







MANY THANKS TO OUR 2018 NETWORKING SPONSORS

AUSTIN SCANLON BELFOR (0) **ASSOCIATES** 3.6































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 2018. Your contributions allow us to present the many fine programs offered by the Chapter.



${\it Platinum}$ ambassador sponsors

Always Clean Services, Inc.

Chesapeake Bay Mgmt, Inc., AAMC®
Inman & Strickler, P.L.C.

Sarah R. Palamara, Atty, PLLC

SOLitude Lake Management®

The Select Group, Inc., AAMC®

Gold ambassador sponsors

AAA Pool Services, Inc.
Associa® Community Group, AAMC®
BB&T Association Services
BrightView Landscape Company
Concrete Jack

DesRoches & Company, CPAs, P.C.
DLM Architects

LeClairRyan, A Professional Corporation Mutual of Omaha Bank

National Exterminating Co., Inc.

Nationwide Insurance - Mayo Insurance Agency, Inc.

Pender & Coward, P.C.

Thomas, Adams & Associates, P.C.
United Property Associates, AAMC®
Vandeventer Black LLP

ISSUE:

features

- 5 Ways to Deal with Board Members that Micro-Manage
- 11 How to Fix Alligatoring Paint
- 12 The History of Concrete
- 17 Smart Buildings
- Take a Look at the Future of Community Association Living
- 29 HOA Lending Tips

community trends

- 20 Reserve Funds
- 22 Consider a Stop Smoking Program
- 34 The Pros and Cons of Cell Towers on Association Property
- Relay Electric LLC Presents SEVA-CAI's 18th Annual Golf Classic

references

- 4 President's Perspective
- 5 Board Members & Committee Chairs
- 6 From The Executive Director
- 47 SEVA-CAI Classifieds

PRESIDENT'S perspective

Hello All,

The adventure continues! This backpack story is about taking time in life to pursue the things that we enjoy. This year I was supported and surrounded by a great Board of Directors. Some of their passions are pool leagues, collecting sea glass, baseball, and for some unknown reason the Miami Dolphins. They all know who they are! I am so grateful for my board, the teamwork we enjoyed this year and learning about some of everyone's special pursuits. My passion this past year was my quest to find the best Key Lime Pie. So, let's get down to it:

• Well known fact: The key lime is green until it ripens and then it turns yellow.

Brief business correlation:

People who are inexperienced in the job are considered "green". With the proper training and management they can blossom and shine, hence the yellow hue.

And now for the first ever post of the "Leavines Lime Report".
This list is based upon 15 reviews so far, including Paula Dean's Savannah GA restaurant, which surprisingly does not make the A list.

The Best Key Lime Pie So Far...

Best - County Grill in Yorktown VA

Consistently the best. A homemade treasure that simply cannot be missed. An exquisitely tasty key lime pie where just as much care is given to make the whip cream as it is the pie itself. A light crust that simply cradles the goodness and a tang that lingers in your mouth well after the bite is over. The bar is set high and this is a pie you cannot miss if you are truly a key lime pie lover. **A**+

Great - Food for Thought in Williamsburg VA

Eat as is! Homemade original! Crust is sugared with a nice glaze which gives it its trademark crunch unlike any other. Key lime is perfectly tart and the homemade whip is sweet and reminiscent of a lightly sweet almost frosting-like consistency. A small and delectable delight you should not miss! A

Almost Great - Harpoon Larry's in Newport News VA

Homemade pie with simple graham cracker crust and dusting. Small decline for the ready whip. Excellent taste, texture and tang! Slightly tart in the beginning and then a wonderful tart finishing aftertaste. It bites, then nibbles and then bites again. So scrumptious - too bad about the ready whip. Would still order every time you visit. A-

Ok so these are my top three. My pursuit continues and perhaps one day you'll see more musings from the "Leavines Lime Report". Until then, continue chasing and sharing your passions.

To the entire SEVA-CAI membership and staff, it has been an honor to serve as the President of this great organization. Thank you to all the volunteers, business partners, and managers who give their time and resources to the success of this chapter. I look forward to continuing to serve in some capacity moving forward as a past president.

One last request, I hope you found these backpack stories fun and maybe learned a little something on the way. When you see me, please share your backpack stories with me, we all can learn from our past. There might just be a future story hidden in that statement.

Signing off for the last time....

Chil

Chuck Leavines, DCAV, CAGSD is SEVA-CAI's 2018 Board of Directors President and a long standing member of the SEVA-CAI CA Day Trade Show & Education Expo Committee. He is also President of Scotland Square HOA

in Hampton, current Board Member and Immediate Past President of Hampton Bay Days and Sales Manager with Gate Systems in Virginia Beach.

SEVA-CAI DISTINGUISHED unteers....

BOARD OF DIRECTORS



Chuck Leavines CAGSD, DCAV **PRESIDENT**



Kellie Dickerson CMCA^t PRESIDENT-ELECT



Bob McKown VICE PRESIDENT



Anita Loonam CMCA®, AMS®, PCAM® TREASURER



Jim Durkee SECRETARY



Leilani Adams, Esq. DIRECTOR



Jason Crooke **DIRECTOR**



Colletta Ellsworth-Wicker CMCA®, AMS®, PCAM® **DIRECTOR** Immediate Past President



Susan Sulzberger CMCA®, AMS®, PCĂM® **DIRECTOR**

COMMITTEE CHAIRS



Anita Loonam CMCA®, AMS®, PCAM® Budget & Finance



Steve Townsend CMCA®, AMS® CA Day 2019



Shannon Lee CA Day 2019



Jennifer Williams CMCA®, AMS® Golf Classic



Jessica Cox, CPA Golf Classic



Ruthi Lee Legal & Legislative Update & Expo



Jenn Jack, CMCA® Legal & Legislative Update & Expo



Jeanne S. Lauer, Esq. Legislative



Colletta Ellsworth-Wicker CMCA®, AMS®, PCAM® Nominating



Susan Sulzberger CMCA®, AMS®, PCAM® **Programs**



Kathleen Panagis, Esq. Programs



Colletta Ellsworth-Wicker CMCA®, AMS®, PCAM® **Senior Managers**



Anita Loonam CMCA®, AMS®, PCAM® Senior Managers



Melissa Haynes CMCA[®] Social



Carol Lare AMS®, PCAM® Social



Kim Niesel CMCA®

VA Leadership Retreat

Currents

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.

SPRING 2019 **April 15th**

SUMMER 2019 July 15th

FALL 2019 **November 15th**

WINTER 2020 **January 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: info@sevacai.org

The views of authors expressed in the articles appearing in the CAI Southeastern Virginia Chapter Newsmagazine do not necessarily reflect the views of SEVA-CAI or CAI. We assume no responsibility for the statements and opinions advanced by the contributors to this publication. It should be understood that the publisher is not engaged in rendering accounting, legal or other professional services. If such advice is needed, the reader is advised to engage the services of a competent professional. Acceptance of advertising does not constitute endorsement of the products or services offered. We reserve the right to reject any advertising copy. We welcome submissions of articles and announcements from our readers, with the understanding that such material is subject to editing and scheduling to conform to space limitations.

FROM THE **EXECUTIVE** DIRECTOR

Association Crime Stoppers

Everyone wants a safe place to call home, and community associations strive to make all residents feel secure. While diligent in efforts to reduce possible dangers in a community, no one can do it alone. It's up to everyone to pitch in to keep crime rates down. Thankfully, taking a few simple steps can go a long way in keeping theft, vandalism and other felonies and misdemeanors out of an association.

Know Your Neighbors. And not just the neighbors on your block, but also the neighbors from all parts of the association. At the very least, you'll get a better idea of who actually lives (and in turn, who belongs) in the community. Talking with your neighbors will also give you the chance to find out if there have noticed any crimes or suspicious activity in the association recently so that you can be on the lookout as well. Consider creating and distributing a list with everyone's contact information so that you and your neighbors can alert each other of any problems that arise. Of course, be sure to get your neighbors' permission first to put their information on the list.

Leave The Light On. A good way to deter felons from breaking into your home is to make sure your front porch light stays on all night, even when you're out of town. Not only does it signal that someone's home, it also makes it harder for vandals to hide among the shadows. If you're worried that you'll either forget to turn the light on at night or off in the morning, you can purchase an inexpensive timer that will automatically do that for you every day. Also, if you see any street lights around the association that are burnt out, residents should let the board or association manager know as soon as possible so that they can replace them for everyone's safety.

Lock Up. If you want to keep unwanted guests out, don't make your home inviting. Even when you're around, it's best to keep all gates, doors and garages locked at all times. It's also a good idea to keep your windows closed and locked when possible, especially if they're on the ground floor.

Put On Your Walking Shoes. Taking a stroll around the association isn't just good exercise. You can casually patrol the community for anything suspicious or usual, as well as swap notes about criminal activity in the area with other neighbors who are out and about.

Also, when more residents regularly walk around the association, it can help scare off hooligans who are afraid of getting caught in the act.

Clean It Up. Picking up litter, removing graffiti and keeping trees, bushes and lawns trimmed not only makes the association look better, but also sends the message that residents are diligent about keeping the neighborhood a respectable place to live. This can help discourage troublemakers from hanging around a community and encourage responsible and involved people to move to the association.

See Something, Say Something. If you notice a crime or a suspicious activity, regardless of how small the incident may seem, notify association security and the police immediately. Of course, only call 911 if it is an emergency; otherwise, contact the police on their non-emergency line.

Like most Americans, many residents are increasingly concerned about threat of terrorism. That's why the Department of Homeland Security (DHS) wants you to be aware of its initiative, "If You See Something, Say Something." While we need to avoid paranoia, we owe it to our families, friends, neighbors and community to be vigilant—and do the right thing when something does seem amiss.

According to the Department of Homeland Security, issues that may warrant contacting local law enforcement authorities include:

Behavior that could indicate a terrorist act or planning a terrorism-related crime. Unusual situations might include a vehicle that is parked in an odd location, a package or luggage that is unattended and an open window or door that is usually closed.

Someone who pays unusual attention to facilities or buildings beyond a casual or professional interest. This includes extended loitering without explanation (particularly in concealed locations); unusual, repeated, and/or prolonged observation of a building; taking notes or measurements; counting paces; sketching floor plans, etc.

Importantly, most of these activities could be perfectly innocent, so you should let law enforcement professionals determine whether the behavior warrants investigation. As always, call 911 in an emergency, but contact your local law enforcement agency to report suspicious activity. When you call, describe specifically what you observed, who or what you saw, when you saw it, where it occurred and why it's suspicious.

DHS emphasizes that Americans must respect citizens' privacy, civil rights and civil liberties by focusing on behavior rather than appearance. Race, ethnicity, and/or religious affiliation are not suspicious. The public should only report suspicious behavior and situations.

Homeowners and residents have a responsibility to their community to help keep it safe, and incorporating even a few of these tips can go a long way. Do your part to make your association a place you're happy to call home.



Chapter Executive Director

Southeastern Virginia Chapter Community Associations Institute



Association Managers

Tollie Appleby Christina Brandon Jennifer Copeland Michelle R. Dunn Tyler Grieve Elleasia Haley Patricia Robertson Gerald Stewart

Business Partners Norfolk Sealcoat, Inc.

Management Companies

Coastal Management Services

Community Associations

The Melville Condominium Association

Community Association Volunteer Leaders

Edgardo Abreu-Arocho Stephen Barneyback Marianna Bedway Etta Bone Matt Bristol Phyllis Brown-Feagin Stephanie Burton Theresa Chick Roy Corson Barbara DeYong Bill Diggs June Donnelly, MD Robin Gennitti Eddie Holcombe Mamie Johnson Larry Kottke Mike Langrehr Barry Lipscomb Deborah Long Susan Lueptow Dianne McKee Leo Osio-Vale Renee Ponton Timothy Ritter

> Donna Smith **Donald Snipes** Linda Stevenson

5 WAYS TO DEAL with Board Members the second second

Submitted by Evercondo

"I'd like to be able to review every message before you reply to residents". That's one of many cases we've heard from property managers, voicing their concern regarding board members that micro-manage.

It's no secret that board members that micro-manage make life tough for property managers. The need for the board to control even the smallest aspect of a property manager's job is not only considered a nuisance—it's stressful. What if I told you there's a way to satisfy a board's thirst for control AND keep your sanity?

The first rule of thumb is to be rational about the situation. In other words, don't let the board's demands, no matter how unreasonable, trigger an emotional reaction. Keep calm, be professional and always smile. =)

Then, do what they ask or need but on your own terms. It's really that simple. Think of it as "managing the micro-manager". In this way, you're no longer a victim—you're actually in control of how the dynamic plays out. Here are five tips for dealing with it:

Remember that it's not personal.

Board members are not micro-managers because they want to torment you personally. Usually, it's because they are control freaks by nature—it's a behavioral issue that affects all their relationships. Realize that it's their issue, not yours. Let go of feeling under personal attack, so you can let go of feeling angry, resentful, and overwhelmed. Here's a trick. The next time a board member asks for an unreasonable request, understand that it may be due to personal circumstances. Be sympathetic and everything should be a breeze.

Make regular use of the email "cc" field.

When you keep your board members in the loop about issues, it demonstrates your understanding of their need to be informed. An easy way to do this is to copy them on your responses to emails with suppliers, contractors, staff, and others if appropriate. You can also send them an end-of-week summary. This keeps them in the loop for easy reference and proof of your efficiency.

Establish a weekly meeting.

It doesn't have to be a face-to-face meeting. Using tools like Google Hangouts or Skype can work out better. Be proactive with your board member and catch up on things each week to discuss issues and projects. A formal meeting will give the board member the special attention they feel they deserve. But make sure to set the meeting time in your favor. If you schedule it at 4:30 p.m., for example, it's more likely to encourage the board member to finish within a reasonable period. And while it seems like overkill, this tactic helps you control the amount of time you devote to the board member and stops them from running roughshod over your entire workweek.

Automate access to community documents.

Often, board members simply want ready access to information. Tools give board members the control they desire without adding more work for you as the manager. You can use today's technology to store documents (reports, meeting minutes, financial statements, status documents, etc.) online and give access to board members through a secure web portal.

Give board members something to do.

Simply involving them in projects or asking for their help will change your relationship with the board member. Instead of seeing you as an obstacle to their desire for control, they will see you as a proactive partner. Plus it's a great way to keep them busy and give you something to discuss in your weekly meetings!



Keep calm, be professional and always smile.



フラ

Evercondo is the leading web and mobile platform that facilitates quick, useful communication between property managers, the condo association or HOA board, and residents. Contact us for a demonstration or a free trial to see how we can keep your communities happy.

hat Micro-Manage





Precision Printing is a full service printing company serving all of Hampton Roads for over 33 years.

DIRECT MAIL SERVICES

Offset and digital printing of stationery, business forms, newsletters and magazines

Direct mail services for targeted advertising

Marketing materials and promotional products

Online ordering and fulfillment services available



Contact us today to get a quote

757.545.3019





- Flash Sales on Event Registrations
- Information, Updates, and News
- Industry Relevant Links & Shares
 - Event Photos & More!

www.facebook.com/sevacai

Peace of Mind

Knowledge * Experience * Dedication to Service Since 1953

HARRISON & LEAR, Inc.®

Community Association Management

Condominiums
Townhomes
Homeowners

Robert M. Sherman III, CPM
Pamela Rogers, CMCA®, AMS®
Journie Ketchum, CMCA®, AMS®
Liz Thomann
Association Managers

2310 Tower Place Suite 105

Hampton, VA 23666

Peninsula: (757) 825-9100 Toll Free: (800)229-6214



How to Fix ALLIGATORING PAINT

Submitted by **PPG Paints**



Alligatoring paint is paint that cracked in a pattern resembling alligator scales. This type of cracked paint makes a building look poorly maintained.

> Alligatoring can be repaired by removing all the old paint and repainting the wall.

A smooth paint job with no damage makes a building look beautiful. Well maintained buildings can preserve and increase property values, and improve a community's quality. For commercial property, good maintenance is essential to attracting renters or customers. While alligatoring on a painted wall makes a building look run-down and poorly maintained, here are some tips to prevent and repair alligatoring on your building.

paint has cracked, it's very likely that other parts of the building will crack in the future. If you paint over such areas, the underlying layers will crack and ruin the new paint.

Prevention

It is easy to prevent paint from cracking once you know the cause and find a solution. Apply a high-quality primer before repainting, and make sure each layer of primer or paint dries completely before applying another. Be sure not to apply a rigid substance over a more flexible one. Make sure the surface is clean before painting. If cracking occurred in old oil-based paint, you might want to consider using a different type of paint that is not as prone to cracking as it ages, especially if the climate is prone to repeated freezes and thaws. These simple steps will save you the time and expense removing cracked paint and repainting the building. As with many maintenance issues, good products make it easy to make any building look attractive.

Why It Happens

Alligatoring paint can occur for a variety of reasons. It often happens when a top coat of paint is applied over an undercoat that is not completely dry. It also can happen when a rigid substance, like an alkyd enamel, has been applied over

something more flexible, such as a latex primer. Alligatoring is a result of the paint naturally aging and weather changes on oil-based paint.

A Simple Fix

Alligatoring can be repaired by removing all the old paint and repainting the wall. It is best to remove all the paint from the paint job with alligatoring, even if the paint has not cracked everywhere, and repaint the whole building or section of the building. That way, the colors will match and alligatoring will not occur in more places. If the



Concrete as the Building Blocks of Civilization

From as far back as 6500 BC, man has found ways of using self-cementing materials to build slabs for homes, cisterns for water, and kilns to provide mortar for walls. Much like these ancient people, modern man has found a plethora of other uses for concrete. From the Numidians to the Egyptians, from the Numidians to the Romans, from the Romans to the Medieval age, and on and on throughout the history of civilization, self-cementing materials have quite literally been the building blocks of life. It was not until the Industrial Revolution when the English began to mass produce and export cheap "Portland" cement that the world changed to its current state, with massive construction projects being the norm. Now we live in an age of concrete, so much so that if one were to walk down a road in any city, town, or man-made environment, the influences of concrete all around will assuredly be seen.

Why Does Concrete Settle and Sink?

Alongside these great advances in concrete has come the great burden of keeping all that weight at its original level. To understand why this problem exists, you must first understand two

basic factors involving any type of concrete structure; weight and soil. The weight of the concrete directly impacts the ability of the soil to hold the structures weight. A single cubic yard of concrete weighs approximately 4,050 pounds. To put that into perspective, the Pentagon in Washington DC was made with 1,660,500,000 pounds of concrete (410,000 cubic yards of concrete throughout the facility). That means that the soil beneath The Pentagon is taking the pressure of all that concrete. not to mention human and other "live weight". In some areas of the world the soil is naturally densified for bearing such weight or is reinforced with natural materials such as limestone. In many other areas, however, such as Florida and Virginia, the soil is loose and subject to shifting or settling making it much more difficult to build solid foundations for concrete





structures.



THE

HISTORY

CONCRETE

The Beginning of Mudjacking

The most common and frustrating nuisance with pouring concrete is that after time the concrete's weight begins to affect the soil beneath it. Even if poured perfectly with a foundation, the soil may push away due to the extreme pressure. As this happens the concrete begins to sink, eventually leading to cracking and crumbling. In wetter climates the soil can be affected by erosion and soil washout from rain and other underwater streams. Whatever the reason for the concrete settlement, historically there were no repair options available. Concrete would simply be set, age, crumble, and eventually be torn out and replaced or left in ruins. This all changed when a man in the small town of Burlington, Iowa by the name of John W. Poulter, an Iowa State Highway Commission Mechanic, finally came up with a solution that could not only save the concrete but leave a lasting foundation to prevent further settling from occurring. He created a device that utilized hydraulic pressure to pump a mixture of dirt, water, and Portland cement through holes that had been drilled into the cement. At the time it was believed that once this mixture settled and hardened it reinforced the concrete, raising it to its original level, and preventing any further damage to the concrete. A national report was released on this miracle process dubbed "Mudjacking" which led to the mass production of Poulter's device, and thus an industry was born.

For nearly a century mudjacking served its role as the go-to concrete lifting solution as it was much more cost effective than tearing out and replacing the old concrete. However, over time the downfalls to the mudjacking process started becoming apparent. The weight of the injected material can cause further long term settlement if the subsoil is poor. There have also been price increases as building standards and legislation have been passed.

Foam Injection Takes the Market

High density polyurethane foam has found a use in many aspects of construction including insulation and roofing, and is now being used as an injected system to support and stabilize concrete slabs. Polyurethane foam lifting is a process in which a two part polyurethane foam system is injected beneath a concrete slab. Once underneath the slab the chemicals react and expand to 30 times their original size, finding and consolidating any weak soils. In this way the soil is densified and reinforced, without adding any additional unwanted weight to the substrate that could lead to further problems down the road. One primary property of expanding foams is that their expansion will follow the path of least resistance, expanding in all directions to

fill any weak soil that needs reinforcing. Closed cell polymer foams offer benefits that go beyond the goal of leveling hard surfaces. They will not retain moisture, which in northern climates can cause frost heaving, and they are not subject to erosion once in place. These distinctive characteristics make the foam injection process the most recent step forward in man's quest for a solution to damaged infrastructure.

Association Managers and the ADA

What is the ADA?

The Americans with Disabilities Act is a civil rights law that was ratified in 1990, celebrated as "the world's first comprehensive declaration of equality for people with disabilities". It is a statute that prevents discrimination against individuals with disabilities by businesses or property owners across the United States, ensuring equal treatment and accommodations for everyone. This ensures that all spaces that are open to the public are equally accessible to those with or without disabilities. This act is enforced by many government agencies including the U.S Equal Employment Opportunity Commission (EEOC), U.S. Department of Transportation, U.S. Department of Justice, U.S. Department of Education, and The U.S. Department of Health and Human Services (HHS). The ADA is modeled after the Civil Rights Act of 1964 and is enforced just as seriously. This act is meant to protect those with disabilities and limit their disadvantages in the public and private sectors, allowing those with disabilities to maintain their independence and enjoy the same privileges as everyone else.



Why Does This Matter to Association

cont. on next page...





Advanced Association Management Group is pleased to have the opportunity to introduce our company and available services. As a management specialist of homeowners and condominium owners associations, Advanced Association Management Group provides comprehensive and professional guidance for residential communities. Our certified management team is dedicated to providing the highest quality service while catering to the unique needs of each individual community. We offer complete servicing in administration, financial management, and property maintenance to solve issues presented in today's communities. When you select Advanced Association Management Group, you select a team that is dedicated to serving the needs of your association.

Our management company has a history of excellence in association management, customer focused solutions, and a "hands-on" personal management approach with an attention to detail.

Robin Stortz, CMCA®, AMS®, PCAM® 11828 Canon Blvd Ste A Newport News, VA 23606 robin@aamg-va.com violation can incur serious fines of up to \$75,000, with the maximum civil penalty for a second violation practically doubles that number. Some jurisdictions require an association manager to be licensed for the profession, and not meeting ADA requirements with a second violation can lead to the loss of this license. The ADA does not only apply to small business owners or private residential property managers either; both the Department of Justice and private organizations have brought lawsuits against large hotel chains that have demonstrated noncompliance. In suits brought by the DOJ, courts may award monetary damages and civil penalties from \$75,000-\$150,000 for repeated noncompliance.

What Rules Does the ADA Have for Private, Municipal, and Commercial Property Owners for Sidewalks?

The maximum cross-slope of any sidewalk must be no greater than 2 percent. This is a costly issue for all associations, because there is no plus tolerance of this maximum limit. A measured cross-slope of 2.05 percent usually results in contractors being forced to remove and replace sidewalk sections at the expense of the community, or to find another solution in order to meet ADA requirements.

Sidewalks across private and commercial approaches also have to be the same thickness as the paved approach, meaning that grinding the concrete will not be a suitable solution. Sidewalk surfaces (and other concrete such as driveways or parking slabs) are subject to settling over time if the soil underneath the slab is improperly compacted. A vertical displacement of 1/4 in. or greater at any point on the walkway that could cause pedestrians to trip or prevent the wheels of a wheelchair or stroller from rolling smoothly is not allowed, and can lead to hefty fines for the property. This includes sidewalks, steps, and ramps. Not only does settlement lead to trip hazards between slabs, it can also cause depressions that trap silt and water on the sidewalk and reduce the slip resistant nature of the surface, which is also required by the ADA.

What Should Association Managers Do When A Problem Exists?

Association managers have to do something if they want to avoid the potential for a lawsuit or fines. The three primary options for eliminating ADA-violating trip hazards are foam lifting, mudjacking, and concrete replacement. A few key points are important to note.

Concrete replacement will cost the most, incur the most downtime, and possibly leave mismatched sections of concrete that are visually different from the existing concrete elsewhere.

Mudjacking will likely cost a little bit less than foam lifting, but will have a higher rate of long-term failure and leave slightly larger holes in the lifted concrete.

Polyurethane foam lifting will cost, on average, slightly more than mudjacking but will be less noticeable and significantly more reliable over time, eliminating the necessity for future repairs.

Both mudjacking and polyurethane foam lifting will be reasonably quick processes compared to concrete replacement, with polyurethane foam injection taking less time per spot to cure allowing the overall project to be completed quicker and the troubled sections of concrete reopened. Concrete replacement will be about twice the cost of either foam lifting or mudjacking.

As discussed, there are a few options available for ensuring ADA compliance, with the best option being contingent on the particular problem at hand. The only certainty is that as an association manager an obligation exists to ensure tenants' safety while they are on premises, and that is not something to be taken lightly.





Baylen McCarthy is the Marketing Manager and Small Business Marketing Consultant at JACKCRETE of Virginia. JACKCRETE of Virginia is continuing to lead the concrete lifting and leveling industry, having won national industry excellence awards in 2015, 2016, and 2018. As we continue to grow, we maintain our commitments to professionalism, quality, and service through all the work we do. We strive to make the high price and hassle of concrete replacement a thing of the past!





We are a family owned business who has been providing commercial painting, residential painting, commercial pressure washing and residential pressure washing services to the Hampton Roads area for over 25 years. Customer satisfaction will ALWAYS be our first priority. We treat each customer's home or property as if it were our own and our "Worry Free Guarantee" will give you the confidence to know that the job will be done right each and every time.

Our accolades include:

- Best of the Beach US Commerce Association 2011, 2012, 2013, 2014, 2015
- CAI Board of Directors Member 2015, 2016, 2017, 2018
- CAI Business Partner of the Year 2012, 2016, 2017
- CAI "Rising Star" of the Year 2011
- CAI Distinguished Service Award 2018
- CAI Golf Committee Volunteer of the Year 2010, 2012, 2013, 2014, 2015
- Angie's List Super Service Award Winner 2011, 2012, 2013

Bob McKown

2260 Salem Road Virginia Beach, VA 23456 757-224-0879 bob@mckownpressurewash.com



INMAN & STRICKLER RL.C.

ATTORNEYS AND COUNSELORS AT LAW

THE COMMUNITY ASSOCIATION LAW TEAM

MICHAEL A. INMAN • JEANNE S. LAUER • GREGORY J. MONTERO
ROBERT V. TIMMS, JR. • JENNIFER T. LANGLEY



PROVIDING LEGALLY SOUND, PRACTICAL SOLUTIONS DAILY

CALL US AT 757-486-7055
VISIT US AT WWW.VAHOALAW.COM

Sina arti Ibuli cimos

Picking the Right Wireless Technology is Hard but Critical!

Submitted by Jerry Kestenbaum, Founder and CTE (Chief Technology Envisioner) of BuildingLink

When you begin to explore the range of smart sensor solutions available for your multi-family properties, you will quickly run into a few compelling applications that will require whole-building sensing—or, nearly so. What do I mean by "whole building sensing"? I am referring to instances such as water leak detection, loud noise, or smoke detection, where large quantities of independently-operating sensors must be distributed in all units or in all the hallways or stairways or common spaces of a building. It also includes instances where quantities of interdependent sensors are deployed, such as temperature sensors across an entire building, whose data is stitched together to optimize the on/off operations of a boiler providing heat.

Regardless of whether the data is used independently (alert: there's a water leak here), or interdependently (the afternoon sun seems to be heating up the west-facing residences) - that's a LOT of sensors that need to get their data broadcast out and received. And, that's a lot of walls, ceilings, electrical, and mechanical equipment that are providing interference. Choosing the right building-wide wireless technology can be a make-or-break decision for your building! So let me at least get you started, by familiarizing you with some of the options.

What sensor-networking options are there?

In each instance, the need to reliably collect data from a wide field of deployed sensors across a building will require the creation of a whole-building sensor network. If you read carefully between the lines when talking to sensor solution vendors, you will see that in nearly every case your potential vendor is using one of these wireless technologies:

- 1. Zigbee Mesh (2.4Ghz spectrum)
- 2. WiFi (internal or resident-provided)

- 3. Sub-1 GHz (900-928MHz in the U.S. high data rate, for short range)
- 4. Z-Wave (for short-range mesh design)
- 5. Bluetooth-BLE (for short-range hub-andspoke design)
- 6. LoRaWAN (low data rate, for long-range)
- 7. Sigfox (commercial version of LoRa)
- 8. GSM/cellular (includes 4G, 5G, NB-IoT, LTE-M)

Your vendor may skip over this part of their offering but you should know that these different technologies each have their own plusses and minuses, and that there is a very fierce competition going on between them, for market acceptance.

How does one decide between them?

The choice of which technology to deploy for whole-building coverage often hinges on:

- The nature of the property itself: its physical design, dimensions, construction materials, and overall radio-wave "friendliness" (compatibility to one or another of the wireless technologies' physical properties)
- The availability of logical and easy-to-access hubplacement locations on floors or in hallways and common areas (some solutions require more and closely-spaced routers or repeaters)
- The limitations in commercial availability of sensor types that support the different wireless

cont. on next page...

technologies: (for example, many smart thermostats support only WiFi connectivity, whereas many retail store-available smart light switches or leak sensors support only Z-Wave or Zigbee)

- The power requirements and needed battery life of the deployed sensors or the availability of nearby electrical outlet service (GSM and WiFi need lots of energy, whereas Zigbee and other 900Mhz are more suitable to long-life battery applications.)
- The amount of data being sent, and the frequency of transmission (LoRaWAN is suitable and legally useable only for small packet intermittent use.)

What are some examples of sensors/ smart devices that use each of the wireless technologies?

Here are some examples of wireless technologies adopted by different known brands:

WiFi: Hive, Ecobee, Nest, Sonos, LifX, Wink, Honeywell, Guardian

Zigbee Mesh: Radiator Labs, Amazon Echo Plus, Wink, Smart Things, Wally

Z-Wave: Wink, Smart Things, Leviton

900Mhz: Triple+, Guardian

LoRa: Lotik, Comcast

What does this have to do with leak detection?

Water leak detection in multi-family buildings is probably the sensor application that has done the most to prompt sensor solution vendors as well as property owners and managers to focus on strategies for whole-building sensor networks. Leak detection can involve staying in communication with hundreds or even thousands of sensors in a building (typically 3-10 per unit) that are sending real time battery status or leak detection alerts all the time. Many of the sensor locations can be deep within a building's infrastructure, for example inside a kitchen sink cabinet or in an interior bathroom. The amount of data being sent is small, but the value of getting that data sent when a leak occurs is very great.

There are four vendors that are tackling whole-building leak detection who are using either Zigbee Mesh, or 900MhZ, or LoRaWAN. And yet, there is little data and little historic experience on how well any of these

technologies work, for example in blanketing entire prewar buildings constructed with thick plaster or wire lathe, or new 30-story high-rise buildings with their new construction materials and interfering electronics.

Is LoRaWAN the best fit, for "whole building" leak detection solutions?

LoRaWAN works outdoors in line-of-site conditions for 30 miles or more. Inside a building it will typically cover between 3 and 20 floors depending on if they are placed near elevator shafts, or near windows with outside buildings nearby that can bounce the signal, ping-pong style, to cover many floors.

It is comforting to know that Comcast is deploying LoRa for in-building networks where they have installed cable boxes, and that a LoRa-like technology called Sigfox is now covering much of Europe. But plenty of research still needs to be completed, because inbuilding coverage is very different than line-of-site coverage.

As you can imagine, when working with wireless technology that can transmit anywhere between 3 floors and 30 miles, it is important but difficult to quickly ascertain where the edge of a specific gateway's transmission range lies. It might carry 30 feet to the left and right, but be near an elevator shaft and carry 200-300 feet vertically. Does one put one gateway transmitter in the center of a building or one on either end every few floors? The answers depend on the factors described in the "How does one decide...?" paragraph.

The primary goal of management should be to keep existing residents happy, but we also know that the circumstances and situations that happen on a day-to-day basis can challenge property managers' or staff's schedules. The right sensor solution vendor can you help you establish a building-wide wireless technology to streamline operations. Only a few are completely cutting-edge and utilize the most innovative technology. Which one are you using?



Jerry Kestenbaum, Founder and CTE (Chief Technology Envisioner) of BuildingLink. BuildingLink provides web-based software and hardware integrated platform for over4,500 luxury residential buildings, their residents, staff and service providers, coast-to-coast and internationally, covering 1.7 million residents 900,000+apartments, across 37 states and 22 countries.

CAI Member Since 1986



Paul E. Thomas, Esq.

Leilani A. Adams, Esq.

Rodney D. Malouf, Esq.

Stephanie K. Miranda, Esq.

4176 S. Plaza Trail, Suite 128 Virginia Beach, Virginia 23452

Phone: 757-491-4141 Fax: 757-491-2253 Email: thomasandlaw@aol.com



Thomas, Adams & Associates, P.C. Attorneys-at-Law

Currently, we have over 75 satisfied Homeowner and Condominium Association clients.

Take advantage of our reasonable hourly and retainer rates:

Free monthly phone consultations!

Free attendance at one meeting a year!

Free first cease & desist letter!

Our collection staff collected over \$1,500,000.00 for our collection clients in 2015.

For more information, visit our website: www.talawgroup.com

NATIONAL Exterminating Company, Inc.

"Recognized in the Top 100"

Fst 1975

Specializing in
Termite and Pest Control
Warrenty Coverage
for Multi-family
Communities

- TERMITE & MOISTURE DAMAGE REPAIRS
- > INTEGRATED PEST MANAGEMENT
- ➤ RODENT CONTROL
- ➤ TERMITE & MOISTURE INSPECTION REPORTS
- CRAWL SPACE DEHUMIDIFICATION AND MOISTURE CONTROL
- > PRETREATMENT FOR NEW CONSTRUCTION
- ➤ PROMPT & QUALITY SERVICE



FREE ON-SITE CONSULTATIONS

PHONE: 757-599-3621 FAX: 599-5081 EMAIL: bugmaster@nationalexterminating.com 12484 Warwick Boulevard • Newport News, VA 23606 www.nationalexterminating.com

reserve funds

One of the primary business duties of community associations-planned communities, condominium associations, and cooperatives-is maintaining and preserving property values of individual and common property. To do this properly, associations must develop funding plans for future repair or replacement of major common-area components, such as roofs, boilers, elevators, swimming pool components, balconies, seawalls, asphalt surfaces, decks and more.

An association has several funding options, including periodic assessments over the life of assets, special assessments at the time of replacement, borrowing funds when needed, a combination of the above, or the most common method (and in some states the only lawful one): setting aside monies in what is commonly called reserve funds, replacement reserves, replacement funds or simply reserves.

Knowing just how much to put aside in reserves requires a reserve study, which comprised of two parts: the physical status and repair/replacement cost of the major common area components (physical analysis) and an evaluation and analysis of the association's reserve balance, income and expenses (financial analysis).

Associations must also plan for the ongoing maintenance of their physical assets, which in turn affects the reserve study. Without proper care, these assets will deteriorate more quickly and require funds from the reserves for replacement earlier than planned. If these needs are not anticipated, the reserves could become underfunded.

Reserve studies can be conducted at three levels of service: a full study, an update with an onsite review or an update without a site visit. Reserve studies are vital in determining future reserve funds and should be reviewed or updated everyone one to five years.

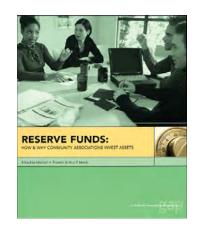
Associations typically choose one of four funding plans. Each can be used successfully, and each has its pros and cons. The goal of all of the funding plans is to establish adequate reserved – that is, to avoid a deficit due to underfunding.

Adequate reserve funding means more than just providing funds for roof replacements; in the long run it can contribute to the rise or fall of property values. For instance, if an association is in debt or has no reserve fun, educated home-buyers may not want to invest in the community.

Owners can be reluctant to contribute to reserve funds because they think the funds are costing them extra money. However, a reserve fun is not an extra expense – it just spreads our association expenses more evenly.

Reserve funds meet legal, fiduciary and professional requirements. They might be required by the governing documents, as well as state statutes, regulations, court decisions or a secondary mortgage market in which the association participates.

Reserve funds reduce the likelihood of the need for special assessments or borrowing. Owners may have limited resources and be unable to afford the large special assessments necessary for major replacements. Reserve funds can help with these costs, and in turn help enhance resale values. Lenders and real estate agents are aware of the ramifications for new buyers if the replacement reserves are inadequate. Many states require association to disclose the amounts in their reserve funds to prospective buyers.



For more information, check out this GAP Report from CAI Press: The Board President

www.caionline.org/shop.



Service. Integrity. Results.

PENDERG COVARD ATTORNEYS AND COUNSELLORS AT LAW

JEFFREY A. HUNN

Representing Community Associations in the Hampton Roads Area:

- Collections
- Construction
- Contracts
- Covenant Enforcement
- Document Interpretation and Amendments
- Dispute Resolution
- Environmental



WWW.PENDERCOWARD.COM

Virginia Beach (757) 490-3000

Chesapeake (757) 490-2900 Suffolk (757) 502-7345



BEYOND MANAGEMENT

Built on the sound guidance and practical knowledge gained from 30 years' experience in the industry, Associa Community Group is Virginia's largest and most trusted management company. Since 1983, and at 310 communities and 53,000 homeowners and growing, we're a valued asset and reliable advisor to communities across the region. Plus, our comprehensive suite of lifestyle services have been created to add value to your community.

- Accounting & financial services
- Education & training resources
- Consulting services
- Community websites & newsletters
- Online payments & HOA account management
- Discounts on the products and services you use every day
- Family-friendly programs that promote health, safety, and "green" living



Serving in 5 Locations:
Richmond | Newport News | Virginia Beach | Charlottesville | Williamsburg

www.communitygroup.com | info@communitygroup.com

Delivering unsurpassed management and lifestyle services to communities worldwide.



by Burke Nielsen, Founder and Account Manager at GoGladly



Burke is Gladly's top industry expert. After 12 years in portfolio management, Burke founded an HOA management firm, and has drawn from that experience to offer insider-level understanding to Gladly. One of Burke's rare charms is that he actually loves listening to your problems. His more traditional hobbies include camping, 4-wheeling, and spending time with his wife and 5 terrific kids, especially when he gets to nag them about homework (nag the kids, not his wife).

Certain smells have a way of taking you back. Like the smell of school lunch or that cap gun you had when you were 6 years old. For me, the smell of cigarette smoke takes me back to family vacations and hotels with a musty stench of cigarette smoke, and going out for dinner that included a walk through a hazy mist to sit in the "no-smoking" section. Society today has largely rejected smoking. Smokers are banished to streets, alleys, or designated areas like lepers. But are HOA smoking restrictions a good option, and can or should the HOA prohibit homeowners from smoking in his or her own home?

It May Be Easier Than You Think

About 10 years ago I was helping to manage a townhouse community that decided to completely prohibit smoking after having to deal with a steady stream of complaints from neighbors. Like many communities with shared walls this community was anything but airtight and the smoke would often drift in through walls or from neighboring patios.

The decision didn't happen fast, there was a lot of discussion and debate over the details. As a manager I was anticipating a major backlash from the smokers in the community. To my surprise the response to the change was mostly positive.

HOA Smoking Restrictions Done Right

For this community, prohibiting smoking was the right move and it went off without a hitch. But this success wasn't a coincidence. The help of a great attorney and the local health department — who helped us understand and navigate state and federal laws — was instrumental in creating a policy and educating the community.

The point is, HOA smoking restrictions can be scary, but if secondhand smoke is causing a nuisance and health risk to other community members it may be necessary for the association to take action. With the right guidance you can navigate the process and your community will be better for it.





Wondering if it's too late to quit?

It never is.

20 minutes

Your heart rate and blood pressure drop to normal levels.

12 hours

The carbon monoxide level in your blood drops to normal

2 weeks - 3 months

Your risk of heart attack begins to drop and your lung function improves.

1 month - 9 months

Coughing and shortness of breath decreases

1 year

Your added risk of coronary disease is half that of a smoker.

5 years

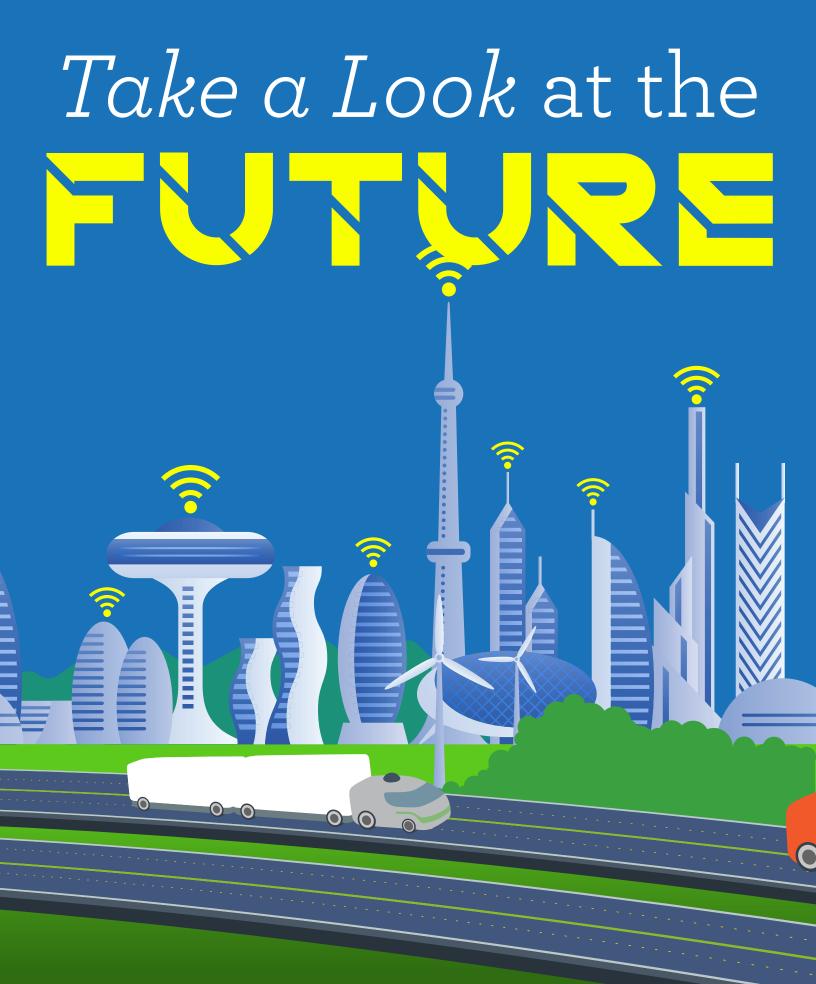
Your risk of stroke is reduced to that of a non-smoker.

10 years

Your risk of dying from lung cancer is about half that of a smoker.

15 years

Your risk of coronary disease is the same as that of a non-smoker.



of Community Association Living

As community associations age in Hampton Roads and less new associations are being built, it might be time to consider securing your future property values by improving your association's amenities. And we're not talking about a clubhouse with a pool. The top three must have condo amenities in 2018, according to Forbes CommunityVoice, are technology and connectivity, holistic wellness features and niche spaces in common areas. Some of the latest amenities also include:

- Bike storage and repair
- Car-sharing service
- Child-care service
- Concierge
- Cooking classes
- Dry cleaning/laundry service
- Electric vehicle charging stations
- Free WiFi
- iCafe
- Package delivery management
- Personal shopper
- Pet grooming
- Rock-climbing wall
- Rooftop terrace
- Spa/massage center
- Tech/business center
- Wine cellar
- Yoga/Aerobics/Wellness classes

cont. on next page...

BATTLING IT OUT IN THE AMENITIES ARMS RACE

An excerpt from 5 intriguing trends to track in the multifamily housing game: BD+C's guide to success in the apartment/condo sector

[https://www.bdcnetwork.com/5-intriguing-trends-track-multifamily-housing-game]

By John Caulfield, Senior Editor of Building Design and Construction

As condos are shrinking, common areas are expanding and are being designed to meet the needs of residents who want to gather socially or do work there. "Residents, in particular Millennials, use these spaces for socializing with other residents and guests, or as ad hoc living space," says Silverman. Common areas are being equipped with the technology needed to facilitate these live-work interactions. USB ports, dependable WiFi, iCafes, and other Web-access features are now common practice. To withstand greater usage, common areas are being decked out with more durable furniture and carpeting.

Common spaces—especially in luxury buildings—are starting to resemble hotels and resorts in their look and feel, and in the services they provide. An apartment building that Balfour Beatty built in Charlotte, N.C., offers tenants cooking classes conducted by chef educators from Johnson and Wales University, which is conveniently located across the street.

Concierges who cater to residents' every whim are on call at some multifamily communities. The quality of a property's amenities plays a huge role in the clientele it attracts and the rents/mortgages it can fetch. "The common complaint about amenities is that they're like your grandmother's living room: they're nice to look at, but nobody ever uses them," quips Picerne's Massie. "We prefer to install amenities that people actually use."

But demand for more and better amenities has launched an arms race among property owners. Dry cleaning services, lofts with office space, and private elevators are only some of the more esoteric amenities finding their way into multifamily dwellings. Rooftop decks and terraces are now must-haves for mid- and high-rise buildings, says Wermers. The trappings of these terraces include comfy seating, sonic sound systems, big-screen TVs, kitchens with barbecue grills and pizza ovens, and even cabanas.

One amenity that's undergone significant transformation in recent years is the fitness center. No longer just a place to exercise, the fitness center has become the place where residents gather and socialize. Classes for yoga, aerobics, cardio and strength training, and wellness in general are very much in vogue. While some building owners have chosen to sidestep the issue by simply offering passes or discounts to nearby gyms, others have gone nuclear with their on-site fitness centers. A Wermers Companies project has a 12,000-sf gym with a rock-climbing wall.

Multifamily housing is also in the throes of what Ziegler calls "a bike and dog revolution." With parking spaces at a premium, building owners are providing bicycle stations for parking, storage, and even parts and repairs. Avalon Princeton, in New Jersey, will have its own bike "spa," where bikes can be parked, stored, and repaired—a first for AvalonBay. In Philadelphia, the 15-story Museum Towers II development incorporates a freestanding storage area for 90 bikes.

Bike-friendly amenities present new spatial

every three new residential units

and security problems
for architects and
contractors: where do
you put them, and
how do you keep them
safe? There can even
be regulatory concerns.
A recent zoning
change in bike-centric
Washington, D.C., now
requires one bike space for

built. "That's quite high compared to the national average," says Silverman.

Pet-friendly buildings are also becoming de rigueur. Pet owners can account for anywhere from 20 to 90% of a building's residents. At minimum, they expect their residential communities to offer animal grooming services and exclusive recreational areas for pets. Wermers Companies' recently renovated Clayton on the Park, an apartment building in St. Louis, adding a pet salon. In San Diego, Alliance Residential has an agreement with a pet care shop called Hairy and Merry Pet Spa & Dog Wash, which offers a host of grooming, stay, and play services.



The quality and number of amenities that a multifamily building offers can often determine its rentability and resale value. Some newer amenities that these properties are finding they can't do without are bike rack stations and "pet spas," where residents can groom and exercise their furry friends.

Photo: Courtesy of The Wermers Companies

The future of community association living is changing. Board members and their community association volunteer leaders have a duty to pay attention, talk about it and then invest in the future property values of the community association homeowners. During board meeting discussions, take into consideration the changing marketplace of homeowners and their tenants especially when looking at the association's reserve studies, short and long term contracts, green spaces, unused spaces and old spaces that could be re-designed. Does your association have a master plan? Are amenities part of the plan or at the very least, a part of the discussion? If not, change your board's business discussions and vision and bring the future to your association today!



John Caulfield has been a business journalist for more than 30 years. Most recently, he was senior editor for *Builder* magazine, covering news and business trend in the residential housing sector. Previously, Caulfield was Executive Editor for Home Channel News, which covers the retail home-improvement and building supply markets. Caulfield holds a Master's degree in Journalism from Marquette University and a Bachelor's degree in English Literature from Boston College.





Basnight Land & Lawn has been installing and maintaining spectacular lawns and landscapes for over 28 years.

Our experienced professionals take great pride in creating outstanding outdoor living areas for homes, and beautiful backdrops for commercial properties. We listen, develop a plan together with our clients, and we provide the quality we promise. Whatever it takes, we will do it right.

Consistently rated among the outdoor contracting companies in the nation, Basnight Land & Lawn offers full-service commercial and residential grounds design, installation and maintenance.

With several locations, we're always ready to serve you. Call Basnight Land & Lawn for the best landscape team in Chesapeake, Virginia Beach, Norfolk, Williamsburg, Richmond, Currituck County and Nags Head.

Kent Basnight

225 Sign Pine Road Chesapeake, VA 23322 757-436-9617 kent@basnightlandandlawn.com

Come sail away....



... with Chesapeake Bay!

www.1cbm.com



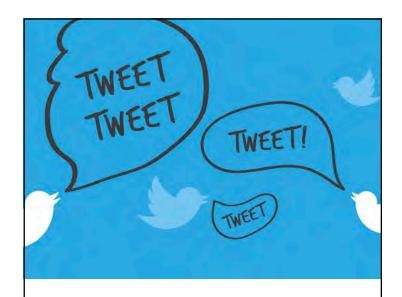
Proudly supporting Community Associations Institute!



Association Management & Consulting

Phone: 757-534-7751 Fax: 757-534-7765

E-mail: dsneff@1cbm.com



Follow us on Twitter

@SEVACAI

for events & updates!





HOA Lending Tips

Submitted by Alliance Association Bank

When faced with large or unexpected capital improvement projects, it is often necessary for an association to borrow funds in order to move forward. Oftentimes the accumulated reserve funds are not enough to cover the project and a one-time special assessment would be too onerous on the unit owners. However, aside from necessity it may actually be prudent for an association to borrow funds when contemplating repair or improvement of the

common elements. Borrowing is oftentimes considered taboo for organizations, but it may just provide the financial flexibility and reasonable means to distribute the cost of large long term projects to those who benefit

Generally, a large percentage (if not all) of the common elements in

from them.

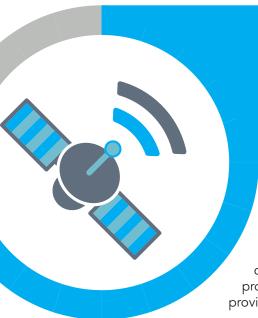
an association will last for longer than the ownership length of the property. According to the Federal Reserve Report on the Economic Well-Being of U.S. Households in 2014, the average tenure of homeowners is 15 years, while the median tenure is 12 years. With the construction materials being used today, structural elements such as roofing and siding can last upwards of 40 years. The common elements of an association can't just be left to deteriorate as the associations have the obligation of maintaining and even enhancing the common elements of their community. In doing so, they provide a positive

living environment for their members, but they also protect the financial investment each member has made by choosing to own property. The burden of paying for necessary or desired improvements to the community should not just belong to those who will be in the association for the entire life of the improvements. However, should a short term owner be paying the entire cost for improvements that last longer than their tenure in the property will exist?

Utilizing financing is a way to spread the cost of common area improvements out over time, and is a way to address the issue of assigning the cost of improvements to those who are benefitting from them. If monthly assessments are increased to cover loan payments, the financial burden is spread out over the length of the loan. In this manner, a homeowner who sells their home a few years after completion of a capital improvement project will only share a portion of the financial burden.

The new homeowner would pick up where the prior owner left off. Thus the cost of maintaining/enhancing the community is more equitably spread over those community members that are benefitting from the financed project. If an association felt so inclined, they could even offer members the option to pay their portion of the project cost up-front or to participate in the lending program. In this manner those who considered themselves long-term residents would have the option of avoiding interest costs. If this approach is used, all residents are given options that may make approving a large dollar project more palatable, and getting a loan may actually enhance the association's chance of gaining community support.

Telecommunications Policy



Community Associations Institute (CAI) supports the growth of competition in the telecommunications and video programming marketplace among telephone, cable, satellite, television broadcast, wireless, fiber optics and other providers so community association residents have access to advanced, innovative services. Contracts binding owners regarding telecommunications' installations should be determined only after the association has transitioned from the developer control to the owners, while recognizing that the cost of initial developer-contracted installations of telecommunications wiring or other capital assets should be amortized over a commercially reasonable time frame.

CAI opposes governmental regulation that would require community associations to permit telecommunications providers, video programming providers or individual association residents to install equipment or wiring on common property without prior association approval and control. CAI also opposes any federal or state initiatives that would limit an owner-controlled community association's ability to enter into telecommunications or video programming contracts. CAI further supports regulation that prohibits anti-consumer provisions in vendor service contracts.

BACKGROUND

In 1996, Congress adopted the Telecommunications Act of 1996 which directed the Federal Communications Commission (FCC) to adopt rules governing antennas and satellite dishes. The FCC adopted rules governing "Over the Air Reception Devices" (OTARD). OTARD prohibits restrictions that impair the installation, maintenance or use of antennas used to receive video programming. Generally, OTARD prohibits most restrictions that (1) unreasonably delay or prevent installation, maintenance or use, (2) unreasonably increase the cost of installation, maintenance or use, or (3) preclude reception of an acceptable quality signal. CAI convinced the FCC that the government could not override community association restrictions as they relate to property not owned by the unit owner without just compensation. As a result, OTARD only applies to restrictions in the unit's exclusive use areas. In 2000, the FCC amended OTARD so that it applies to customer-end antennas that receive and transmit fixed wireless signals. For instance, restrictions on customer-end Wi-Fi internet access points are now covered by OTARD.

The FCC also limits the ability of telecommunications and video programming providers from entering into exclusive contracts that prohibit residents in a community from acquiring services from other providers. The FCC permits, however, community associations to enter into bulk billing arrangements (where video service is provided to every resident of a community, usually at a significant discount from the retail rate that each resident would pay if he or she contracted with the provider individually) and exclusive marketing arrangements (where a community association gives the provider, usually in exchange for some benefit, the exclusive right to certain means of marketing the provider's service to residents in the community). The FCC has recognized that benefits of bulk billing arrangements and exclusive marketing arrangements outweigh the potential harm to consumers.

The demand for wireless telephonic services and Wi-Fi has grown exponentially. This phenomenon has created a need for additional transmission equipment to service a growing demand and expectation for wireless services. Often, due to the development scheme of community associations and the residential

cont. on next page...

Connie Phillips Insurance

CONDOMINIUM & HOMEOWNERS ASSOCIATION INSURANCE CONSULTANT

As an Independent Insurance Agency, CPI has unlimited access to the major carriers for Condo coverages.

Our **COMPARATIVE RATER PROGRAM** allows us to provide you with a comparison of coverages and premiums.

Experienced in reviewing and assisting in the selection of Master Policy coverages, attending board meetings, and offering on-site insurance and financial seminars.

*** Complimentary Breakfast or Lunch-n-Learn Seminars. ***

Property • General Liability
Umbrella • Excess Limits
Directors & Officers Liability
Fidelity Bond • Flood

Call us today for a review of your Condominium/Homeowners Association insurance programs



888.439.0479

Virginia Beach, VA • 757.761.7757 Frederick, MD • 301.662.5717 24/7: 240.409.8400 • 240.409.8405

Serving MD, VA, DC, WV, PA www.insurance-financial.net







CAI Public Policy, cont.

diamond AMBASSADOR

profile



Miller + Dodson Associates, Inc. is nationally recognized as one of the leading firms in the Reserve Study field, serving community associations, resorts, country clubs and golf courses, religious institutions, and educational facilities for clients throughout the United States, the Caribbean, and Mexico. Headquartered in Annapolis, Maryland, the firm provides expert professional services through its Maryland staff and through its network of Reserve Specialists located throughout the United States.

Begun in 1985 as R.J. Moore & Associates, the present firm was established in October 2002 when principals Peter B. Miller and James W. Dodson, Jr., acquired the assets of the Reserve Study Division of its predecessor company. This important transition allowed the firm to focus its efforts on the Reserve Study field and to provide more effective, responsive services to its clients. Miller+Dodson Associates currently performs between 350 and 400 Reserve Studies annually.

Miller+Dodson's experience spans a wide and diverse clientele, from small condominium and home owner associations to high-rise condominiums and large-scale communities, such as the Reston Association in Northern Virginia, Ford's Colony, and South Riding Proprietary.

Peter B. Miller, RS®, EBP 929 West St Ste 310 Annapolis, MD 21401 410-268-0479 pmiller@mdareserves.com character of many community associations, the only alternative for the placement of transmission devices is on a Community Association's Open Space/Common Properties or other community owned assets. The presence of a reliable wireless signal is one of the many considerations that many home buyers are looking for when purchasing. Community Associations that have appropriate access to wireless signals for telephonic and Wi-Fi service will be at a distinct advantage in the home market place.

RECOMMENDATION

- CAI supports legislation and regulation that promotes a fully competitive telecommunication, digital and video programming marketplace. By free and open competition, community association residents, acting through their elected boards, are able to select the most cost effective and innovative providers to serve their communities. However, community associations should not be unfairly burdened with the cost of promoting a competitive programming marketplace. To that end:
- CAI encourages Federal and State governments and private telecommunications providers to support the development of new technologies to increase access to services without infringing on community association common property or contract rights.
- CAI opposes legislative proposals that would violate the Fifth Amendment of the U.S. Constitution and prevent a community association from reasonably managing and operating its common property. Part of reasonably managing and operating its common property is the ability of an association to prohibit antennas on common property, and to regulate the location and installation procedure for permitted antennas and related costs.
- CAI supports the right of community associations to enter into commercially reasonable telecommunications, digital and video programming contracts with bulk billing and exclusive marketing arrangements if the associations' owner-elected representatives prudently determine that they are in the best interest of the association. Such agreements must allow the association to determine the disposition of any wiring and other equipment installed on the commonly owned property by the provider and permits an individual owner to contract with any other provider at that owner's sole expense.

CAI supports the reasonable installation of transmission devices including cell towers, mono poles and other transmission equipment that may be placed on an association's common property or structures such as buildings, water towers, fire towers, etc., that will provide wireless telephonic and Wi-Fi service to its property owners. The community's Architectural/Design Review Committee guidelines should be considered in any installation on common property. CAI is aware that such installations may be controversial and would additionally urge the use of a process of community education and input before embarking upon such installations. CAI also supports the use of appropriate techniques approved by the association to help blend these installations into the surrounding community.

Amended and approved by the Government & Public Affairs Committee, July 8, 2014 Adopted by the Board of Trustees, August 2014 \mid © CAI. Public Policies 2018.



DESROCHES & COMPANY IS PROUD TO SERVE AS THE TRUSTED ADVISOR OF COUNTLESS COMMUNITIES AND PROPERTY MANAGERS THROUGH:

- Financial Statement Audits, Reviews and Compilations
- Income Tax Planning and Preparation
- Consulting Services

Ambassador Sponsor of the Southeastern Virginia CAI Chapter since 1994!

Mark W. DesRoches, CPA

- CAI President '94 (Southeastern VA)
- CAI Hall of Fame
- Past Condo Assoc.
 BOD President



David J. DesRoches, CPA

- CAI President '02 (Southeastern VA)
- CAI Hall of Fame
- Past Condo Assoc.
 BOD President



Our team leaders want to serve you:

Katie Mocnik, CPA; Becky Gehl, CPA; Jennifer Adams, CPA; Sarah Leive, CPA; Todd Derby, CPA

REFLECTIONS II, SUITE 200 • 200 GOLDEN OAK COURT • VIRGINIA BEACH, VA 23452 • (757) 498-3000 • TAX@DESROCHESCPAS.COM



PICK THE RIGHT TOOLS FOR YOUR NEXT PROJECT.

With community association lending expertise like ours, you'll get the job done right.

TAKE THAT TO THE BANK.



Noni Roan, CMCA® 301-639-5503 noni.roan@mutualofomahabank.com www.mutualofomahabank.com



mutual of omahabank.com

Member FDIC

AFN45863_0813

Equal Housing Lender 📵





The Pros and Cons of Cell Towers on Association Property

Submitted by Vertical Consultants

Cell Phone Demand Means More Towers

It's no secret cell phones are just about everywhere these days. In fact, more Americans than ever have ditched home phones and use cell phones as their primary means of communication. With more people than ever utilizing them, cell phone companies are scrambling to meet demand.

Increased use means increased desire for wide-ranging, reliable networks. That's led to many cell phone companies reaching out to property owners (as well as schools, churches and local municipalities) about placing cell towers on their land. These cell sites come in an array of sizes, from a traditional tower large enough to scale to smaller antennas quietly tucked away on a rooftop.

There are certain pros and cons to cell tower lease agreements and allowing towers on property. Here's a look at both the positives and negatives.

Pros

Immediate profit – Additional income is the biggest benefit for property owners when structuring a cell cites agreement. They will certainly experience an immediate revenue stream through rent paid by the cell service provider. This amount can vary greatly and will depend on the individual value of the tower as well as the negotiating strategies employed. Another option is for the property owner to receive a lump sum payment for the revenues generated. This can be particularly beneficial for HOA Associations, municipalities, schools and/or churches that can use the lump sums to fund projects.

Long-term profit – It's also possible for the income stream to result in long-term financial benefit should the tower lease be extended over a long period of time. Additionally, it's possible that the value of the property itself rises due to the cell tower company's use. This could mean even stronger future lease negotiations or increased property value when sold to another party.

Improved service – Naturally, an immediate and noticeable benefit for the area is improved service. All who subscribe to that cell provider will experience better service with less downtime. This can be an enormous perk for local businesses or people who from home.

Cons

Health concerns – According to the American Cancer Society there is little evidence to support that cell towers increase the risk for cancer or other health issues. However, many people still protest cell towers within their neighborhood or community. It is imperative that the RF field strength near the tower meets acceptable measurement.

Visual concerns – Scenic areas are obviously sensitive to any intrusions to aesthetic. This is true for college campuses, churches, rolling fields, and even just residential communities. Traditional cell towers are tall and rather hard to disguise, causing many to consider them eyesores. Though many attempts have been made by cell phone providers to camouflage the towers, even small towers can fall short on "blending in."

If you are considering a cell tower lease agreement, be sure to weigh both pros and cons. The benefits could help your community, but the downsides should be considered too. Before any negotiations begin, it's essential to seek out professional consultation to review all of your options.

Vertical Consultants is proud to represent a diverse group of property owners across North America. Our mission is to provide excellent service, while empowering, advocating and ultimately achieving optimal results for our clients. Vertical Consultants understands that a homeowner or condo association has numerous people/residents who need answers to their questions, and we can make sure that those questions are answered and answered correctly.



Prolong Dredging and Save Your Community Money

Even with proactive management, all stormwater ponds will eventually become impaired due to accumulated sediment from excessive nutrients and runoff. Dredging is an option, but is often the largest single expenditure a community will face. So, when the time does come to remove sediment from your lake or pond, consider hydro-raking as an effective, environmentally-friendly and economical alternative.

WANT TO LEARN MORE? DOWNLOAD OUR FREE GUIDE:

"Mechanical Solutions 101"

www.solitudelakemanagement.com/mechanical-101

Restoring Balance. Enhancing Beauty.

855.534.3545 • solitudelakemanagement.com



For a full list of our superior service offerings, visit www.solitudelakemanagement.com/services







OCTOBER 8, 2018
CYPRESS POINT COUNTRY CLUB
VIRGINIA BEACH, VA

A SPECIAL THANKS TO OUR SPONSORS FOR THEIR GENEROUS DONATIONS!



EVENT SPONSOR



EAGLE SPONSORS











19TH HOLE SPONSORS

SERVICES, LLC









WATERING HOLE SPONSORS





LUNCH SPONSOR









P.O. Box 7158 Suffolk, VA 23437

www.RelayElectric.com

DUNK TANK SPONSOR



TEE BOX CRAWL SPONSORS





HOLE-IN-ONE SPONSOR



DINNER SPONSORS

AUSTIN SCANLON ASSOCIATES



TRANSPORTATION HOME SPONSOR



SUPER SHOT SPONSOR









ARDENT Contracting

- *Siding
- *Windows
- *EIFS/Stucco
- *Masonry

- *Roofing
- *Moisture Intrusion
- *Custom Metal
- *Service Work

Liscenced and Insured Class A Contractor Free Estimates

757-553-7705 don@ardentva.com

FIRE • WATER • STORM





Restoring Property and Lives with a Servant's Heart.

Virginia Beach, VA • Sterling, VA • Fredericksburg, VA
Richmond, VA • Rockville, MD • Baltimore, MD
Raleigh, NC • Charlotte, NC • San Antonio, TX

888.450.6580 JenkinsRestorations.com





Make the most of your color with the very best paint.

To find your neighborhood Sherwin-Williams, visit **sherwin-williams.com** or call **1-800-4-SHERWIN**



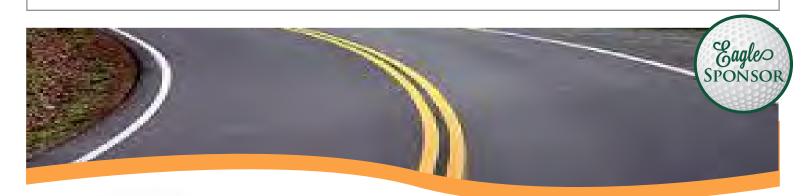








©2015 The Sherwin-Williams Company





Providing Quality Paving Since 1968

- Asphalt Paving
- Storm Water Repairs
- Stone and Mulch Sales
- Crackfilling/Sealcoating
- Line Striping
- Grading/Clearing/Sitework

www.blairbros.com

757-538-1696

1 Blair Brothers Rd., Suffolk, VA



BREAKFAST SPONSORS

Beskin-Divers Insurance Group, Inc. CertaPro of South Hampton Roads

DRIVING RANGE SPONSORS

American Mechanical, Inc.
Gate Systems
Inman & Strickler, P.L.C.
United Property Associates, AAMC

PUTT PUTT SPONSORS

Acelution, Inc.

BB&T Association Services

Nationwide Insurance - Mayo Insurance Agency, Inc.

Vandeventer Black LLP

PAR SPONSORS

AAA Electrical Contracting, Inc.
Always Clean Services, Inc.
Concrete Jack
Grasswackers, Inc.
Mid-Atlantic Entry Systems, Inc.
Secure Perimeter Solutions
Top and Drop Tree Service
Whiteford, Taylor & Preston, LLP

BIRDIE SPONSORS

AAA Pool Services, Inc.
Always Clean Services, Inc.
Belfor USA Property Restoration
DesRoches & Company, CPAs, P.C.
Farris Enterprises
Gary Evans Construction, Inc.
Heads-Up Sprinkler Systems
National Exterminating Company, Inc.
Parking Lot Maintenance, Inc.
TFC Recycling
Thomas, Adams & Associates, P.C.
Town Scapes





Community Grounds Excellence
Our properties reflect the highest standards of Distinction and Quality.

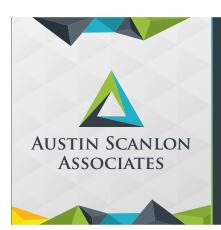
We are your Full-Service Outdoor Contractor for Grounds Management, Customized Turf & Ornamental Shrub Programs, Irrigation Services, and Snow Removal.

Add us to your bid list and see how we can transform your community!

Please contact us at 757-439-9617 or visit us at BasnightLandandLawn.com







Austin J. Scanlon III

**** 757-805-5214



3427 Somme Avenue Norfolk, VA 23509



Dinner,



800.850.2835 mdareserves.com

Beskin-Divers Insurance Group INC.

A TRADITION OF PROFESSIONAL RISK AND INSURANCE SERVICES

Roy Beskin, CIC 757-497-1041

roy.beskin@beskindivers.com



of South Hampton Roads

Joe Raymond

757-392-4167 jraymond@certapro.com





Breakfast Sponsors















































SEPTEMBER 13, 2019

CYPRESS POINT COUNTRY CLUB VIRGINIA BEACH, VA

upcoming events:

JANUARY

23-26: CAI Law Seminar New Orleans, LA

FEBRUARY

7: 2019 Kick Off Party Hampton, VA

12:

Education Program
Summer in Winter:
Be Ready for All Things Summer
Virginia Beach, VA

13:

Education Program
Summer in Winter:
Be Ready for All Things Summer
Yorktown, VA

MARCH



presents:
CA Day 2019 Trade Show
& Education Expo
Virginia Beach, VA

Save the Date!

May 9, 2019

Legal & Legislative Update & Expo

Visit us online at www.sevacai.org for more information on upcoming events. "This forum is a very nice added benefit for those members who wish to use it. It still is part of my daily routine as I look to see what is going on in the larger group of common interest communities."





.....

Mark Your Calendars!

M-201: Facilities Management

August 2, 2019 | Virginia Beach, VA

M-330: Advanced Insurance and Risk Management

September 26-27, 2019 | Virginia Beach, VA

M-100: The Essentials of Community
Association Management

October 17-19, 2019 | Virginia Beach, VA

SEVA-CAI CLASSIFIEDS

ACCOUNTANTS

DesRoches & Company, CPAs, P.C. Mark W. DesRoches, CPA David J. DesRoches, CPA 757-498-3000 mark@desrochescpas.com david@desrochescpas.com www.desrochescpas.com

ATTORNEYS

Inman & Strickler, P.L.C.

Michael A. Inman, Esq., CCAL® 757-486-7055 mainman@inmanstrickler.com www.inmanstrickler.com

LeClair Ryan, A Professional Corporation

William W. Sleeth III, Esq. 757-941-2805 william.sleeth@leclairryan.com www.leclairryan.com

Pender & Coward, P.C.

Jeffrey A. Hunn, Esq. 757-490-6256 jhunn@pendercoward.com www.pendercoward.com

Sarah R. Palamara, Atty., PLLC

Sarah R. Palamara, Atty at Law 757-238-7797 sarah@srpalamara.com www.srpalamara.com

Thomas, Adams & Associates, P.C.

Paul E. Thomas, Esq. 757-491-4141 paulthomaslaw@aol.com www.talawgroup.com

Vandeventer Black LLP

Deborah M. Casey, Atty at Law, CCAL® 757-446-8600 dcasey@vanblk.com www.vanblk.com

BANKING / LENDING INSTITUTIONS

BB&T Association Services

Tanya Cannaday 336-413-1923 tdobbins@bbandt.com www.bbt.com

Mutual of Omaha Bank Community Association Banking

Noni Roan, CMCA® 301-639-5503 noni.roan@mutualofomahabank.com www.mutualofomahabank.com

CONCRETE REPAIR

Concrete Jack

Karen Snowden-Roberts 757-566-1534 karen@concretejack.com www.concretejack.com

EXTERMINATORS/PEST CONTROL

National Exterminating Co., Inc.

Phillip G. Burke 757-599-3621 757-435-7987 pburke@nationalexterminating.com www.nationalexterminating.com

INSURANCE

Nationwide Insurance Mayo Insurance Agency, Inc.

Todd Mavo 757-496-5685 todd@mayoinsuranceagency.com www.mayoinsuranceagency.com

LAKE & POND MAINTENANCE

SOLitude Lake Management

Tracy Fleming 888-480-5253 info@solitudelake.com www.solitudelakemanagement.com

LANDSCAPING

Basnight Land & Lawn, Inc.

Kent Basnight 757-436-9617 kent@basnightlandandlawn.com www.basnightlandandlawn.com

BrightView Landscape Company

John Chapman 757-482-2807 john.chapman@brightview.com www.brightview.com

MANAGEMENT COMPANIES

Advanced Association 🥯 Management Group, Inc

Robin Stortz, CMCA®, AMS®, PCAM® 757-873-0111 robin@aamq-va.com www.aamq-va.com

Associa® Community Group, AAMC® Walter Campbell, PCAM®

757-499-2200 wcampbell@communitygroup.com www.communitygroup.com

Chesapeake Bay Management, Inc.,

Dana Shotts-Neff CMCA®, AMS®, LSM®, PCAM® 757-534-7751 dsneff@1cbm.com www.1cbm.com

The Select Group, Inc., AAMC®

Bonnie Herring, CMCA®, PCAM® 757-486-6000 bherring@theselectgroup.us www.theselectgroup.us

MANAGEMENT COMPANIES, Cont.

United Property Associates, AAMC® Anita Loonam, CMCA®, AMS®, PCAM® 757-499-5752 aloonam@unitedpropertyassociates.com www.unitedproperty.org

POOL MAINTENANCE

AAA Pool Services, Inc.

Jim Durkee 757-499-5852 office@aaapoolservices.com www.aaapoolservices.com

PRESSURE WASHING

Always Clean Services Doug Green 757-340-3975 alwayscleanservices@verizon.net www.alwayscleanservices.com

McKown Pressure Wash, 🥯

Painting and Contracting Bob McKown 757-224-0879 bob@mckownpressurewash.com www.mckownpressurewash.com

RESERVE STUDIES

DLM Architects

David L. May, Jr., AIA 757-510-1165 dlmarchs@dlmarchs.com www.dlmarchs.com

Miller + Dodson Associates 🤎 Peter B. Miller, RS®, EBP

800-850-2835 ext 143 pmiller@mdareserves.com www.mdareserves.com

WANT TO SEE YOUR COMPANY LISTED HERE?

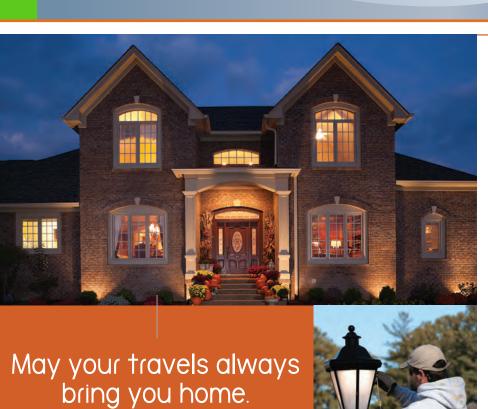
Become a SEVA-CAI Ambassador Sponsor TODAY!

Contact the Chapter for more Information at 757-558-8128

PRSRT STD U.S. POSTAGE PAID NORFOLK, VA PERMIT NO. 281



1300 Diamond Springs Road Suite 400 Virginia Beach VA 23455



We'll leave the light on for you.



THANK YOU FOR CHOOSING US.

Phone: 757-657-2111

Fax: 757-657-2116

Email:

shannon@relayelectric.com

PO Box 7158 Suffolk, VA 23437

www.RelayElectric.com