

2016

SOUTHEASTERN VIRGINIA CHAPTER OF CAI

[WWW.SEVACAI.ORG](http://WWW.SEVACAI.ORG)

# Currents

Chesapeake • Hampton • Newport News • Norfolk • Portsmouth • Suffolk • Virginia Beach • Williamsburg • Yorktown



# PMA

Property Management Associates

*...A fresh approach to Community Management*

## Experience the PMA Difference.....

*Proactive & Experienced Managers that Provide Solutions*

*Unparalleled Vendor Oversight*

*Outstanding Communication and Customer Service*

**Recipient of the "Best of Virginia Beach" award for  
Community Association Management  
For the last Four Consecutive Years!  
2012 – 2015**



**Contact us today for a *FREE* on-site consultation and  
SEE WHAT SETS US APART!**

**Phone: (757) 646-6247  
Email: [info@thinkpma.com](mailto:info@thinkpma.com)**

**4605 PEMBROKE LAKE CIRCLE  
SUITE 302  
VIRGINIA BEACH, VA 23455  
(757) 646-6247**

**[www.thinkPMA.com](http://www.thinkPMA.com)**



**100%**  
**COMMUNITY**  
**SHARE THE GOODNESS!**

**Share the goodness of 100% community as you soak in the sunshine  
at the CAI Annual Conference & Exposition,  
May 4-7, 2016 in Orlando, FL.**

# 2016 chapter SPONSORS *Thank You!*

The Southeastern Virginia Chapter of Community Associations Institute wishes to thank all the firms, both old friends and new for their generous support of our Chapter in 2016. Your contributions allow us to present the many fine programs offered by the Chapter.

## *Diamond* AMBASSADOR SPONSORS



## *Platinum* AMBASSADOR SPONSORS

**Associa® Community Group, AAMC®**  
**Chesapeake Bay Management, Inc., AAMC®**  
**Inman & Strickler, P.L.C.**  
**Sarah R. Palamara, Atty, PLLC**  
**Signature Pool Services**  
**SOLitude Lake Management**  
**The Select Group, Inc., AAMC®**  
**The Grounds Guys of Virginia Beach**

## *Gold* AMBASSADOR SPONSORS

AAA Pool Services, Inc.  
Abbitt Management  
Alliance Association Bank  
Always Clean Services, Inc.  
BB&T Association Services  
BrightView Landscape Company  
Chapel Valley Landscape Company  
Concrete Jack  
Construction Technologies Corporation  
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.  
Property Management Associates  
Servpro of Chesapeake  
Thomas, Adams & Associates, P.C.  
United Property Associates, AAMC®  
Vandeventer Black LLP

# • IN THIS issue:

## features

- 12** *Spring Gardens:*  
A Canvas of Color
- 20** *Interviews: Talking With Our*  
Board Members
- 24** Managing Expectations
- 30** Choosing Interior Paint Colors
- 32** Frozen Pipes
- 34** DPOR Complaints
- 40** There's No Place Like Home

## community trends

- 17** *Ask Connie & Homer:*  
Reserve Studies
- 26** *Community Spotlight:*  
The Algonquin House  
Condominiums
- 42** 2016 Kick Off Party Photos
- 48** Community Association  
Key Definitions

## references

- 4** President's Perspective
- 5** Board Members &  
Committee Chairs
- 7** From The Executive Director
- 49** SEVA-CAI Classifieds



# PRESIDENT'S perspective

As we all begin a new year, I reflect back on my eleven years with SEVA-CAI. I still remember my first event like it was yesterday – the 2004 Kick-Off Party at the old Jillian's at Waterside. I walked into the event as a senior in college and new intern for my firm. Eleven years later, I am proud to be the President of SEVA-CAI. This Chapter has become like a family to me, where I have the opportunity to meet and care for so many people. Not only do I enjoy meeting new members on a day-to-day basis, I also turn to our many strong Past Presidents, Committee Chairs, and Volunteer Leaders for their guidance and wisdom.

While I certainly embrace the wonderful memories of my past involvement with SEVA-CAI, including several National Conferences, numerous CA Day's, and countless Networking and Education Events, I also look to our Chapter's future in hopes of ongoing growth and success. Some of my goals as President include increasing membership participation from not only our newest members, but some of our long-term members as well. The camaraderie within our organization has been a key to our success and maintaining strong ties among our members can only strengthen our Chapter as a whole. I would also like to see a continuing increase in new committee volunteers. The organization thrives on numerous volunteer hours and seeing new faces side-by-side with our seasoned members attributes to our growth.

Education has always been a significant aspect of SEVA-CAI and I am proud to present next to some of the top speakers in our organization. We are always looking for new and innovative educational programs, and we encourage our membership to take advantage of the ongoing "Call for Presentations" in order to maintain a stream of contemporary educational ideas. I am happy to announce that the Programs Committee

is attempting to launch its first webinar this summer in an effort to keep our educational presentations inventive and exciting.

I am also looking forward to our 35th Anniversary Gala, which the Social Committee has been planning hard for the last year and a half. The event will be an elegant, red carpet, Hollywood-like experience, and you do not want to miss it! There are still sponsorship opportunities available including a V.I.P. sponsorship that includes a limousine ride and an exclusive dining experience with true V.I.P. treatment. If you have not signed up already, now is the time. The event is scheduled for April 30, 2016, so be sure to mark your calendars if you have not already done so.

Finally, be on the look-out for a new and improved interactive website that will launch later this year. A very big THANK YOU to McKown Pressure Wash & Painting for their assistance in getting this much needed project underway.

I am looking forward to a great year, and I thank our members for the opportunity to lead such a great organization.



*Leilani Adams*

**Leilani Adams, Esq.** is a partner with the law firm of *Thomas, Adams & Associates, P.C.* Leilani has numerous awards as a Committee Chair, Board of Director and active member for SEVA-CAI since 2004.



# SEVA-CAI DISTINGUISHED volunteers

## BOARD OF DIRECTORS



Leilani Adams, Esq.  
**PRESIDENT**



Colletta Ellsworth-Wicker  
CMCA®, AMS®, PCAM®  
**PRESIDENT-ELECT**



Chuck Leavines  
CAGSD, DCAV  
**VICE PRESIDENT**



Anita Hager  
CMCA®, AMS®, PCAM®  
**TREASURER**



Kellie Dickerson  
CMCA®  
**SECRETARY**



Jim Durkee  
**DIRECTOR**



Bob McKown  
**DIRECTOR**



Susan Sulzberger  
CMCA®, AMS®  
**DIRECTOR**  
*Immediate Past President*

## COMMITTEE CHAIRS



Anita Hager  
CMCA®, AMS®, PCAM®  
**Budget & Finance**



Jim Durkee  
**CA Day 2016**



Samantha Dearden,  
CMCA®, AMS®, PCAM®  
**CA Day 2016**



Valerie Serrette, DCAV  
**Community Association  
Volunteer Leaders**



Bonnie Herring  
CMCA®, PCAM®  
**Golf Classic**



Jeanne S. Lauer, Esq.,  
**Legislative**



Susan Sulzberger  
CMCA®, AMS®  
**Member Services &  
Nominating**



Todd Derby, CPA  
**Newsmagazine  
Currents**



Paul Thomas, Esq.  
**Programs**



Sally Stamper  
CMCA®, AMS®, PCAM®  
**Programs**



Walter Campbell  
PCAM®  
**Senior Managers**



Melissa Haynes  
CMCA®  
**Social**



Carol Lare  
AMS®, PCAM®  
**Social**



Lynda L. Allen  
CMCA®, AMS®, PCAM®  
**Sponsorship**



Kim Niesel  
CMCA®  
**VA Leadership Retreat**





## The Right Balance Can Be Hard To Find Let SOLitude Lake Management Lead The Way

As your full-service provider of lake, pond, stormwater and fisheries management solutions, our goal is to help you attain and preserve balance in your water resources by providing the highest quality and most comprehensive line of aquatic services and products available.

Learn how to find your aquatic ecosystem's balance with the right professional lake and pond management provider by downloading "8 Key Lake & Pond Management Questions" at [solitudelakemanagement.com/questions](http://solitudelakemanagement.com/questions).



**SOLITUDE**  
LAKE MANAGEMENT

888.480.LAKE • [solitudelakemanagement.com](http://solitudelakemanagement.com)

Restoring Balance. Enhancing Beauty.



## NATIONAL Exterminating Company, Inc.

---

*"Recognized in the Top 100"*

---

Est. 1975

Specializing in  
**Termite and Pest Control  
Warranty 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](mailto:bugmaster@nationalexterminating.com)  
12484 Warwick Boulevard • Newport News, VA 23606 [www.nationalexterminating.com](http://www.nationalexterminating.com)

# FROM THE executive DIRECTOR



Are you getting the most out of your membership? As the winter weather marches on, I find myself reading more and being very selective about my education choices. One of the easiest things to do in the winter is sit on the couch or sofa (depending on where you're from) and read. Or maybe just in a lounge chair or quiet corner. I love all the digital readers and especially my iPad.

I can open all the e-newsletters and pdf's I want in the iBooks app – for free! I love free stuff. So when I sit down on my couch, I am ready to get the most of my membership I read (sometimes even when I'm watching TV). I read the e-newsletters, the articles, the free articles for newsletters, the advocacy center, and all of the free tools only available to members. If you haven't taken the time, do it today! You might just read something that can help you, a neighbor or even your community.



## » HOMEOWNER VOLUNTEER LEADERS READ THIS:

Board members, committee chairs and other association volunteer leaders need all the help they can get. That's why Minutes—a bimonthly, digital newsletter—arrives in their e-mail from CAI with practical information, tips, resources and perspectives to help homeowner volunteer leaders fulfill their important responsibilities. Features cover topics like video recording meetings, aging, facility upgrades and the dozens of other challenges that face homeowner volunteers. Regular columns contain quick tips for help with common problems, a board member profile, financial advice and basic board information. CAI homeowner members receive Minutes as a member benefit. Past issues are available at [www.caionline.org/Minutes](http://www.caionline.org/Minutes), and the archive is searchable—making it's easy to find topics of interest. Note that your member type must be Volunteer to gain access to Minutes.

## » COMMUNITY MANAGEMENT PROFESSIONALS READ THIS:

As part of their CAI membership, managers and management company executives receive Community Manager, a bimonthly newsletter. They receive a digital edition in their inboxes and a printed edition in their mailboxes. Community Manager perennially earns publishing industry awards for excellent writing and design. That may be why, in a 2014 reader survey, more than 96 percent of respondents said they consider Community Manager a "helpful resource for professional community managers and management company executives." Each issue features current topics, but also contains columns addressing board relations, problem solving, career issues, technology, business resources, and a special section, Executive Insights, geared to the interests of management company owners and senior executives. Past issues of the digital Community Manager are available at [www.caionline.org/cm](http://www.caionline.org/cm). Note that your member type must be Manager to gain access to Community Manager.

Be sure to update your email address as these are delivered electronically. Of course, you can always log-in at [www.caionline.org](http://www.caionline.org) to access this great information, too.



## Welcome NEW MEMBERS!

### Business Partners

Affordable Towing

Douglas Aquatics

Peninsula Landscape, Inc.

Whiteford, Taylor & Preston, LLP

WT Anderson

### Community Associations

Plantation Woods Condominium

Home Owners' Association, Inc.

### Community Association Volunteer Leaders

Chuck Arnold

Bill Boyer

Sammy Burton

Marilyn Charleston

John Cork

Albert Duseault

Doug Groff

Joe Hedrick

Maggie Hurt

Al Kramer

Chris Long

Jeff Loustaunau

Margaret Meushaw

Lang Nguyen

Michael Rudolph

Sherma Saif

Bill Schratwieser

Don Wilson

### Management Companies

Sentry Management, Inc.



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 2016**  
**July 15th**

**FALL 2016**  
**September 15th**

**WINTER 2017**  
**November 15th**

**SPRING 2016**  
**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.

# 2015 holiday LUNCHEON



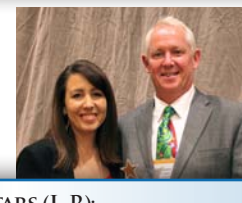
**HALL OF FAME AWARD**  
DANA SHOTTS-NEFF, CMCA®, AMS®, LSM®, PCAM®



**DISTINGUISHED SERVICE AWARD**  
COLLETTA ELLSWORTH-WICKER,  
CMCA®, AMS®, PCAM®



**COMMITTEE OF THE YEAR**  
SOCIAL COMMITTEE



**RISEING STARS (L-R):**  
SHANNON TAYLOR, TODD DERBY, ED LOONAM, SARAH LEIVE



**SPEAKERS OF THE YEAR:**  
ANITA HAGER, CMCA®, AMS®, LSM®, PCAM®  
SARAH R. PALAMARA, ATTY AT LAW



**AUTHOR OF THE YEAR:**  
LANCE BELLMAN





RETIRING BOARD MEMBER  
PETER MILLER, RS'



COMMITTEE CHAIR OF THE YEAR  
BONNIE HERRING, CMCA®, PCAM®



MEMBER OF THE YEAR  
BOB MCKOWN



OUTSTANDING BUSINESS PARTNER VOLUNTEER  
TEANA FERGUSON



BUSINESS PARTNER OF THE YEAR  
U.S. LAWN OF HAMPTON ROADS



GOLF COMMITTEE  
\$10,000 DONATION TO FORKIDS



2016 BOARD OF DIRECTORS

SEE MORE PHOTOS ONLINE AT SEVACAL.ORG

## A Special THANKS TO OUR 2015 NETWORKING SPONSORS:

**Austin Scanlon  
Associates**

**Beskin AND  
Associates INC.**  
A TRADITION OF PROFESSIONAL  
INSURANCE SERVICES SINCE 1974

**DoodyCalls®**  
Pet Waste Removal  
1.800.DoodyCalls / www.DoodyCalls.com

**Hatchett  
Contractors, Inc.**

**JENKINS®**  
RESTORATIONS

**MACPAINT.NET**  
Painting & Repair

**MALVIN RIGGINS+COMPANY PC**  
CERTIFIED PUBLIC ACCOUNTANTS

**NATIONAL  
EXTERMINATING COMPANY, INC.**

**Parking Lot Maintenance, Inc.**  
Sealcoating - Striping - Asphalt - Concrete

**Peerless**  
Carpet Care & Restoration Services

**SERVPRO®**  
of Virginia Beach

**TFC Recycling**  
Responsible Waste Solutions

**THOMAS, ADAMS  
& ASSOCIATES**  
ATTORNEYS AT LAW

**U.S. LAWN®**  
Your Turf. Our Lawn.

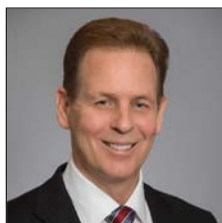




## PICK THE RIGHT TOOLS FOR YOUR NEXT PROJECT.

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

TAKE THAT TO **THE BANK.**



**Kevin Caruso** CMCA, AMS  
Regional Account Executive  
843-247-5640  
Toll Free 866-800-4656, ext. 7484  
kevin.caruso@mutualofomahabank.com

**Mutual of Omaha Bank**

mutualofomahabank.com

AFN45863\_0813

Member FDIC

Equal Housing Lender

# 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 Lawrence, CMCA®, AMS®  
Journie Ketchum, CMCA®, AMS®  
Stephanie Odom  
Association Managers

2310 Tower Place Suite 105  
Hampton, VA 23666  
Peninsula: (757) 825-9100  
Toll Free: (800)229-6214



# P R E C I S I O N P R I N T I N G

## A Full Service Printing Company Serving Hampton Roads For Over 28 Years

Offset Printing • Digital Printing  
Fulfillment Services • Promotional Products

*Now Offering Direct Mail Services*

**≡ DIRECT MAIL ≡**

O F H A M P T O N R O A D S

[www.DirectMailOfHamptonRoads.com](http://www.DirectMailOfHamptonRoads.com)

A DIVISION OF PRECISION PRINTING

1300 Priority Lane • Chesapeake

**757.545.3019**

[precision.printing@preprintva.com](mailto:precision.printing@preprintva.com)

[www.PrecisionPrintingVa.com](http://www.PrecisionPrintingVa.com)



# Smart Turf Practices to Keep Your Stormwater Pond Healthy

By **Dave Ellison**, Aquatic Biologist, SOLitude Lake Management

Landscaping practices often cause significant impacts on the long-term water quality and algae and aquatic weed growth within a pond. Buffer management, debris falling into the pond, and poorly managed fertilizer applications are some of the practices that contribute to problems in ponds. Excessive application of fertilizer will allow for more nutrient runoff to enter the pond, creating a source of food for algae. The Chesapeake Bay Watershed is greatly impacted by inflow from the developed and agricultural areas surrounding the waters. Algae growth in stormwater ponds in urban areas and in the Chesapeake Bay are often directly correlated with high nutrient levels in the waters. Many lawn care practices can contribute to phosphorous and nitrogen loading in the local watershed.



*Establishing healthy turf, along with plant buffers, along the edge of your stormwater pond will assist in the uptake of excess nutrients before they become runoff.*

When applying fertilizer this spring, you should make sure it is done responsibly to ensure that the product is utilized by the grass and not washed away. One of the first things that you should do is read the label on the product you are applying. The first of the three numbers lists the amount of nitrogen in the bag, the second is the amount of phosphorous, and the third lists the amount of potassium. A soil test at your local agricultural extension office can be performed to determine what fertilizer will work best for your lawn. Phosphorous-free fertilizers work well on most lawns. Phosphorous is often the growth limiting nutrient for pond algae and when lower amounts of phosphorous are present, algae typically has a difficult time growing.

At one time, our industry promoted limiting the number of times lawns can be fertilized to prevent excess nutrients from getting into the watershed, but the 2013 study by the EPA shows that it is good to fertilize your lawn with multiple, small dose applications performed in the growing season. Thick, plush turfgrass, versus bare, eroded areas, will actually hold in nutrients and keep them from easily running off into to your pond during the next rain storm. Well established lawns will likely have a healthier root system and can easily uptake fertilizer and available nutrients. Lawn aeration will increase soil uptake and can help create a healthier looking lawn.

Use the right equipment to apply fertilizer at the right rate, based on the soil test results. A 2013 Chesapeake Bay Nutrient Management report recommends not applying fertilizer within 15 to 20 feet of a waterbody. One of the most important things to remember is to prevent spills and overspreading of the product into drains or ditches that flow into ponds. Runoff is a major source of nutrient input for ponds and the added input from fertilizer will further degrade the water quality in your pond.

Also, when maintaining your lawn and garden, keep grass clippings and other debris from entering the nearby waterbody. This will also add extra nutrients to the pond, causing nuisance algae and aquatic weed growth. Using responsible lawn practices as part of your nutrient management plan will not only be beneficial for your lawn, but also will prevent long term pond problems.



**Dave Ellison** is an experienced Aquatic Biologist with *SOLitude Lake Management*, an environmental firm providing full service lake, pond, and fisheries management services throughout the United States. He services Hampton Roads and can be reached through the website [www.solitudelakemanagement.com](http://www.solitudelakemanagement.com).



A watercolor illustration of a bouquet of flowers and berries. In the top left corner, there is a cluster of bright red berries on green stems. In the top right corner, there is a large, detailed purple rose. In the bottom left corner, there are pink and purple flowers with green leaves. In the bottom right corner, there is a large pink flower with a yellow center and green leaves. The background is a light pink wash with some darker pink and purple accents.

# Spring Gardens

..... A CANVAS OF COLOR .....

By **Mark Taylor**, *The Grounds Guys of Virginia Beach*



Property owners are always looking for ways to improve the appearance of their home or business. In fact, they often spend many hours and dollars cleaning, redecorating, or even remodeling rooms and offices. But they often forget one important factor - their first impression begins before someone walks in the door! Studies have shown that a well-maintained, colorful landscape creates a powerful first impression.

Regardless of season, adding color to your landscape can give it a look and feel that captures attention and gains appreciation; but spring is an ideal season to introduce color to liven up your landscape after a dark, dreary winter. Check out these steps on how to plan a fun, colorful flowerbed display at your residence or business:

## DEVISE A PLAN

- Decide on the type of garden you want. If you like structure, design a flowerbed with colors balanced on each side of a focal point in the middle. To highlight trees or bushes, create a garden of colors that flow around them. To add emphasis to a home, building, fence, driveway, or sidewalk, plot a narrow bed with colors in a row. If you have a large space, add an island-shaped flowerbed with tall plants in the middle and shorter ones on the edges.

- Select seeds, bulbs or live plants for your garden. When making your choices, choose a variety of perennials, annuals and bulbs that bloom at various times during the spring, summer and fall, so you can enjoy color for several months. Tip: Wait to plant annuals until the weather is warmer and frost danger has passed.

- Choose the edge shape for your flowerbeds. Hard-edged square and rectangular beds work well with traditional and modern landscapes. Unleash your creativity with curvy edged beds. Mimic the shape of your home or lawn for an appealing look. Tip: Test different shapes by laying a water hose or rope in different shapes until you find one you like.

## SELECT YOUR COLORS

- Learn about the color wheel. The color wheel is a great tool to use when planning your flowerbed palette. The color wheel is based on the primary colors - red, yellow, and blue. In general, warm colors are red through yellow and cool colors are green through violet. Use a color wheel to coordinate flowers with the colors of your house or outdoor decor.

cont. on next page...

# Stop! DON'T CHOP!

Crepe Myrtles are among the toughest, most adaptable, and showiest shrubs. A native of China and introduced to us in 1786 by Frenchman Andre Michaux, the "Lilac of the South" is the most popular flowering tree in the warmer, southern regions of North America. Crepe Myrtles are arguably one of the most beautifully branching flowering trees in the world and would easily enhance the look of any home or business landscape.

As with any flowering plant, proper pruning will yield graceful shapes, strong stems and more blooms. Winter is a great time to prune a crepe myrtle, because it's leafless and you can easily see all of the branches. It also blooms on new growth, so pruning now won't reduce blooming. In fact, it may increase it.

Unfortunately, there is a widespread misconception that properly pruning a crepe myrtle tree means completely topping off most of its branches. The improper practice--nicknamed "Crepe Murder"--actually damages and disfigures the tree. Topping causes profuse growth at the site of the pruning and encourages new growth that is too dense to allow air movement and light to reach the inner branches. Although topping may result in larger blooms, those flowers will grow on thinner, weaker branches that will droop and may even break.

Correctly pruned crepe myrtles have a beautiful vase-shaped form with smooth trunks and gently arching branches with bark in colors of lovely warm beige, cinnamon, or silver-gray. The beautiful bark and elegantly shaped tree trunk begins to lose its beauty and will even develop large, unsightly knobs once "murdered."

Crepe Myrtles are a show-stopping addition to a landscape - so stop the madness of crepe murder!





- Decide if you want your colors to be adjacent, complementary or monochromatic. Adjacent colors are similar to each other on the color wheel, like red and orange or blue and violet. Complementary colors are opposites on the color wheel, like orange and blue or yellow and violet. Monochromatic colors are all shades and tones of the same color, like all pinks, whites, reds, blues, or violets.

- Use white and green effectively. White offers a cooling effect as the temperatures rise and offers a perceived “glow” at night. Green is a restful color and a low-key transition from one flowerbed to the other.

## MAKE SPECIAL CONSIDERATIONS

- Select plants that are specific for your region, climate and soil. Check with your local nursery expert to find out the best plants to fit your landscape.
- Determine if you need plants that work well in shade, partial sun, or full sun areas. Also, read the plant tag so you know how much water and fertilizer is needed to maintain the vibrant colors.
- Consider the amount of wind on your property. If you have a very windy area, choose low-growing varieties to keep the garden looking its best. Also, ask at your local garden store about sturdier plants that can act as wind guards for other plants.

## CREATE INTEREST AND APPEAL

- Mix plant shapes and textures. A flowerbed that has a variety of shapes, from upright to gently spreading, offers more interest than one with the same look everywhere. Texture can also add interest. Mix some soft and fluffy plants with spikier and stiffer ones.
- Vary the plant heights. Choose small, medium, and large plants to add movement and depth to your flowerbeds.
- Add garden decorations, such as birdbaths, water features, statues, a trellis, or decorative rocks to draw attention to your landscape. Remember, not to overdo it with too many decorations that can become distracting.
- Complement your landscape with a comfortable garden bench in a shady spot in your landscape so you can sit and enjoy your hard work.
- Add an unexpected element to your design, like a patch of bright orange or red flowers, a lavender garden, or a butterfly garden.

With a color program, you can add color and interest to your landscape and a fresh appearance to your property. Your landscaper can install garden or flow beds or maintain your current beds, including weed removal, insect control, disease control, and fertilization designed around your lawn care needs.



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](mailto: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!***

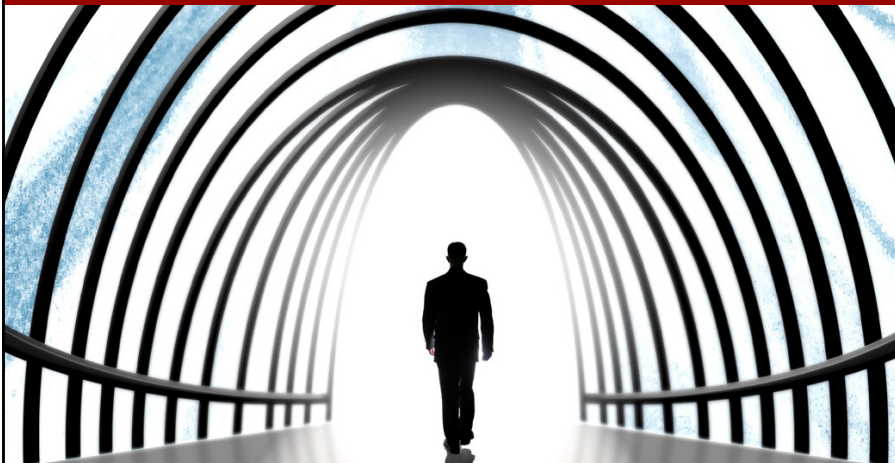
***Free attendance at one meeting a year!***

***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](http://www.talawgroup.com)

**In today's world,  
there is no such thing as business as usual.**



United Property Associates is a high-performing and established team of diverse specialists providing property management services to a regional client base of property owners and residents who demand accuracy, integrity and community enhancement.

*For further information, please contact*

**Anita Hager, CMCA®, AMS®,  
PCAM®**

*ahager@unitedproperty.org*

*525 S. Independence Blvd.,*

*Suite 200*

*Virginia Beach, VA 23452*

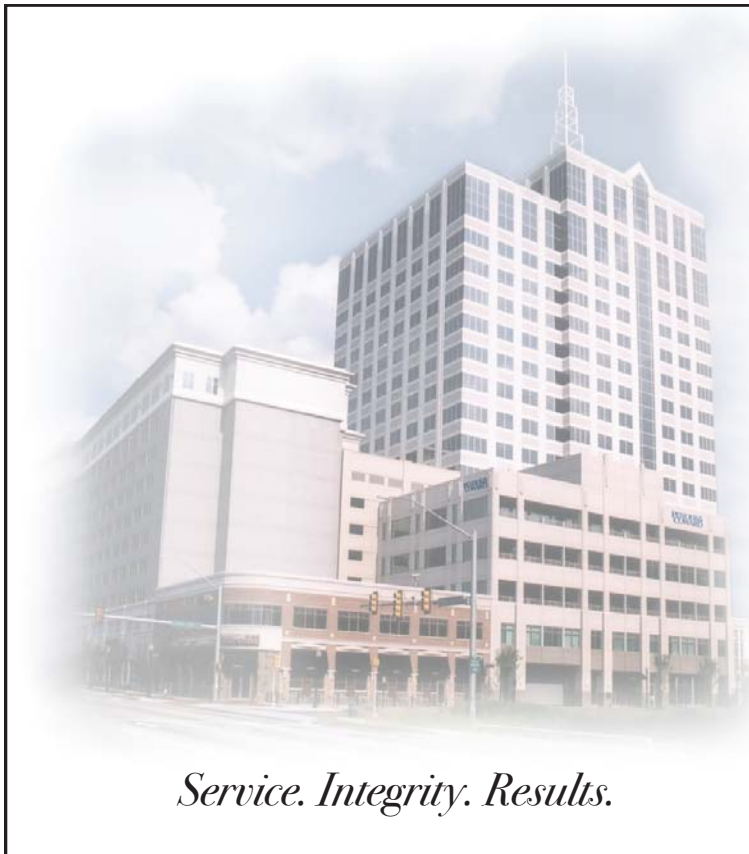
*Tel. (757) 497-5752*



**UNITED  
PROPERTY  
ASSOCIATES**

[www.unitedproperty.org](http://www.unitedproperty.org)





# PENDER & COWARD

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



*Service. Integrity. Results.*

WWW.PENDERCOWARD.COM

VIRGINIA BEACH  
(757) 490-3000

CHESAPEAKE  
(757) 490-2900

SUFFOLK  
(757) 502-7345

## Innovative financial solutions for the Community Management Industry



**Alliance Association Bank**

A division of Western Alliance Bank. Member FDIC.

Previously known as:



■ No Fee Lockbox  
■ E-Deposit

■ Full Banking Services  
■ Dedicated Customer Service

■ Online Banking  
■ Lending Services<sup>1</sup>



**Craig Huntington**

President

**888.734.4567**

Chuntington@  
AllianceAssociationBank.com

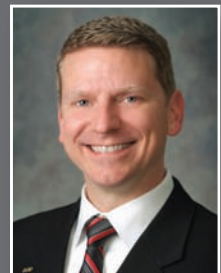
C O N T A C T :

**Robert Small, AMS, PCAM**

Vice President, Association Financial Partner

**804.938.5175**

Rsmall@  
AllianceAssociationBank.com



**888.734.4567 | www.allianceassociationbank.com**



Ask  
Connie & Homer



## 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](mailto:connie@sevacai.org)

.....  
For all your Homeowner  
Association questions, contact:



[homer@sevacai.org](mailto: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!

Q:

“

I'm new to my Homeowners Association Board of Directors - and one of the items we're working on is a Replacement Reserve Fund. I feel like I'm the only person who doesn't understand why we need this. Can you explain?

”

A.

*Connie & Homer understand the importance of a Reserve Study and following through with its recommendations. We reached out to Peter Miller, RS® of Miller + Dodson Associates to explain.*

Why must your community establish and maintain a Replacement Reserve Fund?

*“One of the primary duties of community associations ... is to protect, preserve and enhance the property values of the residential units and the common property. The Replacement Reserve Fund is an integral element of an association's financial planning, regardless of age, size or architectural type of the development.”\**

### Key Points for Condo Associations

**Legal:** A Reserve Study and the adequate funding of the Reserves may be required by State statutes, and/or your community association's governing documents. Regardless, conducting a Reserve Study and adequately funding the Reserves is generally recognized as a “standard practice” in the community associations industry.

*cont. on next page...*

\* A paraphrased excerpt from the Community Association Institute's Guide for Association Practitioners #24.

**Financial:** The Board of Directors has a Fiduciary Duty to operate the community association in a sound business-like manner including prudent financial planning. Reserve Studies are an essential element in the community's financial planning. Maintaining adequate Reserve Funding helps protect against Special Assessments and precipitous increases in the normal annual assessments.

**Ethical:** Adequate funding of the Reserves provides a means for everyone to pay their fair share of the future replacement. In other words, everyone pays their fair share of the roof replacement whether they live under that roof for 3 years or 30 years.

**Practical:** A Reserve Fund provides for the planned replacement of major common items and protects aesthetic quality (curb appeal). Members expect their community leaders to regularly replace worn or obsolete items. This allows for the aesthetic and functional qualities of the facility to be maintained.

For religious institutions, private schools, country clubs, etc., leadership has the obligation to maintain the facility in a manner that ensures the long-term physical and financial strength of the facility and its components. The establishment of Reserve Funds can help in meeting this obligation. Long-term financial forecasting for the replacement of capital assets allows for the strategic planning of donation and funding drives, and reduces the need to find emergency funds by donation, loans, or other means.

Strategic financial planning for the "brick & mortar" facilities also reduces the pressure to use your biggest donors. Planning for the replacement of capital assets allows the funds to be allocated within the annual budget. This allows the institution to use their largest donors for mission and outreach programs.

### Key Points for Community Associations

It meets the legal, fiduciary, and professional requirements. A replacement fund may be required by:

- State statutes, regulations, or court decisions;
- Your community's governing documents.
- Banks, Mortgage Lenders,

The replacement fund protects property values. Many new buyers, lenders, and real estate professionals are aware of the ramifications of inadequate replacement funds.

The fund provides for the timely replacement of major common items. Owners expect their association to budget for the replacement of worn or obsolete items. This allows for the aesthetic qualities of the community to be maintained, thereby also enhancing property values.

It minimizes the need for special assessments or large increases in normal assessments. Insufficient funding may lead to special assessments when major elements must be replaced. A history of past or pending special assessments may hurt property values.

It distributes the contributions of new and previous owners. Major items deteriorate with use and age. Although a roof will be replaced when it is 20 to 25 years old, every owner who lived under that roof should pay a share of its replacement.



**Peter Miller, RS®** is a principal of *Miller + Dodson Associates* who specializes in providing Capital Reserve Studies to Community Associations, Religious and Educational Facilities, Resort Communities, Golf Courses, and Country Clubs. Whether your organization is looking to evaluate its current Reserve fund, or develop a detailed funding strategy for the future, *Miller + Dodson* can provide the necessary insight to help you make the most informed decisions.

Thanks,  
Pete!



*If you have a question, we have an expert with the answer!*

*Contact [connie@sevacai.org](mailto:connie@sevacai.org) or [homer@sevacai.org](mailto:homer@sevacai.org) and you might see your question featured in our next issue!*





## Integrated Environmental Management Programs

Offering sound science aquatic services and mosquito control to help prevent disease, control nuisances and create healthy waterways.

Specializing in:

- Algae & weed control
- Fountain & aeration services
- Water quality testing
- Bathymetric surveys/mapping
- Mosquito control services for community, residential or special event application

Serving Virginia • 804. 467.4574 • [www.clarke.com](http://www.clarke.com)

## MEET A BANK WITH 20 YEARS IN THE NEIGHBORHOOD.

**No matter what size your community is, managing it can be a daily challenge.**

Union Bank® Homeowners Association Services is here to help.

For over 20 years, we've streamlined the assessment collections process for community associations with specialized tools and services powered by Union Bank product solutions and our proprietary Smartstreet® technology. We offer a customized HOA lockbox with same-day processing to accelerate payment collection, reduce mail-in times for checks, and provide homeowners with convenient online payment options.

Whatever your needs, Union Bank provides solutions that make it easier to control your daily financial operations. Contact us today at 866-210-2333 to learn more.

[HOAbankservices.com](http://HOAbankservices.com)   



A member of MUFG, a global financial group



©2015 MUFG Union Bank, N.A. All rights reserved. Member FDIC.

Union Bank is a registered trademark and brand name of MUFG Union Bank, N.A. Smartstreet is a registered mark of MUFG Union Bank, N.A.

# Talking with Our Board Members...

Todd Derby, *Currents* Newsmagazine Committee Chairperson, met with retiring Board Member Peter Miller, RS® and incoming Board Member Jim Durkee to talk about their goals, their lives, and of course...their favorite foods. Get to know them and their hopes for SEVA-CAI!

.....

## <PETER MILLER, RS®> MILLER + DODSON ASSOCIATES

**Can you tell me a little bit about yourself, and how you're involved with CAI?**

I'm Peter Miller, and I'm one of the principals at Miller + Dodson Associates. Our firm is involved with providing reserve studies and assisting communities to become financially sustainable. I've been involved with CAI for approximately 20 years, and I just retired from the board at SEVA-CAI this past year.

**What's the best compliment you've ever received?**

What an interesting question. The best compliment I've ever received, professionally, was from a client who said that they liked using our services because they were so seamless, and because it was so easy to read.

**What meal could you eat every day for the rest of your life?**

Gumbo! Chicken andouille gumbo. We make it at home, it was the best part of growing up as a kid.

**Where did you grow up?**

I was a Navy brat. I spent all of my summers just outside New Orleans on the Gulf Coast.

**As a kid, what did you want to be when you grew up?**

An architect.

**What drew you to CAI, what got you involved all those years ago?**

I did reserve studies in a more primitive format in the early 1980's.



And so after I sold my architectural firm in the early 90's and was looking to get involved in something else, I ended up doing reserve studies full time. My predecessors here at the firm introduced me to Community Associations Institute, and I got involved from there.

**Have you seen the reserve study standards change drastically since you've been involved?**

Well, before I got involved there were no reserve study standards. They weren't adopted until the late 1980's. I served on the Reserve Study Standardization Committee for CAI National for about 4 or 5 years. So the change there was that - in the past - anyone could call anything a reserve study. What the committee worked on was standardizing what types of information needed to be included, and all those different standards. So it changed drastically at that point.

**It's amazing that you were able to be a part of that. To standardize something on a national level that affects so many people, you have to be proud of that.**

It was quite an honor to be included. There was a lot of very serious negotiation that went on during that period and to try to work in the standards. The way reserve studies are done on the West Coast are so different from the way they're done throughout most of the rest of the United States so we had to take everybody's thoughts into consideration, and it was a bit of a challenge.

**It's probably helpful to deal with clients when you get to some of these contentious components that always seem to baffle people, why are they in the study, why is this not in the study, you can tell them, hopefully you're able to draw on some of that conversations you had with the committee.**

That's absolutely true. People are always interested in "why can't this be in the reserve study?". One of the considerations I'm dealing with currently because of all of the flooding in the South Carolina area back in October, is





that there were so many failures of community dams. The issue is that there's really nothing other than maybe the outflow structure that can be included in a reserve study because most of that is placed in maintenance.

### **Are they struggling to come up with money to replace the dams?**

In order to do major repairs or rebuilding it needs current standards, and there's already been a multitude of multi-million dollar lawsuits against these communities because the dams failed. Nobody really expected that those sort of things would happen, and so there wasn't really much that was done in terms of preparing for it.

### **In your words, getting back to the big picture of CAI, what do you think CAI's value is to community associations?**

The real value is in bringing education professionalism into the communities and the field of community management. You go to places in the country where there are no CAI chapters and it's like being in the Wild West. Boards of Directors really don't know how to govern their communities; management companies really don't know the best practices, and unless those communities are exposed to CAI then there really is no where else for them to get that kind of training and guidance. CAI has a profound effect on increasing the level of professionalism, as well as increasing the level of education for volunteer board members. Not everybody instinctively knows how to serve.

### **What do you see as the greatest need at the Southeastern Virginia chapter specifically?**

The greatest need that I see is increasing the level of volunteerism. I think that's true of most chapters. What you end up having is a group of perpetual committee members, perpetual board members, that are happy to serve but you're not getting any turn over or new ideas. It's becoming increasingly hard to get people to want to serve on committees, so we have to find a new way to approach that.

### **How do you think we can encourage that kind of participation?**

We tried a few years ago with an idea that the Washington Metro Chapter had, which was called Jump Start January which was that you have an event and you invite everybody and encourage them to get involved with the different committees. I think we have to continue to try and do that. We have to keep encouraging people at every event that we have, I think that's really the only way.

### **Is there anything you think the committee chairs can do to make it easier for people, to accommodate them?**

There are a couple of challenges we face. One is that a good amount of business these days is done remotely.

Everyone's lives seem to be busier these days, they're involved in so many things because these devices allow us to connect in ways we never did before. I think we have to continue to look for ways we can connect with younger volunteers, and let them be involved in the way that works best for them, which often is remotely.

### **What compliment would you give to the current board at the Southeastern Virginia Chapter?**

I think the Southeastern Virginia chapter has done a nice job of trying to be more inclusive, which is a goal that we've had for a number of years. In the past I think it's been seen as kind of a "clique" or a "good ol' boys club", and the chapter now is being seen as more open armed and receptive to having new people involved. I'm very proud of the fact that the board has made those changes over the years.

### **What would you say to the staff members?**

I think that we need to make sure they are recognized for the effort that they put forth. Everybody at CAI at some point has contacted the chapter office, and they always do a great job of conveying a sense of professionalism. The staff at this chapter is particularly sharp. I think they work really well with our committees.

### **What would you say is the key to the success of the 2016 board and the future of our chapter?**

The key to success is recruiting new volunteers. I think that's the key with any chapter. This year's committee members are going to be next year's committee chairs, and the chairs are next year's board members, and so we need to have an influx of volunteers that are coming in and getting trained to move up.

**Thanks Pete!**



**<JIM DURKEE>**  
**AAA POOL SERVICES, INC.**

### **Can you tell me a little bit about yourself, and how you're involved with SEVA-CAI?**

My name is Jim Durkee Vice President of AAA Pool Services. I have been with AAA Pools for 26 years., and I've been involved with CAI the entire time. I have degrees in English & Philosophy from the University of Virginia. I have a Masters in Business from ODU and specifically we provide swimming pool management and renovation services for community associations.

*cont. on next page...*

## What are some of the projects that you are most proud of or most enjoy?

The ones we most enjoy are ones that allow us to make the amenity or the swimming pool a truly valuable asset to the community association and the residents that live there. And that's when we can find programming features in our management part whether we're helping with community events at the swimming pool, we do a lot of work with associations to host free events to promote water safety. We're very, very proud of that. We're the only provider in the area that will do free lifeguard training for anyone who walks in our door.

The normal fees around here average between \$150 and \$200 per class. We're involved in a couple of groups that do outreach. It's something that's really important to us.

## What is the best compliment you've ever received?

The first thing that comes to mind is that I'm devastatingly handsome. I hear a lot that I'm very calm in a stressful situation, which when you're running a company with 300 teenage employees can be pretty important. I try not to overreact to situations. At least once a week we're dealing with anything from a minor to major emergency, it's important to know how to react.

## What meal could you eat every day for the rest of your life?



I could survive off the Wendy's Value Menu.

## As a kid, what did you want to be when you grew up?

Until my time at UVA I always wanted to be a philosopher. As I began my serious job hunt, now this is back in the day before Internet, you'd have to look at the classifieds for jobs. I'd always turn to "P" for philosopher and there was never anything there. But right underneath it was "Pools", and so I kept getting drawn back to this business, which is where I finally laid to rest.

## What kind of professions are there for philosophy managers?

Library. (laughs)

## What was it that drew you to CAI?

Like anybody else, it was because my boss made me do it. The founder and original owner of AAA Pools was Brad Hughes. Of course, I worked for him when I was 15, and he was like a second dad. He was an original member of CAI and



started at first with the CA Day event in 1985. It was important to him, and that transferred to me.

## After all these years do you feel like it was a good investment for you?

Absolutely.

## How has CA Day changed?

This is my 3rd or 4th year on the committee and my 2nd year as chair. I normally was only involved on the easy side, we would come in and set up and run the booth. My first CA Day we were over at the Chesapeake Convention Center, there couldn't have been more than 20 vendors there. It's been very cool to see it expand and really explode over the last 20 years, but now to see everything that goes on in the background to put this event on was really eye opening.

## What new and exciting things do you hope to see for future CA Days?

What we're really looking to do is bring more technology into the event. And different ways for people to interact with the education that's available, and the Business Partners that are there. The more that we can facilitate that type of interaction in different mediums for different people then I think the more successful it will be because not only will the attendees get more out of it, but so will the exhibitors.

## I've read so much about how technology is making us less engaged with each other. So you plan to use technology to help people get more engaged?

Absolutely. The other thing is there is so much information in such a short period of time, and that's one of the things that technology is really good at. In a future CA Day when the technology platforms are better constructed, you're not going to have to remember everything you learned. The information will be more retrievable. We want to provide people not only the tools they need, but the tools they like to use. Some people like printed materials, so we're not eliminating that. We just want to give everyone the platform they feel most comfortable with.

## What is CAI's value to community associations?

In the same way that community associations provide a basic set of guidelines for the homeowners, they keep everybody pointed in the same direction, CAI does that for community associations.

## What do you see is the greatest need at our chapter?

One of the most immediate needs, one of the things I hope to facilitate as a new board member, is an influx



of new ideas and new engagement. Which is probably going to mean not only mining the existing membership base and getting them more involved in events, but expanding that membership base.

It seems like there does need to be some new blood. You see that also with community associations themselves. They start out at a certain demographic and then the association grows up. One year you get no trick or treaters, and the next year you get a hundred and fifty. It's cyclical, but sometimes it's not cyclical on its own, sometimes that cycle needs to be pushed forward a little bit, and that's one of the things that I'd like to help with.

**How do you think you could encourage people to become more engaged with CAI?**

That is a very good question, and one that I guess I'll be spending the next three years finding out. I come in with no preconceived notion about that.

**It seems like engagement is kind of something you want to encourage with the attendees at CA Day and maybe technology can help us engage as a chapter as well to participate more?**

CA Day is the premier event for showing ourselves off, and it's the one that I'm most familiar with so if we

can come up with some ways to hopefully increase the interaction and engagement through that particular event, but finding that to using that to increase membership or the other events that lots of people spend a lot of hard work and effort in developing and facilitating those as well.

**If you could accomplish one goal in your term as a board member, what would it be?**

Pie in the sky, I'd want to double our membership.

**What compliment would you give to the current board and staff at our chapter?**

One thing I've noticed about the current board is that they seem to have really redefined their relationship with the committees and have improved upon that structure and communication. That's really going to help individual committees operate better which should lead to more success within each one. Those blessed staff members at the SEVA-CAI office, I have no idea how they do that. They have the job of herding cats and keeping us all in the same direction and they do an amazing job at doing so.

Thanks Jim!

*The* **SELECT**  
*Group, Inc.*

**THE Face OF**  
*Community Management*

A Full Service Management Company,  
Tailored to Meet Your Community's Needs.

2224 Virginia Beach Blvd.  
Suite 201  
Virginia Beach, VA 23454  
p. (757) 486-6000 | f. (757) 486-6988  
[www.theselectgroup.us](http://www.theselectgroup.us)

**AAMC**  
ACCREDITED ASSOCIATION  
MANAGEMENT COMPANY

MEMBER OF  
**community**  
ASSOCIATIONS INSTITUTE

# Managing *Expectations*

By **Lance Bellman**, *Construction Technologies Corporation*

When it comes to most projects in a community it is normally easy enough to find the correct contractor with the standard three bid comparison process. However, on certain more intricate and usually more expensive projects the necessity for having the project detailed through the use of professional specifications is a must. These specifications not only ensure a proper fix, by requiring adherence to a mandatory protocol but they also guarantee the most accurate bid is selected for the project. This is accomplished not only by having the scope of the project confirmed before the project begins; it also assures that all contractors are supplying the same manufactured brand name when it comes to materials. This eliminates the use of sub-par material and/or material from an industry contact that may not be the best fit for the work being performed.

Whether it is due to a looming large price tag, reoccurring

problem or required to ensure a proper warranty...whatever the reason you have determined that your community should have a construction professional write project specifications to address a particular issue. The word **Specification** merely refers to the act of "To state explicitly or in detail" or "to be Specific". No matter the project, from roof replacement, re-cladding, masonry, building drainage plane, door/window penetrations, coating, glazing, weeps or countless other structural components specifications, in a technical arena this is all-encompassing! The first task at hand will surely be to determine who will be responsible for creating these; we will refer to this individual/firm as the 'Designer of Record'.

When choosing whom to hire to function as the designer you should approach the question with a few basic criteria. What are their qualifications and are they licensed in a manner relevant to the project at hand? Regardless, whether you are considering an engineer, architect, construction company or construction management firm... check their license! The license

is the first step towards legal recourse in a worst case scenario of construction failure. Operating without a license is not only illegal but it may limit local municipality's ramifications. The simplest tool for verifying this information is through the Commonwealth of Virginia at 'License Look Up' <http://www.dpor.virginia.gov/licenselookup/>.

Once you have determined you are interviewing a licensed professional you should address their past performances in relation to your project. Surely, there may be a more specifically qualified individual to create your communities roofing replacement spec than a designer with a history primarily in a commercial environment. Don't be afraid to ask for a list of communities they have performed in and quite possibly names to check as references. A prestigious degree and fancy shingle on an expensive office space doesn't always indicate the best fit for your project. Also, be sure to establish the fee for their service. The cost to write the project specification should be a fixed one, bought and paid for long before construction has ever been started.

It is also during this time, as association managers and/or board of directors, communication is vital. In conjunction with the designer,





all parties involved with this project must "Manage Expectations"! Establish up front the issue(s), (what ails your dwelling) to be addressed, be certain to provide the best working history possible. Repair history and company names that may have worked in your community prior. The more data the better when it comes to more complex issues, i.e. drainage/moisture intrusion. Discuss products/material (brand names if desired) and remember, if you were confident enough to hire this professional it would be wise to listen to their guidance. They will dictate all materials, possibly all the way down to the type of screws or nails used. Cost of materials in the construction industry can vary greatly...and so can their warranties! Keep in mind that this also benefits your community when it comes time to take this project public and seek out contractors to perform the work by ensuring everyone is bidding the exact same work...apples to apples!

Furthermore, you should discuss performance! Make sure all agree, in writing, how inspections (routine or special) are scheduled. How often, when and who can attend are all valid points that can be established upfront in most circumstances. The interaction with the contractor performing the work will be orchestrated by the designer as part of their timeline for completion. However, updates on progress, quality control, key turns (points where a project may shift to the next phase) inspections, material allowances and change-orders are just some of the issues that are relayed to the community at regular intervals throughout the life of the project.

Finally, and what I believe to be the most important role of the designer, is proper quality control. The most eloquent and efficient specification is only as good as the inspector ensuring its proper

compliance! This is when liability for successful function is determined. More often than not, the blame for a construction failure will fall to the contractor who will in turn look to the manufacturer. It will then be determined, through a thorough and sometimes costly inspection, which party is truly liable. However, through routine and meticulous quality control inspections, performed by the designer, this can all be avoided. If the project was properly managed, materials and their storage regularly inspected, the majority of problems can be detected in time to be addressed before causing defects in the construction.



**Lance Bellman** is the Director of Business Development at *Construction Technologies Corporation* of VA, a firm specializing in building exterior construction needs for Community & Homeowners Associations throughout Hampton Roads.

## Ahead of the curve.

Widely recognized for its depth of experience in Community Association Law, LeClairRyan's Community Association Industry Team has attorneys nationwide who advise associations, developers, lenders and insurers in all aspects of the operation, management, financing and formation of Community Associations.



### *In Hampton Roads*

**Elizabeth L. White, Esq.**

College of Community Association Lawyers, CAI Member,  
CA National Practice Leader, Virginia Business's "Legal Elite"  
The Best Lawyers in America®  
(757) 941-2805 \ [elizabeth.white@leclairryan.com](mailto:elizabeth.white@leclairryan.com)

### *With offices in Virginia*

Alexandria	Norfolk
Blacksburg	Richmond
Charlottesville	Roanoke
Glen Allen	Williamsburg

Visit our website and our Community Association blog to learn more about our Community Association practice and connect with LeClairRyan's online events, all designed to keep our clients informed and ahead of the curve.

[www.leclairryan.com/community-associations-industries](http://www.leclairryan.com/community-associations-industries) \ [www.vacalaw.com](http://www.vacalaw.com)

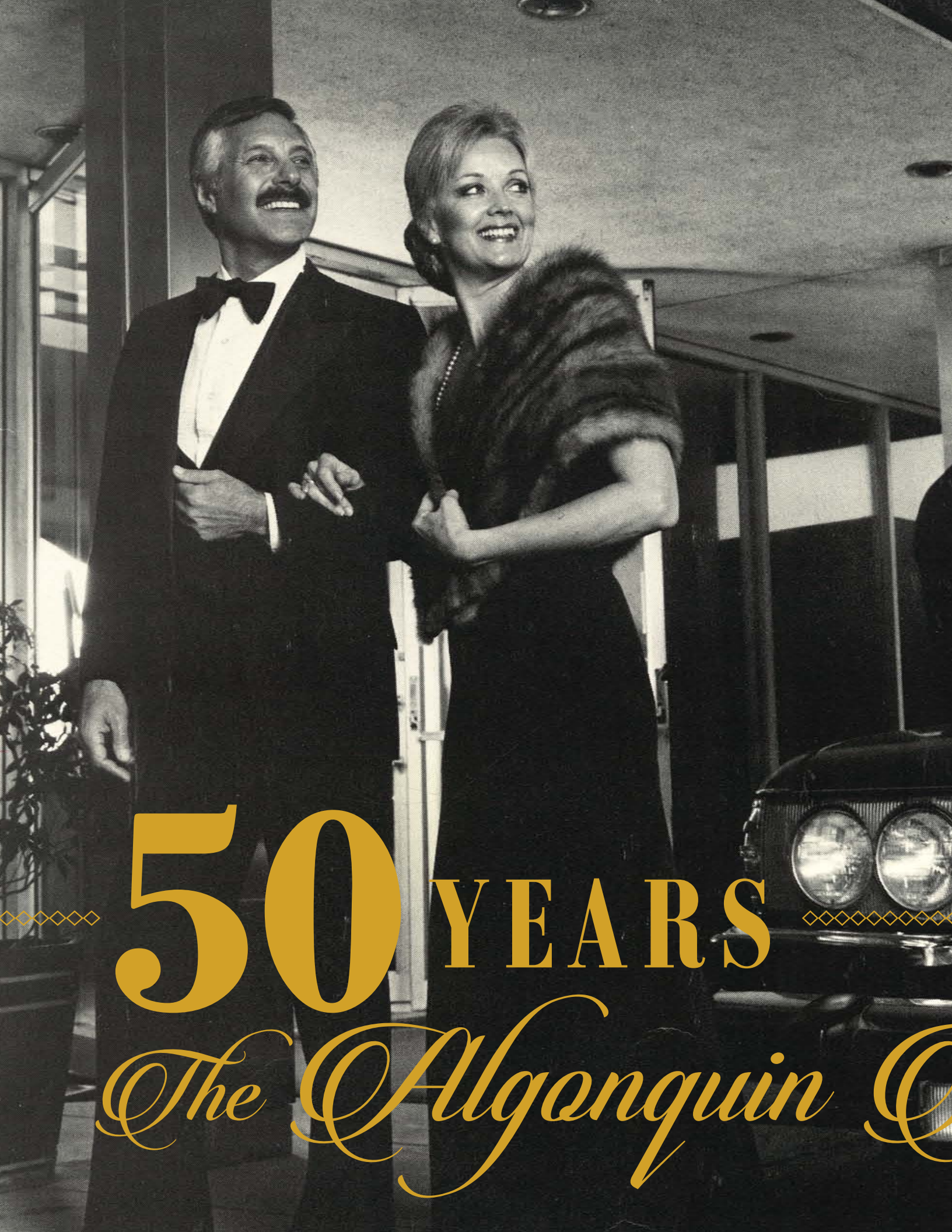


**LECLAIRRYAN**

[WWW.LECLAIRRYAN.COM](http://WWW.LECLAIRRYAN.COM)

CALIFORNIA CONNECTICUT MASSACHUSETTS MICHIGAN NEW JERSEY NEW YORK PENNSYLVANIA VIRGINIA WASHINGTON, D.C.





50 YEARS

*The Algonquin Co.*





In September, 1963 the *Virginian Pilot* ran the following article.....“Plans for The Algonquin House, a 12 story, \$3.5 million high-rise apartment building to be built on a 5.8 acre tract off North Shore Road in Norfolk are announced. The apartment house is being called ‘the ultimate in elegance’ and will feature 124 apartments, each with its own balcony, with rents ranging from \$225 to \$440 a month.” The Algonquin House opened for occupancy in 1965, and in the early 80’s was converted to condominium ownership. It is often referred to as “the best kept secret in Norfolk”.

The Board of Directors and Algonquin House Social Committee determined that an Open House to celebrate the building’s 50th anniversary milestone would be a great idea, and in 2013 planning began. It took about two years to put it all together, and the party was held on May 2, 2015. Because The Algonquin House is such an iconic and integral part of the neighborhood, all current owners and tenants, staff members, former owners, as well as local politicians, clergy, merchants and service providers, were invited. Norfolk Mayor Paul Fraim gave the opening speech and set off the festivities. The elegant celebration included a harpist, delicious hors d’oeuvres, wine, punch, and a beautiful cake, and the invitation to explore the grounds, which include a heritage rose garden and an herb garden. Guests were also encouraged to view the beautiful library and the sitting rooms on the main floor.

The Algonquin House has not maintained its looks and outstanding reputation for 50 years by accident! The community members have been very fortunate and wise over the years to consistently elect dedicated, enthusiastic and involved Board of Directors members who take their fiduciary duties very seriously, and to employ excellent and dedicated management and staff. A maintenance program was painstakingly developed and is meticulously adhered to, and appropriate experts are consulted when additional help is needed.

The Association members also benefit from the efforts of many active and hands-on volunteers, not only serving on the Board, but also serving on a number of active committees. There are numerous volunteers for every committee.

Thanks to careful budgeting and dedicated reserve funding, The Algonquin House has been able to balance necessities like repairing and replacing major components of the building systems as needed with aesthetic improvements like redecorating and updating the many common areas, and throwing a great anniversary party!

By **Lyn Tucci**, Newsletter Committee Chair, *The Algonquin House Condominiums* and **Susan Rodriguez, AMS®, PCAM®,** Manager, *The Algonquin House Condominiums*



# Happy Anniversary

## ALGONQUIN HOUSE







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!

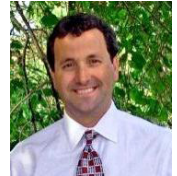
Mark W. DesRoches, CPA

- 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

## INMAN & STRICKLER P.L.C.

ATTORNEYS AND COUNSELORS AT LAW

### THE COMMUNITY ASSOCIATION LAW TEAM

MICHAEL A. INMAN • JEANNE S. LAUER • GREGORY J. MONTERO



*PROVIDING LEGALLY SOUND, PRACTICAL SOLUTIONS DAILY*

**CALL US AT 757-486-7055**

**VISIT US AT [WWW.VAHOALAW.COM](http://WWW.VAHOALAW.COM)**



# CHOOSING INTERIOR PAINT COLORS

Submitted by Eric Zajak, The Sherwin Williams Company

If your CCQ (Color Confidence Quotient!) is modest but you'd like to boost it by learning more about color placement basics, consider these rules of thumb!

When creating a warm or cool color scheme, choose one color as the predominant color and then other colors as accent colors.

If you have a long and narrow room, you can consider painting the end walls a darker shade than the long, narrow walls. The darker colors will recede and will create an illusion of width in this instance. Light colors will advance.

Solids and simple patterns reduce visual weight, while bold patterns add visual weight.

Bright and intense colors add visual weight, while muted, neutral colors reduce visual weight.

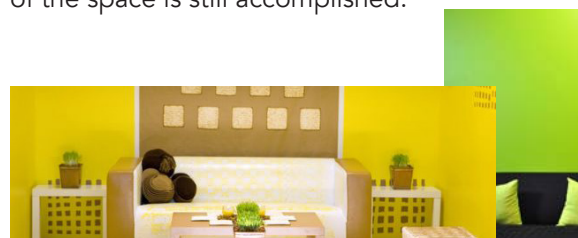
To make a small room look larger, choose a light-color paint and select furnishings in the same color family. Or, you can paint some of the furniture to match the walls.

Light-color ceilings will attract attention, but dark-color ceilings will direct the eye back to head level, allowing the focus to be on the walls, furnishings and accessories in a room.

Light affects color dramatically. Fluorescent light tends to be cool lighting and brings out more green or blue in a color. Incandescent light — light bulbs — brings more of the red or warmth out in a color. It is important to view colors in daylight or night, because they will appear different.

The location of color within an interior space can make a great deal of difference in influencing the room's character. A color placed on a ceiling, wall or door may elicit many different reactions.

Perception of temperature may also be altered with color. Most design schemes contain more than one color in a space, so if the design includes a color from each group — warm and cool — coordination of the space is still accomplished.





# RED

**CEILINGS:** Weighty & Annoying

**WALLS:** Advancing & Energetic

**FLOORS:** Confident

Red is predominantly used as an accent color, but we are currently seeing more of a trend using this color on walls.

Large amounts of saturated red create a more complex space, while saturated brown-reds can make a room warm and inviting.

# ORANGE

**CEILINGS:** Energizing & Advancing

**WALLS:** soft peachy tones are warm and glowing. Bright tones are energetic, burnt orange shades are rich and warm.

**FLOORS:** creates movement.

While orange is reserved typically for accents, pastel oranges are cheerful and lively. When this hue is close to peach, it has the ability to enhance skin tones and therefore would be a suitable color in a bathroom.

# YELLOW

**CEILING:** light hue, luminous, reflective and glowing.

**WALLS:** warm if a golden hue.

**FLOORS:** bright hues are distracting and agitating.

Ideal for safety purposes due to the high visibility qualities, it also appears brighter than white and is useful in poorly illuminated and dim spaces.

# GREEN

**CEILING:** protective (reflection on skin tone can be unattractive).

**WALLS:** safe, calm, reliable, neutral, yellow based hues create warmth, blue based hues tend to be cool.

**FLOORS:** natural up to a certain saturation point (light to dark), soft, relaxing (if closer to blue-green).

Green is an excellent color for interior environments, especially when involving concentration and meditation.

# BLUE

**CEILING:** soft shades are cool and heavenly, dark hues give the illusion of the ceiling advancing.

**WALLS:** pale to mid-tone shades are soothing, darker hues provide a dramatic backdrop.

**FLOORS:** movement (darker hues) to effortless movement (lighter hues).

Blue has a tendency to be cold and bleak if applied to large areas. Medium or deep tones are appropriate in incidental areas. Pale blue is refracted sharply by the lens of the eye, therefore it tends to cast a haze over details and objects in the environment.

# PINK

**CEILINGS:** soft hues delicate and comfortable.

**WALLS:** complementary to skin tones when soft or pale. Dramatic when highly saturated and vivid tones are used.

**FLOORS:** for select and special spaces.

# GRAY

**CEILING:** shaded, creates shadows.

**WALLS:** bland to neutral, cool & neutral.

**FLOORS:** neutral. Blends into a space.

Gray is the color, which inspires creative people to become more creative. Gray is a great classifier. It performs the opposite of orange in that it makes things seem more exclusive.

# BLACK

**CEILING:** heavy but works well for an exposed ceiling with open ductwork.

**WALLS:** threatening or dramatic.

**Floors:** unusual and absorbing. Dark furnishings would get lost placed directly on this floor color.

Black is very dependent on where it is used. Black works as an accent color in either residential or business interiors. It is associated with dignity and sophistication.

# BROWN

**CEILING:** dark hues are heavy but work in high, open ceilings, especially to conceal exposed ductwork.

**WALLS:** mid-tone and dark hues can evoke richness, warmth and comfort. Soft hues are natural and create a neutral backdrop for furnishings.

**FLOORS:** implies durability, stability and reliability.

The light values of brown are good environments for work or for living. The red-browns have a good use in interiors because they bring warmth and comfort.

# WHITE

**CEILING:** blank - creates lightness, reflects light and reduces shadows.

**WALLS:** neutral to empty, clean.

**FLOORS:** intimidating.

White indicates delicacy, refinement and sophistication. White may be too harsh as an interior color in some climates. All-white work environments encourage great precision.



# FROZEN PIPES

By Todd Derby, CPA, DesRoches & Company, P.C.



It may seem unusual for your auditor to write to you about frozen pipes. I mean, really, really unusual. But over the past year of auditing communities in Hampton Roads, I have put in many extra working hours because of insurance claims. Maybe you have spent a lot of extra time dealing with emergency clean up, bidding out repairs, talking to claims adjusters, and coordinating with residents because of a frozen pipe. Suffice it to say, a little prevention here is worth your time, and mine. In hopes of having less claims this winter season, here are a few tips to prevent frozen pipes. In addition, I interviewed two managers on the issue of vacant units in preventing a pipe freeze, because this seems to be a very common problem communities face in cold weather.

## Follow these tips to protect your pipes, and avoid a major headache during this winter season:

- Have your contractor winterize the pool and irrigation systems.
- Hire a plumber to winterize a pool house that won't be heated during the winter.
- Ensure that the HVAC in the pool or clubhouse is working, and is never set lower than 55 degrees.
- Open cabinet doors to allow warmer air in the room to reach exposed pipes under a sink.
- When really cold temps hit, let cold water drip from a faucet that has exposed pipes. In a multistory building, make sure to open a faucet on the highest floor.
- Find a volunteer to check on the clubhouse or pool house during, and after cold days.
- Disconnect outdoor water hoses, and remove them from the spigot. Install insulated spigot covers.

- If possible, shut off the supply to outdoor spigots, and open the outdoor valve.
- Insulate exposed pipes in a crawl space, attic, garage, pump room, shed, or outside wall.
- If you can't insulate exposed pipes, talk to your plumber about installing a thermostat-controlled pipe heating device.
- Feel for cold air moving around openings in the wall, wherever you can access pipes in a building. Seal the drafty spot with caulk, weather stripping, or spray foam insulation, depending on where the draft is.

Often times the cause of a major water leak is a vacant unit. To gain insight on preventing burst pipes in a vacant unit, I talked to Samantha Dearden, a well-known community association manager. Here is what Samantha had to say:

*"Often times it [a vacant unit] is a second home, bank owned property, or an abandoned property. You might not know all the empty units, but you can talk to some of the community volunteers to see if they know of any empty units or recent move-outs. I try to contact the owners [of vacant units] to see if they winterized it. Sometimes it can be difficult to get a hold of the owner, especially on a bank owned property. If you can't contact them to winterize the unit, you might be able to shut the unit's water off from the outside. Association managers have a duty to protect the property from continuing damage. Managers have to work within the governing documents and should check with the attorney for advice when the documents are unclear, or don't address the issue."*





## WHY DO FROZEN PIPES BURST?

Surprisingly, it isn't because of ice expanding in place. It is because of pressure inside the pipes. Water molecules expand as they freeze, so when water freezes its molecules take up more space than they do in liquid form. As ice expands, it pushes water toward a closed faucet, which causes a build-up of pressure between the ice blockage and the faucet. Then, eventually, the pipe ruptures under the pressure.

Here is what another prominent community manager, Susan Rodriguez, had to say on vacant units in cold weather:

*"This is why it is so important to have contact information for all homeowners, and for the manager or the Board to know if a unit is vacant, whether it is a second home, or a rental that is not currently rented, or whatever. They [managers] need to know about any units or homes that are unoccupied, and to know if there is a local contact person who might have a key, or a quick way to get in touch with a homeowner so that they can authorize entry.*

*I managed a small community at the ocean front in 1995-96, when we had a very severe, extremely cold winter. An owner had moved out, and had the electricity turned off. The unit was still completely furnished, but she wasn't living there. The water was common, however, so the Board and other owners were very concerned that the pipes in her unit might freeze, causing damage not only to her unit, but to the adjoining units. We couldn't get a response from her, so we got a locksmith and went into the unit. We turned the faucets on to drip and opened the kitchen sink and bathroom cabinet doors. It would have been better and less expensive to have obtained her permission, or to have gotten a key from her, but we were dealing with exigent circumstances.*

*At another ocean front community I managed during that same time period, the buildings were up on three to four foot crawl spaces and the pipes were lying on the ground, exposed, under the building. In the original construction, heating tapes had been installed on the pipes to keep them from freezing, but that winter, the heating tapes failed. (That was my first experience with heating*

*tapes installed on water supply pipes.) The pipes froze, so the residents had no water. The question then was whether to have someone try to thaw the pipes, or just let them thaw naturally when the weather warmed up. And what were the residents to do without any running water for who knows how long?*

*Here is something else to consider. When you turn on a faucet and no water comes out, what do you do? What people usually do is: open the faucet even more. And then forget to turn it off. That can create even bigger problems than the frozen and bursting pipes, when the pipes thaw and water starts flowing again. There is only so much water a sink drain can handle from water flowing full blast when faucets are opened all the way. So the sink then overflows, and can cause a lot of damage inside the unit, especially if no one is home!*

*The basic bottom line is that owners of unoccupied units should be encouraged to leave a key with a neighbor, a local family member, or management, and that associations should encourage their owners and tenants to provide as much emergency contact information as possible, both to make dealing with emergencies easier, and to help stave off emergencies, if possible."*



**Todd Derby, CPA**, is a senior accountant at DesRoches & Company, CPAs, PC, who specializes in providing tax and audit services for common interest community associations throughout Southeast Virginia.



# Department of Professional and Occupational Regulations (DPOR)

An Exerpt from Report to the House Committee on General Laws  
Senate Committee on General Laws and Technology Housing Commission



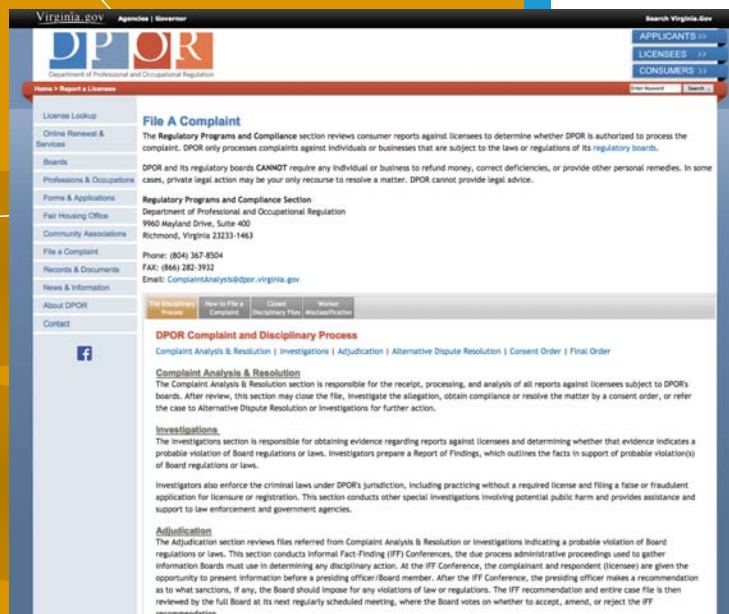
DPOR is an executive branch agency that issues professional credentials-licenses, certificates or regulations. In addition to issuing professional credentials this agency is also in charge of enforcing standards of professional conduct. Professional Conduct is defined as the regulation of members of professional bodies, either acting under statutory or contractual powers. The DPOR agency strives to promote a positive business environment by ensuring a competent workforce; their main goal is to protect the public through enforcing state law compliance. DPOR, being a non-general fund agency, does not collect any general funds or tax revenues from the state. They are financed solely by the license fees collected by each individual business or profession.

## HOW DOES THIS AGENCY AFFECT COMMUNITY ASSOCIATIONS YOU ASK?

Under the DPOR agency, the office of the Common Interest Community (CIC) Board (Ombudsman) is tasked with regulating and issuing licenses for association managers, registering condominiums and receiving annual reports as filed by associations. The DPOR license is an annual renewal with a fee that is calculated using the association's annual assessment income, the number of units and the fee established by the DPOR agency. Currently, through June 30, 2016, that fee is \$10.00 regardless of the number of units your association has. (It is important to note that this fee is subject to change annually.) With that fee the CIC board is tasked with ensuring communities have an established process for receiving and considering complaints filed by members and/or owners. This requires association's to establish a written complaint procedure, response timeframes and a system to maintain complaint records.

## WHAT TYPE OF COMPLAINTS DOES THE CIC REVIEW?

The associations' complaint process along with the Ombudsman's determination are only appropriate for claims that involve your association violating Common Interest Community laws or regulations such as the Virginia Condominium Act, Property Owners' Association Act and/or the Real Estate Cooperative Act. This board does not have authority over complaints based on violations of association governing documents which include Bylaws, Declaration and Rules and Regulations just to name a few.

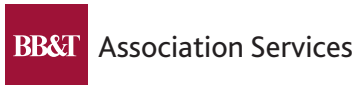


## BB&T ASSOCIATION SERVICES

Committed to your Communities.

**Call me today!**

Kellie Dickerson • 757-823-7835



Member FDIC and Equal Housing Lender. Loans subject to credit approval.  
©2014 Branch Banking and Trust Company. BBT.com/AssociationServices

## HOW DO I FILE A COMPLAINT?

In order to file a complaint you must go to the DPOR website (<http://www.dpor.virginia.gov/Report-Licensee/>) and follow the guidelines. This will begin the process where the Regulatory Programs and Compliance department will review your report against the licensee, in this case the association, and determine whether the complaint is eligible to be processed. If it is determined there is a violation of CIC laws or regulations the complaint will be forwarded to the investigation department. This department is responsible for investigating the complaint, compiling evidence and finally preparing a Report of Findings to be forwarded to the Adjudication section. Based on the report and adjudication process the case is forwarded to the board for review during a regularly scheduled meeting. At that time the board votes and issues its final orders to both the complainant and the association; the final orders issued may not be of agreement between the complainant and respondent.

Please visit the DPOR website to access more information on licensing applications, Common Interest Community laws and complaint procedures. <http://www.dpor.virginia.gov/>

(Author Note: All information was gathered from the DPOR.virginia.gov website)

## COMPLAINT STATISTICS

During the 2014-15 reporting period, the Office responded to 1,691 telephone calls and 2,554 email messages (generally within one business day, barring exceptional circumstances). The number of phone inquiries remained steady when compared with the prior year, while the volume of email increased approximately 14% over the previous reporting period.

The Office received a total of 182 complaints (including NFADs) during the 2014-15 reporting period in the following areas:

- 45% related to Property Owners' Associations
- 25% related to Condo Unit Owners' Associations
- 30% related to Time-Shares
- 0% related to Cooperatives

As in prior years, the majority of complaints concerned Property Owners' Associations, with the number increasing by 11 percentage points over the last reporting period. Condominium-related complaints continue to make up roughly a quarter of the total complaint volume, which decreased overall as a result of time-share complaints dropping 12% since 2013-14.

## LIKE US ON FACEBOOK!



[www.facebook.com/sevacai](http://www.facebook.com/sevacai)



*Community Association Management*



**You chose your community because it was the right fit for you, now you can choose to protect it with the best.**

*Abbitt offers 70 years of unmatched local real estate expertise*

*Full financial services*

*Online services*

*Inspection services*

*Professional and friendly staff*

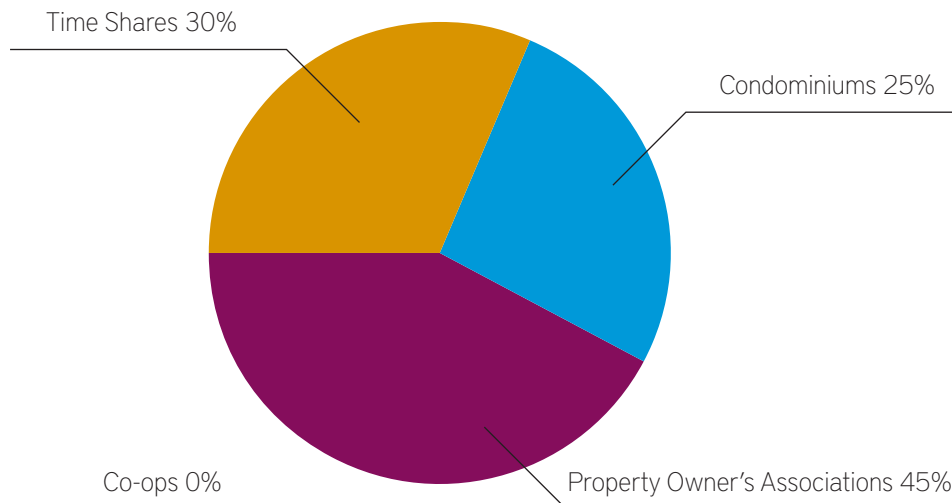
**CONNECTED TO THE PAST - COMMITTED TO YOUR FUTURE**

Tricia G. Wells, CMCA®, AMS®  
11835 Fishing Point Drive, Suite 101  
Newport News, VA 23606  
(757) 599-3335 • (757) 874-8827  
[associations@abbitt.com](mailto:associations@abbitt.com)



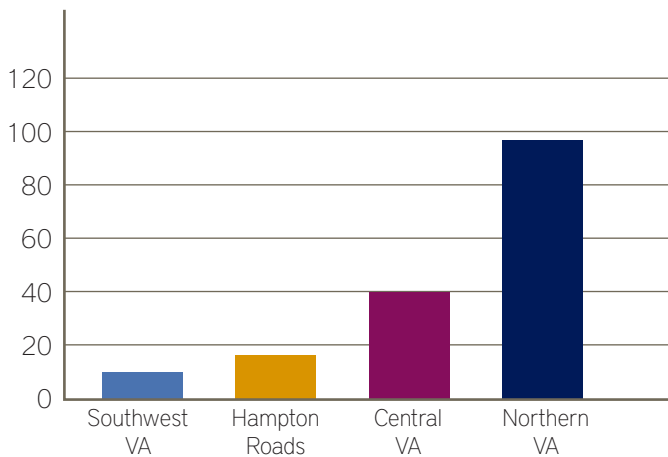


## TOTAL COMPLAINTS 2014-2015



The Office closed 197 complaints in 2014-15, many of which continued to result from associations' failure to adopt procedures or respond to submissions. The proportion of these types of complaints increased slightly this year, suggesting many associations continue to fall short in meeting their responsibilities under the Regulations.

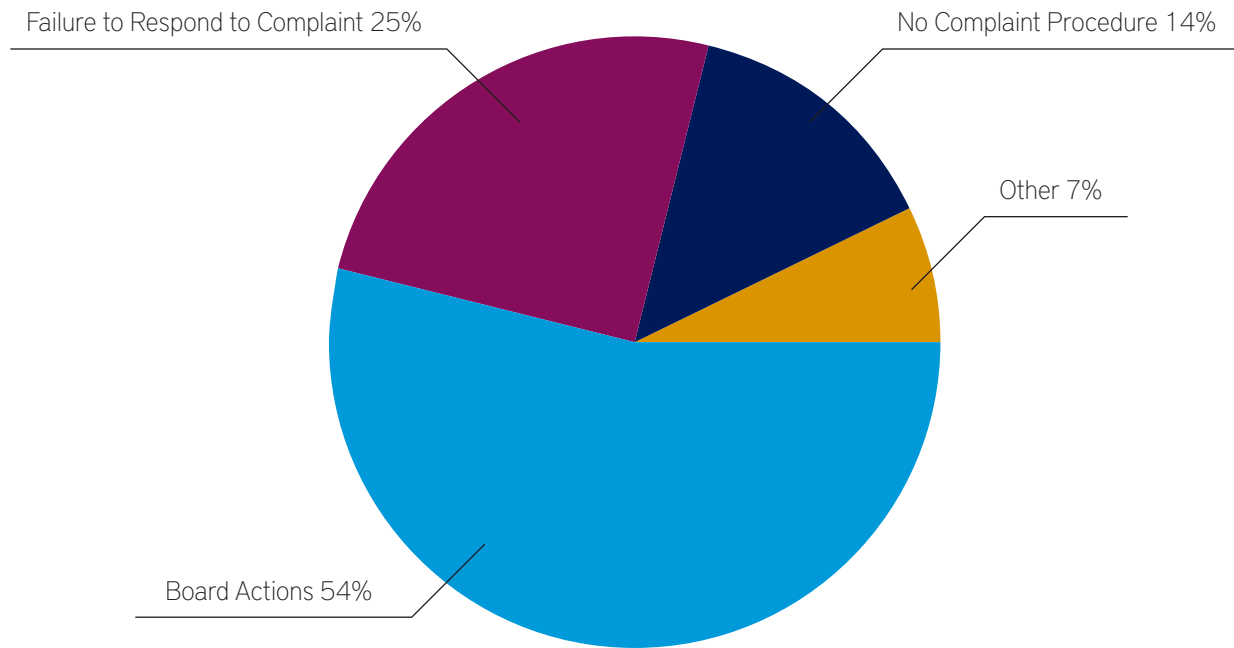
## COMPLAINTS BY REGION 2014-2015



## COMPLIANCE & ENFORCEMENT

In virtually all cases, the Office is able to facilitate satisfactory resolution without needing to refer matters to the CICB for potential disciplinary action. In common interest community complaints involving absent or deficient internal complaint procedures (14%), the Office walked associations through their legal obligations and the requirements outlined in the Regulations. Achieving regulatory compliance is a slow process, given that most often the associations that lack an internal complaint procedure also do not have a manager or an attorney and, therefore, are not familiar with the laws and regulations governing their community.

## CIC COMPLAINT BREAKDOWN



Frequently, cases involving an association's failure to respond (25%) fell outside the parameters of the law because the complaint improperly cites an alleged violation of governing documents, rather than common interest community laws or the Regulations. The Office has no jurisdiction over the governing documents of an association, and the complaint procedure is not intended to address those types of contractual disputes.

The majority (54%) of common interest community complaints received—including NFADs—related to actions by common interest community boards of directors, covering a broad swathe of issues: denying access to association books and records; increasing assessments inappropriately; failing to hold an annual meeting; neglecting to provide a method of communication; and disregarding pesticide application notification requirements.

Finally, associations must certify on their Annual Report filed with the CICB that the mandatory internal complaint procedure is in place. Often, associations fail to make the required certification, which necessitates the Office initiate compliance efforts.

Typically the non-compliant association will be given several weeks to adopt a complaint procedure and provide the Office a copy. In the rare instances when an association fails to adopt a complaint procedure, the matter is referred to the DPOR investigations section. Because this Office has no enforcement authority—as is appropriate for an ombudsman—any disciplinary sanctions must derive from an investigation and subsequent decision by the CICB.

**VIRGINIA  
IS FOR  
LOVERS**



**CONNIE  
IS FOR  
INSURANCE**

[www.insurance-financial.net](http://www.insurance-financial.net)



**SERVPRO®**

of Virginia Beach

**757-431-1400**

*Independently Owned and Operated*



## Trust Us with Your Pool Maintenance. We've Got You Covered.

- Professional Pool Management and Maintenance Services
- Complete Renovations
- Concrete and Vinyl Liners
- Certified Lifeguards and Lifeguard Training
- Openings and Closings
- Spa Services
- Custom Safety Covers
- Full Service Repairs
- Filtration System Upgrades and Replacements
- Heaters and Salt Cells
- Pumps and Filters
- Water Analysis
- Pool Inspection



**DOUGLAS AQUATICS**  
Serving all of Hampton Roads  
757.723.2000  
[www.dapoolsandspas.com](http://www.dapoolsandspas.com)



## CICB-APPROVED MANAGER TRAINING PROGRAMS WEDNESDAY, APRIL 20, 2016

Vandeventer Black is pleased to offer Common Interest Community Board-approved manager training programs:

### COMMON INTEREST COMMUNITY LAW & REGULATIONS

10 a.m. - 12 p.m.

### FAIR HOUSING LAWS

12:30 p.m. - 2:30 p.m.

Programs will be held on Wednesday, April 20, 2016 in our Norfolk office. Training is open to community managers, board members, and community association volunteers. Cost to register is \$25 per session; \$40 for both. Lunch will be provided (12 p.m. - 12:30 p.m.). For more information or to register, visit <http://www.vanblk.com/Events/CICTrainingPrograms>.

\*Programs fulfill 4 hrs. of manager training requirements; 2 hrs. per program.

Vandeventer Black LLP is an "AV" rated business law and litigation firm with offices in Norfolk & Richmond, Virginia; Raleigh & Kitty Hawk, North Carolina; and Hamburg, Germany.

## VANDEVENTER BLACK LLP

PUT OUR HISTORY  
ON YOUR SIDE

101 W. MAIN STREET • 500 WORLD TRADE CENTER • NORFOLK, VA 23510 • [VANBLACKLAW.COM](http://VANBLACKLAW.COM)

## 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



**Associa<sup>®</sup>**  
Community Group

Serving in 5 Locations:

Richmond | Newport News | Virginia Beach | Charlottesville | Williamsburg

[www.communitygroup.com](http://www.communitygroup.com) | [info@communitygroup.com](mailto:info@communitygroup.com)

*Delivering unsurpassed management and lifestyle services to communities worldwide.*

# THERE'S

# NO PLACE LIKE

# HOME

By Howard Clay, VSC Fire and Security, Inc.


In the movie Wizard of Oz, Dorothy says "There is no place like home." If you travel a lot for work or take long vacations to visit extended family then you know just what Dorothy means. Not only is your home most comfortable, but it's where you feel the safest; it's what you know. That explains why people feel so violated when their home is broken into and why, even on great vacations, you are eager to get home.

Safety, however, is not just about your security from intrusion and theft. Many of you have devices in your homes working continually to keep you safe. Devices like circuit breakers on electrical wiring, pressure relief valves on hot water heater tanks, heat detectors in kitchens and attics, and smoke detectors in living areas are standing by and ready to work when needed. Some of you may even have automatic sprinkler heads in your homes if you live in a multifamily dwelling like a condominium or timeshare facility. For the purpose of this article, I want to focus on the fire protection equipment in your homes.

Let me start by saying, if you don't have any fire protection in your homes, you should get some. Start first with a fire extinguisher for under the counter in the kitchen and one in your office and garage. The one in the garage can be a regular ABC type extinguisher, but the one in the kitchen and office should be the type specific to that hazard. For example, the kitchen extinguisher should be effective on greases and animal fats that are used during cooking, typically a type K extinguisher. The office extinguisher should be a halotron type extinguisher to be most effective on computer components that may catch fire. If you don't have a computer, then the regular ABC style will work fine in the office. All of them will be sufficient in the 5 lb size. For simplicity, the halotron extinguisher will work fine in all of the areas mentioned; they are just slightly more expensive than the ABC type extinguisher.

Secondly, smoke detectors should be added to each bedroom and the living area just outside each bedroom. Current code requires this during construction of any new dwelling before the certificate of occupancy is granted to the owner. If you have a security system, have your security





company tie them into your security panel so you don't have to worry about changing batteries. If you don't have a security system, battery operated smoke detectors can be bought from your local hardware store and installed quite simply with a few anchors and screws. These types of smoke detectors will beep intermittently when the battery needs to be changed. Set up a regular schedule to change the batteries whether they need it or not. For example, changing the batteries works great at the same time you adjust your clock for daylight savings time. Or, maybe you prefer to change them when you put out your holiday decorations. Whatever you choose, change the batteries in the smoke detectors at least once a year.

If you are fortunate enough to have sprinkler heads in your dwelling, the main system of piping supplying those heads is most likely being inspected as required by the property or association management company. You should check to make sure that it is getting inspected. No matter how good your sprinkler heads are, if the water is shut off to them then they will not function when needed. The heads, however, are most likely your responsibility to ensure they are in good condition. You can inquire with your property or association management company as to what company they use for the main system and you too could use that company to inspect the heads in your unit. You could also research the type of heads you have and learn how to inspect them yourself. The burden of proving you are competent, trained, and knowledgeable will be yours to prove. That, along with the documentation of the inspection, is usually enough to steer most homeowners clear of performing their own inspection, but the code does not prohibit it.

One thing that homeowners can reasonably do is to make sure that the heat in their unit keeps the dwelling above 40 degrees. This is of particular importance when homeowners try to winterize their unit and leave for the season. A busted pipe in your unit means thousands of dollars of repairs, insurance costs, and displacement for others...especially if your unit is on an upper floor. In addition, if you have heads protruding through your walls out onto your balcony, make sure the hole where the pipe extends through the wall is caulked and covered with an

escutcheon ring to minimize the wind flow into the wall along the pipe sleeve. This will go a long way to help secure that pipe from freezing in the wall. Some of you may have storage units where the sprinkler riser is located. In those units there are baseboard heaters. If you feel the heater working on a summer day, you may go in and shut it off.

More often than not, it doesn't get turned back on at the onset of the cold winter months. This can be detrimental to the whole system supplying water to multiple units and eliminating the fire protection all together. Instead of cutting it off, adjust the thermostat to a medium setting where it won't cut on in those warmer months. Often times, the dial has been hit and knocked out of adjustment by the adding and removing of summertime equipment (chairs, surfboards, floats, bikes, etc.) that may be stored in there and used by the family during summer vacation visits.

As we move out of the holiday season, most of us can be thankful that we didn't fall prey to a tipped over candle, a shorted Christmas tree light strand, or Grandma's yeast rolls left in the oven accidentally as you rush to go caroling in the neighborhood. Hopefully, this article will remind you of all the safety equipment you have available to make your home as safe as possible. If you read this article and realized you don't have these safety items, make it a priority to get them before the next holiday season. In some cases, your homeowner's insurance could be lowered. But in the very least, you'll put items in place that will be working to protect you against the ultimate intruder...fire; and with those items installed, there's definitely "No place like home!"



# 2016 KICK-OFF PARTY KICK THE DUST UP WITH SEVA-CAI







## MANY THANKS TO OUR 2016 NETWORKING SPONSORS:

**BELFOR**   
PROPERTY RESTORATION

**Peerless**   
Carpet Care & Restoration Services

**SERVPRO**  
of Virginia Beach

**UnionBank**  
A member of MUFG, a global financial group

**U.S. LAWNS**  
Your Turf. Our Lawn.

**Austin Scanlon  
Associates**

**NATIONAL**  
EXTERMINATING COMPANY, INC.

**THOMAS, ADAMS  
& ASSOCIATES**  
attorneys at law

**ATL** Construction  
Technologies  
Corporation

**S P S** SIGNATURE  
POOL  
SERVICES, LLC

**Parking Lot Maintenance, Inc.**  
Sealcoating - Striping - Asphalt - Concrete

**TFC Recycling**  
Responsible Waste Solutions

**JR**

**JENKINS**  
RESTORATIONS

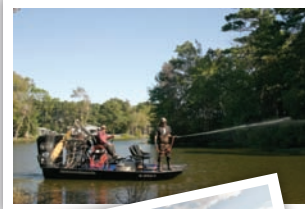
**Hatchett  
Contractors**

**JAMES RIVER**  
GROUNDS MANAGEMENT



## Services We Provide

Fountain Installation  
Fish Stocking  
Fountain Service  
Sub-Surface Aeration  
Water Quality Testing  
Fish Stocking  
Water Gardens  
Algae/Weed Control  
Mosquito Control  
Goose Control  
Right of Way Pest Control  
Decorative Waterfalls Aquascaping



**Aquatic  
Resource  
Management**  
LAKE & POND SERVICES

**1-800-761-1715**  
**www.ARMva.com**  
**info@ARMva.com**



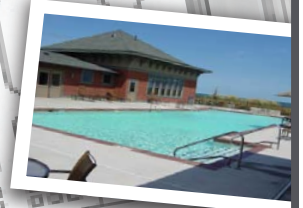
## Is your community staying competitive?

In today's housing market, maintaining curb appeal and reasonable dues are more important than ever! Sound long-term financial planning helps you to achieve both of these goals.

Whether your community serves 70 or 7,000, our professional, detailed reports are the most effective planning tool that you can use to keep that competitive edge.

**SOUND  
FINANCIAL  
PLANNING**

**Replacement  
Reserve Study**



MEMBER OF  
**community**  
ASSOCIATIONS INSTITUTE



# WINTER WEATHER CHECKLIST

Submitted By **Sherry Chapman**, Association Manager, *United Property Associates*



Cut Out  
This Page  
& Keep  
It Handy!

Protecting your investment and your family during the extremely cold weather. Stock up on emergency supplies for communication, food, safety, heating, and vehicles in case a storm hits.

## COMMUNICATION CHECKLIST

- Make sure that you have at least one of the following in the event of a power failure:
  - ✓ Fully charged cell phone
  - ✓ Portable charger
  - ✓ Extra batteries
- Follow the news and be aware of how your community warns the public about severe weather.
- Listen to emergency broadcasts.
- Make a family communication plan if you may not be together during an extreme winter event. It is important to know how you will contact one another and how you will get back together and what you will do during an emergency. Be sure to check on older neighbors and family members and assist them as necessary and as you are able.
- Know what winter storm warning terms mean:
  - Winter Weather Advisory:** Expect winter weather condition (e.g., accumulation of snow, freezing rain and sleet) that could cause severe inconvenience and life-threatening hazards
  - Frost/Freeze Warning:** Expect below-freezing temperatures.

**Winter Storm Watch:** Be alert; a storm is likely.

**Winter Storm Warning:** Take action; the storm is in or entering the area.

**Blizzard Warning:** Seek refuge immediately! Snow and strong winds, near-zero visibility, deep snow drifts, and life-threatening wind chill.

## HEATING CHECKLIST

- Turning on the stove for heat is not safe; have at least one of the following heat sources in case the power goes out:
  - ✓ Extra blankets, sleeping bags, and warm winter coats
  - ✓ Fireplace with plenty of dry firewood or a gas
  - ✓ Portable space heaters or kerosene heaters
- Check with your local fire department to make sure that kerosene heaters are legal in your area.
- Use electric space heaters with automatic shut-off switches and non-glowing elements.
- Never place a space heater on top of furniture or near water.
- Never leave children unattended near a space heater.
- Keep heat sources at least 3 feet away from furniture and drapes.
- Have the following safety equipment:
  - ✓ Chemical fire extinguisher
  - ✓ Smoke alarm in working order (Check prior to winter storm season and change batteries, if needed)
  - ✓ Carbon monoxide detector (Check prior to winter storm season and change batteries, if needed)

- Never use an electric generator indoors, inside the garage, or near the air intake of your home because of the risk of carbon monoxide poisoning.
- Do not use the generator or appliances if they are wet.
- Do not store gasoline indoors where the fumes could ignite.
- Use individual heavy-duty, outdoor-rated cords to plug in other appliances.

## COOKING AND LIGHTING CHECKLIST

- Use battery-powered flashlights or lanterns.
- Never use charcoal grills or portable gas camp stoves indoors. The fumes are deadly.
- Avoid using candles as these can lead to house fires.
- If you do use candles, never leave lit candles unattended.

## FOOD AND SAFETY CHECKLIST

- Have a week's worth of food and safety supplies. If you live far from other people, have more supplies on hand. Make sure you have the following supplies:
  - ✓ Drinking water
  - ✓ Canned/no-cook food (bread, crackers, dried fruits)
  - ✓ Non-electric can opener
  - ✓ Baby food and formula (if baby in the household)
  - ✓ Prescription drugs and other medicine
  - ✓ First-aid kit
  - ✓ Rock-salt to melt ice on walkways
  - ✓ Supply of cat litter or bag of sand to add traction on walkways
  - ✓ Flashlight and extra batteries
  - ✓ Battery-powered lamps or lanterns
 (To prevent the risk of fire, avoid using heat flamed candles, use flameless battery operated candles)

## WATER CHECKLIST

- Keep a water supply. Extreme cold can cause water pipes in your home to freeze and sometimes break.
  - ✓ Leave all water taps slightly open so they drip continuously.
  - ✓ Keep the indoor temperature warm.
  - ✓ Allow more heated air near pipes. Open kitchen cabinet doors under the kitchen sink.
  - ✓ If your pipes do freeze, do not thaw them with a torch.
  - ✓ Thaw the pipes slowly with warm air from an electric hair dryer.
  - ✓ If you cannot thaw your pipes, or if the pipes have broken open, use bottled water or get water from a neighbor's home.
  - ✓ Fill the bathtub or have bottled water on hand.
- In an emergency, if no other water is available, snow can be melted for water. Bringing water to a rolling boil for one minute will kill most germs but won't get rid of chemicals sometimes found in snow.

## CAR AND EMERGENCY CHECKLIST

- Minimize travel, but if travel is necessary, keep the following items in your vehicle:
  - ✓ Cell phone, portable charger, and extra batteries
  - ✓ Shovel
  - ✓ Windshield scraper
  - ✓ Battery-powered radio with extra batteries
  - ✓ Flashlight with extra batteries
  - ✓ Water
  - ✓ Snack food
  - ✓ Extra hats, coats, and mittens
  - ✓ Blankets
  - ✓ Chains or rope
  - ✓ Tire chains
  - ✓ Canned compressed air with sealant for emergency tire repair
  - ✓ Road salt and sand
  - ✓ Booster cables
  - ✓ Emergency flares
  - ✓ Bright colored flag or help signs
  - ✓ First aid kit
  - ✓ Tool kit
  - ✓ Road maps
  - ✓ Compass
  - ✓ Waterproof matches and a can to melt snow
  - ✓ Paper towels or rags

Cut Out  
This Page  
& Keep  
It Handy!



# Who's That Baby?!

Correctly guess the  
CAI member in this  
photo to win a prize!

Send your guesses to:  
[cariese@sevacai.org](mailto:cariese@sevacai.org)



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

Last Issue,  
"That Baby" was...



**Jim Durkee**  
of AAA Pool Services, Inc.

Congrats!  
to last quarter's winner:

Carol Lare, AMS®, PCAM®  
of Glenwood Community  
Association

Carol won a \$20 Visa Gift Card,  
sponsored by the *Currents*  
Newsmagazine Committee



# COMMUNITY ASSOCIATION KEY DEFINITIONS

**AGENDA** An agenda is more than an announcement of the order of business for a meeting. It is a meeting management tool. Meeting agendas follow a standard format, largely based on parliamentary procedure.

**BOND** Bonds are an investment option for community associations seeking to generate additional revenue over time. Bonds can yield more or less than their stated rate of interest. Because the prices at which bonds are bought and sold fluctuate in response to current interest rates, the community association may pay more than the face value of a bond if its stated rate of interest is attractive to buyers.

**CONFLICT OF INTEREST** A situation in which an individual's duty to one leads to the disregard of a duty to another. Be sure to take the following steps to disclose a conflict of interest.

- Make full and complete written disclosure of all relevant facts to your board prior to any dealings which may be, or appear to be, a conflict of interest for you.
- Obtain specific authorization from the board in writing before proceeding with any action which may present a conflict of interest. This authorization should also be recorded in the minutes of a board meeting.
- Even after full disclosure, avoid any actions which are - or may be perceived as - a conflict of interest. Individual owners may not be aware of all the facts and may view your actions as improper.

**DUE PROCESS PROCEDURE** A formal rules-enforcement process designed to protect the rights of all parties involved. There are several benefits to using a due process procedure to enforce community association rules:

- Alleged violations all handled the same way.
- Courts recognize and value the procedure.
- Majority of violations can be resolved.
- Non-threatening environment furthers voluntary compliance.
- Provides opportunity to explore alternative means of resolution.

**FINANCIAL REPORT** Document that reports on the community's financial condition and activities. Financial reports have two primary purposes:

- To provide their internal and external users with the information needed to make appropriate decisions on behalf of or regarding the community association.
- To enable the community association board and manager to control the community's financial operations.

At a minimum, interim financial reports should include:

- A statement of revenue and expense with a comparison to budget.
- A balance sheet.

Accompanying information to the financial reports should include:

- Bank statements with reconciliations.
- Aged receivables report (amount owed by owners).
- Open payables report (amount owed by the association).

**LIEN** A legal claim by one party (community association) on the property of another (delinquent owner) to obtain the payment of a debt or the satisfaction of an obligation. The automatic lien in a community association protects the association's interests. It encourages payment of the debt. Among other consequences of a lien, the owner cannot sell or transfer the unit without settling the debt.



# 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®  
757-486-1055  
mainman@inmanstrickler.com  
www.inmanstrickler.com

### LeClair Ryan, A Professional Corporation

Elizabeth L. White, Atty at Law, CCAL®  
757-941-2805  
Elizabeth.White@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

### Alliance Association Bank

Robert Small, CMCA®, AMS®, PCAM®  
804-938-5175  
rsmall@allianceassociationbank.com  
www.allianceassociationbank.com

### BB&T Association Services

Kellie Dickerson, CMCA®, AMS®  
757-823-7835  
kdickerson@bbandt.com  
www.bbt.com

### Mutual of Omaha Bank Community Association Banking

Kevin Caruso, CMCA®  
843-247-5640  
kevin.caruso@mutualofomahabank.com  
www.mutualofomahabank.com

## CONCRETE REPAIR

### Concrete Jack

Clayton Perry  
757-566-1534  
clayton@concretejack.com  
www.concretejack.com

## EMERGENCY REPAIR SERVICES

### Jenkins Restorations Services

Ryan Nolette  
757-747-6364  
rnolette@jenkinsrestorations.com  
www.jenkinsrestorations.com

### Servpro of Chesapeake

Missy Burns  
757-523-9700  
m.burns@servpro8233.com  
www.servproofchesapeake.com

## EXTERMINATORS/PEST CONTROL

### National Exterminating Co., Inc.

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

## GENERAL CONTRACTORS

### Construction Technologies Corp. of VA

Ray Lynch  
757-855-9060  
eifrsay@aol.com  
www.ctc-cm.com

## INSURANCE

### Nationwide Insurance

### Mayo Insurance Agency, Inc.

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

## LAKE & POND MAINTENANCE

### SOLitude Lake Management

Kevin Tucker  
757-591-8780  
info@solitudelake.com  
www.solitudelake.com

## LANDSCAPING

### BrightView Landscape Company

Kayla Seil  
757-354-5634  
kseil@valleycrest.com  
www.valleycrest.com

### Chapel Valley Landscape Company

Betsy Brown  
757-461-4737  
betsyb@chapelvalley.com  
www.chapelvalley.com

### The Grounds Guys of Virginia Beach

Mark Taylor  
757-301-2304  
mark.taylor@groundsguys.biz  
www.groundsguys.com/virginia-beach

## MANAGEMENT COMPANIES

### Abbitt Management

Tricia Wells CMCA®, AMS®  
757-874-4900  
twells@abbitt.com  
www.abbitt.com

### Associa® Community Group, AAMC®

Walter Campbell, PCAM®  
757-499-2200  
wcampbell@communitygroup.com  
www.communitygroup.com

### Chesapeake Bay Management, Inc., AAMC®

Dana Shotts-Neff, CMCA®, AMS®, LSM®, PCAM®  
757-534-7551  
dsneff@1cbm.com  
www.1cbm.com

### Property Management Associates

John McPartland, CMCA®, AMS®, PCAM®  
757-646-6247  
john@thinkpma.com  
www.thinkpma.com

### The Select Group, Inc., AAMC®

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

### United Property Associates, AAMC®

Bernie J. Grablowsky, Ph.D., PCAM®  
Anita Hager, CMCA®, AMS®, PCAM®  
757-497-5752  
ahager@unitedproperty.org  
www.unitedproperty.org

## POOL MAINTENANCE

### AAA Pool Services, Inc.

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

### Signature Pool Services, LLC

Amar Al-Saadawi  
757-775-7302  
info@signaturepoolservices.com  
www.signaturepoolservices.com

## PRESSURE WASHING

### Always Clean Services

Doug Green  
757-340-3975  
alwayscleanservices@verizon.net  
www.alwayscleanservices.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®  
800-850-2835 ext 143  
pmiller@mdareserves.com  
www.mdareserves.com

# upcoming events:



PRESENTS:



## SEVA-CAI's 30th Annual Tradeshow & Education Expo

**March 12, 2016**  
**7:30am - 3:30pm**  
at the Virginia Beach  
Convention Center

### Featuring 12 Education Sessions!

*Can you afford to miss  
the largest educational  
conference and trade  
show in Hampton Roads  
specifically designed for  
homeowners who live in  
community associations?*

Visit  
**[www.cadayvirginia.com](http://www.cadayvirginia.com)**  
for more information

M-206

## financial management

**August  
4<sup>th</sup>-5<sup>th</sup>  
2016**

Virginia Beach, VA

### Learn how to best manage your association's money.

This course gives you the tools to understand and apply the principles of financial management to your community association. You'll learn the entire budget process, from identifying line-items to reconciling accounts to gaining board approval. You'll also learn how to analyze and report on association finances.

#### ADVANCE REGISTRATION IS REQUIRED

Visit [www.caionline.org](http://www.caionline.org) and register for this course online. Register online four weeks ahead and receive a \$25 discount.



M-100

## THE ESSENTIALS OF community association management

**October  
27<sup>th</sup>-29<sup>th</sup>  
2016**

Virginia Beach, VA

### Successful community management starts with the essentials.

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

#### ADVANCE REGISTRATION IS REQUIRED

Visit [www.caionline.org](http://www.caionline.org) and register for this course online. Register online four weeks ahead and receive a \$25 discount.



M-205

## risk management

**November  
3<sup>rd</sup>-4<sup>th</sup>  
2016**

Virginia Beach, VA

### Learn how to protect your community and respond to emergencies.

This course shows you how to prepare for your community's future by identifying insurance risks and addressing critical issues. Learn how to optimize your community's risk management program and gain strategies and resources for evaluating property coverage, reporting losses and managing claims.

#### ADVANCE REGISTRATION IS REQUIRED

Visit [www.caionline.org](http://www.caionline.org) and register for this course online. Register online four weeks ahead and receive a \$25 discount.







# *The Magic is You!*

You are cordially invited to  
the Southeastern Virginia Chapter  
of Community Associations Institute's

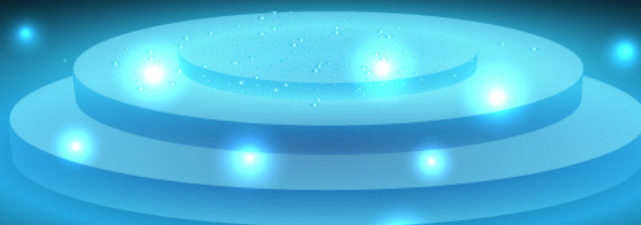
## *35<sup>th</sup> Anniversary Gala*

**April 30, 2016**

**5:00 PM**

**Half Moone Cruise & Celebration Center  
Norfolk, VA**

Call (757) 622-6664 for hotel room reservations





1300 Diamond Springs Road  
Suite 400  
Virginia Beach VA 23455



*Come sail away....*



**Proudly supporting  
Community Associations Institute!**



*...with Chesapeake Bay!*

[www.1cbm.com](http://www.1cbm.com)

**AAMC**  
ACCREDITED ASSOCIATION  
MANAGEMENT COMPANY



*Association Management & Consulting*

Phone: 757-534-7751

Fax: 757-534-7765

E-mail: [dsneff@1cbm.com](mailto:dsneff@1cbm.com)