the community association industry, making CAI a more effective advocate for associations, board members and industry professionals. You're also helping your chapter and expanding your own professional network.

Start recruiting today!



community
ASSOCIATIONS INSTITUTE

www.caionline.org/recruiter



Social Media and Your Association:

**MAKE ENGAGEMENT
A GOAL IN 2017**





Joe Jackson,
Hammersmith
Management

Social media. Whether you love it, hate it or just don't understand it, the technology has undeniably become a force within today's culture. And if that bothers you, I'm willing to bet you fall into either camp "hate it" or "don't understand it."

As a "Millennial" who studied social media throughout college and worked in it in some capacity for the entirety of my professional career, I'll admit that I'm at an advantage when it comes to using the technology, perhaps even more than many of my peers. But I certainly don't believe you need a specialized degree to

use social media to your benefit. Just ask my grandmother—you can message her on Facebook!

And she's not alone: Facebook has 1.91 billion monthly users, and photo-sharing service Instagram—a subsidiary of Facebook—claims 600 million. Snapchat, Twitter, Swarm, Pinterest...the list of social networks is growing exhaustive, and it seems there's always a new one around the corner with a new feature to occupy our collective attentions.

And the astute have taken notice. Because we as a society have adopted social media into our lives in droves, companies and many non-profit organizations have also begun utilizing the medium to meet us, their audiences, where we live: online. And they've reaped the rewards in the form of increased sales, donations and what's known in the social media world as "engagement."

Before I go any further, first let me define "engagement" in the way that I'm using it. What is it, and why is it important? "Engagement" in terms of social media can mean a number of things, but in the broadest sense, I like to think of it as a measure of the strength and quality of the conversation you're having with your audience. Notice I used the word "conversation." That means true engagement is both projecting your message in a way that it is well received, but also using the medium as a listening channel for feedback from your audience.

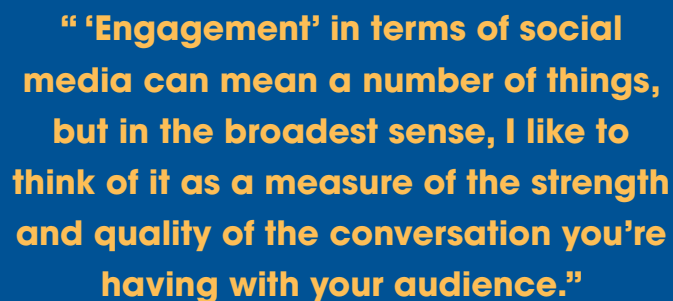
As community managers and leaders who have engaged ourselves in the operation of our associations either as part of our careers or volunteer commitments, we should recognize the importance of engaging homeowners in the process. When people become engaged in their community, they tend to join and form committees, expanding homeowner involvement, lightening the load for the board of directors and allowing the community to accomplish things it couldn't before. Social events are held, neighbors meet one another and conflicts are reduced. (It's hard to stay mad at someone you met at the community holiday party.)

Engaged homeowners help write newsletters, which inform your community's residents of changes that will impact them and how their assessments are being used for the betterment of the community, which leads to fewer complaints and less hard feelings about paying them.

Think of social media as a digital extension of all of these things. It's a meeting space where ideas are shared, it's a living community news ticker where announcements and updates can be broadcasted instantaneously, it's a neighborhood photo album where memories

are preserved, and so much more. It's not something that has to be scary or intimidating.

Because Facebook is the most ubiquitous and user friendly, my advice is to start there. Creating a Facebook page is simple, but requires you to have your own personal account (even if you don't fill out all of the information), so setting that up is the first step. Once you've done that, you can create your community's page by clicking "home," finding and clicking "pages" in the left sidebar and clicking "create page" in the upper right hand corner. It will walk you through the steps of adding information, and inviting other people to help you moderate it.



"'Engagement' in terms of social media can mean a number of things, but in the broadest sense, I like to think of it as a measure of the strength and quality of the conversation you're having with your audience."

As a board member looking to utilize Facebook for your community, I would advise you to familiarize yourself with Facebook's status update and event announcement features to start. Be sure to post things like board meeting dates and times, club and committee meetings, pool openings and closings and other community events.

When announcing the page to the community (either in an email or newsletter, or with community signage), be sure to stress that the Facebook page is a community informational resource and gathering space for positivity, and that while constructive criticism will be welcomed and appreciated through the channel's private communication methods (Facebook has a messaging feature for instantaneous, private chatting), negativity and public gossip will not be tolerated.

You can moderate this in Facebook's setting panel, and control whether to allow other people to publicly post to the page or not, as well as to filter profanity and other words of your choosing. The platform makes it very easy to maintain a handle on the type of conversation that takes place, and the controls are intuitive.

Social media platforms like Facebook have such potential to increase engagement within community associations, yet have been historically underutilized. I'd encourage you to discuss it at your next board meeting and commit to making social media a priority in 2017. If you're a board member and use the services of a management company, you might even discuss social media management with your manager, as some companies have now started to offer this as an additional service.

Make it your resolution to commit to engaging your community with social media in 2017, and I have no doubt you'll see your efforts pay off. ⬆



A Logical Intersection Point for **Landscape & Technology**



Shad Parrish,
BrightView
Landscape
Services

Colorado is home to the nation's (and some would argue the world's) most picturesque landscape, both in terms of the awe-inspiring mountains and forests, as well as the natural beauty around our homes, parks, and places of business. And as the name of our most prominent business, economic, and entertainment center (Denver Tech Center) would suggest, a hub of innovation and technology-based enterprises.

With two such highly prized components of our lives, one would expect them to intersect. One of those intersection points is in regards to how the landscape industry uses technology to its advantage. Innovation and technology can be found in almost every aspect of our business; from estimating work and creating proposals, to executing service and completing projects, to management of various services, to ensuring sustainability and educating our clients.

Many companies are currently using some form of online programs to evaluate, measure and estimate landscape maintenance services for our Homeowner Associations. These tools are simply more accurate, faster and help bring service partners and Community Managers onto the same page as detailed maps can be shared which ensure what was bid, is truly what belongs to a particular association.

New technology is also clearly visible in the equipment being used today, as well as how work is carried out. Machinery powered by alternate fuel sources such as propane or electric are becoming more commonplace. Simple innovations such as maintenance equipment that performs multiple tasks that previously required various pieces of equipment are used by contractors who work to maximize quality and productivity. Examples include mowers equipped with high-powered blowers that cleanup grass clippings immediately after they are mowed, and combination string trimmers / sidewalks edgers that keep employees on task instead of walking to and from the truck.

While not a new invention, or computer-based application, there has been an ongoing movement to incorporate innovation and sustainability into our landscapes. Through proper planning and execution, a strategic landscape management plan can help meet environmental objectives. Horticultural improvements, reducing water consumption and sending less waste to landfills can minimize your environmental footprint. Among the means to help achieve sustainability initiatives: Reduce potable water use, energy, emissions and landscape waste; keep stormwater on site for use towards irrigating the landscape; landscape design and installation that increases shade on hardscape areas; preservation of on-site trees; greater incorporation of landscapes in urban settings.

Perhaps the most meaningful use of technology is in regards to the control of one of our most precious natural resources; our water. While many are familiar with "Smart" or ET (ET stands for Evapotranspiration) irrigation controllers, the functionality continues to progress. We can now program irrigation systems

remotely, turn them on and off from our cell phones (everything has an "app") determine leaks or breaks in underground lines and automatically shut down systems to avoid waste, and even determine the exact moisture content of the soil in a given area. These innovations not only ensure water is being applied in the most appropriate manner (thus conserving millions of gallons of water each year in Colorado), they save tremendous amounts of money and represent a very impressive Return on Investment.

While nothing will replace a horticultural professional managing landscape services, there are multiple tools that exist currently, and that are being developed constantly, that help make management more precise, equating to better landscape care and greater customer service. Applications exist where a "geo-fence" can be created, specifically outlining the boundaries of a given property. This capability alone can be immensely useful for Community



"Innovation and technology can be found in almost every aspect of our business; from estimating work and creating proposals, to executing service and completing projects, to management of various services, to ensuring sustainability and educating our clients."

Managers to identify an existing need on a given Association, and to communicate both with homeowners and service partners. Any time an employee with a cell phone equipped with the application is within that geo-fence, that employee can be "tagged" with a date and time stamp, tying them to that specific location. Pictures can be uploaded to the cloud, along with weather details for that area, voice notes, and the ability to systematically organize such documentation to determine things like hours worked on a given project, progress details and completion documentation.

Technology is everywhere, and certainly has its advantages in the landscape industry. And while it helps make things better in some areas, it is not to be treated as a substitute for good ol' fashioned hard work, direct personal communication (yep, face to face meetings still are the most effective in most cases) and hands-on experience. ⬆

Shad Parrish is 16 year landscape industry professional, a 9 year employee of BrightView Landscape Services (formerly ValleyCrest) and a continual trusted resource for Association Managers.

Choosing a Storage Solution for Your HOA



Erin Perczak,
Litigation Solutions
Inc.

Managing and accessing storage for day to day documents and communications is a struggle in any profession today. It is critical to choose the right solution in an environment where data retention policies may not exist, may not be enforced, or may change year over year. This type of situation exists in nearly every HOA. Exploring the pros and cons to different data storage systems and environments is essential for the HOA board each year. Boards usually need to walk a tightrope between cost

consciousness on solutions for the association while having to balance ease of use, ease of backup, and ease of changing user credentials year over year. Today, there are two primary high-level solutions for boards to consider: Onsite Storage and Cloud Storage.

Onsite Storage

Historically associations and small businesses have been drawn to this solution because of the ease of implementation of local storage and the minimal initial investment to start. This solution commonly involves the use of local machines where either each board member manages their records and communications on a laptop or desktop environment, or a local IT resource controls the environment. This solution can be cost effective as it usually involves less technical expertise and data storage costs are manageable. The risk to this solution tends to be in data security. Finding a local IT expert who is truly versed in the area of data and access security can be difficult and expensive. Additionally, costs can run up with managing multiple back-ups to stem the risk of data loss. As board members change, there is also additional work to set up new users, dealing with accessibility issues of previous board member information, collection and passing on of duplicative information, and documentation.

Cloud Storage

Cloud storage solutions have become commonplace in many industries and carry with them a host of collaborative offerings in addition to simple backup storage locations. There are many offerings for simple remote backup. These include quick installation

at an onsite location, taking backups locally, and then uploaded to an offsite shared storage location. Because of the popularity of offsite storage solutions, the volume of companies and individuals using them has drastically increased which in turn increased competition, driving down prices for the consumer. Users also have a large selection of providers to choose from geographically. One customer may want to select a vendor whose hardware is in nearby proximity (in case they want to stop by and quickly import or export large amounts of data), another customer may choose a storage provider located in another region to ensure a local natural disaster won't cause any disruption in uptime.

More advanced cloud solution providers, like Google, also offer attractive solutions for organizations trying to avoid the expensive software licensing fees that commonly come with running and supporting a local environment. The ability to share ideas and documents in real time, update spreadsheets and newsletter as a team instead of separately, and having shared mail stores are all reasons why these types of environments have grown in popularity. Using a Cloud solutions provider negates the need for local resources and provides a group storage space where work product and historical documents can all be stored and backed up automatically. One of the fastest adopters of this technology and workflow has been schools, where all that is required for a student to have access is a Chromebook. There is usually a monthly cost associated with these solutions, and in some cases, associations are hesitant to build these costs into their monthly operating budget.

The decision between onsite vs. cloud storage should certainly depend on comfort level by the HOA board and availability of local IT resources. Costs that may be saved in the short term by using onsite storage may end up costing the association more in the long run if it takes more time to manage the environment and provide support to its users. In contrast, if an association already has an onsite storage system in place, the time undertaken to transfer everything to the cloud and engage training for end users may not offset the benefits of making the move. Regardless of the solution an association uses, it is important that the board discusses data retention policies and best practices in addition to any backup solution deployed. Technology has drastically changed the conveniences in our lives, but there will always be a need for a sound, well-planned workflow to any technical solution. ⬆

Erin Perczak is CTO of Litigation Solutions Inc., a Denver based litigation solutions provider.



Editorial Calendar

Issue	Topic	Article Due Date
April	Beautification/Enhancements	02/27/2017
May	Ground Maintenance	03/27/2017
June	Legal	04/24/2017
July	Mother Nature	05/26/2017
August	Finance	06/26/2017
September	Construction	07/28/2017
October	Security/Safety	08/25/2015
Nov/Dec	Maintenance & Mechanical	09/29/2017

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

Serving Colorado since 1989

The BBB chose Western Roofing to put their roof on, you should too!

(303) 279-4141
info@westernroofingco.com



Welcome New Members

Patricia Kathryn Campbell —

Steamboat Association Management

Nicole Carver — Hammersmith Management, Inc.

Mr. Kevin Christian — Vail Beaver Creek Resort Properties

Mr. Joseph C Dollarhide — Property Technica

Heather Florence —

Association and Community Management

Janice Hamilton — Hammersmith Management, Inc.

Ryan Timothy Heath

Mr. Gary Lynn Heslington — TRA Snow and Sun

Jennifer Koon — Estates of Ralston Ridge HOA

Frank Mendiola — Hammersmith Management, Inc.

Mr. John Ortiz — Hammersmith Management, Inc.

Whitney Patterson — Hammersmith Management, Inc.

Brandi Peppers — American Technologies, Inc.

Traci Rumsey — Association and Community Management

Mr. Cam Shaw, CMCA —

Wilderness Property Management

Mr. Michael Tyler Thorndike, CMCA —

Hammersmith Management, Inc.

Ashley Tkacs — Hammersmith Management, Inc.

Ms. Donna L. Wetzler, CMCA —

Fossil Creek Association Management Services

SAME CORE.



New Energy.

303-432-9999

555 Zang St Ste 100

Lakewood, CO 80228

HindmanSanchez.com



HindmanSanchez

go the extra mile for your clients

become a cai educated business partner



You go the extra mile for your business. Show your community association clients you're willing to go the extra mile for them, too.

The new Educated Business Partner distinction recognizes active CAI Business Partner members who have successfully completed Business Partner Essentials, an online course developed by CAI to help product and service providers better understand the issues and challenges faced by their association clients.

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. As an added benefit, you'll be listed on the CAI website, where clients can see your commitment to service.



Visit www.caionline.org/bpcourse, e-mail cai-info@caionline.org or call (888) 224-4321 to learn more.

It's a sure bet! Cash in on new ideas, play to win by networking with the best of the best and raise the stakes on your career at the CAI Annual Conference and Exposition.

ALL IN TO WIN



CAI Annual Conference & Exposition

May 3–6, 2017
Caesars Palace Las Vegas

Register now at
www.caionline.org/events.



CAI Service Directory



Your Best Resource for Association Help

With more than 6,000 listings, the CAI Service Directory is a free, one-stop resource for information about products and services essential to homeowners associations, condominium communities and cooperatives. From accountants and attorneys to painters and landscapers, the directory features CAI business partners with the knowledge and expertise to serve your needs.

BROWSE more than 75 product and service categories.

SEARCH business partners by category, keyword, location, chapter or contact name.

LINK directly to product and service providers' websites.

More than just vendors, these product and service providers are your fellow members. Their involvement demonstrates their commitment to you and your community.

Find the best professionals in the CAI Service Directory.



www.caionline.org/servicedir

got credentials?

More than just letters after your name, CAI credentials give employers confidence that you have the knowledge, experience and integrity to provide the best possible service to their associations.

CAI provides opportunities for industry professionals to fast-track their companies and careers and stand out from the competition. If you hold a CAI credential, you are automatically listed in CAI's online Directory of Credentialed Professionals, where potential employers and clients can find you—and see that you stand above the rest.

Learn how to earn CAI credentials today! Visit www.caionline.org/credentials or call (888) 224-4321 (M-F, 9–6:30 ET) for more information.

» CAI CREDENTIALS FOR PROFESSIONALS:

- Association Management Specialist (AMS[®])
- Professional Community Association Manager (PCAM[®])
- Large-Scale Manager (LSM[®])
- Reserve Specialist (RS[™])
- Community Insurance and Risk Management Specialist (CIRMS[®])
- Accredited Association Management Company (AAMC[®])



Service Directory

ATTORNEYS

Benson | Kerrane | Storz & Nelson
CONSTRUCTION DEFECT ATTORNEYS

**Construction Defects
Denied & Underpaid Insurance Claims**

720.898.9680
www.constructiondefects.law

33014 Bullock Street, Suite 200, Golden, CO 80401

**Hindman Sanchez**
Your Community Association Partner

555 Zang Street, Suite 100
Lakewood, CO 80228


Denver 303.432.9999
Colorado Springs 719.634.8333
Loveland 970.377.9998
Free 800.809.5242
www.hindmansanchez.com
E-mail hoalaw@hindmansanchez.com

Strong Allies = Strong Communities

**Orten
Cavanagh &
Holmes, LLC**
ATTORNEYS AT LAW

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

Denver • Colorado Springs • Basalt
1445 Market Street, Suite 350, Denver, CO 80202
720-221-9780 • Toll Free 888-841-5149
www.ochholaw.com • Email info@ochholaw.com

**WINZENBURG
LEFF
PURVIS &
PAYNE**
Attorneys at Law

8020 Shaffer Parkway, Suite 300
Littleton, Colorado 80127
303.863.1870
Fax 303.863.1872
www.coholaw.com

cohoolaw@wlpplaw.com

Focused on Communities

**Arrowhead**
landscape services

Mike O'Brien
Business Development

303-432-8282
303-432-8191
mobrien@arrowheadcares.com

P.O. Box 1715C
Golden, CO 80402

MANAGEMENT SERVICES

**4 Seasons**
MANAGEMENT & MAINTENANCE SERVICES

Carmen Stefa, CMCA, PCAM
Principal Member
CO CAM License #CM.000001629

9351 Grant Street, Suite 500
Thornton, CO 80229
(303) 952-4004 Phone
(720) 229-0407 Fax

CStefa@4SBOA.com
www.4SBOA.com

**AAMC**
CO Entry License #ENT.000001627

**Sue Daigle, PCAM
COO**

**5150
Community
Management**
"Your Downway to Community Living"

7936 E. Arapahoe Court, #2300
Englewood, CO 80112
P: 720.961.5150 x104
D: 720.408.0247
F: 720.961.5152
sue@5150cm.com
5150communitymanagement.com

**ACCU, INC.**
COMMUNITY ASSOCIATION MANAGEMENT

Mark E. Kieger, C.M.C.A.
Vice President of Operations
Director of Vendor Relations
Senior Project Manager of
Community Associations
markkieger@accuinc.com

2140 South Holly Street
Denver, Colorado 80222
Main (303) 733-1121
Fax (303) 777-3229
Toll Free (866) 373-2290



LANDSCAPING

CAPMANAGEMENT

**Make living in your HOA
something to brag about!**

CALL CHRIS CRIGLER 303-960-5548
OR VISIT US www.capmanagement.com



Service Directory

MANAGEMENT SERVICES

Associa
Colorado Association Services

Delivering unsurpassed management and lifestyle services to communities worldwide.

THREE LOCAL OFFICES TO SERVE YOU
Fort Collins • Denver • Colorado Springs

BOARD MEMBERS: email us today to sign up for complimentary education courses!

www.associacolorado.com (505) 252-8200 partners@associacolorado.com

We only manage Communities in Colorado, so your home is our home, too.

HAMMERSMITH MANAGEMENT, INC.

The Leaders in Community Management® since 1981.

chammersmith.com

AAMC

Colorado Management & Associates, Inc.

R.L. Jeffries, CMCA®, AMS®, PCAM®
Chief Executive Officer

1430 E. Caley Ave., Ste 120B
Centennial, CO 80111
RJeffries@ColoradoManagement.com

P: 303.730.2200 x3115
F: 303.730.0953

AAMC

Westminster • Centennial • Windsor • Colorado Springs

MSI Professionals in Association Management

Serving The Colorado Front Range For Over 30 Years

Full Service Management and Accounting Services

Condominium, High Rise, Townhome, Single-Family Associations & Metropolitan Districts

For Inquiries Contact John Field, Owner/VP at 720.974.4123
www.msihoa.com

Brian TerHark, CMCA® AMS® PCAM®
Chief Executive Officer

WESTWIND MANAGEMENT GROUP, INC.

Direct: 303-569-1800 ext. 107
E-Mail: brian@westwindmanagement.com
www.westwindmanagement.com

27 Inverness Drive East
Englewood, CO 80112
Fax: 720-509-6005

AAMC

PAINTING

STELLAR
CUSTOM PAINTING & REMODELING

- Exterior Painting/Interior Painting
- Stucco Coatings/Repairs
- Siding Replacement/General Carpentry
- Exterior/Interior Staining
- Power Washing
- Custom Window Replacement

720-981-STAR (7827)
www.stellarpaintingandremodeling.com

Emerging Business of the Year 2008 Finalist
Denver Metro Chamber of Commerce

888 Gold Award 2007-2009
888 Trade Award Top 3 Service Provider 2009

TRI-PLEX PAINTING INC.

Jeff Lukens, President

5135 South Taft Way
Littleton, CO. 80217
Since 1989

Office: 303-932-2844
Fax: 303-904-3416
Cell: 303-947-1606
Jeff@Tri-PlexPainting.com

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

RESERVE STUDIES

ARS
Aspen Reserve Specialists

Michael Kelsen, RS, PRA
Owner

Reserve Studies & CapEx reports
for your real estate needs

PO Box 1762
Candle Rock, CO 80104
info@aspenrs.com

303.790.7572
www.aspenrs.com

Twitter Facebook LinkedIn

RESERVE ADVISORS

Long-term thinking. Everyday commitment.

Serving All of Colorado
(800) 221-9882

www.reserveadvisors.com

SB SA

Justin T. Foy, R.S.
Senior Vice President
Construction Repair & Rehabilitation
Construction & Property Analysis

jfoyt@callSB5A.com

SB5A Inc.
5926 Midway Street
Golden, CO 80403

www.callSB5A.com
P | 303.425.7272
F | 720.345.0250



Service Directory

ROOFING

**Independent Inspections
Insurance Claims
Construction Oversight**

Jim Walters 303-242-6952
JimW@MyRoofReps.com
www.MyRoofReps.com

SWEEPING & WELDING

• Sweeping • Striping
• Welding
• Power Washing

Cell: 303-229-0153
Office: 303-466-4505
FAX: 303-438-9455
TJKSweep@aol.com

Tom Kuesel, Jr.
11811 Upham St., Suite 4
Broomfield, CO. 80020



2017 Committees

2017 CAI-RMC Committee Chairs

PROGRAMS & EDUCATION

Natalie Tuccio
Natalie.Tuccio@reconexp.com
(720) 233-7611

Tanya Grace
Tanya@westwindmanagement.com
(303) 369-1800 (x132)

MEMBERSHIP

Sherri Pe'a
sherri.pea@myroofworx.com
(720) 550-9818

Carey D
cbryant@ecoroofandsolar.com
(720) 550-2555

MEDIA & MARKETING

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

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

EDITORIAL

Joe Jackson
jjackson@ehammersmith.com
(303) 980-7456

DJ Francis
dj.francis@usefulsystemsinc.com
(773) 633-1354

SPRING SHOWCASE & TRADESHOW

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

Kristen Jezek
kjezek@mrcdlaw.com
(720) 217-1375

MOUNTAIN CONFERENCE

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

MOUNTAIN EDUCATION

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

FALL CONFERENCE & ANNUAL MEETING

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

Evelyn Saavedra
esaavedra@ehammersmith.com
(720) 200-2830

ACTIVITIES COMMITTEE

Aaron Goodlock
agoodlock@ochhoalaw.com
(720) 221-9787

Jon Wagener
jw@reconcc.com
(720) 335-4530

HOA COUNCIL

Jim Walters
JimW@myroofreps.com
(303) 242-6952

Melissa Garcia
MGarcia@hindmansanchez.com
(303) 991-2018

NOMINATING

Carmen Stefu
cstefu@4shoa.com
(303) 952-4004

ATTORNEYS

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

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

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

CLAC

Brandon Helm
brandon@warrenmgmt.com
(719) 685-7831

THANK YOU TO OUR 2017 SPONSORS

PLATINUM SPONSORS

Benson
Kerrane
Storz
Nelson

CONSTRUCTION
DEFECT
ATTORNEYS



GOLD SPONSORS

BURGSIMPSON
BURG | SIMPSON | ELDREDGE | HERSH | JARDINE PC
Good Lawyers. Changing Lives.®

EmpireWorks
Reconstruction and Painting
Easy To Do Business With

Neil-Garing
INSURANCE



SILVER SPONSORS

ASR Companies
Association Reserves
Citywide Banks
Hearn & Fleener
HindmanSanchez P.C.
HPS Colorado
Orten Cavanagh & Holmes, LLC
Palace Construction
RealManage
RBC Wealth Management
Winzenburg, Leff, Purvis & Payne
The Witt Law Firm



CAI Rocky Mountain Chapter
11001 W 120th Ave, Suite 400
Broomfield, CO 80021

STANDARD
U.S. POSTAGE
PAID
DENVER, CO
PERMIT NO. 2897

CAI-RMC EVENT CALENDAR

MARCH

10 Fri	DORA Day & Happy Hour Fort Collins
10 Fri	New or Used Member Orientation Fort Collins
25 Sat	Board Leadership Development Program Denver

APRIL

5 Wed	M-100 Beaver Creek
-----------------	------------------------------

13 Thu	Spring Conference & Trade Show Denver
20 Thu	HOA Roundtable Boulder
20 Thu	Manager's Lunch Westminster

JUNE

23 Fri	Annual Golf Tournament Thornton
------------------	---

AUGUST

4 Fri	Annual Summer Carnival Centennial
-----------------	---

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.