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## PRESIDENT'S perspective

Year-end projects, holidays, and the overwhelming challenges of life oftentimes do not allow us to individually and collectively take some time to reflect on how lucky we truly are. There is much to be thankful for, I would like take this time to thank everyone for the opportunity to serve as your Chapter President for 2017, As I reflect back on the many years of being involved in the chapter, I am thankful for some very important components, our volunteers and our sponsors. I am also thankful for the daily contributions each of you make as a part of the chapter. I am thankful for my fellow Board Members, and the Chapter Staff, who day in and day out balance responsibilities of the many demands made, for keeping the operations running smoothly and efficiently. And, I am thankful for the SEVA-CAI spirit that holds us all together in whatever we undertake.

Participating in the chapter as a volunteer has been fun and rewarding. It is most exciting when other industry professional Community Managers, Business Partners and Community Association Volunteer Leaders (CAVL's) come together to educate our chapter members. We often learn something new ourselves, no matter how long we have been in the industry. The community association industry is ever changing, and education is key. The chapter offers many educational opportunities like CA Day (Community Association Day), our largest Trade Show & Expo, specially designed to educate homeowners who live in a community association. Education is not limited to the expo, our programs committee has worked hard to bring back some old favorite programs as well as introducing new ones. These programs are offered on both the peninsula and southside. The Legal and Legislative Update & Expo, Virginia Leadership Retreat and the Board Leadership Development Workshop all provide important information on issues affecting community associations.

The coming months will bring a number of opportunities for us to come together and celebrate what makes the Southeastern Virginia Chapter of CAI so special.

Party with the Pros Spring Training March 23, 2017

......

Summer Social June 1, 2017

Party with the Pros August 10, 2017

Golf Classic September 15, 2017

Party with the Pros & Annual Meeting October 26, 2017

Holiday Luncheon & Annual Awards Ceremony
December 1, 2017

I look forward to seeing you at all of these events! These activities take a lot of work from a lot of people to make them happen so come and be a part of our GREAT organization and volunteer. Our volunteers believe in the organization and what we do. Public service is a high and noble calling. We all want to leave our chapter a better organization than we found it. We can do the next chapter volunteers a favor by personifying that philosophy. In serving others, we will truly get there together!



Colletta Ellsworth-Wicker, CMCA®, AMS®, PCAM®, is the Vice President with the Management Firm of Associa® Community Group in the Newport News Branch. Colletta has been active with SEVA-CAI since 1999, and has received many awards and accolades as a Committee Chair and a member of the Board of Directors.

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#### SEVA-CAI PETS

A few years ago, Currents Newsmagazine published our first full color issue dedicated to pets – The Purr-fect Dog-On Issue Ever. In celebration of CAI's "Calling All Pets!" campaign for CommonGround™ Magazine, SEVA-CAI is also "Calling All Pets! for our local Currents Newsmagazine. We want your pictures, stories, questions and ideas – submissions can be emailed to info@sevacai.org and are due by May 31, 2017!

#### CAI Pets Survey

Are you a pet owner? Fur, fins, or feathers – we want to hear from you! This winter, CAI kicks off #CAIPets, a new campaign designed to showcase the best pets of homeowners associations, condominiums, and cooperatives. Check your inbox for CAI's first-ever pet survey and tell us why you love your pet.

# CALPETS at the 2017 CALANDUAL Conference & Expo

In addition to the pets-only issue of Common Ground, CAI will feature a special demonstration at the 2017 CAI Annual Conference and Exposition in Las Vegas, May 3–6.

A Service Dog by Any Other Name: Service dog. Comfort animal, Emotional support animal, What's the difference? How can you tell? Let Custom K9 Services demonstrate the answer to your questions. Custom K9 Services supplies dogs to military and police departments across the U.S. and Canada, and has provided dog training seminars in 42 states and seven countries, Fielding calls regularly from community associations, they're aware of the questions you face. What's their advice to homeowner associations? Get an entirely new perspective on the service animal/comfort animal debate from the experts who work with real service animals.



# FROM THE EXECUTIVE DIRECTOR

Mother Nature has brought many unpredictable weather events to Southeastern Virginia lately. These acts have inspired our authors to help community association managers and board members. From flooding to snow, this issue features writers who remind us that even simple items can turn into big projects when Mother Nature comes calling.

Hampton Roads is wrought with flooding, but Hurricane Matthew brought it to a new level in 2016. Emergency repair services and general contractors know that repairs to many homes are still being completed. Many of our members have been displaced from their homes and many more are noticing they may need repairs to larger items like foundations and siding. Karen Snowden-Roberts of Concrete Jack explains what to when flooding destroys your building's foundation and Exterior Source provides tips on how to tell if your siding needs to be replaced. Lance Bellman of Levin Contracting, Inc., helps us understand the difference between a temporary and a permanent fix while pointing out budget restraints can sometimes cost the association more money down the road.

Living in this area all of my life, if there's one thing I've learned, it's that the weather is not predictable. Just in the past few weeks we've experienced a Hampton Roads blizzard, days of rain and days of spring-like temperatures. If only we could all forecast the weather as well as Jeremy Moss, Esq., CCAL® of Vandeventer Black, LLP in his 2017 legislative forecast for common interest community article.

If you wait one day, the weather will change quickly. Basnight Land & Lawn, Inc., knows this is true and tells us that when it snows again which ice melt is safest to use and Jim Durkee of AAA Pool Services, Inc., teaches us how to keep your pool water from destroying your pool in any degree weather. And for those who can't wait for warmer weather every day and want to save money, MacPaint, Ltd., offers hope for downtrodden decks with some save your deck tips and tricks of the painting trade.

I drove to Pennsylvania after the flooding subsided and ran into an ice storm to pick up a new puppy for my family in December. We brought him home six hours later to a 75 degree day and some very lucky children (and parents). The contrast was striking. Even in a short day trip, Mother Nature's touch is ever-present. Although we can't control the weather or forecast the future, we can keep building better communities today for tomorrow's brighter days.



Rebecca Woodring, CAE
Chapter Executive Director
Southeastern Virginia Chapter Community Associations Institute



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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 2017 July 15th

FALL 2017 September 15th

WINTER 2018
November 15th

SPRING 2018 February 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: todd@desrochescpas.com

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.

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# Moliday































Concrete floor settlement and voids happen under slab foundations due to multiple factors, but one recent trauma, Hurricane Matthew, has made many Tidewater area residents aware of how flooding can undermine a foundation. If a foundation shows signs of settling or if voids are detected under a slab, repairs are needed to prevent further structural damage.

After flood waters receded homeowners and property managers realized that the departing water took with it some of the soil that supported their concrete slab floors or building footers. Gaps between the bottom of walls and the floor, cracks in walls, and doors and windows that do not function properly are all signs of possible foundation trouble. There are solutions and some of them are more affordable than many are aware of.

There are two general classes of foundation repair; deep, and shallow. Deep repairs, sometimes referred to as underpinning, mostly involve pushing or screwing steel piers into the ground to transfer the support and lift structural elements of a foundation. Shallow repairs can be used to address slab-on-grade foundations such as floating slab floors which have settled.

Shallow repairs are the solution most often needed in the Tidewater area for undermined home or condo slab foundations. Shallow foundation repair processes involve injecting material immediately under the concrete slab to fill voids and raise the foundation as required. Although an under-appreciated foundation repair method, shallow repairs are usually much more economical and reliable than deep repairs for slab foundations. There are two types of shallow foundation repairs: foam jacking and slab jacking.

Foam jacking is utilized to raise and support slab portions of foundations, such as interior floors. High density polyurethane is injected under the foundation, where it expands and pushes the foundation back into place. Foam jacking is usually superior to slab piers for lifting a concrete floor without point-loading the slab. It is also faster, less expensive, and much less intrusive than slab piers.

Slab jacking is used to raise and support concrete slabs, generally outside of buildings. Slab jacking repairs settlement by injecting sand-based grout below the concrete to fill voids and raise the concrete.

Deep repairs are most frequently used for lifting concentrated loads, such as footings, and for bypassing unstable layers of soil which are causing recurrent problems with a foundation. Deep foundation repairs involve transferring the foundation's weight to a different layer of ground than it was originally built to sit on. There are two types of piers that may be installed to stabilize a foundation, push and helical. Helical piers are screwed into the ground to transfer the weight of the foundation to a more stable layer of soil. The weight of the structure is transferred to the deep soil by the helices (rings) of the piers. Push piers, also called resistance piers, are pushed into the ground against the weight of the foundation. Push piers are primarily designed to be end bearing, so they are pushed into the ground until the tip of the pier runs into a layer of soil hard enough to push against to lift the foundation.

The optimal repair type may be determined by having a trusted professional visit the site to assess damage and provide options for solving the problem. The BBB and VA DPOR can provide information about complaint reports on contractors. For work as important as foundation repair it is always a good idea to check with the VA DPOR to ensure that a licensed contractor in good standing is used.

Karen Snowden Roberts is Vice-President at *Preston H. Roberts, Inc., dba Concrete Jack,* a full-service concrete repair company.



# Determining Disabilities & Making Reasonable Accommodations Under the Federal Fair Housing Act

By Sherry Robinson, United Property Associates

Originally adopted as a part of the Title VIII of the Civil Rights Act of 1968, the Act prohibited discrimination in any aspect of the sale, rental, financing or advertising of residential dwellings on the basis of race, color, sex, religion and national origin. The Fair Housing Amendments Act of 1988 amended the Act to prohibit discrimination on the basis of disability and/or familial status.

Although community associations generally do not engage in the sale, rental, financing or advertising of residential dwellings they are still required to adhere to the Federal Fair Housing Act and cannot discriminate against any person in the provision of services of facilities because of race, color, religion, national origin, sex or familial status.



In regards to the disabled, Community Associations roles in relation to the Act are:

- **1.** Community Associations cannot adopt rules or policies that treat members of the protected classes differently.
- 2. Community Associations must provide reasonable accommodations in their rules, policies, practices or services when such accommodations may be necessary to allow disabled individuals an equal opportunity to use and enjoy a residential dwelling. The association is responsible for such accommodations.
- **3.** Community Associations must allow modifications to existing premises to allow disabled individuals full enjoyment of the premises. These modifications come at the expense of the disabled individual, and the association may require that the premises be restored when the modification is no longer necessary. Premises includes both units/lots and the common areas.
- 4. All multifamily dwellings designed and constructed for first occupancy after March 13, 1991 must have certain accessible features.

Some common disability issues for Community Associations arise as requests from the disabled individuals for exceptions to rules or regulations or when disable individuals request to modify the physical structures of a community association or the owner's property to accommodate their disability.

#### Disability defined as:

- 1. Any Physical or mental impairment that substantially limits one or more life activities
- 2. Having record of such an impairment
- **3.** Being regarded as having such an impairment. Examples are:
  - Mobility impairments
    - Hearing impairments
      - Visual impairments
        - Mental and physical conditions
          - Developmental conditions
            - AIDS or HIV
              - Alcoholism
                - Recovering drug addicts



Reasonable accommodations: the general rule is that it is unlawful to refuse to make a reasonable accommodation in the rules, policies, practices or services when such accommodation may be necessary to allow a disable individual equal opportunity to use and enjoy a dwelling unit.

Requirements for such a request are:

The person with the disability must request the accommodation

- **b.** The accommodation must be directly related to the disability.
- C. The person with the disability may be required to provide verification but may not be made to reveal medical history, etc.

#### Examples of reasonable accommodations:

- 1. Pets If the association has a rule on pets a disabled resident can request an exception to allow a pet. Service Animals are specifically trained to support individuals with disabilities whereas Emotional Support Animals are not specifically trained but must still be permitted if necessary to alleviate a disability. Emotional Support Animals can be any type or size animal.
- 2. Parking Spaces Disabled individuals may request assigned parking to accommodate a disability. Community Associations are not required to oblige to provide exact accommodation, only a reasonable accommodation. Reasonable modifications, it is unlawful to refuse to permit, at the expense of a disabled individual, reasonable modifications of the existing premises if such modifications may be necessary to allow a disabled individual full enjoyment of the premises.

Examples of reasonable modifications:

- Installing exercise equipment
- Installing ramps or grab bars
- Installing pool lifts
- Installing door openers
- Installing curb cuts

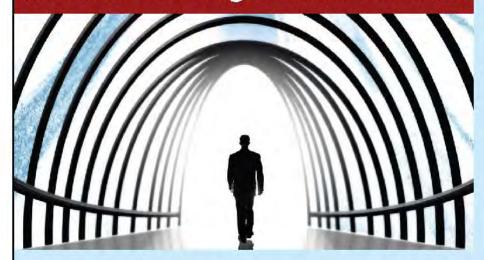
The association can condition permission for the modification on the resident agreeing to restore the modified area to its original condition by agreement, ask the resident to fund an escrow account to ensure that that modifications will be restored by agreement and ask the resident to provide a reasonable description of the modifications as well as reasonable assurances that the work will be done per code and in a workman-like manner.

- \*\* Pre-accommodation considerations:
- **1.** You may not inquire whether a person is disabled until they raise their disability as a basis for an accommodation.
- 2. Once the person requests an accommodation it is appropriate to assess whether the person is disabled by seeking medical support or government support (i.e. DMV issued handicap tags)
- Consider adoption of a policy for handling accommodation requests to ensure uniform practices.



**Sherry Robinson** is an Association Manager with *United Property Associates*, and is an active member of the SEVA-CAI Newsmagazine Committee.

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# NEW SMART HOME TECHNOLOGY GOES WELL BEYOND HOME SECURITY

By Kristine Faulkner & Vickie Rodgers, Cox Communications Inc.

Home security and automation solutions bring together professionally monitored security with smart devices to protect, monitor and control your home. Most devices can be accessed easily through the free mobile app, so you can check in on your home and loved ones anytime, from anywhere. With many more people coming and going from multi-dwelling units (MDU's), home security and automation gives residents more peace of mind at home and away.

Look for a product that is customizable and portable, making it perfect for the MDU resident. When devices don't have to be permanently mounted, they can be moved from one home to the next and expanded upon as needs change.

It's important to provide cutting-edge amenities for differentiation in the competitive landscape of the multifamily market. Residents — especially millennials — have a high expectation for technology to be included in their home's offerings. A solution like home security and automation is a great feature to add value for a resident and foster greater resident acquisition.

Some systems allow you to check in when you're on the road traveling. Features can include enabling automations to occur with one click, like personalized rules so that once the system is armed, the lights will go out and the thermostat will automatically change to a preset temperature; having cameras to check in periodically just to make sure all is good while you're away. Many residents

have pets and we know how important their pets are to them. A recent survey suggests that people check on their pets at least as many times a day as they check on their tweens or teens at home.

Nearly 60% of U.S. broadband households have interest in the safety, security and convenience benefits enabled by smart home products. Wherever you live, whatever you call home, home security and automation solutions can be there for you. From smart thermostats and lights that help you save energy and money to cameras that let you check in on your family and pets when you're away, these types of products can provide both comfort and peace of mind.



Kristine Faulkner is the Vice President and General Manager of Cox Homelife & Smart Home, and Vickie Rodgers is the Executive Director of MDU Strategy & Operations at Cox Communications Inc.



Visit cox.com/homelife to learn more. We are constantly evolving our offering in order to meet the needs of our customers - property managers and residents alike. Every home is different and we work directly with customers to give them the security and automation that best fits their lifestyle.





# 2017 VIRGINIA LEGISLATIVE FORECAST for Common Interest Communities



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TUE WED THU FRI SAT SUN













52°

45°

38°

25°

20°

25°

Forecasting is more of an art than a science. Sure, forecasts are based (at least in part) on objectively verifiable facts, but they are also subject to a series of unknowns. This is particularly when, like in politics, a "human element" is introduced to the forecast.

Because of editorial guidelines, forecasting in print becomes even trickier. The publication deadline for this article is December 15, in advance of the beginning of the 2017 Session of the Virginia General Assembly on Wednesday, January 11, 2017.

As this edition of Currents is printed and distributed, the General Assembly will be in session, and as you read this article, we will be almost half-way through the 2017 Session. That's a lot of pressure! We'll see then how I did.

#### THE 2017 SESSION

In 2017 we expect bills to be introduced to address a variety of issues affecting community associations - legislation we have seen recently (related to short-term rentals, home-based businesses, recycling, service of process, camping and fair housing) and new legislation never before introduced (related to unanimous written consent).

Here is a quick summary of what to expect. As always, updates and more information will be posted throughout the session on the VALAC website (www.cai-valac.org) and, new this year,

you can follow VALAC on Twitter @CAIVALAC.

#### Short-Term Rentals and "Limited Residential Lodging"

In 2016, the Virginia General Assembly Senator Jill Holtzman Vogel (R-Fauquier) introduced Senate Bill 416, the Limited Residential Lodging Act, establishing a statewide framework for short-term rentals (AirBNB, VRBO, etc.) by preventing localities from prohibiting the "limited residential use." But, the bill included a "re-enactment" clause, requiring a year of study and re-enactment before the law becomes effective in 2017.

Throughout the off-session, the issue has been studied and debated by the Virginia Housing Commission, soliciting input from stakeholders. Consensus has been difficult to achieve (perhaps an understatement) and, as of the date of the drafting of this article, consensus legislation has not been approved by the Housing Commission.

#### Home-Based Businesses & Child Care

The Virginia Housing Commission has also been studying the issue of home-based businesses and home day cares after last year's Senate Bill 238 was referred

for study. VALAC members participated in discussions at the Housing Commission related to the bill, but the bill will not be reported out the Housing Commission. Nonetheless, we can expect an identical (or similar) bill will be introduced by Senator Petersen in 2017.

#### Resale Fees for Self-Managed Property Owners' Associations

Also studied in the Housing Commission, we can expect legislation (perhaps two bills) in 2017 from Delegate Watts to remove the distinction between professionally-managed and non-professionally managed communities for the purpose of resale.



#### Fair Housing: Gender and Sexual Orientation

Senate Bill 822 has been pre-filed by Senator Wexton (D-Leesburg) to add discrimination on the basis of an individual's sexual orientation or gender identity as an unlawful housing practice under the Virginia Fair

Housing Act. Senate Bill 822 includes a definition of sexual orientation and gender identity.

#### Service of Process

Senator Wexton also pre-filed Senate Bill 823, requiring that an employee or agent of a common interest community with restricting access (i.e., a gate or keycontrolled access doors) must grant entry to a person attempting to serve process on a party who resides in, occupies, or is known to be present in the community.

#### **Corporate Reinstatement**

Proposed changes to Section 13.1-916 of the Virginia Nonstock Corporation Act are expected that would allow for reinstatement of a corporation's status, regardless of the length of time that has passed since the corporate status was terminated. Section 13.1-916 of the Virginia Nonstock Corporation Act currently provides that for reinstatement within five years.



con't on next page...

#### **Amendments - Property Owners' Associations**

We expect proposed changes to the Virginia Property Owners' Association Act in 2017 to address concerns raised by the holding Tvardek v. Powhatan Village Homeowners Association, clarifying the Act provisions apply only when a declaration is silent on amendment and including the statute of limitations language from the Condominium Act (providing that an action may not be brought to challenge an amendment more than one year after the amendment is recorded).

#### Written Consent to Board Decisions

We also expect legislation from Delegate David Bulova (D-Fairfax) related to the use of unanimous written consent by the boards of directors of property owners' associations, establishing additional procedural requirements for incorporated property owners' associations.



#### For-Sale Signs

We expect similar legislation in 2017 related to sales. Specifically, we legislation providing that except as expressly authorized in governing documents, or rules adopted pursuant to the governing documents, no association may prohibit the use of a for-sale sign on property in which the owner has a separate ownership interest or a right to exclusive possession.

If introduced, VALAC will continue to work to ensure that association rights are protected, including authority to establish reasonable restrictions as to the number, size, place, duration, and manner of placement or display of for sale signs.

#### Size of Common Interest Community Board

Legislation introduced in 2016 by Senator Chap Petersen (D-Fairfax) to increase the size of the Virginia Common Interest Community Board and number of resident-members was carried over to the 2017 session for consideration after Board staff-supplied statistics demonstrated the difficulty in selecting and maintaining volunteers to the Board. Nonetheless, Senate Bill 689 will again be considered by the General Assembly in 2017.

#### Association Disclosure Packet – Required Form

In an attempt to address issues related to the effectiveness of disclosures (for Property Owners' Associations only), Delegate Robert Orrock (R – Caroline and Spotsylvania Counties) pre-filed House Bill 1475 that will require the Common Interest Community Board to revise its one-page disclosure packet cover sheet to summarize "how covenants may impose obligations on the association and upon the land use of individual lot owners."

#### Conclusion

Although we cannot predict all the legislation that will be introduced affecting community associations in 2017, we can easily predict that the 2017 Session will be an active one. As VALAC monitors the session, we may issue legislative alerts and calls to action through SEVA-CAI or CAI National. Timely input and participation is essential to VALAC having the most impact.



Jeremy Moss, Esq., CCAL® is Of Counsel to Vandeventer Black LLP in their Norfolk, Virginia office, a fellow of the College of Community Association Lawyers, and Chair of the Virginia Legislative Action Committee of CAl





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# HAVE A QUESTION?

We Can Help!

Connie & Homer are standing by to answer all your community association questions.

For all your Condominium Association questions, contact:



connie@sevacai.org

For all your Homeowner Association questions, contact:



homer@sevacai.org

Due to the volume of questions we receive, we regret that we may not be able to reply to each question in the next issue. Keep checking back to see your question answered!



What is a quorum and why is it important?



A quorum is the minimum number of owners who must be at a meeting before business can be transacted. State law tells us what that minimum number is for associations. It's relatively low, but you can still have a tough time getting to it. It's a common problem in many associations.

Meetings that don't have a quorum must be adjourned and rescheduled at a later date. This costs the association money and creates more work. And, achieving a quorum at a second meeting—if you couldn't get one the first time—is even harder.

So, why bother to try again? Because the board is legally obligated to conduct an annual meeting. It's an important part of conducting association business. During the annual meeting, new board members are elected and the coming year's budget is presented to the homeowners for approval. No quorum—no election, no budget. This means the current directors will have to continue serving until an election can be conducted. It also means that last year's budget will remain in effect until a valid meeting (one with a quorum) can be held to approve a new budget.

Good news: You can be "at" a meeting and across the country at the same time by signing a proxy! That's how you assign your vote, in writing, to another person. Proxies count toward the quorum, so they're very important to the association.

When your association asks you to complete a proxy form, even if you plan to attend the meeting, complete it. That's just in case something comes up that prevents you from attending. And, when you do attend the meeting, your proxy will be returned to you.

Because proxies are so important to achieving a quorum, you may find your association's board members knocking, calling on the phone, or even stopping homeowners in the common areas asking to sign a proxy form. Associations may do anything to achieve a quorum. Without it, business can't be done, and eventually that affects the homeowner.

# Prolong Pond Dredging and Save Your Community Money.



Even with proactive management, all stormwater ponds will eventually become impaired due to accumulated sediment as a result of 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 ecomomical alternative.

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# YOUR POOL IS STILL A POOL IS STILL A POOL IS POOL IN THE POOL IN THE POOL IN THE POOL IN THE POOL IS POOL IN THE P

By **Jim Durkee**, Vice President, AAA Pool Services, Inc.



Welcome to Winter my fellow Tidewater residents (or Spring or Summer or Fall – the season seems to depend more on the day of the week than the month of the year). Your community swimming pool is probably one of your most expensive community assets and yet many properties continue to neglect their swimming pools during the non-swimming months. Your pool, or more specifically your pool water, doesn't know the difference though and needs regular maintenance to protect your investment in the asset.

During the swimming months pool operators regularly check and maintain not only the chlorine and pH of the water to keep the water safe for swimmers, but also the traditional water balance factors of pH (again!), total alkalinity, and calcium hardness. Just as the chlorine and pH work together to keep your swimmers safe, the traditional water balance factors work to keep your pool surface, structure, and equipment safe. Not maintaining these water balance factors throughout the year can lead to early degradation of pool surfaces, tile and tile grout, and put extra stress on pool equipment.

pH (or potens hydrogen!) is a measure of the acidity of water. pH below 7.0 indicates the water is acidic and will have a tendency to become corrosive. Corrosive water can cause etching or staining of the pool surface as well as corrosion of metal fixtures. A pH of above 7.0 indicates the water is basic and has the potential to scale. Scaling water can leave precipitate on the pool surface causing it to become rough as well as clog filters. Standard Health Department regulations call for a pH of 7.2-7.8 so that both swimmers and pool equipment is protected.

Total alkalinity is a measure of the ability of water to resist changes in pH. Think of it as an anchor for your pH. Low total alkalinity will encourage the same nasty effects as low pH. Similarly, high total alkalinity can lead to cloudy water, rough pool surfaces, and clogged filters and pool equipment. Standard Health Department regulations call for a total alkalinity reading of 80 – 120 parts per million.

Calcium hardness is a measure of the calcium content in the pool water. As my mother always told me "if you don't give the water calcium, it's gonna go get it!" Where does the water get calcium if you don't provide it? From all your plaster and cementrious surfaces of the pool, especially your pool surface and tile grout. While my mother always went on about the

calcium content of pool water, my dad always reminded me that water made the Grand Canyon. While Grand Canyon making isn't the exact same process here in your pool, the essential idea is still the same. If you don't give the water calcium it will start to dissolve it from any calcium containing substance it is in contact with, namely your pool surface and structure! The ideal calcium content can be dependent on your pool surface, but generally around 300 ppm is preferred.

Way back in 1936 Dr. Wilfred Langelier developed a mathematical formula expressing the relationship between the water balance factors. This saturation index (humbly called the Langelier Saturation Index or LSI). The LSI is used to determine whether water will have a tendency to deposit calcium, maintain it in solution, or dissolve it into solution. While the LSI isn't perfect for swimming pools and other saturation indexes have been developed to more closely approximate what happens in open swimming pool water systems, the LSI is generally very easy to understand and is widely used in the swimming pool industry. Generally, if you maintain the water balance factors at the midpoint of the Health Department and Industry standards, you can be relatively confident your pool water is close to balanced and neither corrosive nor scaling. Midpoint readings would be 7.4 for the pH, 100 ppm for total alkalinity, and 300 ppm for calcium hardness.

Don't neglect your swimming pool for 8 – 9 months out of the year! Pool water that is out of balance for the majority of the calendar year can do more damage than proper water balance for 3 – 4 months can compensate for. Have a plan to test and adjust your water balance once a month during the offseason months. Your long term budget programs will thank you down the road!



Mr. Durkee, AAA Pools Longtime together have they been Whisper to pools he does

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# how to tell IF YOUR SIDING NEEDS TO BE replaced Submitted by Exterior Source

Siding is one of the most important components of your home since it serves as the first line of defense against the elements. Much like insulation, it protects your home from weather, dirt, insects, and moisture. Most homeowners don't give the siding on their homes a second thought – until problems, such as rotting or warping start occurring. Then it becomes hard to ignore and can create a domino effect of problems for the rest of your home.

If you are unsure whether or not you need to replace your siding, here are some common signs to look for.

Warped siding.

Warping and sagging - often a sign that moisture has seeped behind or underneath the siding. When this happens, it is only a matter of time before the moisture makes its way into your home.

# High heating & cooling bills.

There can be several likely culprits for high heating and cooling costs, one being faulty siding. A visual inspection of your home's siding will help you determine whether or not heating and cooling could be escaping through it.

Peeling paint or sagging wallpaper inside.

Sometimes the damage from faulty siding can appear inside your home! Peeling paint or wallpaper can be the result of moisture dwelling between the siding and framework of your home and should be inspected immediately.

### Mold or mildew on the exterior of your

A build-up of moisture at or near the seams of your home's siding can result in the slow growth of mold and mildew on the outside of the siding.

replacement is needed. Press underneath your siding with a sharp object, like a screwdriver, to check the firmness of the layer beneath. If it appears to be soft or rotting, replacement siding is a must! (Or if you live in a condominium, contact your management company to perform this task and report your findings.)

a cosmetic issue, it could also be an indication that your siding is nearing the end of its functioning life. Most siding is formulated to retain its color for its entire lifespan. If the siding on your home is so old that it has started to fade, its functionality may be failing as well.

Exterior Source is a Class A contractor specializing in the installation of gutters, siding, roofing, windows and doors. For more information, visit www.ExteriorSource/A.com.



# The Secret Life of Maintenance Contracts & Other Things

Submitted by Bayline Lift Technologies

## ELEVATOR DOCTOR® TELLS THE SECRET

The Elevator Doctor® tells about the Secret Life of Maintenance Contracts and Other things. Do you know whether your association has an elevator maintenance contract? Depending on what kind of contract and how old your elevator is, it might be time to review it. There are two main kinds of contracts, the oil and grease contract and the full maintenance contract.

#### The Oil and Grease Contract

The elevator contractor covers lubing the elevator some small parts and keeping the elevator and machine rooms equipment clean. For everything else the building owners pick up the bill. (This means that the elevator owner picks up all major repairs and materials.

#### Full Maintenance Contract

The elevator contractor covers everything. Somewhere between the above two contracts will fall most maintenance contracts Please be aware, if you have a contract stating that you are responsible for time and material then you as the customer pay for everything.

All elevator contracts written by the elevator contractor are written for the benefit of the elevator company not the client. Generally in order to have contracts written the right way an association should work with an independent third party that works for you not the elevator company. The use of an independent advisor will explain to the association what is best and why, they will also negotiate the contract.

The cost for this is relatively inexpensive compared to the total cost of maintenance. He will show the client what the elevator really costs to maintain with the end result being better reserves, and better management of the client's vertical transportation. All maintenance contracts are not alike. Many have special circumstances surrounding their operations. Please remember, elevators have the same problems as your heating and airconditioning systems, they need to be cared for on a regular basis. The difference is that the elevators move people and that involved many extra safety codes that come into play. Always keep your machine room clean and unobstructed. This will help with the way your elevator is maintained.

## Does your elevator contractor maintain a log of service calls?

It is very important that a log is kept on the maintenance of each elevator, the log tells the history of what kind of work has been done on the machines, what has been replaced, and how many service calls have been required. This also gives you and your consultant a good idea of the value and real cost of maintenance and when it might be time to either modernize or replace older parts.

## What is the lifespan of various elevator components?

All of the following is an approximation; the real life depends on many things from usage to environment.

ROPES (Cables)

5 to 10 years and if they are installed and maintained correctly could last up to 20 years.

CONTROLLERS 10 to 15 years SHEAVES

(What the cables wrap around) 20 to 30 years

PUMPS (Hydraulic Elevators) 20 years

DOOR OPERATORS 10 to 15 years

These are general guidelines, however, with new and more efficient equipment comes cost savings that are substantial. Just by converting from analog controllers to digital ones, service calls on electrical problems could be cut as much as 80%. Most elevator companies do not carry replacement parts for more than 10-15 years. Therefore, parts become very expensive. Elevator technology has advanced so greatly in the past few years that many problems are solved with modernization. This is a reason to have a professional elevator consultant working for your association. They will more than pay for his/herself by representing the association not the elevator company.

Have you ever been in an elevator where some prankster pushes all the buttons for every floor? Most elevator companies can now install or offer in their controllers, load-weighting cancel and too much weight-microprocessors. These processors take into account the real weight of the car including its occupants vs. the amount of floor buttons pushed. They will also tell the elevator if there is too much weight in the car and the car will not move until someone gets out. Pretty smart, eh? They can be retrofitted into older controllers, but this process may be expensive. Just thought you'd like to know.

Bayline Lift Technologies is a Lift Management company specializing in assisting architects, engineers, elevator and escalator owners, and maintenance personnel, and the federal government as an independent third party expert in installation, improvement, and code compliance.

"a nation that destroys its soils destroys it

# THEVAIUE of IRES WITHINYOUR

By Laura Gogue CMCA®, AMS®, Cardinal Management Group

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purifying the air and giving fresh strengt

self. forests are the lungs of our land. What is the purpose of an unkempt patch of trees and why do associations insist on leaving them natural? Tree save areas can be mandated by the county or state and are included in the proffers of the governing documents. Tree save requirements vary from one area to another but they all have the basic guidelines that are followed by the entity who takes responsibility for the areas, typically the HOA, UOA, County, etc. Homeowners should be informed of the reasons why these areas are left natural. When a homeowner calls and wants the area cleaned up, it is a great opportunity to teach the owner about the reasons why the areas are left in a natural state. All too often homeowners think the association is just not willing to take care of them and they take it upon themselves to do it. Should this occur, it is to the benefit of all to educate the homeowner in question and let the area naturally continue its growth and rejuvenation cycle. Because the area should be left to its natural state, no mowing or string trimming should be utilized, as this would inhibit the formation of natural plant regeneration. Typically no pruning, herbicides, mulching or weed prevention is acceptable. However, the spot treatment of poison ivy, oak or sumac, as well as the removal of invasive species are allowed. Otherwise, these areas are to be left alone and allowed to grow with abandon. A Natural State also includes fallen trees; they are a natural part of the regeneration process and should be left alone, unless they are an imminent danger to property. The dead trees that have fallen typically serve as a haven for local wildlife. The truth of the matter is these "Tree Save" areas are here for the benefit of all living within a community. Here is a short list of why it's not just a good idea to have tree save areas within your community, but how trees benefit all of us. Trees increase property values. What are some of the common characteristics of long-standing, affluent neighborhoods? Think about it. Most of them have immense, ancient trees! As you drive through these areas and gaze at the trees they con't. on next page... - franklin d. roosevelt h to our people."

evoke countless feelings and entice us to want to be around them. Everyone at some point, when owning a home will have to contend with selling it as well. What a great way to not only help the environment but the resale value of your home. USDA Forest Service reports that healthy, mature trees add an average often (10) percent to a property's value.

How do you think trees affect your mood? Communities with more trees report lower crime rates and lower levels of anxiety. According to Dr. Roger S. Ulrich with Texas A&M University, looking at trees reduces stress within five minutes, as indicated by changes in blood pressure and muscle tension.

Communities with lower levels of anxiety and lower crime rates also tend to have higher property values, not to mention the effect of trees on the senses; the first blooms of a cherry tree, the fragrance and visual enticement created by the blossoms or the lively colors of fall, the yellows, red and oranges. Trees marshal in the seasons and proclaim their passing. Even the bare branches of trees can be stunning encased in ice against winter landscape or dusted with snow.

Trees keep our air supply clean, and it's a fact, life on this planet cannot survive without oxygen. Trees improve air quality by absorbing carbon dioxide and other pollutants thereby producing oxygen. A fully grown and flourishing tree produces enough oxygen in one season to cover the average use of oxygen for ten (10) people in one year. According to the U.S. Department of Agriculture, one acre of forest absorbs six tons of carbon dioxide and puts out four tons of oxygen. This is enough to meet the annual needs of eighteen (18) people.

Trees reduce noise pollution and help with energy costs; ever wonder why the noise is reduced to the back of your home from a street nearby? It could very well be the trees that arc buffering it for you, not to mention trees also act as natural windbreaks and they provide us with shade and cool air. This beneficial consequence of trees can cut cooling and heating costs. Per the U.S. Forest Service, "trees properly placed around buildings can reduce air conditioning needs by 30 percent and can save 20 to 50 percent in energy used for heating:' Researchers have found that planting one tree to the west and one to the south of a home can significantly reduce energy consumption. It doesn't get much easier than this when it comes to reducing your energy bills. On average, a typical tree will grow large enough within five (5) years for you to see the benefits of planting it. If you were to plant a tree when you moved into your home, it would benefit not only you but the people who will enjoy the home after you and for many years to come,

Trees improve water quality; they clean the soil, as well as absorb chemicals and pollutants that have entered the soil changing them into natural fertilizers which make soils more fertile in addition to reducing pollutants in the water runoff Water is cleaned as it passes through the roots

and into nearby groundwater. You can also save water on irrigation when there is a tree shading the grass where you water, thus helping with water conservation.

Trees help prevent erosion; look at the one on that hill that seems to bear no significance to the aesthetic pleasure of the community; however it is actually helping the areas below. Trees stabilize the soil reducing surface runoff and sediment deposits after storms. The leaves and branches of trees intercept rainfall, reducing its erosive energy thus allowing more recharging of the ground water supply. It also helps prevent the transport of sediment and chemicals into streams. Leaves and tree debris protect exposed soil and roots bind soil particles to resist loss and stabilize slopes. Root growth and plant litter improve soil structure and enhance infiltration of rainfall, reducing surface runoff.



It is also good to remember when you plant trees on your property or in common areas, it is best to take a long view. What may work well for five years, may not work as well in 25 or 50 years. As management professionals and in consultation with our arborist and landscape professionals; looking to the future maintenance costs is essential. For example, planting a large tree too close to a building may require frequent pruning, planting near sewage systems and pipes can cause breaks and backups.

Trees create a beautiful landscape and help local animals by providing food in the form of leaves, berries and nuts, shelter from the elements, and protection from the sun as well as predators. Over the long run, trees convey an atmosphere of health and wellbeing; they help us survive and shelter us. So the next time you want to remove a tree, think twice about the impact you are creating for future neighbors to enjoy.





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# Temporary Fix vs.

This topic is very well timed on the heels of Hurricane Matthew, when numerous managers were left no choice but to get residents emergency service, and get it yesterday! Our firm personally took well over 200 phone calls for people seeking relief, and each in their own opinion, more dire than the last caller! Luckily, this is the exception rather than the rule. In those instances, where there is no time to compare multiple bids, or to wait for a second or third contractor to get out on site, then a management firm's relationship with a reliable contractor is priceless to the community it represents! Managers, as well as, contractors that may not have had an emergency plan in place before Hurricane Matthew, certainly do now. This should also include the ability for a manager to authorize on the spot repair at a certain dollar maximum. However, it bears repeating that this should only be granted when a healthy relationship with a CAI business partner, already exists.

Now onto our more routine circumstances regarding this topic!

How many times have association managers and board members been faced with the daunting task of having to address a community problem and find themselves unable to agree on a less expensive quick fix (band-aid) or the costlier, but proper repair? Of course, we know that budget sometimes dictates every decision...period! However, even with that in mind, a decision that doesn't take into consideration a loan from the bank or a special assessment, may end up costing your community more money overall. Sadly, today in an economy that is slowly recovering, increasingly contractors will accept a project knowing good and well the repair or improvement they're about to undertake will not last and ultimately is not cost effective.

Fortunately, there is a single answer to this question, it is a scientific one for that matter! It is the use of the 'Facility Component Performance Curve'! It is a chart developed by the U.S. Army Construction Engineering Research Lab or USACERL. This chart pictured, is designed to help facility managers: assess current conditions, predict future conditions, establish deterioration rates, determine, and prioritize current and long range maintenance and repair needs, formulate budgets, and measure the effectiveness of your contractor. This may seem too difficult to plot your community's future on without assistance and quite, frankly, it is! However, with the use of one of our CAI partnered architectural firms inspecting your property

and our certified public accountants doing the math, you will have a reserve study in place that makes this chart not only easily understood, but invaluable!

Take time to familiarize yourself with your community's reserve study, especially those items nearing their shelf life. If you have personally seen items that structurally don't seem as sound as they should be bring it to someone's attention. All our business partners should be more than happy to extend assistance by providing a professional opinion, getting in front of problems makes repairs less expensive, and far easier to get approved. It's the adage that 'An ounce of prevention is worth a pound of cure'!

Hope this helps, even if to do nothing more than emphasize the value of the relationship needed between Community Associations Institute's business partners and the managing members that is our privilege to serve! Take the time to nurture these relationships and watch your job become simpler to perform when you know personal attention is just a phone call away!

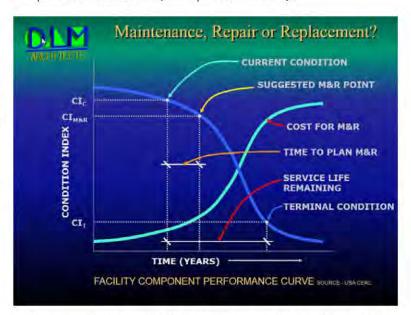


Chart provided by David May at DLM Architects, Virginia Beach, VA



Lance Bellman of Levin Contracting, Inc. is an active volunteer on SEVA-CAI's Newsmagazine Committee, as well as the Social Committee. He was SEVA-CAI's 2015 Author of the Year.

# Permanent Repair

# Condominums VA & FHA Condo Approval

By Jean S. Brackins, TowneBank Mortgage and Sarah Steadfast, NewTowne Mortgage

In order to expand the buyer pool, a condominium project should be able to offer a variety of financing choices. The condominium project should be approved by the Veterans Administration (VA) and the Federal Housing Administration (FHA), which brings us to the question:

# Why should condominium projects be approved by both VA and FHA?

- There are more empty nesters purchasing condominiums using a Reverse Mortgage (H4P) through FHA financing.
- VA loans are available with zero down payment for veterans.
- Even if values/sales price are in excess of VA and FHA loan limits, these approvals should still be obtained.

## A few differences in VA and FHA condominium guidelines:

- FHA has a cap on how many units can be owned by investors/non-owner occupants, 50% of the total number of units, VA does not have such limits.
- FHA condominium approvals expire every two years and must be reapproved; VA does not have an expiration date.
- If the Legal Declarations and Bylaws have restrictions on the percentage of rentals allowed, it must state the restrictions do not apply to any unit with VA financing.

The process can take anywhere from one to four months for FHA and approximately one month for VA. If you have a condominium listed for sale or a buyer that would like to purchase a unit, check and see that the project is approved before writing the contract.

The only downsides to obtaining VA or FHA Condominium approval are the time frame of the approval process and the gathering of the required documentation.



**Jean S. Brackins** is a Sales Support Manager for *TowneBank Mortgage*. She has been in the mortgage business for 32 years and has both her DE and SAR designations.



Sarah Stedfast is the venture president for NewTowne Mortgage — a joint venture between TowneBank Mortgage and Berkshire Hathaway Home Services Towne Realty. She has been in the mortgage industry in Hampton Roads for over 30 years. She currently serves as vice chairman of the Virginia Housing Development Authority's Board of Commissioners.





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# by Rebecca Shultz, Peerless Carpet Care & Restoration When we are faced with issues of mold growing in our homes or businesses, it can be daunting. However, you don't be have to be discouraged or alarmed. Molds and Mildews are a part of the natural biology of the planet and can be managed with a little knowledge and care. First of all, the mold that you see on the surface is not the whole organism.



Molds and mildews can be present much deeper into the object. You only see what is on the surface. In addition, we are constantly surrounded by mold spores. They are everywhere and can often quickly and easily reinfect an area that has not been properly abated. That is why simply wiping mold off does not work.

So what do you do? We all know the lesson. Our Mom's taught us that using Bleach was the best way to kill mold, but I hate to say it...Mom may have been wrong. To make bleach, a direct electrical current is sent through a sodium chloride solution (table salt and water). This basically "splits" the atoms leaving chlorine and a caustic soda. Both chlorine and this caustic soda (lye) are extremely dangerous. These two chemicals react together to create what we know as bleach, or Sodium Hypochlorite.

Bleach is a heavily corrosive material capable of irritating the eyes, skin, and the respiratory tract often by simply inhaling the gases it emits. This inhalation has been noted to deteriorate the lungs and esophagus lining in addition to the scarring the respiratory tract. These side effects may not occur to a visibly notable extent with each exposure to bleach, but the chemicals impact is never favorable, especially over a long period of time. This terribly corrosive material, when applied to organic material will begin to damage it.

The burning and slimy feeling one gets when accidentally touching bleach is the corrosive material reacting to the fats and oils in the skin, breaking it down. Luckily, most skin can repair it self. The materials in your home or business cannot. Furthermore, the household bleach that is sold at the grocery store in not 100% bleach. It is a solution of bleach and water. Pure Bleach would be way too caustic and dangerous for household use.

The typical Bleach bought at retail is anywhere from 5% to 8% Sodium Hypochlorite. The rest is water. In addition, bleach rapidly reacts with anything it can possibly oxidize. It also spontaneously decomposes, particularly in the presence of light. Once it reacts, the by-products are sodium, oxygen, in addition to whatever was oxidized, and water. So when a household bleach is used to kill surface mold on most objects, only the surface is affected, the object may be damaged, and you are left with mostly water. Since water is the number one contributor to mold growth, this very wet organic object that you were trying to clean, is now primed for more mold.

In conclusion, using household bleach to remove mold may be dangerous to those people and animals in proximity of the process. It may actually damage the surface you are trying to clean. Most of all it may not only fail in fixing the problem, it may make it worse by adding more water and contributing to additional mold growth. The best practice is to contact a professional.



**Rebecca Shultz** is the Marketing Director for *Peerless Carpet Care and Restoration Services*. In her alternate professional life Rebecca is a working musician, performing in both bands and as a solo artist.



### Mold Remediation

The goal of remediation is to remove or clean contaminated materials in a way that prevents the emission of fungi and dust contaminated with fungi from leaving a work area and entering an occupied or non-abatement area.

- Assess the area infected with mold, checking for any hidden mold
- Isolate the area to prevent any further contamination
- Fix moisture problems before you remove and clean up the moldy area to prevent future mold growth issues
- Check all air ducts, ventilation systems and air handling units so that the mold problems do not persist in the indoor environment
- Clean and or remove all contaminated items and material

These steps should always be done by a trained professional.



One of my favorite jokes involves asking why the breakfast potatoes were chasing each other. Answer: #Hashtag. Unfortunately, the popularity of that joke may never peak the same way the presence of social media has in our daily lives. Social media continues to gain momentum as an increasing number of people turn to Facebook, Twitter, and Instagram as a means of receiving and communicating information. As a result, social media can be a powerful tool for community associations to relay information to members, to encourage people to volunteer, and to engage with their communities. However, social media also poses certain risks and challenges for community associations. This article will highlight how associations can take advantage of social media while also identifying the inherent risks of using social media and the ways associations can mitigate such risks.

Community associations today are looking for convenient and secure means to convey important information to homeowners, and to reach as many homeowners as possible. Traditional websites are useful repositories for governing documents, rules and regulations, minutes, and calendars, but their usefulness depends on owners visiting them. Social media, on the other hand, can be used to reach out to owners on a regular basis to proactively engage and inform them about issues currently facing the community. Social networks can be used to quickly and easily notify owners of upcoming meetings, link to community resources and news, invite owners to events, provide updates on association projects, or announce new policies and rules. Please note however, that enabling an association to communicate directly



with its members and residents in a public forum exposes it to many of the same privacy and security concerns that impact individual users of social media.

What happens if a committee member or director posts, tweets, or blogs an offensive, false or defamatory statement? Or a board member posts confidential information? As community associations begin to have a greater social media presence, litigation also seems to be on the rise for cases involving inappropriate online postings. Social media related claims include inappropriate comments, and/or replies; defamatory statements; the invasion of privacy, particularly as it relates to posting pictures of children without parental consent; copyright infringement; and failure to remove objectionable information upon request. To further complicate matters, community associations are charged with various duties and responsibilities concerning their membership, and those fine lines are often easy to overlook while communicating on social media. Communications from one member of an association's board of directors can be a potential source of liability for the association. This is due to the fact that communications from the board, whether issued by the entire board or by a single director, are presumed to be an official communication of the Association. Therefore, it is important for community associations that choose to utilize social media to inform their board and committee members of these inherent risks, and to implement policies governing the use of social media that reduce such risks to the association.

If your association wishes to create a social media page, establishing a social media policy is an excellent way to proactively minimize potential liability. Community associations should consult with their legal counsel when drafting and implementing a social media policy to ensure that the appropriate safeguards are in place. A social media policy should, at a minimum define who has access to update and edit the account, who is permitted to post and/ or comment, who is allowed to view the profile/posts, who is responsible for monitoring of the site, and what kinds of posts are prohibited. Posts that could reasonably be considered harassment, discrimination, threats or hateful language, or illegal or obscene materials should be prohibited, and should be removed immediately if posted.

To further reduce their risk, community associations should limit social media usage to correspondence relating to general community updates or events and should ensure that the association's accounts are managed by an individual proficient at mitigating any potential liability to the association. Boards should also discuss the association's social media related liability with their insurance carriers and ensure that they have appropriate coverage. Furthermore, in the event that



problems arise relating to the use of social media, the board should discuss all potential claims with its legal counsel and insurance carrier.

Social media is becoming the preferred method of communication for a vast number of people. It's essential that associations evaluate the needs of their membership and consider establishing a social media presence in order to reach a larger audience, engage homeowners and residents through online communication, and increase volunteer participation. It is equally important, however, for associations to understand the risks of using social media and to proactively address those risks.



**Richa Fortuna, Esq.** is an attorney at Whiteford, Taylor & Preston, LLP. She provides guidance to community association residents regarding association governance and litigation matters.



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By **Sherry Robinson**, United Property Associates



As co-owner of several other restaurants in Norfolk and a man that has worked in the restaurant industry for many years, Erick Heilig has always wanted to have a restaurant of his own. With his experience and expertise in the restaurant industry, he has many contacts, one of which led him to an available commercial space inside Oceans II Condominiums at the Virginia Beach Oceanfront. In 2005, Erick joined the association and in 2006 began the build out of the space that became Eat. An American Bistro ("Eat").

Erick has lived in a condominium, so he was familiar with the pros and cons of a managed community association, however, he was not prepared for the unique challenges of operating a restaurant within an association. In the beginning years of operating Eat, Erick and the Board of Directors ("BOD") struggled to meet the needs of the restaurant while also serving the needs of the condominium. The difficulties the BOD and Eat faced were not uncommon issues for community associations and their members, however, these same issues took on a different character due to the commercial use of the space.

One of the more serious challenges Eat and the BOD faced was the responsibility for plumbing and the maintenance of the restrooms. The restaurant shares restrooms located in the condominium's common areas. When there were plumbing failures in the restrooms, Erick was concerned about how it would affect his diners. Erick eventually decided to pay for the repairs, during which time he had to close the restaurant. It was the middle of July, and Erick lost a lot of business; July is one of the restaurant's busiest months. This event reinforced the importance of planning ahead for maintenance, major repairs or replacements. The BOD and Erick learned their lessons, and according to Erick "it is not the way it used to be." The BOD and Eat are working together to be proactive in the future.

The current President of the Board of Directors, Peg Jarman, realized the value that the restaurant has added to the residents of the condominium. She has become an integral partner, working with Erick and sharing ideas with the other board members to find ways for them to have a harmonious relationship. As far as the people that frequent the restaurant, Erick finds that some tourists that rent within the condominium occasionally visit the restaurant; but, the locals make up the core of his business. Being a more upscale restaurant, Erick finds that the owners of the condominiums visit the restaurant more frequently than the tourists that vacation during the summer months.

The restaurant's specials vary, they "try to go with the season", and they have a lot of seafood dishes. They purchase from several local produce farms and even partner with local cattle farms for beef. "We get everything fresh, and the meals are made in house." says Erick. There is a misleadingly quaint bar at the front of the restaurant, which is full service and offers intriguing options. Erick had the nicest things to say about his bartender who created his own signature drink, and it is very popular with the locals.

Eat is open 7 days a week for dinner, year-round. At 40th street, their location is a bit off the beaten path of the main oceanfront, and parking is limited, making Eat a perfect harbor from the string of tourist friendly restaurants nearby. Eat is the perfect place for locals who are "in the know", and is also a delightful discovery for tourists who want to experience authentic local fare. Make the trip for a delicious meal with family or friends. Tell them that you read about Eat. An American Bistro in the CAI Newsmagazine!



Sherry Robinson is an Association Manager with *United Property Associates*, and is an active member of the SEVA-CAI Newsmagazine Committee.

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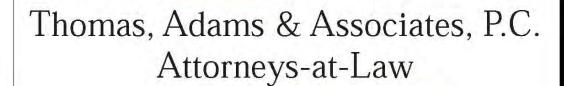
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# IT'S ONLY A MATTER OF TIME BEFORE YOUR HOA IS IMPACTED

Submitted by CityScape Consultants, Inc.

The wireless industry must get their services into neighborhoods, and that currently is the immediate goals of the industry. The reason is the existing wireless system is overloaded and needs additional facilities just to stay even with demands. As we approach the launch of the next generation of wireless services known as 5G, the demand for more facilities grows exponentially with most emphasis toward the neighborhoods. 5G will be the ability for the general public to get true high-speed wireless broadband. High-speed wireless broadband will be the actual "last-mile" so many have heard about for decades.

In the near future everything will be streamed via wireless networks. What the public currently gets via other means will change because wireless delivery costs pennies instead of hundreds of dollars to get to the consumer. Over-the-air television, most radio stations, your DSL, even 1st run movies will be delivered directly to the home to your Super High Definition display units.

Even your daily newspaper will be delivered directly to your homeport; and all of the content will be customized to the specific individual. Every aspect of the consumer will be efficiently targeted and customized to appeal to them. Is this speculation or guesses? No, and it is simple to confirm because all of this will be less expensive to all involved. Factually this method may be the only way to save the daily newspaper. Netflix followed YouTube and created video streaming on a large scale followed by many networks, news and sports services and later joined by local services. Pandora created large scale streaming of music services and followed by iHeart, Spotify, Jango and now Amazon is doing both video and audio streams.

Don't forget that driverless cars are already operational, and delivery of these services would go to your vehicle entertainment/teleport for your enjoyment on the way to your destination. The general workplace will also change with last mile wireless delivery. Offices will become more often virtual, more will work from remote locations saving business billions of dollars; everyone is linked via video conferencing. Sounds like the future, right? No this is happening right now.

The technology and engineering requirements are developed and ready to be implemented. The limiting factor is the insufficient amount of spectrum, but there is another means to accomplish the goal and that is additional facilities. To provide a way to compare, think of light, wireless service operates virtually the same way. We have a sun of massive size and billions upon billion upon billions of lumen, which during day time lights up the globe. Humans cannot duplicate the amount luminance from the sun for many reasons, but by proper placement from artificial sources to provide light to concentrated areas there can be a similar result.

Physics will require more facilities to meet the public demand. It will not work for single tall structures because the spectrum must be continually reused. To get these services into the neighborhoods there are various methods. The most cost efficient over the long term is for infrastructure developers to be granted Right-of-Way access for poles of varying heights to be used. The height would control the number of affected customers. 40 to 45 feet would serve a few households and travelling vehicles within range. A major consideration is that most of the applications or request are for a single user facility, in most regions, including Charlotte, there are at least 4 service providers, and that number will increase when Google, Microsoft, and others join the process. That means that each pole, if the wireless industry is allowed their preference will be one pole per provider. In addition the federal law is very clear that if the local government approves one provider they must allow the same to all.

It is for these very reasons that neighborhoods should include wireless deployment planning within the scope of their entire project. If the neighborhood becomes pro-active and provides reasonable alternative locations for facilities many, if not all, of the negative factors are prevented. Facilities can be concealed, there are many various methods, and the best situation is to design the concealment to mesh with the theme of the neighborhood. Golf courses are especially unique and can have sites that fit well within the rough area or on the roof of the clubhouse. Properly placed facilities with sufficient elevation that blend into the surrounding can service multiple homes and many streets and replace dozens of ROW poles. Best of all if the neighborhood has complete aesthetic control and the facility can generate long-term revenues that can be used in many ways to off set cost, in some situations ever cover the property taxes.

The design of concealment already has many options beginning with streetlights that can be designed to fit the character of the neighborhood. Streetlights can be completely concealed and not have any attachments beyond the light and an unnoticeable antenna - most of all because the neighborhood controls the facility it should be designed to accommodate all users and not just a single, reducing the number of poles. There are also clocks, banners or decorative signage currently available or anything can be designed, and there are various companies that provide wireless support structures that meet all the requirements. If use of common areas or golf course rough areas can be used for strategically located facilities that serve multiple households and streets. These types could include restrooms or break areas.



Here in Hampton Roads we certainly aren't the great white north, but we do experience some similar winter challenges. In the overnight hours, our region's winters are often classified as penetrating, cold and very wet. Maybe it's not 24" of snow, but we do see hours of rain, sleet and freezing temperatures, most times before snow. With our warmer ground temperatures, proximity to the ocean and milder air, combined with these plummeting overnight lows, expecting ice is pretty much a given.

Another given is that your anxious residents will be ready to get back to normal life - yesterday. So what's the safest and most responsible way to melt snow and ice without damaging the environment, plants and vegetation, and safe for pets? Environmentally Friendly "Green" de-icers are the answer.

Many ice-melting products are undesirable due to the fact that they contain chemicals that can be hazardous to the environment.



Rock salt is the most commonly used form of ice melt, however it can also cause considerable damage or even death to plants and vegetation in areas near the treated surface. Salt may not work as well during extremely cold weather, as it is most effective at temperatures just below the freezing point. It can also take twice as much rock salt to get the same results that other ice melting products can provide.

Fertilizer is also often used as an ice melter. However, this is not highly recommended as it is often washed away into gutters, storm drains, lakes, streams and reservoirs where it affects water quality. When battling ice and snow, it is best to use an ice melter with ingredients that are environmentally friendly. For example, products that contain calcium chloride. This ingredient is used by highways departments for de-icing roads and highways and controlling dust on gravel roads. Calcium chloride is also used as a food additive as well as a fertilizer in agriculture which makes it safe for vegetation, pets and the environment.

Soluble markers are also used as an environmentally inert dye that shows where product is applied in order to help reduce over-application. The dye is watersoluble and UV sensitive and leaves no color residue.

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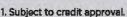
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NEED A HINT? A current photo of this baby is somewhere in this issue!

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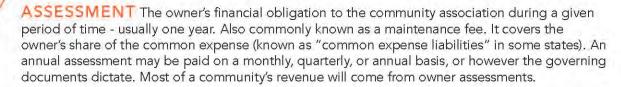
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**BUDGET** An annual financial plan for an organization. A budget provides an estimate of a community's revenue and expenses for a specified period of time. It is the first step in managing your community's financial operations. A budget establishes what services and programs the community will provide, when they will be done, and how they will be done. In other words, a budget reflects the board's policy decisions about what will be accomplished and what will not be accomplished during the budget period.

**COMMUNITY MANAGEMENT** There are three types of community management. Volunteer or self-management: The community association is managed by volunteer members of the board and association. Association-employed manager: An individual is directly employed by the association. Management company. The manager is a representative of a firm contracted by the association.

The role of a professional community association manager is to:

- Provide information, training, and leadership on community association operations to the board, committees, and the community at large.
- Foster a sense of community awareness and spirit within the residents.
- Develop a body of leadership through the committee structure.
- Provide the necessary administrative tools to the board to enable it to make wise, informed decisions on both short-term and long-term actions and goals.

In fulfilling the terms of his or her management contract and employment agreement, the professional community association manager is charged with assisting the board of directors' decision-making process by means of providing information-gathering and fact-finding support; implementing the decisions of the board; and administering the services, programs, and operations of the community association within the policies and guidelines set by the board.

ETHICS Ethics involves learning what is right and wrong, and then doing the right thing - but "the right thing" is not nearly as straightforward as conveyed in a great deal of business ethics literature. What is an ethical guideline today is often translated to a law, regulation or rule tomorrow.

**HEARING** One of the steps in a due process procedure for enforcing rules. A hearing is a fact-finding session and an inquiry into the allegations and an investigation of them. The hearing panel determines the facts; whether or not a rule has been violated; the penalty to be imposed, if any; and the enforcement date of the penalty, if any. The hearing panel then issues this information in the form of a decision. A hearing panel may find an alleged violator to have committed a violation or not—or decide that not enough clear evidence was submitted to allow the panel to reach a clear decision. The hearing panel should issue its written decision within the time frame mandated by state statute, the governing documents, or an administrative resolution by the board. A default hearing should be held if the alleged violator fails to appear.

QUORUM The number of members required to be present for the board to legally conduct the business of the association. In the absence of a quorum, the only formal actions a board may take are to recess, adjourn, or take measures to obtain a quorum. A community's bylaws typically set the quorum for a board meeting.

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