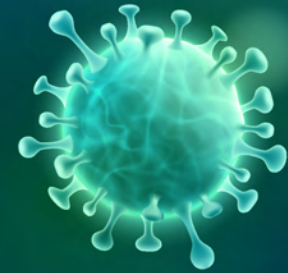
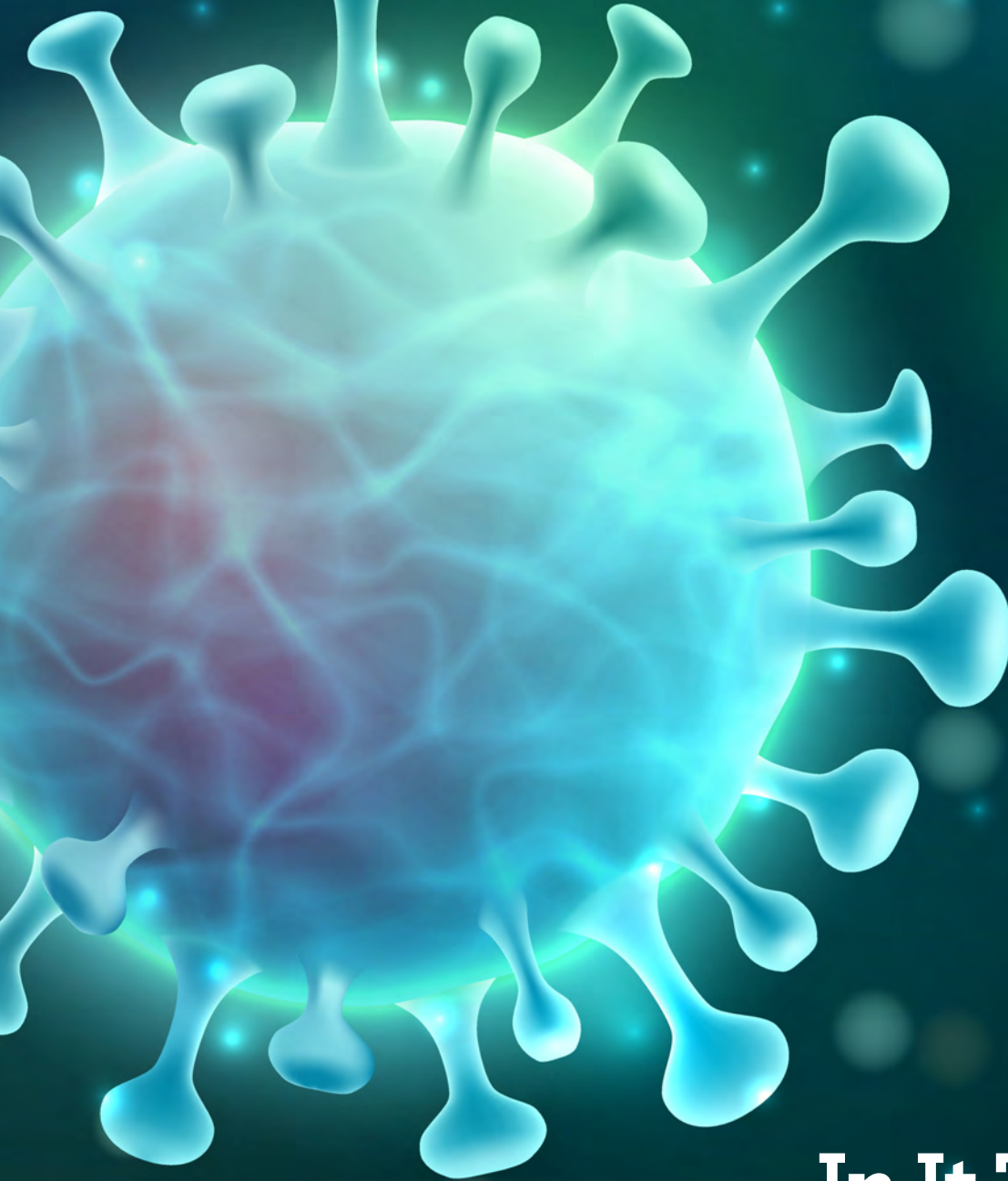


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president's perspective


As I sat down at my computer, a quote from Walt Disney ran through my head.... "Times and conditions change so rapidly that we must keep our aim constantly focused on the future". For the past few months, COVID-19 has turned our world upside down. The changes that we've had to adapt to are certainly unexpected and unwanted but necessary for everyone's safety. I didn't expect my introductory President's Perspective to be about a virus yet, here we are! It certainly wasn't my intention to add to the articles you've read about COVID-19, however, the major impact that this pandemic has had on our world cannot be ignored and it should come to no surprise that it has challenged our SEVA-CAI Chapter as well.

As you know, the SEVA-CAI Board postponed the CA Day Tradeshow and Expo until October 3, 2020. I believe this was the first time in our Chapter's history that this event had to be postponed but the Board made this decision with the health and welfare of our members in mind. Unfortunately, the effect on the Chapter won't stop there as the Board is discussing the postponement of the Summer Social. But, in following Walt Disney's advice, we must focus on the future, therefore, the Summer Social may become our Welcome Back party once we have returned to some sense of normalcy. Change is necessary and though many times it is met with resistance, it will likely have a positive impact on our

lives. Our Chapter will survive this crisis and the changes that come from it will only make us stronger and more versatile.

Your SEVA-CAI Board of Directors, Committee Chairs and Committee Volunteers continue to look for ways to better the Chapter's services to the membership during these difficult and unpredictable times. Our dedicated staff members will continue to provide you updates for programs and events.

Please stay safe and follow the recommendations of our President, Governor and the CDC. It is my hope that we will see brighter days very soon.



Anita Loonam, CMCA®, AMS®, PCAM® is SEVA-CAI's 2020 Board President. She has been an active member of the chapter for the past 20 years and has served on numerous committees. She is the Vice President of the Association Management Division at United Property Associates.

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- Walt Disney

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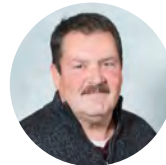
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Articles, ads or other submissions must be submitted prior to the dates listed below for inclusion in the issue immediately following. All dates are firm. If submission is missed, updates will be in the following issue.

SUMMER 2020
July 15th

FALL 2020
October 15th

WINTER 2021
January 15th

SPRING 2021
April 15th

Currents encourages and welcomes articles on any topic relating to the many "Currents" of community association interest. Please include a twenty to thirty word description of the author at the end of the article. All articles are subject to editing.

Please send your submissions to:
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2020 CAI Annual Conference and Exposition, June 10-13 in Hollywood, Fla. has been canceled.

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June 18, 2020



FROM THE **executive** DIRECTOR

Hello again SEVA-CAI!

It looks like the rest of the world is learning what community association homeowners already knew - *we're all in it together.*

This year hasn't gone the way any of us expected - but we're not giving up on having a great year. For the safety of our membership, we found ourselves having to postpone our CA Day 2020 Trade Show & Education Expo. We can't wait to see you all on the new date of October 3, 2020. In the meantime, we hope to bring you essential education virtually. At CAI, we take our mission seriously, and we're working hard to continue being your educational resource no matter what's going on in the world. Make sure you're keeping up with us on social media for the most current updates and information.

If you haven't signed up for the CAI Exchange, now is the time! This is an exceptional tool for you all to connect on a peer-to-peer level. Connect, collaborate, and get inspired. Take advantage of the countless free resources that are available. Go to <https://exchange.caionline.org/home> and start participating in forums today.

Now, go wash your hands!



Cariese Hinckley
Chapter Executive Director
Southeastern Virginia Chapter Community Associations Institute



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CAI Career Center

Maintaining Productivity (and Sanity) While Working Remotely

By Kellie Dickerson, CMCA, Fifth Third Bank

On Wednesday March 11th, the CDC announced that COVID-19 had been upgraded to a worldwide pandemic. That announcement has resulted in many organizations taking steps to allow a portion if not all of their employees to work remotely for an unknown period of time. While virtual work is becoming more commonplace, it is a new experience for many. In order to support the efforts of the organizations for which we work and the needs of the clients we serve, it is important to maintain a proper level of productivity during this time while also balancing the need to remain calm and healthy.

Over the course of my career, I've had two positions which required me to work from home full-time; including my current post. My first foray into virtual work was from 2004-2006 and I hated it. I felt isolated and wildly unproductive. The company where I was employed at the time, required me to work from home but failed to offer the support necessary to ensure my success. This past Fall, I started a new position which too has me working from home, but has offered me all of the proper resources. As such I've learned from two vastly different experiences how to be effective in a virtual environment and now find that I am equally,

if not more efficient working from home than I was in a traditional office. To help those who might be embarking on remote work for the first time, I am sharing those lessons here with you.

Set Up a Dedicated Work Space

This is not the easiest task if your remote work is temporary or unexpected, but having a clean dedicated place to conduct your work will greatly help with your productivity. I was able to convert a spare bedroom into a permanent home office, but you can make do with a spot in the Dining Room or Kitchen. I start off each day by decluttering anything left on my desk from the previous day and make sure I have everything I need within reach. If the Kitchen or Dining room is the place where you will be working, the same rule applies. Clear off the table of dishes, placemats, condiments etc. If you will be working remotely for a longer period of time or permanently, you might consider a more optimal environment for a long term solution. For me, this meant upgrading my desk to a larger piece equipped with plenty of storage and an integrated charging station for my electronics. This was certainly an

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expense, but I viewed it as an investment in my comfort and productivity which has paid for itself threefold.

Properly Stock Supplies

Make sure your company has provided you with all of the things you need to do your job thoroughly away from the office. This might include a printer, paper, letterhead and extra ink etc. Also check to see if you can set up a teleconference account, such as WebEx. This allows you to easily meet with colleagues and clients virtually and has been a great asset to me in that I can set up the conference on my own without having to “borrow” someone else’s line.

Maintain Your Normal Routine

Whatever your routine is working in a traditional office is the same routine you should strive for when working from home. My day starts at Orange Theory Fitness at 6AM. I’m home by 7:15, showered, dressed and at my computer by 8:30. When I first transitioned back to virtual work this past Fall, I played around with going to the gym at different times of the day relishing in the idea of sleeping later than 5:30. I found within the first week that I was unable to get my day going nearly as efficiently so I went back to hitting the gym first thing.

Maintain Your Level of Fitness and Nutrition

Working from home is great, but it’s easy to find yourself sitting all day and/or snacking on things in your kitchen nonstop. As I mentioned above, I go to the gym each morning at 6. Thanks to the pandemic, we’re facing the closure of fitness facilities, so I’ve already planned for a mixture of outdoor runs and on-demand fitness solutions via streaming. I also plan for my meals just as I did when I had to pack a lunch each day. Planning ahead for workouts and lunches not only keeps you healthy but also allows you to maintain your focus during the workday. Be sure to drink plenty of water too!

Dress the Part

No, I do not wear a suit when I am scheduled to be in my home office all day, but I don’t work in my pajamas either. I find that it’s easier for me to get into a productive frame of mind when I’m properly dressed with shoes on. I don’t know what it is about shoes, but for some reason I work better when I’ve got them on.

Take Breaks

Let’s be honest, we take brakes at the office, probably more often than we realize. Whether it’s checking the news online, eating lunch in the breakroom, catching

up with a colleague at the water cooler or just wasting time in another person’s office – we all take brakes and it’s healthy to do so. Those breaks allow your brain to refresh and your body to relax especially during the uncertainty of the pandemic. I try to tackle minor house chores during my breaks such as throwing in a load of laundry or taking out the trash. This is really one of the best perks of working from home. I rarely have to devote a full Saturday to laundry or massive house work because I can handle minor things in short spurts throughout the work week.

The 7th Inning Stretch

The late afternoon is when I tend to lose my focus, so I have a daily 3pm ritual – Afternoon Tea. During the lull of the afternoon when my mind is exhausted, I enjoy a cup of tea. Not only does it ward off the afternoon snack cravings but it also provides me with a scheduled mental break. Tea may not be your thing, but find something that makes the afternoon get by and incorporate it into your day. (15-minute Yoga, a quick walk around the block etc.)

Finish Your Day On Time

If you are a workaholic, it will be very easy for you to continue working late into the evening because there is no evening commute. As I’ve already stated, keep to your normal routine and this includes wrapping up at a reasonable time. This will allow you to decompress and start the next work day properly refreshed. More importantly, it will allow for meaningful family time. While all of the points above are the rules I have for myself, the main thing to stress in this piece is that you should find what works for you. No two people tackle work the same, therefore no two people will find peace working from home in the same manner either. Think about the things that are important to your work and productivity and create a plan that makes sense. Doing so will allow you to find the optimal balance between work and personal productivity.

If you’ve got tips to share with the SEVA-CAI Community on how to work best from home, please share them with us on Facebook!



C. Kellie Dickerson, CMCA® has been a member of the chapter for over 10 years and has served on numerous committees including Golf, CA Day, Social and the Virginia Leadership Retreat. She also serves as a Vice President on Kappa Alpha Theta’s national Housing Corporation Board and is an active member of the local community. She is a Norfolk native and is a Relationship Manager with Fifth Third Bank’s HOA/Property Management division.



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The Complete Guide to Spring Landscape Clean-Up

Submitted by **BrightView Landscape Services**

You're getting warmer...

If you're feeling ready to shake off the winter chill, chances are your landscape is, too. Help it emerge from the frigid temperatures in glorious form with a proper spring clean-up. In this guide, we'll break down everything you need to know to help your landscape look as good as the warmer weather will feel. From late February through early April, it's game time. Ready, set... go!

Get Rid of Dead Weight

Herbaceous plants (those without woody stems) such as ornamental grasses and perennials should be cut back to a few inches above the soil line. You don't have to worry about getting the timing just right; as long as significant new growth hasn't yet emerged from the ground, you're fine to cut back.

For shrubs that bloom on new growth, winter is the right time to prune a little or a lot depending on the

plant and the effect you want. Be sure to prune these plants before new growth emerges in the spring.

Plants that bloom on new growth include:

- Roses
- Abelia
- Crape Myrtle
- Butterfly Bush
- Blue Mist Shrub
- Vitex or Chaste Tree
- PG and Annabelle Hydrangea
- St. John's Wort or Hypericum
- Rose-of-Sharon
- Beautyberry

Evergreen shrubs don't normally need a lot of attention but winter is a great time to shape and reduce their height if necessary. Give attention to Boxwood, Hollies, Euonymus, Privet, Juniper and Photinia.

cont. on next page...



Be a Little Edgy

Before you place new mulch, take a look at your bed edges. If your beds look like they could use a cleaner edge, now is the time to add definition. Doing it now before laying down new mulch will ensure the mulch stays in its intended location and grass and groundcover don't wander.

To make a new edge, use a straight shovel and cut straight down 3 to 4 inches. Remove the grass clumps and place them in low areas in the lawn or divots from snow plows. Don't throw the grass clump/soil away. Take the grass/soil clump and place upside down in the beds and cover with mulch.

Yank Those Weeds

It might seem obvious, but it bears repeating: remove weeds as soon as they appear. They will only get bigger. Some are winter weeds that germinated last fall and will spring into action as soon as the weather warms. Throwing mulch on top won't make them go away. Proper removal requires a trowel or small weeding device to remove them, roots and all.

A pre-emergent herbicide can be applied to the surface of the soil after all the weeds have been removed but before laying down mulch. When a pre-emergent herbicide is applied to beds, tree rings and pavement cracks and curbs, it will stop weed seeds from germinating.

Create Fertile Ground

Not all plants require additional nutrients, but for those that do, spring is the time to do it. Most perennials, groundcovers, shrubs and ornamental flowering plants, like Roses, Abelia, Spirea, Azalea, Hydrangea, Forsythia, and Viburnum, benefit from a slow-release fertilizer placed under the mulch following site clean-up. Don't worry about fertilizing ornamental grasses and larger trees in turf areas, which will receive all the nutrients they need from your turf fertilizer.

Find a fertilizer low in nitrogen (the first number) (5-10-5, 6-10-4) with at least 50% slow release nitrogen. Heavy feeders, such as roses, may need an additional application in a couple months.

And Finally, Mulch

Last, but not least, it's time to mulch. Mulch is the super multi-tasker of your landscape. Mulch suppresses weed growth, reduces soil temperatures, retains moisture in the soil, reduces soil erosion, and enhances the curb appeal of your property.

Shredded hardwood is used in most areas, while many in the South use pine straw. These are excellent in shrub beds and around trees. For perennial beds, you should use a leaf mold, pine fines, compost or cocoa hulls. Whatever mulch you choose, make sure to apply it at the correct depth. The general rule of thumb is approximately 1-2 inches, though this can vary from plant to plant. For instance, 2 inches is a good estimate for many larger shrubs and trees, but may be too much for certain perennials or smaller, shallow-rooted shrubs. The key is to avoid piling mulch around the base of your trees, shrubs, or plants, as it can cause roots to suffocate and invite other problems like pests and stem cankers.

One final note—you don't need to apply 2 inches of mulch each spring; you simply need to maintain the correct depth for your particular plants. This means augmenting your old mulch with new.

Follow these steps, and you'll have a spring in your step in no time.

“
To plant a garden is to believe in tomorrow
- Audrey Hepburn
”

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Be the Voice for the Communities You Serve

By **Barbara Randall, CMCA®**, *Chesapeake Bay Management, Inc.*



Association Managers are on the front lines of the communities that they serve every day. The Managers are handed the Paton and they are tasked with ensuring that it is passed to all of the other runners as it is necessary, to preserve, maintain, and enhance the communities they serve. Having knowledge of the governing documents and having a better understanding of what each community needs are is necessary. This involves knowing why the rules were established and how the implementation of those rules affect each community is just one of the many hats that each manager wears. But, let's take it one step further and ask ourselves are we really doing all we can to be the best managers for our communities that we possibly can be. Well, I was faced with having to answer this question recently and my answer to myself was "No". I had to face the hard reality that I was not doing all that I could be doing for the communities that I serve. We as manager are tasked with enforcing the rules and regulations and many times found ourselves having difficulties explaining to the homeowners why many of these rules are in place.

Which is why I was thrilled to receive a call for action recently to be one of the voices for the industry and communities that I serve as an Association Manager.

I was asked to reach out to my local delegates and senators regarding the 2020 General Assembly and some of the bills that were being considered that would affect many of the Home Associations that we serve. One of the Bills was the HB 720 Property Owners' Association Act; display of political flags, that was introduced by Delegate David A. Reid. Because our voices were heard the proposed bill was amended in subcommittee which removed all of the language that sought to abrogate restrictive covenants and other restrictions on an association's authority to regulate political signs. The House Bill 720 was amended in subcommittee, passed out of subcommittee by a vote of 7-1 and then passed out of full committee by a vote of 16-4. It went on to the floor of the House and passed by a vote of 81-18, and the Senate by a vote of 37-3. The Bill was approved by the Governor and will become effective on July 7, 2020.

Because we spoke up and made our voices heard a huge victory was won. Decisions are being made on behalf of our industry and our communities and it is imperative that we raise our voices and speak up. Will you be ready to be the voice for the communities you serve the next time you are called to action?

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CORONAVIRUS

and Community Associations

By **Laura Otto**, *Community Associations Institute*

In these uncertain times, homeowner leaders, community managers, and business partners are turning to CAI for resources and up-to-date information to share with their residents and clients about the COVID-19 pandemic and its impact on their communities.

To help our members better navigate this ever-changing crisis, CAI sought out industry experts to answer frequently asked questions about COVID-19 and homeowners associations. Topics covered include closing and cleaning common areas, delinquent assessments, holding virtual board meetings, essential employees and services, pending construction and repair projects, residents and COVID-19, and much more.

We also created a video series and webinars about the issues facing community associations due to the pandemic. The on-demand Q&A presentations are presented by CAI and fellows of the College of Community Association Lawyers (CCAL).

Government actions impacting community associations at the state level include information about emergency declarations, states' stay-at-home orders, essential workers, foreclosure, and eviction actions. Federal government action includes resources and information

on the Economic Injury Disaster Loan, the Paychecks Protection Program, Emergency Family Medical and Leave Expansion Act, and Federal Income Tax Payment Deferral. Local government actions include city and county short-term rental bans.

CAI has always been about community. To the millions of homeowners, community managers, and business partners serving HOAs, condos, and co-ops worldwide, we stand with you. Together we thrive.

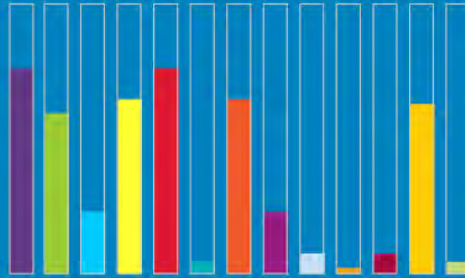
CAI STATEMENTS ON COVID-19 AND COMMUNITY ASSOCIATIONS

As the COVID-19 pandemic impacts the health and well-being of people around the world, Community Associations Institute (CAI) calls on all board members, residents, managers, and business partners to lead with health and safety, compassion, flexibility, understanding, and business continuity in mind. CAI is dedicated to building better communities, including each community association's relationship with the greater community, and that mission is more important now than ever before.

In response to the pandemic, the CAI Board of Trustees has developed two sets of principles for community associations to consider adopting: one pertaining to homeowners who face challenges paying their assessments and another pertaining to homeowners who are essential workers and request temporary relief from association covenants specifically related to recreational vehicles/trailers.

Community Associations & COVID-19 IMPACT

What steps has your community taken as a result of COVID-19?

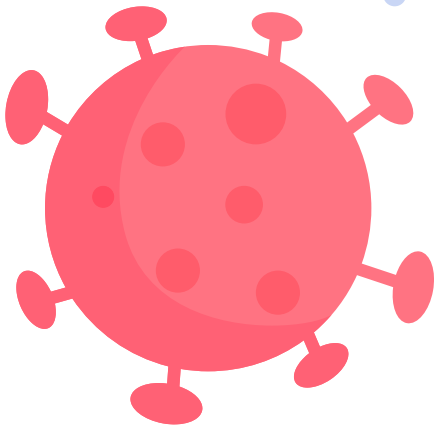


- 79% closed common areas and amenities
- 63% extensive cleaning/disinfecting of frequently touched surfaces
- 27% installed more hand sanitizers and wipes in common areas and amenities
- 68% holding board meetings through video or teleconference
- 79% postponed nonessential meetings and events
- 13% prohibited guests from entering the community
- 68% encouraged social distancing in shared spaces (i.e. elevators, laundry facilities)
- 27% paused residents' nonessential construction/renovation projects
- 18% paused rules enforcement
- 6% waived fines for rules noncompliance
- 18% waived late fees for assessment payments
- 65% informed and educated residents with updates from the community and local/state/federal officials
- 13% other

as of March 28, 2020

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Lifting Stay-at-Home Orders *and its Impact on Community Associations*



Homeowners association board members and community managers will need to carefully consider how to prepare to reopen common areas and amenities as more states and localities begin to ease or lift stay-at-home orders due to the COVID-19 pandemic. Certain questions should be addressed by management before making any decisions: Can we open? Should we open? What will this look like?

"It's expected most orders will begin to be lifted in phases, and if your association can meet certain criteria, you can start opening," says Jim Slaughter, managing partner at Black, Slaughter & Black in Greensboro, N.C., and a fellow in CAI's College of Community Association Lawyers (CCAL). It's important to consider government guidelines at the local, state, and federal level before reopening amenities and common areas.

If an association can open, boards and community managers should determine which contracts to review and also look at their general liability insurance policy. "Most insurance companies put an exclusion for bodily injuries stemming from viruses, bacteria, and other continual diseases after the SARS epidemic in 2006," says Eric Henning, AMS, PCAM, CEO of Community Management Associates in Atlanta, Ga.

If an association opens up and someone gets sick, is the association liable? "It's recommended to check with your association attorney, but from a general liability insurance standpoint there is likely no coverage," adds Henning.

Opening up will look different for different types of common areas and amenities, explains Henning. Cleaning these common areas will be extremely important during the reopening process. He recommends that associations have some sort of standard operating procedure to make sure the facility is cleaned after use or have a third party come in and professionally clean certain amenities.

During this time, communication is key. How should boards communicate new guidance on easing or lifting stay-at-home orders?

Kelly Zibell, AMS, PCAM, senior vice president at Associa Northern California-Stockton in Los Gatos, Calif., recommends letting residents know that the board is working on a plan that includes whether the association can and should open. Boards should consult with legal counsel and insurance providers on any plan they create before it's implemented.

It's important to update residents daily or weekly on the status of amenities as these orders are lifted. Adding a disclaimer that the information can or will change in the future also should be included, according to Zibell.

Find out the status of your state's stay-at-home order [here](#).

CAI has developed guidance, sample forms and documents, and FAQs on the COVID-19 outbreak. Bookmark the page and return regularly for updates and additional resources.

Disclaimer: This information is subject to change. It is published with the understanding that Community Associations Institute is not engaged in rendering legal, accounting, medical, or other professional services. If legal advice or other expert assistance is required, the services of a competent professional should be sought.

Virginia General Assembly Relaxes Board Meeting Rules

Virginia common interest community associations will benefit from amendments proposed by Governor Ralph S. Northam and adopted by the General Assembly at the April 22, 2020 veto session. Amendments 28 and 137 to the Budget Bills (House Bills 29 and 30, respectively) overrides requirements in the Virginia Property Owners' Association Act and Condominium Act that at least two board members be physically present in the same location in order to convene a meeting properly.

Now, during a Governor-declared state of emergency, boards of common interest community associations may meet virtually without physically assembling, but only if certain requirements concerning notice of meetings, member access to meeting and meeting minutes are met. The amendments to the Budget Bills go into effect when signed by Governor Northam.

In order to convene virtual meetings properly, care must be taken to satisfy requirements concerning notice, member access and meeting minutes. This emergency legislation applies only during a Governor-declared state of emergency - once the state of emergency concludes, boards must comply with physical assembly requirements established in the Virginia Property Owners' Association Act and the Condominium Act.

On behalf of CAI's Virginia Legislative Action Committee, the effort to obtain relief from the in-person meeting requirements was led by VALAC's Legislative Liaison, Lucia Anna (Pia) Trigiani at MercerTrigiani, with substantial guidance from VALAC lobbyist, Tripp Perrin. "We received countless calls from our clients concerned about meeting during the on-going coronavirus crisis. In our view, there was nothing to relieve boards from the statutory requirement that members physically assemble," explained Trigiani. "We understood this was an issue facing all Virginia community associations and believed something had to be done." VALAC's Chair, Jerry Wright, added: "It will be a relief to all the association governing boards with whom we work to know that they can continue to conduct business and serve their communities in the face of a pandemic."

CAI Virginia Legislative Action Committee is a volunteer committee consisting of homeowners and professionals serving community associations. They advocate in Virginia by identifying community associations issues, monitoring pending legislation, and setting legislative priorities. In addition, they build relationships with and educate state legislators, providing invaluable advice when community association issues arise. To learn about the VA LAC, visit their website at www.caionline.org/Advocacy/LAC/VA.

Short Term Vacation Rentals



POLICY

The sharing economy for housing has significantly changed how homeowners rent property. Short-term or vacation rentals, typically meaning property that is rented for less than 30 consecutive days, exploded in popularity due to online platforms that connect property owners, or “hosts”, with prospective guests by the click of a button. The pace of this new platform has quickly surpassed appropriate government response and regulation and it is essential that community associations – housing more than 68 million residents in the United States alone- have a voice in any legislative and regulatory process.

BACKGROUND

The nature of short-term rentals is not intuitively harmonious with the community association housing model which focuses on bringing people together, strengthening neighborhood bonds and promoting a sense of community and belonging. Homeowner volunteers, who are elected by their neighbors to set policies and oversee association operations, and to act in the best interest of the community, are the center of community association governance.

Further, these volunteer board members, along with their professional managers, are guided by their association’s governing documents that are created to maintain community standards, protect property values and encourage a sense of community stewardship. Governing documents form a private contract between each homeowner and the association and dictate community rules and regulations for both property rights and standards of personal conduct. Housing purchasers choose where to live and, if within a community association, to accept the contractual and ethical responsibilities to abide by established policies and to meet their obligations to that association and to their neighbors living in the community.

The community association housing model succeeds when a true sense of community is cultivated and there is active homeowner involvement based upon a culture of building consensus. In contrast, short-term visitors typically have no ties to the community, are not contractually bound by the association’s established policies and are generally not invested in the overall good of the community.

CAI strongly supports the community association housing model and recognizes that no two communities are the same. Further, CAI recognizes that the sharing economy phenomenon has significantly transformed the dynamics of renting

property. The use of online platforms to arrange short-term rentals has created a unique housing market where short-term rentals provide considerable income for some community associations’ owners, particularly those in vacation destination and resort areas. Associations are incredibly diverse, as such, policies need to be tailored to meet the character, culture and desire of homeowners in a community.

RECOMMENDATION

CAI encourages policymakers to engage industry stakeholders, including community associations, on this issue. Further, CAI believes crafting regulation should always take place in an open and transparent manner, providing the opportunity for comment by all interested parties.

A board of directors, with input from homeowners, is in the best position to decide whether short-term rentals are appropriate for their community and is the appropriate governing body to craft suitable policies. This is assuming the association’s governing documents allow or could be amended to permit short-term rentals to reflect the preferences of homeowners.

CAI supports short-term rental regulation that is consistent with the association's governing documents, federal, state and local law and serves to protect and preserve the ability of community association homeowners to manage their affairs.

CAI opposes governmental regulations that would intrude upon community associations' board of directors' autonomy to serve the best interest of the association. Short-term rental regulation should not impair association contractual covenants and take decision-making authority away from community association homeowners. This degrades the very core of community association governance, which is based on private contractual obligations of the community's homeowners.

SAMPLE LEGISLATIVE LANGUAGE

Virginia Senate Bill 1578 (2017)

§15.2-983 (D) Nothing in this section shall be construed to supersede or limit contracts or agreements between or among individuals or private entities related to the use of real property, including recorded declarations and covenants, the provisions of condominium instruments of a condominium created pursuant to the Condominium Act (§ 55-79.39 et seq.), the declaration of a common interest community as defined in § 55-528, the cooperative instruments of a cooperative created pursuant to the Virginia Real Estate Cooperative Act (§ 55-424 et seq.), or any declaration of a property owners' association created pursuant to the Property Owners' Association Act (§ 55-508 et seq.).

For more information on the implications of short-term rental regulations on community associations, see CAI's white paper, "Short-Term (Vacation) Rentals and Community Associations" at <https://www.caionline.org/Advocacy/StateAdvocacy/PriorityIssues/rentals/Documents/whitepaper.pdf>

Approved by the Government and Public Affairs
Committee, April 11, 2017
Adopted by the Board of Trustees, May 3, 2017

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Repairing Concrete to Make a Lasting Impact

By **Martha Moore**, *Concrete Jack*



There are many problems communities encounter when trying to maintain: safe and beautiful common area concrete.

- Spalling or pitted concrete
- Sidewalk trip hazards
- Concrete lifted by tree roots
- Concrete settled by soil erosion
- Broken, cracked or separated concrete
- Settled pool decks
- Dropped interior floors
- Broken curbs

Communities don't always understand the best repair options for such issues. There are a variety of solutions to these concrete issues such as patching, skimming, shaving (or cutting), grinding, polyurethane lifting (commonly referred to as slab-jacking or concrete-leveling), or replacing.

Let's take a look at some concrete repair options:

Patching, Skimming or Resurfacing:

Patching, skimming or resurfacing are all fairly inexpensive in relation to labor and cost of materials. These options are quick solutions for pitted, spalling or cracked concrete that can help regain some curb appeal. These methods are however temporary solutions that do not permanently repair the structure of the concrete and therefore are not recommended for large cracks or holes.

Concrete Shaving or Cutting:

Concrete shaving or cutting methods can be quicker and more affordable alternatives to replacement of concrete. These solutions are often used for sidewalks lifted by tree roots but don't qualify for certain types of trip hazards. While this method minimizes the trip hazard, it doesn't address the underlying issues.

Grinding:

Concrete grinding is more cost-effective than replacement and can be done quickly and efficiently. Grinding is also used as a touch-up for other concrete repair methods, such as lifting. While grinding does minimize trip hazards and leave a non-slip surface, it is not aesthetically pleasing and should be used sparingly on exposed aggregate.

Polyurethane Lifting:

Polyurethane lifting, commonly referred to as slab-jacking or concrete-leveling, is the most effective repair option for settled concrete. Small holes are drilled into slabs and polyurethane is pumped into the voids, which expands and lifts the concrete back into place. At around half the cost of replacement with immediate foot traffic resumption, polyurethane lifting serves as the most cost effective long-term solution for settled floors, sidewalk trip hazards, and pool decks.

When concrete is broken, cracked, or severely damaged and other methods are unable to be used, the only remaining solution is full concrete replacement:

Concrete Replacement:

Concrete replacement is the most expensive method for repairing settled, broken, or damaged concrete. While expensive, this method ensures imperfections and structural issues are removed and improves overall appearance.

Martha Moore is the Business Development Manager at Concrete Jack, a division of Preston H. Roberts, Inc., a VA Class A Contractor, 2705-106435A. We are continuing to innovate and research to find affordable and lasting repairs for our neighbors in the Tidewater and Central Virginia areas.



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Member Corner

Hiring the Perfect Employee

By **Shannon Lee**, *Relay Electric LLC*

I am thinking of running for President of the United States. I mean, who wouldn't want to be president of this country?!?! I only have one reason for wanting to be President of this fine nation and it is a strange reason. However, you must consider the source. If you read all the way to the end of this article then I am going to assume that I have your vote (I'm going to need all the help I can get).

Tell me I'm not the only one to joke about wanting clone myself? How else are we supposed to get everything done in a day that we are supposed to do and still feed our kids and take a shower at the end of the day? Forget about other household chores and pets. But then I really think about it, cloning me might not be the best idea. Let's face it - I am a self-proclaimed hot mess. How could two of me make the world a better or safer place? Let's get real for a minute; "cloning" is not a viable option (for so many reasons). How do I know this? I have been on a mission for the past three years to find the perfect person to

support me and to serve my clients just like I do and to officially lead my clients to believe that I have been cloned. That working with and through my assistant is just like working directly with me. Here's the "rest of the story."

First we hired someone who was, in theory, "perfect" for the job. She had all the skills and qualifications that were "perfect" for the job. To be fair, working with me is no easy feat. I am easily distracted, often running off in different directions. For example, right now I am supposed to be working on collections, but writing this article for the news magazine is so much more fun. Anyway, reality wasn't "perfect" so I went back to being just me. Strike One!

Next I called my cousin and asked if she had any friends who needed a job (at this point I'm not looking for "perfect", just breathing). Then "poof" - she's was working for me. At the same time, we had her bestie, "C" with us (he is now with US Lawns, a match made in



heaven so we've been told). All was going great until she decided she would rather work at the shipyard (really, the shipyard of all places?). Strike Two!

You're probably wondering; what have you learned so far? Great question. I've learned:

1. Some people are "perfect". However, there are a lot of factors that go along with "perfect" like timing, the right fit, etc..
2. Family and their friends may seem like a good fit as a fill in and it is more fun than a barrel of monkeys while they are here. However, is family really a good hire? I don't know. She quit.

Next I asked a client for a recommendation about people they knew. Lawdy..... to say that didn't work is a huge understatement. When we fired her, she would not leave. Carey literally had to call and tell her that she had to leave the building. It was a nightmare. But it is over. Strike Three (but it's my game because I'm going to be President so we keep playing)!

So let's try outsourcing my administrative needs. We contracted with a national Virtual Administrative Assistant company. It worked -- until it didn't. We ended up burning through two different assistants. I'm a reasonably intelligent person so at this point, I am having to look in the mirror.

Clearly I need to take some ownership in the abysmal failure of this administrative assistant position. At this point it's important to remember I am gonna be President so I need to pretend like I am looking for the most capable team (I mean cabinet) to assist me in my mission. Instead of Strike Three (You're OUT!), we're going to call this one a Walk!

So where are we now -- 4 fails? I decide that maybe I've been looking too far out and should look closer to

home, at the resources that are around me. In sheer desperation I recruit my trusty sidekick Val to step up to the plate. Surprise, that is working swimmingly (bet you didn't see that coming).

So what I have learned now?

3. Just because you like people, sometimes their opinion is not valuable.
4. All the money in the world (at least my world) can't fix a true hot mess if they are not either in the mess or familiar with the mess and it's making.
5. Sometimes your greatest treasure is right under your nose or in your back pocket or by your side. Don't ever forget that.

I now believe we have our team (my cabinet) complete with everyone in the correct position. I feel good about this, almost peaceful (the opposite of hot mess). So what is my platform when I run for President? I will implement an 8 day week that consist of 5 work days (because 4 certainly isn't going to cut it) and then a 3 day weekend. And that is why you should vote for me as the next President of the United States!!



Shannon Lee is the President of Relay Electric, LLC and is actively involved in all aspects of the business operations. She is a long time member of SEVA-CAI and is the chair of the CA Day committee. In her spare time, she enjoys reading and traveling. She and Carey are the often busy and always tired parents of Claire and Jack.



Are You Falling and Having a Hard Time Getting Up?

Finding Balance Between Your Professional and Personal Lives

By Donna Scott, CMCA®, AMS®, Chesapeake Bay Management, Inc.



For years, many have sought different avenues in hopes of finding a balance between their careers and their personal lives. Unfortunately, in that specific order. These days, it seems as if “one’s profession” holds one’s “personal life” hostage.

In the Community Association industry, the lines between what is considered work versus personal time, are ostensibly blurred. When does the hard work and dedication of managing communities and/or commercial projects--lend itself to one’s ability to do self-care, take vacations, and spend time with family?

The life of a Community Association professional is most often compromised by the seemingly illicit task of setting time restrictions, and defining boundaries at home and at work.

During a field interview, a Community Association manager was asked; “What challenges do you face in your professional and personal life when trying to find balance?”

“Time management. Remembering to take time for myself. The hardest part is trying not to work when I am at home”. —Helen C., Community Association Manager

If “time management” tends to be the common denominator of whether we succeed or fail in our professions or personal lives; then how shall we pin the distribution of our time?

Theory has it, the more time spent in one area or another brings about better results. But having to decide whether work or home gets the most time—is a harder decision to make. In the Community Association industry, time management is crucial.

There are so many aspects of the business that require one’s undivided attention. From deadlines, events, board meetings, continuing education, etc., any mis-management of time could be detrimental to the communities, employers and clients.

Whereas being home but not present, missing birthdays, anniversaries, missing family time, children’s events and activities, could also be quite damaging. And not mention, the lackadaisical approach many take with their mental and physical health.

So, is there a finite resolution to the age-old question of how to find balance between careers and professions? When asked this same question during an interview, here is what another manager in the industry had this to say: “Many will say there are not enough hours in the day. For me is setting myself an allotted amount of time. For instance, if I am going to work at home in the evening, I will give myself an hour or certain amount of time as needed. When that time is up—walk away.”—Dorothy P., Vice President of Association Management

Simply put, time-management tends to be the most resourceful key to finding work-life balance; being careful not to comingle the time allotted for work and home. Nonetheless, defining boundaries, knowing your limitations and self-care are equally important.

And though the pursuit of success is largely the driving force for most, the quest to find balance between one’s professional life and personal life remains plausible. A great man of faith offered this profound piece of advice:

“

*Focus on what we
can control, and
reconcile the things
that we can’t.
Peace over panic.*

- Pastor D. Franklin

”

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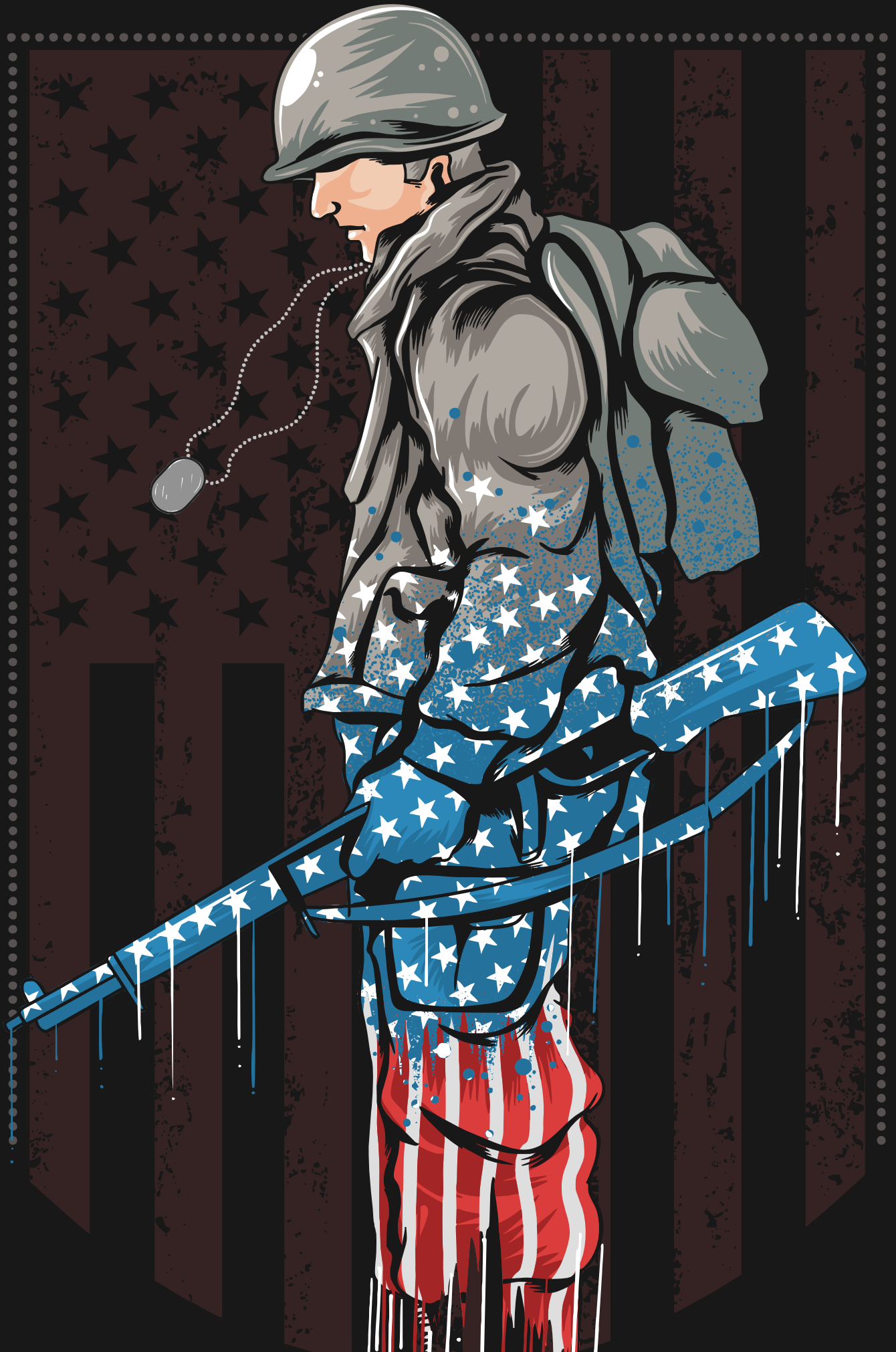


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VetsHouse DEMO DAY

By **Shannon Lee**, *Relay Electric LLC*

Nestled at the end of a quiet, dead in street in Virginia Beach, there are 2 constants: Jet noise and hope. The jet noise is courtesy of the United States Navy and the hope is delivered by VetsHouse. Since 1992, the local non-profit has offered a hand-up to honorably discharged veterans who have found themselves on the streets.

The Duplex as it is known was originally leased from HUD and after receiving a grant from the City of Virginia Beach, VetsHouse was able to take ownership of the facility. Executive Director, Willard "Smitty" Smith stated that the non-profit paid off the facility approximately 6 years ago. During the 28 years that the facility has been a safe-haven for our nation's veterans, Smitty says that at least 800 men have called it home. And that is about to change.

The fastest growing segment of the homeless population is female. And VetsHouse is planning to address that need. The Duplex is currently going through a renovation. Thanks to the a grant from the Daughters of the American Revolution and the generosity of CAI members it is becoming a reality. Work has begun to convert the Duplex from a men's facility to a women's facility. Presently, VetsHouse can house 4 women. The women's home was brought into the fold in 2016 and has stayed at capacity most of that time. After the renovation, 8 women will be able to call the Duplex home.

Association managers, board members and business partners have teamed together to complete this renovation. The home renovation will include new appliances, furniture, flooring, walls, plumbing to include the replacement of quest pipe and electrical. Attention to design for female residents is a concern for the DAR.

Local representatives are committed to making sure that the new residents have a sense of pride and comfort for the updated residence.

During the demo day, a board member from a local condo association stated that he was a disabled veteran and it was his honor to help. He admitted that if he had made a few decisions in the other direction he might too would have found himself in need of help.

The rest of VetsHouse is housed between 3 other residential houses. Each of these houses are leased from the City of Virginia Beach. The houses were considered to be blight before the City and VetsHouse stepped in. When asked if the non-profit ever got any grief from their neighbors, Smitty stated, "No. They love us."



“

As we express our gratitude, we must never forget that the highest appreciation is not to utter words, but to live by them.

- John F. Kennedy

”

What makes this program unique is that it is a hand-up. All of the program participants are required to pay their way. They are required to seek work. There is a nightly curfew. Drugs and alcohol use are prohibited. It is a tightly run ship by Senior Chief. After only a few minutes in the presence of the residents and the executive director, you quickly learn who is in charge. Smitty openly admits that he tried to heal his wounds from 5 tours in Vietnam with the bottom a bottle of Johnny Walker Black. And that after not finding it, he had to make some changes. He has been recovering ever since. He is committed to helping these men and women to becoming the success story that they are capable of becoming.

We first met Smitty in the summer of 2005. Every encounter has left a deeper impression and love for the work that he is doing for these veterans. He spoke at a Veterans Day program at our request. He addressed a middle and high school audience through tears. And his message was one I still find myself in awe of.... the comradery found in Vietnam during his 5 tours were some of the best times of his life. He is quick to wipe those tears. But he is committed to making sure that no veteran today is made to feel the way service members were made to feel back in his day when they returned home.

If you have ever met Smitty, you know he is not a spring chicken. Rather he is a heroic eagle who served his country proudly and honorably. His military record will show that. But his true mark that he will leave on the United States military has been to the ones who came home and needed the structure to establish themselves after their service. The work that is being poured into the Duplex is changing that facility. But knowing and loving Smitty and VetsHouse has changed me even more. And I am grateful for that change.

“

*In the face of
impossible odds,
people who love this
country can
change it.*

- Barrack Obama

”



Vetshouse, Inc. exists due to the kindness of people like you. If you would like to make a donation to Vetshouse, Inc., please contact:

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- Gift Cards from K-mart or Wal-Mart in order to buy meat, bread, potatoes, milk etc for newly arrived Veterans
- Someone who is affiliated with a print shop to donate occasional printing to us
- Occasional speakers who are in recovery to speak at our AA/NA meetings
- Passes or tickets to local sporting events or movies

Taking Care of Those Who Have Taken Care of Us

By **Sherry Robinson, CMCA**, *The Select Group, Inc.*

As a volunteer for the "demo day" portion of the renovations for the Female Veteran's Homeless Housing in Virginia Beach, I write this with pride and respect for all that have donated their time on a Saturday morning and early afternoon. The turn out was more than I ever expected and the hard work that each and every volunteer contributed was simply amazing and showed the compassion that each volunteer has for their fellow man and woman, let alone a US Veteran.

It was a relatively cool morning which made the work more bearable, although even if it were in the 90's I have no doubt that the turnout would have been the same! After furniture, lamps, books, dishes, and all other household items were removed from the home the contractor experts knocked down walls & ceilings, kitchen cabinets, removed bath tubs, toilets and sinks. While that was happening, others assisted with removing the debris to the dumpsters. Even a couple of teenagers were in attendance to show their respect and compassion to the US Veterans as well, Jack Lee, Shannon and Cary Lees teenage son (owners of Relay Electric) was tearing up tile and Zoe DeWees (daughter of Tanya Gasser, The Select Group) hauled debris, swept rooms and

helped wherever else she was needed. Even when appearing exhausted they kept working hard with the rest of the adult volunteers!

McKown Pressure Washing, Painting & Contracting made several trips to Samaritan House and Habitat For Humanity to donate the furniture and household items that they would accept.

The local news station proudly reported the efforts and Mission Barbeque provided lunch for the volunteers. Volunteers came from various CAI business partners to assist the VetsHouse charity organization. They came from McKown Pressure Washing Painting & Contracting, Relay Electric, Sherwin Williams Paint, Austin Scanlon & Associates and The Select Group.

During the continuing renovations donations are being accepted. If you would like to donate contact Austin Scanlon at 757-805-5214. The renovations should be completed soon and the women residing there will have a nice and comfortable home to reside in. The ribbon cutting and official opening is scheduled for June 15th.



upcoming events

VIRGINIA LEADERSHIP RETREAT

Community Associations Institute

We are faced with unprecedented times as a result of COVID-19. It is abundantly clear that with stay at home orders and social distancing, what people value most is connection...to family, to friends, to coworkers, and to their communities. The Virginia Leadership Retreat Committee understands this. Our focus for the past 11 years has been to provide a unique education experience, where our connections restore us—emotionally, intellectually, and physically.

It is the commitment of the VLR Committee to provide an excellent event, catering to our attendees' need for meaningful connections, and also understanding the need to consider the well being of each and every one of you. For these reasons, the decision was made to cancel the 2020 VLR. It was a difficult decision for all involved, but it just makes us even more energized to return in 2021.

If you have already made your hotel reservation in the VLR 2020 room block, you do not need to do anything; the resort will cancel your reservation in the coming week. If you made reservations outside the room block, you will need to call the resort at 1-800-838-1766 to cancel your reservation according to the terms of your reservation.

We are grateful to all our sponsors from across Virginia and for all the attendees who travel to the event for connection and learning - and we are counting the days until we see you at next year's event. **Save the date for VLR 2021 - August 5-8, 2021** - and prepare yourselves for an event that will surpass your expectations and will enable us all to reconnect.

Thanks Again! 2019 chapter SPONSORS *Thank You!*

The Southeastern Virginia Chapter of Community Associations Institute wishes to thank all the firms, both old friends and new for their generous support of our Chapter in 2019. Your contributions allow us to present the many fine programs offered by the Chapter.



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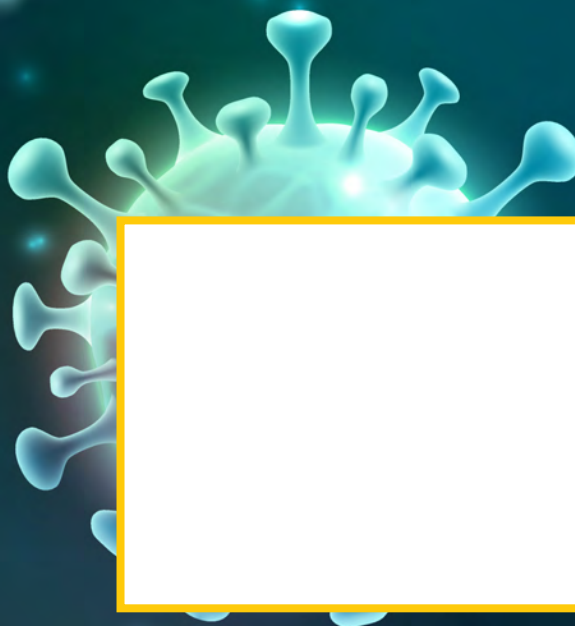
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