

Vol. 35 • No. 4 • April 2017

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COMMON INTERESTS



Community BEAUTIFICATION

INSIDE:

Tell Your Community's Story
Community Improvement Funding
Common Area Cleaning
Enhancements Through Signage
And More!



ROCKY MOUNTAIN CHAPTER
community
ASSOCIATIONS INSTITUTE

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COMMON INTERESTS

IN THIS ISSUE

FEATURED

Why and How to...Tell a Beautiful Community Story

by Philippa Burgess

6

Funding to Bring Appeal to Your Community

by Mike Kelsen

10

Common Area Cleaning: The Common Beliefs

by Art Tucker

12

Enhancing Community Value Through Signage

by Mary Harris

16

Taking the "Pain" out of Re-Painting

by Mark Phannenstiel

18

Maintenance Issues in Homeowners Associations

by Jim White

20

DEPARTMENTS

President's Message

4

Executive Director's Message

5

Welcome New Members

21

Service Directory

23

2017 List of Committees

26

Event Calendar

Back Cover

Community Story • 6



Community Funding • 10



Commons Cleaning • 12



Re-Painting • 18



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President's Letter



DENISE HAAS
President
CAI-RMC

SPRING SHOWCASE, SPRING SHOWCASE, SPRING SHOWCASE...did you know it's time for Spring Showcase? On **April 13th** at the Convention Center, our **Spring Showcase Committee** will see all of their efforts come to life. We hope you have registered and plan to join our 154 exhibitors and other industry professionals for this magnanimous event.

In this issue, you will learn about beautification and enhancements. Sometimes, it's the small things that can make all the difference and give you a fresh perspective to move through the day. Like adding a freshly planted pot of flowers to a step or adding new colorful cushions to the pool furniture. You do not have to spend a lot of money to give something a fresh look.

Speaking of a fresh look... the **Marketing and Media Committee** has started working with Strategies 360 to help CAI with a fresh perspective. Currently, they are working on our messaging as well as ensuring our advertisements match our messaging for all of our events. Another benefit of working with Strategies 360 is we

have our HOA Line 9's booked for the year. If you are interested in helping with an HOA Line 9, please let us know. We will add your name to the list and contact you as we get closer to the dates that they will occur. **The Activities Committee** is focused on the **Carnival**. We hope that you have penciled in to bring your family out in August for food, fun and games. **Mountain Education Committee** is moving forward with rolling out a DORA days in the mountains. **Editorial Committee** is still looking for volunteers who like to write. **Membership Committee** rolled out its first New Member Orientation in Ft. Collins. All of our committees are hard at work to ensure you have a fresh perspective on the industry.

Managers, do not forget, we are getting close to license renewal time and you will need to ensure you have fulfilled your 8 CEU's. Look on the back cover for upcoming events to help you meet that requirement. ⬆

CAI-RMC MISSION STATEMENT

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

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Executive Director's Message



BRIDGET NICHOLS
Executive Director
CAI-RMC

Let's talk beautification—shall we? I often tell people that one of the reasons I love this job is because the organization helps bring communities together. We encourage people talking to each other, treating each other well, and acting for a greater good to benefit your neighborhood / your community. But the other reason that I often don't get a chance to share is that we make communities beautiful!

I don't know about you, but I can typically tell when I'm driving through a community if it is managed or not. I'd say I'm almost always right. Why? Because there are always signs (literally and figuratively) that point the way. You know what I'm talking about. While I love being able to do what I want to do when I want to do it, I am all about regulating to some degree in order to keep communities beautiful because I see what happens when you don't.

As a member of CAI Rocky Mountain Chapter, you have access to all sorts of companies that help you keep your community beautiful. Do you have a success story to share? I'd love to hear

about your victory in tackling resulting in a community truly shining. Let me know and I might post it to Facebook with your approval! Just email me at bridget@HOA-Colorado.org.

SAVE THE DATE!

August 4

Annual Summer Carnival—Centennial

September 18

**Mountain Conference—
Vail Marriott Mountain Resort**

November 2

Fall Conference & Trade Show—Denver

December 7

Awards and Gala



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Why and How to Tell a... *Beautiful* Community Story





Philippa Burgess,
Red Thread
Creative Group

Why is telling a community's story important? Your ability to tell your community story will help you and your community:

build trust
attract opportunity
retain residents
increase value
remediate conflict

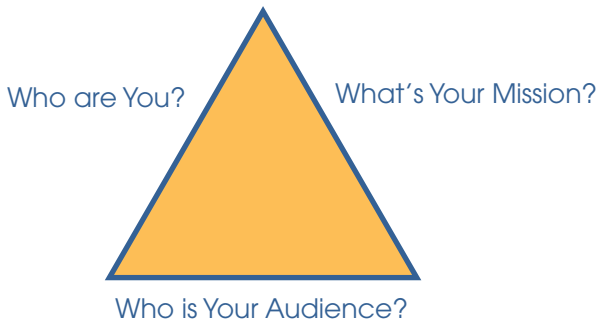
Find Your Community's Story

Your ability to tell your story starts with understanding your brand. A brand is promise that evokes an emotion. As we're looking to enhance the beauty of your community, let's focus on positive emotions. That brand promise is also a relationship. It exists between what you want your promise to be (for example, making people secure), and how that promise is experienced by others (feeling secure).

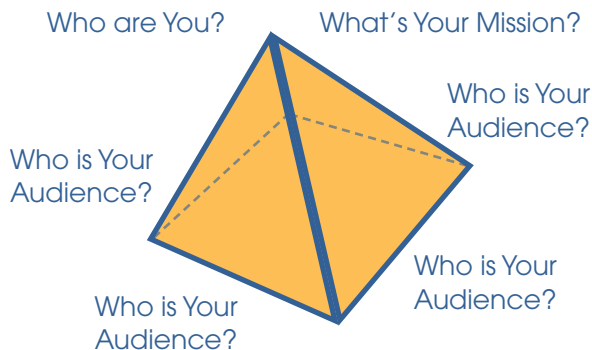
Here is a short exercise to find your story. First, you need to get clear about your promise. To do that, start by identifying the audiences you serve. List four distinct audiences who interact with your community or who you want to attract. Here I include some ideas, but you'll want to make this list your own.

- ☐ Audience 1: (Home Owners / Residents)
- ☐ Audience 2: (Community / City / County)
- ☐ Audience 3: (Future Residents)
- ☐ Audience 4: (Employees / Vendors)

Then, make a triangle and on each of the three corners ask and answer the following questions:



Given that you have identified four audiences, go ahead and turn this triangle into a pyramid.



Now go back to the triangle, pick one audience per side of the pyramid, and start to answer the question, "Who is Your Audience?" Consider demographics, needs, expectations, pain points, and any other information that is relevant. Look for commonalities, challenges and opportunities that exist within this group.

The next question to ask as it relates to each audience independently, is "What's Your Mission?" What does your company, community or personnel do for your audience that improves their experience and quality of life? Write several bullet points that speak to what you want to deliver for each of these audiences. When you take each audience, you will notice that some missions are different within each of the triangles. When you look at all the sides, you will see some objectives are shared.

Continuing on, look to the question at the top, "Who are you?" What are the characteristics, experiences, and values that help you deliver your mission to your audience? Again, you will answer this as it relates to each audience. Don't look to hide vulnerability, obstacles, or the challenges the community has overcome.

"If your audience experience can match the experience you've committed to providing them, then you've done your job. People will have no reason to complain, because at the end of the day, you are authentic to who you say you are and consistently deliver on your promise."

Lastly, look at all of the answers to all of the questions in each triangle making up your pyramid. Consider the common themes and this becomes your core story. You can then use the answers to all of these questions, on their own or together, to write and share your brand promise. As community managers, it's par for the course to have to deal with lovers and haters. It's easier to deal with unhappy people when you know the commitment you have and if you are keeping your end of the promise. If you are, then their dissatisfaction is their problem. If not, then it is your problem and you can now be clear about the gap that needs to be filled. If your audience experience can match the experience you've committed to providing them, then you've done your job. People will have no reason to complain, because at the end of the day, you are authentic to who you say you are and consistently deliver on your promise.

Sharing Your Brand Promise

Once you have your brand promise and your brand story, then the next exercise is to look at all the ways you deliver that message every day. It is also essential to understand that your brand isn't just

what you want it to be. It is how the brand experience lands with your audience. If they consistently experience what you intend, then your brand is successful. If there is a gap between your intention and their experience, then your brand needs some attention. You can shift your brand promise to be more in alignment with their experience. Or, you can change their experience to be more in line with your brand promise.


There may be hundreds of touch-points in marketing and brand building. To simplify it, your brand tasks can fit into five buckets. You will want to commit to doing at least two of these activities well. Take stock of what you are doing in each of these five areas. Make sure what you are seeing is consistent with your brand promise. Look for where you may be able to improve.

Five Channels to Deliver Your "Brand Experience"

- **On Stage**—How your community presents and all your in-person interactions. This is what is happening in the real world. For example, is your property looking as good as it should from paint to general repairs? How do people in your community interact with each other?
- **On Air**—This is video or audio. This can include video, podcasts, as well as all phone communications. Is your community well represented in video and in the media? Is there a reasonable response time to calls?
- **In Print**—Look at everything that can be printed. It can include everything from magazine and newspaper articles, to signage,

flyers, promotional materials and anything with the brand logo or taglines. This is also business cards, plaques, t-shirts, mugs, or stickers.

- **Online**—Your website, social media presence, inclusion in online directories, and what shows up when you are Googled. This can be both in terms of organic content or paid advertising. Much of what is done in the other channels can be amplified here. Take a closer look at this for your company, your properties and your staff. The best way to update the internet story about you is to consistently add new content.
- **Awards/Accolades**—There is value to getting third party social proof. Awards, as well as consumer reviews and testimonials let other tell your story. Feedback can be positive or negative. It can be word of mouth, appear in social media conversations, or review sites such as Google or Yelp. It can be helpful to make a practice of soliciting "honest" reviews from friendly parties. Positive reviews can also be included on your website. It helps to put in place a policy to monitor, respond or deflect online commentary to keep your brand image intact. Do your part to make sure the good outweighs or defuses the bad.

Keeping your community and its brand beautiful and authentic will reap rewards. Now that you know your story, share that brand experience to your various audiences. Let their experiences with your community be consistent, and it will shine in their minds. 

Philippa Burgess is a content marketing professional who provides contract services. She can be reached at philippa@redthreadcg.com.



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Mike Kelsen,
Aspen Reserve
Specialties

What is the first thing that draws a potential buyer to a community? Amenities? Location? Price? The answer to all these is yes. But what keeps the buyer interested to look inside and potentially purchase your unit that is for sale? Yeah, you got it: curb appeal. If someone pulls up to the community and sees a monument sign that is falling over, potholes in the drive area, old juniper bushes surrounding the building, and peeling paint, you can be assured the buyer will not be interested in the community and will more than likely move on to the next property.

By ensuring there is enough money to maintain the property appropriately, a well prepared budget and a properly funded Reserve account will make certain that community leaders will be able to address projects when they come up as needed. The alternative is to defer the maintenance to a point that raises costs and lowers property values as a potential result.

We have all heard it before: we don't have enough money to overlay the asphalt, the paint is in "good enough" condition, and the clubhouse never gets used, so we don't need to replace the avocado green shag carpet. All these excuses lead to projects not getting completed, and the possibility you may lose out on selling your unit.

Granted, potential owners may not go to the clubhouse to discover the shag carpet and the fiberglass dining set, but would you be proud to invite your friends and family to have your child's first birthday party in that clubhouse? Clubhouses, lobbies, game rooms, and more are all valuable amenities that often get overshadowed by other important projects that need to be addressed when the Reserve account is improperly funded.


We all know Reserves are important for roof replacement, asphalt maintenance, mechanical equipment replacement, etc., but don't forget about the aesthetics of your community as well. Chip and Joanna Gaines from the television show "Fixer Upper" are America's latest favorite couple. Property values are soaring in Waco, Texas, and a lot of it can be attributed to what they are doing to fix up older homes and beautify neighborhoods. HOA's are in the same boat.

If adequate funds are not available, then what we consider "aesthetic" components (i.e. landscaping, painting, lobby/clubhouse remodeling, etc.) will be pushed off until funds become available. Of these, painting is probably the most important component since it will protect the integrity of the base materials.

However, people want to be proud of the community they live in. Back to those 1970's juniper bushes. Not only are these considered an eyesore in many communities, but they are also a fire hazard when they are planted next to a building. Recently, a couple of units in a condominium community caught fire, and the source was a juniper bush. While it hasn't been confirmed, we have heard that insurance rates can be impacted if a community has old juniper bushes next to structures.

Over the past five to ten years, it has been frequently requested by

associations to include major landscape maintenance and upgrades in the reserve study. This item used to be considered an operating expense if boards established a line item in the operating account for annual replacement and upgrades. However, in our experience, it is never enough to consider completely redoing the landscaping around the monument, or updating the appearance in the common areas. Another reason for replenishing the landscaping is to move toward a more drought tolerant landscape or convert to Xeriscape, thus saving money on water. Therefore, landscape replenishment is now almost always included in the reserve plan.

At the end of the day, while homeowners may believe the recommendation outlined in the reserve study is overly conservative, there is a chance that a well funded reserve account will also save you money in the long run (insurance, utilities, etc.), and increase your property values by addressing projects when needed. As a result, a dollar saved today may increase in value tomorrow. 

Mike Kelsen has been a certified Reserve Specialist through CAI since 1999, and is also a certified Professional Reserve Analyst through the nationally recognized organization, Association of Professional Reserve Analyst. During his 26 years of experience in this industry, he has completed more than 3700 Reserve Studies throughout the United States and in resort towns in Mexico.

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Common Area CLEANING



The
Common
Benefits

Cleaner Properties—Beyond the Obvious



Art Tucker,
Five Star
Janitorial Inc.

Everyone knows the obvious value of a clean property that has clean common areas: it looks great! But it's a lot more than that. Keeping a property clean has many other secondary benefits that we'll take a look at in this article.

"Common Areas" are defined as the interior and exterior areas of a property that all residents (and guests) have access to, and which should be kept clean and presentable by property management. Elevator lobbies, hallways, laundry areas, common restrooms, foyers, and grounds

all have important functions for every building. Keeping these areas dirt free and well maintained projects an image of a building that has an active Homeowners Association (HOA) or property management company that has partnered well with a professional cleaning company to make it a desirable place to live.

Clean properties hold their value, and are typically in better physical condition as well as being aesthetically pleasing. They are visually appealing to buyers, owners, renters, and potential renters. Residents of clean properties have a level of confidence that their fees are being well spent. Owners of clean, attractive properties have the ability to command higher rents.


Many tangible benefits of a clean building are obvious. The common areas are devoid of dirt, a well maintained building smells fresh, etc.... However the intangible benefits are at least as important. A clean, well maintained, attractive property makes a good impression, both initially and over the long term. It gives an impression that property management is organized and attentive to detail. The property has good curb appeal. There is pride of ownership, with sufficient capital in reserve. This is a quiet, peaceful place to live.

Proper cleaning can also return very tangible cost benefits. Cleaning carpets and other flooring on a regular schedule can extend their useful life. Professionally cleaned and regularly vacuumed carpets have a higher appearance level, for longer, than flooring that isn't.

Another benefit of having a regularly cleaned property is that cleaning crews on site act as another set of trained eyes and ears that can identify and report any potential maintenance issues, suspicious activities, or other concerns. As they walk the property, they are visible to the residents, they know what the baseline of the property should be, so are aware if something is out of the ordinary. This can include spills or water leaks, broken glass, broken locks, or burnt out light bulbs. Any of these issues left unreported, can create a potentially unsafe situation, or increase exposure to liability, or lead to further damage to the property. Hiring a professional cleaning service that is insured and bonded, and carries workers compensation for its

employees, can realize significant benefits for property managers while ensuring that everyone involved is legally protected.

Cleaning is a team effort! Building owners and residents can partner with a reliable, professional cleaning contractor in many ways to help make a property a great place to live. Examples include: Working with the provider to identify problem areas, identifying maintenance and potential maintenance issues, gathering recommendations on cleaning schedules, hosting spring cleaning events with your cleaning company as a sponsor, and publishing regular news letters highlighting the benefits of recycling and curbing your pets.



"Keeping these areas dirt free and well maintained projects an image of a building that has an active Homeowners Association (HOA) or property management company that has partnered well with a professional cleaning company to make it a desirable place to live."

There are many simple, effective steps an HOA can take to help improve the cleanliness of a property and foster more buy in and support from the residents:

1. **Increase the number of trash cans around the property**
2. **Add pet waste management stations around the property**
3. **Add recycle or shred bins in the mail room area**
4. **Add signs to thank residents for their help in keeping the property clean**
5. **Increase lighting on the property, making it brighter and safer**
6. **Consider a monthly, quarterly, or annual clean-up event when more trash cans are available, as well as trash bags and recycle bins. Partner with your municipality for resources for removal or donation of larger unwanted items.**

Cleaner properties are the responsibility of property owners and managers, all the residents, and a professional cleaning crew committed to making every property a great place to live. ⬆

Art Tucker is the owner of Five Star Janitorial Inc., which provides money saving common area cleaning and janitorial services. Five Star is a Member of the Community Associations Institute, Bonded, Insured, and covered by Worker's Compensation. Five Star has been providing cleaner environments for the people of Colorado for over 10 years. Art can be reached at janitorial5star@aol.com

the homeowners we serve



Homeowners are CAI's largest member group, comprising a large percentage of our 33,000-plus members. For the most part, these are the homeowners who have chosen to be leaders in their communities—serving on association boards and committees or volunteering for special projects. Some simply rely on CAI to stay informed about how their communities should be governed and managed.

CAI strives to serve homeowners who have or probably will step up to the plate to serve their communities and fellow residents. The benefits we provide to them—from *Common Ground* magazine and our specialized newsletters to web content and educational opportunities—are developed for these leaders.

While we do provide information for all HOA residents—including our online course, *An Introduction to Community Association Living*—our focus is on community associations and those who lead them, especially the more than two million residents who serve on association boards and committees. By supporting community leaders, we are making communities preferred places to live for all residents.

Our primary mission is to help homeowner leaders and professional community managers protect property values, preserve the character of their communities and meet the established expectations of all residents.

Our education inspires effective governance and management. Our best practices help leaders build and sustain more harmonious communities. Our advocacy promotes practical legislative and regulatory policies. Our ethics guidelines inspire fairness, transparency and integrity.

That's how we serve all community association residents, even as we strive to preserve and enhance the concept, perception and value of common-interest communities.

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Enhancing Community Value...



Mary Harris,
Architectural Signs

Signage is a very effective way to not only update, but add distinction and beauty to a neighborhood community. Research compiled by Newton Graham Consultants, a national economic forecaster, showed that the 1981-82 housing downturn proved that the best-looking neighborhoods had the highest resale values for its homes. The same data applies to the recent housing downturn, which is evident when looking at homes in well maintained areas because they show a greater retention of home owners and a greater return on investment.

This is where community entrance signs can make a difference. A well thought out and aesthetically pleasing entrance sign can convey a certain type of community for the homeowners, while also providing direction to visitors. Like a park entrance sign, a community entrance sign should be bright, clear and informative as it embodies the personality of the community it signifies. Monument signage is essential to a residential development. Monument structures add a professional look in addition to assisting individuals to find their location.

Because a monument sign is one of the first items that a newcomer notices upon entering the neighborhood, it is very important to make an impression. Stone and brick monuments are popular and long lasting, and it is recommended that faces and

letters be made of aluminum. There are different coatings that can be applied to aluminum (powder coating, baked enamel or regular paint) which all have different life spans, so be sure to understand the maintenance costs associated with the different coatings.

Another popular option for entrance signs is sandblasted or routed signs. Typically, this type of sign will need to be repainted every five to seven years to keep them looking fresh. These signs can be made from Cedar, Redwood or a resin composite material, which can be a less expensive, more durable alternative depending on the situation.

Older HOAs often have signs that have outlived their usefulness and that have become dilapidated. A good way to start the talk about beautifying the neighborhood is to survey the community and ask which signs should be replaced or refurbished. Sometimes it is possible to refurbish existing signage to freshen up or completely change the look. Clearly defining HOA signage can help maintain a manicured and uncluttered look.

A wonderful way for a community to provide a prestigious and well maintained look is to use decorative traffic control signs. Many options exist including a variety of finial tops, different wraps around the base of the poles, and even scrolls and brackets. The size of the pole also makes a difference, as typically the larger the pole is, the more pronounced the sign looks. Sign pole sizes range from 2.5 inches to 8 inches in diameter. Keep in mind that consistency within the community is key, particularly with logos, colors, styles, scrolls, bases and finials.

Most decorative traffic control parts are powder coated, and thus should have a lifespan of five to ten years. They do need to be

Through **SIGNAGE**



repainted occasionally, and signs also may need to be replaced over time due to wear. If a neighborhood has any DOT style (galvanized metal) street posts, it is highly recommended to upgrade to a decorative style post. The new look will quickly upgrade the appearance of the neighborhood.

Message boards are very popular right now with associations and self-managed neighborhoods. Slide in frames, cork board, white boards or any kind of sign that allows changeable copy is a great way to display information and keep the community up to date. An LED message board is another option which offers endless messages and can be controlled online. As always, a uniform look and feel to match other signs is encouraged and can easily be accomplished.

Regulatory signs range from identification to instructional, including “No Trespassing,” “No Fishing” or “No Parking.” This type of sign isn’t the most appealing visually, but important none the less. The keys are determining how many are necessary, where they are placed and keeping them maintained consistently.

It might be rare to hear a compliment about a community sign, but good-looking and well-maintained signs can be eye catching and make a statement about that neighborhood. It might be valuable to take some time and think about what the community signs are saying about your neighborhood or those that you manage, and bring it to the attention of the board of directors. 🏠

Mary Harris, Managing Member of Architectural Signs, along with her husband Vern, have been in the sign industry for 30 years. Architectural Signs offers custom dimensional signage locally and nationwide.

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Re-painting your communities—whether they're multi-unit or individual single family homes—can either be a rewarding, neutral, or a regrettable experience. I will offer up some ideas to make the process easier, with a particular focus on exterior repainting since there is more control by Boards and managing entities to keep things from getting away from your control.

First of all, the sheen of paint chosen for the exterior siding and trim—be it cement-based siding, hardboard siding and wood trim, or another material—must be a 100% acrylic water-based satin finish. An acrylic satin coating offers longer lasting sheen, even appearance, color fade resistance and flexibility challenged by the high altitude climate here in Colorado.

Other than for painting Stucco, a flat finish will fade too quickly and offer an uneven appearance, while a semi-gloss finish reveals a cheaper, unaesthetic appearance. (However, doors and door trims can utilize a semi-gloss or satin acrylic finish). All Paint suppliers have several choices of these coatings with different price points, and most will perform well in our climate and to manufacturers' specifications.

Color trends continue to evolve and present a challenge to homeowners and community association managers alike. Luckily, there are many publications documenting color trends. The best practice is not to be overly ambitious in an attempt to be on the cutting edge, and instead research trends that come on slowly and will be here for some time. It's best to stay in front of the trend, so when a multi-family property is repainted with a new assortment of colors, the property will keep a fresh and current appearance during the entire painting cycle.


You don't want to be part of THAT community choosing the wrong color palette, especially when unhappy owners will make things miserable for you in the long run. If there are discussions about color changes, the best practice is to sample choices made by the homeowner or the HOA board/architectural review committee. One way to accomplish this is by brushing out chosen color choices on the structure to clarify the visual appearance. Another is simply to put up color swatches from a color chip rack offered by a retail paint store or home improvement center. Finally, digital color renderings can be provided by a professional color stylist or a paint manufacturer's representative for multifamily repaint projects, especially when there are several board members, committees, managers, etc. involved in the decision making process.

Professional color stylists will attach a fee for their services, while for the most part, paint manufacturers do not. Sometimes it's best to study some repainted communities nearby and use them as a benchmark for color choices if the processing of ideas presents a challenge for the committee members.

Warm colors are comforting. Pairing those colors with the materials like brick and stone can provide an aesthetic pleasure for the homeowner or tenant. It's also important to look at the elevation of the building—siding, panel inserts, belly bands, fascia boards, dormers, gable ends, trim, corbels, etc.—and consider

some color choices tied into those substrates. Selecting the right amount of colors can breathe fresh air back into a community that has an old, tired appearance.

Choosing a painting contractor for capital projects is the most important step before repainting a multifamily community. Honest, reliable contractors and skilled painting crews are obvious considerations, and choosing from CAI's membership adds extra peace of mind. Seek out at least 3 professional estimates. These estimates should be detailed about the company, and some highlights should include: type of paint used, surface preparation, wood replacement, payment schedule and warranties.



“Choosing a painting contractor for capital projects is the most important step before repainting a multifamily community. Honest, reliable contractors and skilled painting crews are obvious considerations, and choosing from CAI's membership adds extra peace of mind.”

It's also important to meet all painting contractors who are bidding on the project, and be clear with your expectations during that meeting. Check their references. Make sure all licensing and insurance is current. Check with the BBB. Visit other completed repainting projects that were done a few years ago. If there is a current painting project underway, visit the location and observe the paint crews. Is the job site a disorganized mess? Is there loud music blaring causing a disturbance? At the end of the day, all paint-related materials should be gathered and tossed into a dumpster or removed by the paint crews. Taking notice to the small things can tell you plenty about the contractor bidding on your repainting project.

As paint manufacturer representatives, my peers and I are available to visit communities and offer a complete repainting specification of the property under consideration. This specification will be the blueprint/guide for the painting contractors to follow. I am sure I speak for all of us when I say that we are available to attend board meetings, visit the community with community managers, and offer any other services the community is requesting. After all, our entire goal as paint representatives is to service you and your communities, and enter into a long term and fulfilling partnership. 🏠

Mark Phannenstiel started selling paint in 1991, and moved to Colorado in 1993. He worked for Kwal Paint until 2014, and is now with Behr. His specialty is supplying multi-family HOA exterior repaint projects.



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Maintenance Issues in Homeowners Associations


By Jim White,
4Seasons Management and Realty Group

Each member of a homeowners association's board of directors is responsible for familiarizing themselves with their association's Governing Documents. Many board members haven't considered having a maintenance and insurance matrix or chart drafted for their community. This document can be very helpful to the board, the homeowners, management, and the association's attorney, because it helps to clarify the association's governing documents and reflect the delegated maintenance and insurance responsibilities. However, any interpretation of the governing documents should always be done by means of a legal opinion prepared by the association's legal counsel.

Simple matters of allowing a homeowner to install their own shrubs or plantings within association property can be expensive and cumbersome to an association. Who pays for water or irrigation, fertilization, and planting treatments to maintain the health of the plants? Who replaces the plants if they die, and whose responsibility are they if or when the homeowner sells the property? Solar panel installation—and who becomes responsible for the maintenance of solar panels after they are installed—is another item boards need to be involved with, and a board should again follow the advice of their legal counsel in determining who is responsible for such maintenance. This includes determining who must make repairs and replace roofing

systems from damage when a homeowner moves out and the new homeowner does not want the solar panels. Answering these questions consistently is essential, especially when the association is responsible for roof maintenance and replacement.

In all of the situations above, an association would benefit from entering a Restrictive Covenant Agreement that clearly delegates the responsibilities of the homeowner and association. A recorded Restrictive Covenant Agreement binds the land and follows the title to property, thus reducing liability to the association and placing it on the applicable homeowner so there is no dispute about who is responsible for a component's maintenance and insurance. An architectural change request should always precede a Restrictive Covenant Agreement, and the board of directors should determine whether the association or a requesting homeowner should pay the legal expense associated with drafting and recording a Restrictive Covenant Agreement.

Regardless, a board of directors should always protect the association and its members' interests by not taking on maintenance obligations prior to ensuring—via a legal opinion—that the association is actually responsible for the item or component as provided in the association's Governing Documents. 

Jim White is a community manager with 4Seasons Management and Realty Group. He has industry experience in several states and disciplines.



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Issue	Topic	Article Due Date
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

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20 Thu	HOA Roundtable Boulder
20 Thu	Manager's Lunch Westminster

MAY

10 Wed	HOA Roundtable Aurora
12 Fri	DORA Day & Happy Hour Golden
16 Tue	Lunch & Learn Aspen

17 Wed	Lunch & Learn Vail
24 Wed	Lunch & Learn Steamboat Springs

JUNE

8 Thu	Manager's Lunch Denver
22 Thu	M-201 Beaver Creek
23 Fri	Annual Golf Tournament Thornton

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