





FEATURED

Are You Engaged? by Joe Jackson	8
Volunteerism	13
The Importance of Volunteering by Maggie Bolden	14
Volunteerism: Helping Others, Helping Yourself by Sam Kimbrell	18
How (and Why) to Give Back to Your Community	20
Quick History of Community Associations Institute	23
Fun Times at the CAI-RMC Inaugural Bowling Classic	24
Board Leadership Development Program	28

DEPARTMENTS

President's Message	4
Executive Director's Message	e 5
Committee Corner	6
2016 Editorial Calendar	23
Welcome New Members	23
Service Directory	30
2016 List of Committees	34
CAI-RMC Event Calendar	Back Cover

Bowling Classic • 24







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President's Message



President CAI-RMC

s you are reading this, I hope you are doing well both professionally and personally!

The Chapter is going ahead full steam with spring events and activities. For a full calendar, please visit the Chapter's website at www.cairmc.org. We certainly appreciate every one of you who participate in the Chapter's events, be it in the planning or attending level.

Are you ready for the **Spring Showcase** scheduled for **April 22, 2016?** The event will be held at the **Convention Center** in downtown

Denver and will be held in a bigger conference area, therefore

I look forward to everyone celebrating this year's theme of Race to Success; Derby! It will be fun to see everyone sporting their best hats, bowties and wacky wear.

Recently, the **Rocky Mountain Board** met with the **Chairs & Co-Chairs of the Chapter committees** in an effort to ensure that everyone works together and is aware of the efforts of the other committees. The event was very successful, with lots of ideas flowing and with levels of cooperation rising. I would like to extend a personal "Thank You" to all the participants!

The Rocky Mountain Board also met with the Southern Chapter of CAI (CAI SoCo) Board to continue communications on the mutual goals we have. Again, I would like to extend a personal "Thank You" to all the participants!

Please remember that cooperation is a key word in our industry! While we may all have different functions within our Association, cooperation with each other is indeed a great goal in achieving the goals of our Association! Thank you to all for what you do and remember to elevate our industry! We will all be better for it!



Roundup

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







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Executive Director's Message



BRIDGET SEBERNExecutive Director
CAI-RMC

id you know that CAI-RMC turns 40 this year? That's right, the Rocky Mountain Chapter of CAI was incorporated on April 22, 1976. You might ask, "what's the secret to the Chapter acting so young"?!? The answer is easy—it's our volunteers that make our chapter so engaging and relevant! Truly, our volunteers are the lifeblood of the chapter and our community associations.

As we celebrate turning 40, let's also celebrate the people who have helped

our chapter reach 1070 members! To our 203 Business Partner / National Corporate members; our 65 Management Company members; our 590 Manager Members; and our 212 board member members, THANK YOU. You've all been a part of the Rocky Mountain Chapter's success and we sincerely appreciate all of your dedication and volunteerism to our chapter.

Our programs and events are bigger than ever and we couldn't do it without you. Whether it's because of the education, the networking or the advocacy, you're with us for a reason! We're proud to be your partner in serving our Colorado community associations, for the past 40 years. We're growing every day because of people like you—people who want to do better for the communities they serve. We're proud to be a chapter of a membership organization that is Internationally recognized for building better communities. You should be proud too! Thank you for everything you do for our communities and for our ol' Chapter. •





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ADVERTISING

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

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Committee Corner



MOUNTAIN EDUCATION COMMITTEE

The MEC has confirmed Lunch & Learn programs for May 17, 2016 in Glenwood Springs, May 18 in Edwards, May 19 in Frisco, and May 25 in Steamboat Springs, respectively. The topic is "Governing Effectively—Amending governing documents, enforcing rules, and managing remotely." The MEC also has a roundtable scheduled for October 12, 2016 in Frisco. Look for more information to come on the roundtable.

The MEC seeks to educate mountain based association managers, CAVLs, and business partners on good community association governance practices, and is currently composed of:

Murray Bain of Summit HOA Services, Chair Jonah Hunt of Orten Cavanagh & Holmes, Vice-Chair April Ahrendsen of Mutual of Omaha bank.com Barbara Lucks of Your HOA Team.com Dan Reynolds of Reynolds, Kalamaya & Voboril Holly Sutton of Steamboat Association Management Lorrie Johnson of Blu Sky Restoration Sam Firenze of Benson Kerrane Storz & Nelson Stan Stoll of Knott laboratory Steve Peschke of Xper Management Services Tom Simmins of Arkansas Valley Property Management Kim West of ASR companies, Board Liason

—Jonah Hunt, on behalf of the MEC Orten Cavanagh & Holmes, LLC

MEDIA & MARKETING COMMITTEE

M&M is up to a bunch of exciting projects. We are working on revamping all the marketing flyers and media outreach for the Chapter. In addition we are excited to coordinate a marketing blitz for before the Spring Showcase. Be on the lookout!

Anyone is welcome to join us! We meet the **2nd Friday** of every month at **9:30** (location varies). If you have any questions or creative ideas we'd love to hear! Contact Andrea Daigle at adaigle@ochhoalaw.com or Danielle Holley at DHolley@hearnfleener.com.

SPRING SHOWCASE COMMITTEE

Race to Success!



Have you delayed registering for the 2016 Spring Showcase & Trade Show?? You still have time! The educational sessions, and brief descriptions of each, have

been released. If you're having trouble finding the information, please contact our chapter office or check out the website at www.cai-rmc.org.

Managers, please encourage your board members to attend! We will be offering the Board Leadership Development Program to all board members. Their registration will also include lunch and access to the trade show. Remember that state law authorizes an association to reimburse board members for expenses incurred in order to attend educational programs!





We know you are full of information that you want to share with everyone in the industry! Take that information and put it in an article. Our committee meets the first Wednesday of every month at Palace Construction's office at 8:30am. If you have any

ideas or would like to write an article please reach out to Jessica Meeker at jmeeker@hearnfleener.com.

3

FALL CONFERENCE COMMITTEE

The Fall Conference Committee is up and running. We are happy to announce our newest members: **Kristen Jezek from McKenzie Rhody, LLP,** and **Derek Brase from Empire Works Reconstruction and Painting.**

We are looking forward to the conference and we will be providing more details soon—please make sure to keep 11/15/2016 open!

about community associations institute





Building Better Communities

Founded in 1973, CAI and its U.S. and international chapters provide information, education and resources to the homeowner leaders and professionals who govern and manage homeowners associations, condominium communities and cooperatives. CAI's 33,000-plus members include community association board members, other homeowner leaders, community managers, association management firms and other professionals who support common-interest communities.

CAI serves associations by:

- Advancing excellence through seminars, workshops, conferences and education programs
- Publishing the largest collection of resources available on community association management and governance
- Advocating on behalf of community associations and their residents before legislatures, regulatory bodies and the courts
- Conducting research and serving as an international clearinghouse for information, innovations and best practices

CAI believes community associations should strive to exceed the expectations of their residents. Our mission is to inspire professionalism, effective leadership and responsible citizenship, ideals that are reflected in communities that are preferred places to call home.

Visit www.caionline.org or call (888) 224-4321.









Joe Jackson, Hammersmith Management

ommunity management is a business that is rooted in interpersonal relationships. Whether you work for a management company or one that provides other services within the industry, having strong ties to the communities you serve is essential to performing at the highest level. But while this concept makes sense on paper, how exactly can it be put into place with actual policies? And more importantly, how can companies encourage their employees to develop such connections, and what are the benefits?

Several Denver-area management companies and industry partners are finding the answers to these questions firsthand through corporate philanthropy and employee volunteerism initiatives. And as far as these programs are concerned, they're in good company; some of the largest and most successful organizations in the world from Apple, Microsoft and Google to the likes of General Electric and PepsiCo have all implemented their own versions of similar initiatives.

But why are these types of philanthropic programs becoming increasingly popular at the workplace? Short answer: they work.

According to a recent study conducted by Dale Carnegie Training, 54 percent of employees who were "proud of their company's contributions to society" were "engaged," or "emotionally and functionally committed to his or her organization." And an engaged employee is, they found, more productive, less likely to quit, more likely to come to work with a positive attitude, more satisfied at their job, more creative and better at communicating than their unengaged counterparts.

So the list of advantages is long when it comes to participating in corporate philanthropy. And in our industry especially, actively working to create a sense of greater community just makes sense.



Recently a team of eight Hammersmith employees spent a day at the Ronald McDonald House in Aurora, CO, where they served a breakfast of bacon, eggs, pancakes, breakfast burritos and more to about 30 families.



The MSI Volunteer Committee posing with the gift baskets they prepared and raffled off at the MSI Holiday Party.



MSI employee, Michelle Rio, who provided a donation to the Boulder Valley Humane Society through the Volunteer Committee.

"I was raised to participate and contribute," says Ann Williams, President of Hammersmith Management. "And since I'm in the Community business, that participation and contribution includes a meaningful level of engagement and involvement in the greater community where we all live, work, and play."

Both Williams and CEO John Hammersmith have ensured that philanthropy has been woven into the fabric of the company they run through the creation of Hammersmith's Philanthropic Committee and its HammerTime Day of Service Program. The program encourages each employee to take a full paid day off each year to volunteer for a cause they believe in, and teams from Hammersmith donated their time with around a dozen local organizations last year, including Judi's House, Denver Rescue Mission, the GLBT Community Center of Colorado and many more.

"What an amazing commitment our executive team has made to our employees to have a paid day to serve others," says Director of Construction Services Michael Kern, who heads up HMI's Philanthropic Committee. "I constantly hear how much our Team Members appreciate the opportunity, and their high participation rates in the HammerTime program back it up."

At MSI Management Specialists, philanthropy is also emphasized through the organization's Volunteer Committee. The committee prepares fun, interactive, in-office events on a monthly basis for MSI employees in which charities are the direct benefactor. These include raffles, contests, games and more, and the company offers prizes and incentives to encourage employee participation.

Past charity partners have included the Boulder Valley Humane Society, The Gathering Place, Growing Home, Toys for Tots and Coats for Colorado to name a few, and employee charity initiatives run the gamut from an annual hot dog bar benefit to creating gift baskets to be raffled at MSI's annual holiday party. Last year's donations for each event the Volunteer Committee held raised an average of \$150 for the charity the event's purpose supported.

But Denver-area management companies aren't the only ones encouraging philanthropy within their company culture—other industry partners have realized the benefits as well.

Each year, the team at Benson Kerrane Storz & Nelson, a law firm that specializes in construction defects, holds its HOA Oktoberfest

event to benefit a local charity. This past year, the organization raised more than \$38,000 for the Justice and Mercy Legal Aid Clinic, which provides legal services for victims of domestic violence, sexual assault and other civil matters.

At HindmanSanchez, a Colorado firm specializing in HOA law, partner Melissa Garcia says that "the team is committed to the welfare, development and well-being of not only the communities we represent, but communities throughout Colorado" and that they "make it a priority to give back and take pride in getting involved and making a difference."

Their actions back that statement up. From 2010 to 2015, the HindmanSanchez team donated more than 86,344 pounds of food through their "Community Can-Can" events. Each year the firm partnered with management companies throughout Colorado to collect canned goods, competed in canned structure building competitions using the



Benson Kerrane Storz & Nelson, a law firm that specializes in construction defects, holds its HOA Oktoberfest event to benefit a local charity.

cans that were collected, and ultimately donated all food to Food Bank of the Rockies. They also provided a direct benefit to the participating communities.

"As part of the Community Can-Can, we presented two \$1500.00 grants to associations that demonstrated a commitment to building community and improving neighborhood connections by using the grant money towards a community-building project," says Garcia.

The firm also contributed over 1000 hours in the last year alone in educating managers and board members through its free educational seminars, lunch and dinner forums, and various classes presented throughout Colorado.

Corporate philanthropy initiatives are so much more than an empty, "feel good" trend. A properly structured program to empower employees to give back makes life in the communities they serve better and their connection to their employer stronger. And that, in turn, makes good business sense. A

WHOOPS!

Our creative brains must have been swamped last month as we forgot to include the author name for *Managing Risk In Community Associations*, March 2016 Common Interests, page 12. Joe Jackson, with Hammersmith Management, was the author of the detailed and informative article. Thanks, Joe!























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CONSTRUCTION DEFECT ATTORNEYS

"It is one of the beautiful compensations of life. that no man can sincerely help another without helping himself." -Ralph Waldo Emerson

"You tell me and I forget. You teach me and I remember. You involve me and I learn." -Ben Franklin

"You make a living by what you get, but you make a life by what you give."

-Winston Churchill

"In my career, I learned that giving your services for free gives you a good return on your investment, not just financially but morally. It supplements your personal integrity." -Stevie Wonder

"Nobody made a greater mistake than he who did nothing because he could do only a little."

-- Edmond Burke

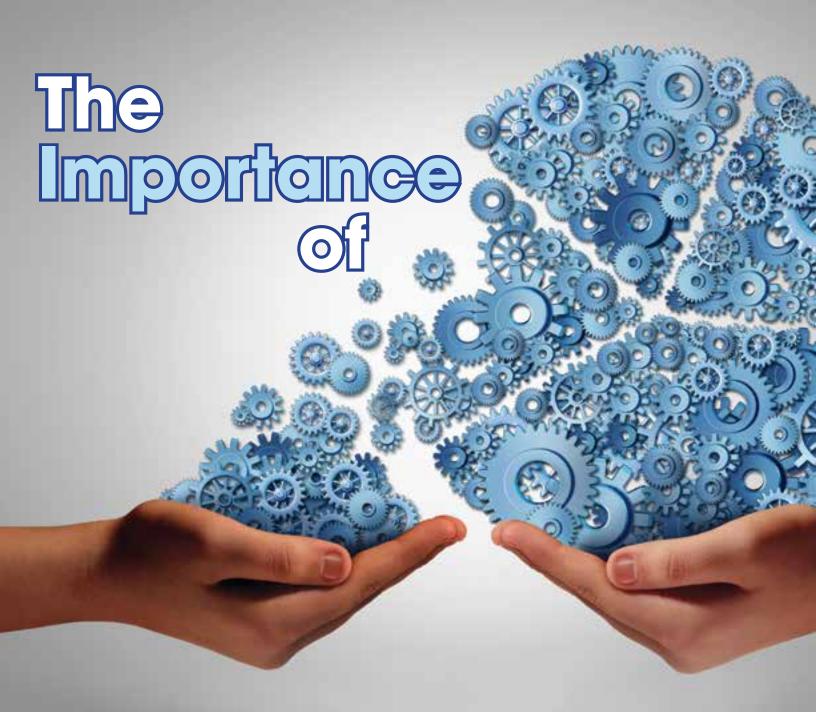
"Everybody can be great, because everybody can serve. You don't have to have a college degree to serve. You don't have to make your subject and your verb agree to serve. You don't have to know about Plato and Aristotle to serve. You don't have to know Einstein's theory of relativity to serve. You don't have to know the second theory of thermodynamics in physics to serve. You only need a heart full of grace, a soul generated by love. And you can be that servant."

-Martin Luther King

"If you want happiness for an hour-take a nap. If you want happiness for a day-go fishing. If you want happiness for a month-get married. If you want happiness for a year-inherit a fortune. If you want happiness for a lifetime-help someone else."

-Chinese Proverb

"Alone we can do so little: together we can do so much." -Hellen Keller



VOLUNIERING





Maggie Bolden,
Palace
Construction

hat comes to mind when you hear the word "volunteer?" According to Merriam Webster, a volunteer is "a person who expresses a willingness to undertake a service." But what does it mean to be "of service?" British comic and author, Douglas Adams, most noted for writing "The Hitchhiker's Guide to the Galaxy," supposes that "To give real service, you must add some-

thing which cannot be bought or measured with money, and that is sincerity and integrity."

If time truly is money, consider all the intangible reasons for volunteering. Some of these might include:

- sharing a skill
- · getting to know a community
- demonstrating commitment to a cause/belief
- gaining leadership skills
- doing your civic duty
- · gaining satisfaction from accomplishment
- learning something new
- being part of a team

What these all have in common is fulfilling a purpose beyond what your time alone can do, not only for your chosen cause but for yourself as well.

Some people are uncomfortable with the notion that a volunteer "benefits" from doing volunteer work. There is a long tradition of seeing volunteering as a form of charity, based on altruism and selflessness. But when we consider the notion of "sincerity and integrity" we realize this is always a two way street. Instead of considering volunteering as something you do for people who are not as fortunate as yourself, begin to think of it as an exchange. You donate your time, your sincerity and your integrity and, in return, you receive a plethora of intangible rewards.

So how do you choose a cause for your volunteerism?

Find a Passion

Is there a cause that already excites you? Is there something happening in your local community or overseas that breaks your heart? Find something that evokes an emotional response within you. Identify your goals and interests. You can awaken your passions and your heart by volunteering for something that is meaningful to you, giving you a chance to express your sincerity.

Consider Your Talents

What special skills or talents do you bring to the table? Are you a strong communicator? Do you work well with your hands? Are you creative? Do you like to study laws and policies? Consider if you want to use the same skill set you use during the workday when you volunteer. Perhaps you want to go in a completely different direction. Either way, you're committing sincerely to your chosen cause.

"To give real service, you must add something which cannot be bought or measured with money, and that is sincerity and integrity."

—Douglas Adams

Honor the Commitment

Volunteers are busy people. They have jobs, families or their obligations to tend to. You are volunteering on your own time, but be sure to not overextend yourself to the extent that you will let someone down or not fulfill expectations. Do something that matters and you'll be gifting your integrity to your cause.

In Conclusion

If you are searching for volunteer opportunities in your local community, check with agencies or organizations that interest you and ask if they need volunteers. Perhaps there are opportunities at your place of worship, educational institution, or local hospital. There are also networks online that will connect you with volunteer opportunities.

However, you do not need to look very far to find people who need help. There are likely people in your own life who could benefit from your time. Being a volunteer means that even the smallest gestures are making a difference. Get out there and help to make the world a little brighter and kinder. Decide what being a volunteer means to you and go for it!

M-202 ASSOCIATION Communications

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Learn key communication techniques to improve resident and board relations.

This course offers communication strategies that will benefit both new and experienced managers and provide the skills to better understand owners and volunteers. You'll learn the basics of good customer service and learn how to effectively handle complaints, write newsletters and reports and manage public relations. Topics include:

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- Addressing complaints and diffusing anger
- Managing public relations
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- Writing informative newsletters

COURSE MATERIALS

Participant guide and flash drive with articles and additional resources
CAI Guide for Association Practitioners: Communications

COURSE LENGTH

1.5 days | 8:30 a.m.-5:30 p.m. | 8:30 a.m.-noon

TUITION

CAI manager member: \$445 | Nonmember: \$545

DESIGNATION CREDIT

M-202 is required for the PCAM designation.

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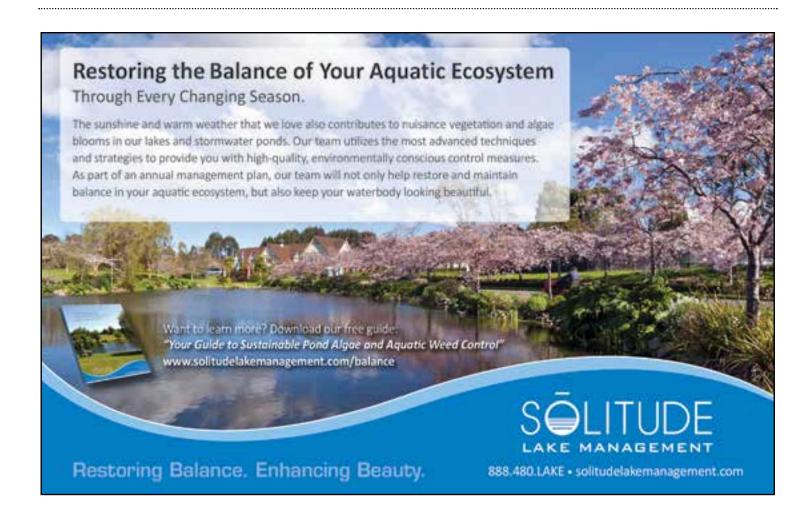
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- · Water and Flood Damage
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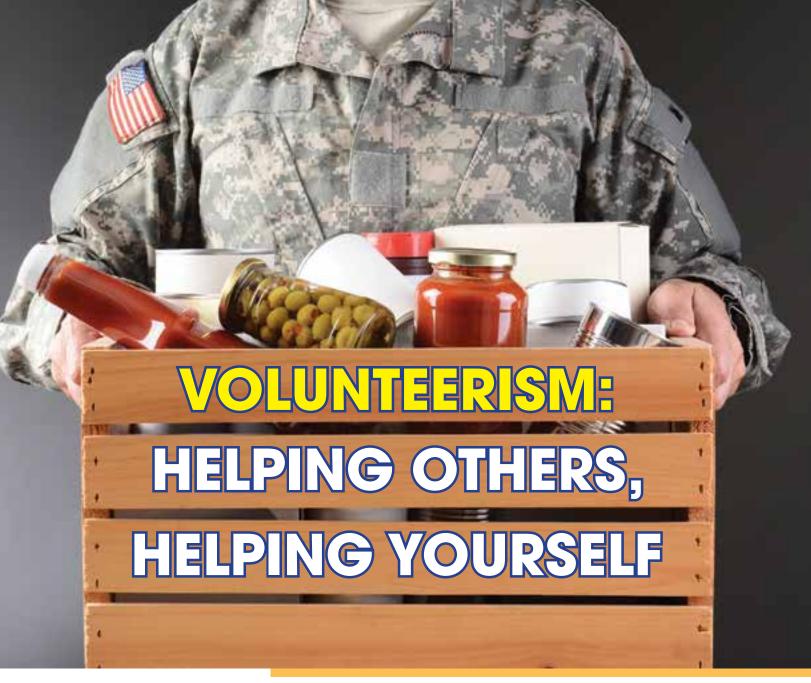


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By Sam Kimbrell Techem Water Services Inc.

Did you know that volunteerism is centuries old in the world? Well, it is.

t appears that volunteerism goes back to the early 1600s in Europe when it primarily referred to volunteer armies. In the U.S., the verb "volunteer" appears to be first recorded in 1755 and citizens have been volunteering since. The First Amendment to the U.S. Constitution addresses the right of free association which is thought by many to establish the right of volunteerism although the exact term is not used in that context.

Volunteerism took root in America early on. From our churches, to barn raisings and helping neighbors get their crops in etc., volunteerism was a frequent activity of our forefathers for generations. It seems Americans are great joiners and that lends itself to volunteerism. While volunteerism in the U.S. has remained relatively constant at approximately 25% during the past few years, the percentage in Colorado is higher. According to the

Corporation for National and Community Service, (CNCS), the rate of volunteerism in Colorado was 30.9% in 2014. There were 1.24 million volunteers, each giving approximately 38.5 volunteer hours on average for a total of 159.5 million hours of service. That service was worth some \$3.7 billion. Colorado ranks 15th among the 50 states and Washington D.C. in per capita volunteerism. Volunteerism among women in Colorado was 28.8% in 2014 and for men it was 22.5%. Among five identified demographic groups, Millennials brought up the rear in terms of volunteerism rates at just 21.7% while Generation Xers led the pack at 29.4%. Boomers were in second place at 27.2% among the groups that included older adults and veterans.

According to the National WWII Museum, between the war years of 1939 and 1945, more than 16 million Americans served

what was then, just four branches of the military. Thirty eight point eight percent of all service men and one hundred percent of all service women were volunteers. That totals to more than 6.2 million service men and women who served their country voluntarily. The average term of service was 33 months.

More than 400,000 of these service men were killed in action. They gave their lives on the beaches, in the jungles, in the deserts, in the skies and upon the seas. They marched, they fought and they died to keep America free from tyranny, terrorism and subjugation. They were our fathers, our grandfathers, our uncles, our brothers and our loved ones. They left wives and fiancés, mothers, fathers, and children behind, never to return home to them again. Many were just boys but whether boys or men, they volunteered willingly, eagerly and joyfully, believing with all their hearts, that volunteering for war and danger, was a higher calling than remaining at home in peace and safety with their families. Their lives were not taken. They gave them willingly, as volunteers. Volunteerism requires sacrifice and these sacrificed their all that others might have peace and freedom. Peace comes by war. It always has and it always will. If there are better examples, more noble examples of volunteerism than these, I'm not familiar with them. But I know these. In my opinion, they were the greatest generation of volunteers in this country's history. By their sacrifice, they left us an example and a heritage.

Volunteerism provides all of us an opportunity to be part of something bigger than ourselves. Not everyone in this world gets that opportunity. It would be a shame to miss it and the reward of it. Thanks to all of you who volunteer with CAI and elsewhere. You carry forward a great tradition. \(\frac{\theta}{1}\)





How (And Why) To Give Back To Your Community

e have highlighted a few different leaders in our industry that have decided to volunteer, however some readers may need a little more convincing on why volunteerism may be great for them as well.

Why Give Back?

1. It benefits your direct community

When someone decides to volunteer a Saturday to help clean a stretch of highway, his neighbors will be able to enjoy the satisfaction of a litter-free neighborhood. Leanne Beattie from SparkPeople. Com notes that "Helping others can help take your mind off your own problems and enable you to see the bigger picture. Once you see the difference you can make in another person's life, your own problems can seem smaller and more manageable." Volunteering allows a person to get out of his or her bubble (whether it may be work, kids, or house chores) and gain some perspective.

Volunteering will also allow you to use the skills that you have but are not able to use on a daily basis. Are you a desk jockey who knows his way with a miter saw? Why not help local community center put up molding in the bingo room? Can you spin the pottery wheel like a pro? Why not teach the kids in the neighborhood your passion? Maybe you will realize that teaching pottery may be the dream career you were looking for after all.

2. It benefits you

Per a 2014 survey conducted by Gallup, "Americans who actively work to better their communities have higher overall well-being than those who do not. U.S. adults who agree that they have received recognition for helping to improve their communities in the last year have an average Well-Being Index score of 70.0, while those who disagree have an average of 58.5."

by Community Involvement		
	Have Received Community Service Recognition	Have Not Received Community Service Recognition
Well-Being Index Score	70.0	58.5
Score By Age Group		
18 to 29	70.3	58.4
30 to 45	68.8	57.2
46 to 64	68.6	56.8
65+	73.0	62.9
Score by Annual Household Income		
Less than \$36,000	67.2	52.4
\$36,000 to \$90,000	69.9	58.7

Gallup-Heathways Well-Being Index Jan 2–Jul 30, 2014

\$90,000 or more

Ideas for Volunteering & Improving Your Community

- 1. Your HOA or COA board will allow certain individuals to offer valuable skills they have (e.g. finance, leadership, note-taking, peacemaking)
- 2. Host a neighborhood block party, or bring cookies to a new neighbor
- 3. Organize a community clean-up or beautification project
- 4. Volunteer at a local church or community center to mentor the youth, or tutor at an after-school program
- 5. Organize a volunteer day with your co-workers (this will really help build camaraderie)

Do not worry if you think no one else will join you in your volunteering efforts, because in Denver an average of 30.0% of residents volunteer, ranking the city 13th in the nation. In addition, 70.1% of Denver residents engage in "informal volunteering" (for example, doing favors for neighbors)" (Corporation for National & Community Service). No wonder it is such a great place to live!

71.3

62.6

Convinced yet? Go ahead and try it out, because for these reasons and many more, you will not be disappointed! \uparrow

more than just Vendors



CAI Business Partner members are indispensible to common-interest communities. More than just vendors, these valued members are good corporate citizens. They contribute to CAI publications, speak at CAI conferences and teach CAI professional development courses. Their involvement in CAI is an investment in the very concept of common-interest living.

Compared to nonmember service providers, CAI Business Partners are generally more likely to:

- Understand community association operations, which saves associations money and reduces frustration for board members and community managers.
- Have products and services specifically designed for community associations—they don't try to force fit generic solutions into the community association model.
- Be attuned to community association trends and in a better position to make recommendations and suggestions that a non-CAI business partner may not even consider.
- Have experience with other community associations, therefore understanding the nature and dynamics of community associations and how best to serve them.
- Be familiar with community association management, governance and best practices.
- Understand the roles of board members, management professionals and residents and the relationships among them.
- Understand the proper request-for-proposal and vetting processes.
- Understand community association finances—invoicing, budgets (operating, deferred and long-term) and reserve studies.
- Be exposed to the unique and evolving aspects of community associations through CAI education, publications and events.

Importantly, CAI Business Partners sustain CAI through their membership dues, sponsorships and advertising—support that helps keep CAI membership, education and events more affordable for all members.

CAI Business Partners—much more than just vendors!



FIND THE EXPERT YOU NEED

CAI's Service Directory is a free, online platform that helps association boards, community managers and management companies find professionals who can help them meet the needs of their communities. The directory, which can be used by CAI members and nonmembers, provides instant access to thousands of CAI-member product and service providers nationwide, including association management companies, landscapers, attorneys, accountants, bankers, reserve specialists, insurance providers and technology firms among many others. When you need help, we encourage you to consider the CAI members listed in the directory for professional services essential to you and your association. Their active involvement in CAI is an investment in the principle of common-interest communities—an investment in all of us.

Access the Service Directory at 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.

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Patrick Gene Fugate—Hammersmith Management, Inc.

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Quick History of Community Associations Institute

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

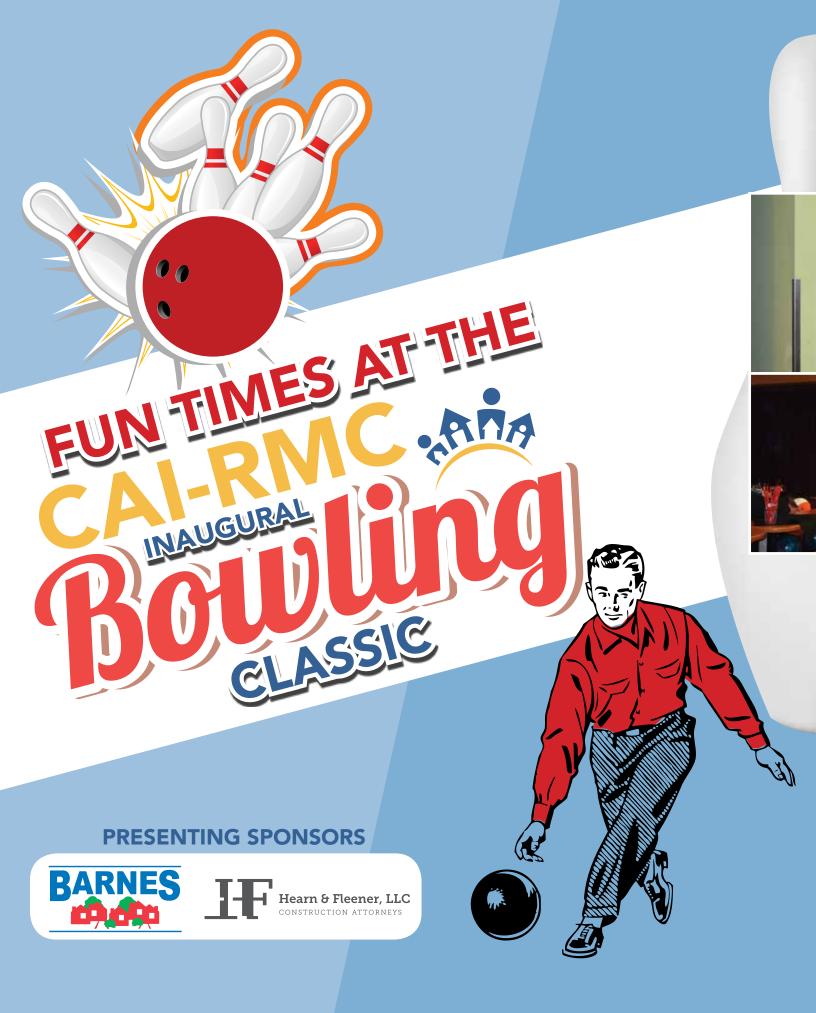
In 1965, ULI and the National Association of Home Builders (NAHB) wrote a model plannedunit development statute.

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

Forty three years later—thanks to countless dedicated, selfless and inspired member leaders—CAI is the international center for community association information, best practices, education and advocacy.



Issue	Topic	Article Due Date
June	Association Communications	04/22/2016
July	Celebrating Community	05/20/2016
August	Industry Trends	06/17/2016
September	Financial Management	07/22/2016
October	Community Leadership	08/19/2016
Nov/Dec	Year in Review	09/23/2016





M-100 THE ESSENTIALS OF COMMUNITY ASSOCIATION management

September 7-10, Denver

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Successful community management starts with the essentials.

This comprehensive community association management course provides a practical overview for new managers, an essential review for veteran managers and an advanced course for board members. You'll receive a 400-page participant guide filled with dozens of sample forms and time-saving tips for working with homeowners, vendors, managers and other professionals. Successful completion of this course is the first step in obtaining a professional designation in community association management. Topics include:

- Roles and responsibilities of managers, owners, committees and the board
- Management ethics
- Developing, implementing and enforcing rules
- Organizing and conducting board meetings
- Preparing budgets and funding reserves
- Assessment collection policies and procedures
- Collecting delinquent payments
- Financial statements, reporting methods and operations
- Evaluating risk management and insurance programs
- Implementing maintenance programs
- Preparing bid requests and identifying key contract provisions
- Recruiting, selecting and managing personnel
- Managing sustainable and developing communities

COURSE MATERIALS

Participant guide and flash drive with bonus readings and materials

COURSE LENGTH

2.5 days | 8:30 a.m.-5:30 p.m. | 8:30 a.m.-5:30 p.m. | 8:30 a.m.-noon

TUITION

CAI manager member: \$445 | Nonmember: \$545

DESIGNATION CREDIT

Successful completion of the M-100 can be the first step toward earning the CMCA credential, awarded by CAMICB. Visit www. camicb.org for details.

CONTINUING EDUCATION CREDIT

Visit www.caionline.org for information on continuing education for state licenses.

ADVANCE REGISTRATION IS REQUIRED

Visit www.caionline.org and register for this course online. Register online four weeks ahead and receive a \$25 discount.



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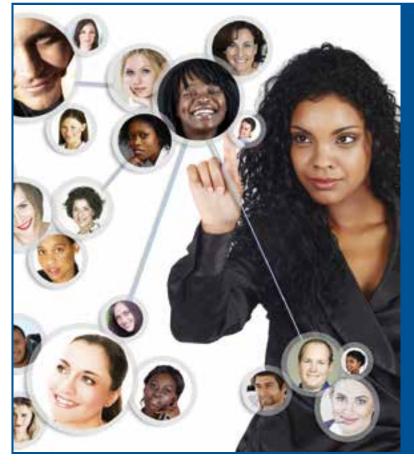


We are proud to have seven attorneys included on the Super Lawyers and Rising Stars lists, two attorneys listed on the Top 100 list and two listed on the Top 50 Women list.

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medium members can use to get advice,
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Visit this resource at www.caionline.org/messageboard for ideas, guidance and perspectives

for ideas, guidance and perspectives from fellow members. Topics are limited only by your need for information, perspective and feedback. Discussions can range from community manager evaluation and wastewater management to assessment collection policies and board member conduct.



Attention Board Members!

This course is designed for YOU!

We are pleased to present the Board Leadership Development Program (BLDP) at the 2016 Spring Showcase and Trade Show at the Colorado Convention Center on April 22, 2016!

If you would like to register as an attendee or to register to attend the board leadership development program (at early bird pricing) and want more information, please go to www.cai-rmc.org.

Don't know what the BLDP is? Check out www.caionline.org and search for "board member education" to find out more about this valuable course! Don't forget—you can save time, hassle, and money by registering online today.

The BLDP is a FULL DAY course! Registration includes the class, breakfast, sit-down luncheon and keynote speaker. This is a great value!!!

*Did you know that State law authorizes an association to reimburse board members for expenses incurred in attending Colorado specific educational meetings and seminars on responsible governance of communities.

Here's the statute:

§ 38-33.3-209.6. Executive board member education

The board may authorize, and account for as a common expense, reimbursement of board members for their actual and necessary expenses incurred in attending educational meetings and seminars on responsible governance of unit owners' associations. The course content of such educational meetings and seminars shall be specific to Colorado, and shall make reference to applicable sections of this article.

COURSE OUTLINE

Whether you live in a condominium, homeowners association (HOA) or other type of community, the Board Leadership Development Workshop highlights what every board member needs to know to serve effectively. The workshop consists of five modules:

MODULE 1:

Governing Documents and Roles & Responsibilities.

To start you on the right path, Module 1 helps you understand the legal authority for your association. It also clarifies the duties and responsibilities of each board member and the professionals who are available to assist the board.

MODULE 2:

Communications, Meetings and Volunteerism.

Module 2 helps you learn how to maximize volunteer involvement in your community association by improving board communications, conducting effective meetings and building community spirit.

MODULE 3:

Fundamentals of Financial Management.

Module 3 introduces the fundamentals of association

financial management, including guidelines for protecting your association's assets, preparing a budget, planning for the future and collecting assessments.

MODULE 4:

Professional Advisors and Service Providers.

Because putting together the right team to support your association can be challenging, Module 4 provides practical tips on finding, evaluating and hiring qualified professional advisors and service providers.

MODULE 5:

Association Rules and Conflict Resolution.

Module 5 explores guidelines for making reasonable association rules, enforcing rules fairly and resolving conflict effectively.

2016 Theme: Race To Success (DERBY)!!!

Wear your fun hats, your bowties, your wild pants / dresses and get ready for a day of education and fun!

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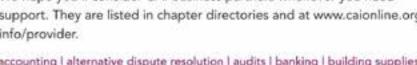


Essential Partners

CAI business partners are indispensible to the CAI family—nationally and locally. These members not only advertise, exhibit and sponsor events, they also contribute to our publications, speak at our conferences and teach our professional development courses.

More than just product and service providers, these companies are good corporate citizens. Their involvement in CAI is an investment in all of our communities.

We hope you'll consider CAI business partners whenever you need support. They are listed in chapter directories and at www.caionline.org/ info/provider.





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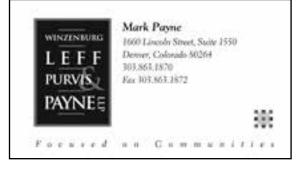


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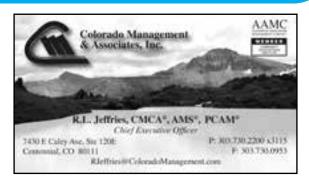








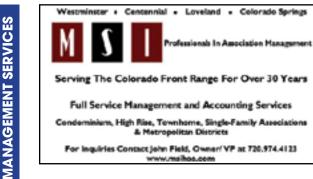
Service Directory





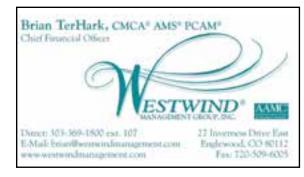












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To provide a membership organization that offers learning and networking opportunities and advocates on behalf of its members.

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CAI members in good standing can use the official, approved CAI member logo to demonstrate their commitment to building better communities. Color and black and white logos can be downloaded at www.caionline.org/memberlogos in versions suitable for print and electronic use. CAI member logos can be used on websites and in publications, brochures and marketing materials—in any way you want to show that you or your association or business is a member of our respected organization.



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CAHRMO EVENT CALENDAR

APRIL	
22 Fri	2016 Spring Showcase & Trade Show Colorado Convention Center Denver
MAY	
11 Wed	HOA Roundtable for Board Members Aurora
17 Tue	Mountain Education Lunch & Learn Glenwood Springs
18 Wed	Mountain Education Lunch & Learn Edwards

19 Thu	Mountain Education Lunch & Learn Frisco
19 Thu	Manager's Lunch Denver
24 Tue	Lunch & Learn Denver
25 Wed	Mountain Education Lunch & Learn Steamboat Springs
26 Thu	Lunch & Learn Fort Collins

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

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