

Vol. 36 • No. 5 • October 2018

www.CAI-RMC.org



# COMMON INTERESTS

Utilizing  
**TECHNOLOGY**  
For Your Association

**INSIDE:**  
**Social Media: Building Community  
and Avoiding Pitfalls**  
**Technology in the Board Room**  
**Where Did All These Clouds Come From?**  
**Water Use Technology**  
*And More!*

Foundation for Community Association Research

# information that matters

The Foundation for Community Association Research sponsors needs-driven research that informs and enlightens all association stakeholders—residents, homeowner volunteer leaders, community managers and other professional service providers, legislators, regulators and the media.

Our research initiatives:

- Build a database of knowledge that strengthens decision making
- Identify and define critical community association trends
- Facilitate greater understanding of the community association experience
- Guide the volunteers and professionals who govern and manage associations

The foundation supports the continued success of common-interest communities by identifying challenges that can be addressed with reliable and actionable research.

Visit [www.cairf.org](http://www.cairf.org) to learn more and find out how you can help support common-interest communities and the people who work to make them preferred places to call home.

Our research is made possible by your tax-deductible contributions. We thank you for your support.



[www.cairf.org](http://www.cairf.org) | (888) 224-4321

*The Foundation for Community Association Research provides authoritative research and analysis on community association trends, issues and operations. Our mission is to inspire successful and sustainable communities.*



# COMMON INTERESTS

## IN THIS ISSUE

### FEATURED

**Social Media: Building Community and Avoiding Pitfalls** 6

by Ashley M. Nichols

**Where Did All These Clouds Come From?** 10

by Clint Larson

**Use Technology to your Benefit, not your Detriment, in Board Meetings** 12

by Adam Brown

**Smart Controllers: Water Intelligence for a Sustainable Future** 16

by Justin Bayer

**Parking Technology Still Foot Powered** 18

by Joel Perri

**Water Sub-Metering for Community Associations** 20

by Rick Minogue

### DEPARTMENTS

**Welcome New Members** 22

**Service Directory** 23

**2018 List of Committees** 26

**Event Calendar** Back Cover

#### Parking Tech • 18



#### Social Media • 6



#### Cloud Computing • 10



#### Board Member Tech • 12



The materials contained in this publication are designed to provide our members and readers with accurate, timely and authoritative information with regard to the subject covered. However, the Rocky Mountain Chapter of CAI is not engaging in the rendering of legal, accounting, or other professional types of services. While the Rocky Mountain Chapter of CAI provides this publication for information and advertising, the Rocky Mountain Chapter of CAI has not verified the contents of the articles or advertising, nor do we have the facilities or the personnel to do so. Members and readers should not act on the information contained herein without seeking more specific professional advice from management, legal, accounting or other experts as required.

**CAI - Rocky Mountain Chapter**

Home  
About  
Events  
Photos  
Videos  
Community  
Reviews  
Posts  
Info and Ads

**Share the community!**  
We now make it easier for your entire board to join CAI at the lowest cost.  
Join up to 15 board members for only \$250! [learn more >>](#)

43 out of 5 based on the opinion of 10 people

**Community**

Invite your friends to like this Page  
227 people like this  
488 people following

**Upcoming Events**

**Manager's Lunch- Lakewood**  
Thu 11:30 AM - 12:00 PM - Silver Road/owner Lakewood Col... [In Attendance](#)

**MSOB- Financial Management**  
Aug 16 - Aug 17 - The Hilton Fort Collins - Fort Collins, CO... [In Attendance](#)

**Speaker Series: Julie Clark**  
Tue 11:30 AM - 12:00 PM - Denver Sheraton West Center - Denver... [In Attendance](#)

**About**

11801 W. 120th Ave. Suite 400 Broomfield, Colorado 80021  
Get Directions  
(303) 585-0367  
Specialty register with a tag. Send Message  
www.cai-rmc.org  
Management Organization - Organization  
Photo Range 88  
Upload Photo

**CAI Rocky Mountain Chapter**

11801 W. 120th Ave. Suite 400 Broomfield, Colorado 80021  
(303) 585-0367 • www.CAI-RMC.org

Have you checked out the CAI-RMC Facebook page yet? Don't forget to "like" the page and share!



We post pictures of events and we share valuable resources using Facebook.



Make sure you're connected and check it out today!



is a publication of the Community Associations Institute, Rocky Mountain Chapter.

**EDITORIAL STAFF**

Bridget Nichols  
(303) 585-0367  
bridget@caddo-leadership.com

Dan Schwab  
Eidolon  
Design & Layout  
info@eidolondesign.com

**EDITORIAL COMMITTEE**

Justin Bayer—jbayer@caretakerinc.com  
Lindsay Thompson—lthompson@bensonpc.com  
Bryan Farley—bfarley@reservestudy.com  
Ashley Nichols—ashley.nichols@yourcornerstoneteam.com  
Mark Richardson—mrichardson@4shoa.com  
Jeffrey Smith—jsmith@hindmansanchez.com  
Janet Watts—janetwatts@acmhoa.com

**ADVERTISING**

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

**ROCKY MOUNTAIN CHAPTER OFFICE**

CAI Rocky Mountain Chapter  
11001 W 120th Ave, Suite 400  
Broomfield, CO 80021  
(303) 585-0367 • [www.CAI-RMC.org](http://www.CAI-RMC.org)

**2018 BOARD OF DIRECTORS & OFFICERS**

Denise Haas, CMCA, AMS, PCAM, <i>President</i>	Patricia Book, Ph.D.
David Graf, <i>President-Elect</i>	Jordan Kincaid, CMCA, AMS, PCAM
Kim West, <i>Vice President</i>	Jeff Powles, CMCA, AMS
Melanie Millage, BA, CMCA, CAM, <i>Treasurer</i>	Wes Wollenweber
Alicia Granados, CMCA, AMS, PCAM, <i>Secretary</i>	

**CAI SOUTHERN COLORADO**

7187 W 79th Drive, Arvada, CO 80003  
719-432-9960  
info@caisoco.org • [www.caisoco.org](http://www.caisoco.org)

**NATIONAL OFFICE**

6402 Arlington Blvd, Suite 500  
Falls Church, VA 22042  
Toll Free (888) 224-4321 • [www.caionline.org](http://www.caionline.org)

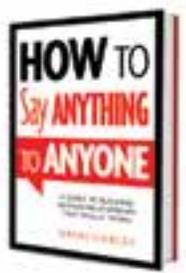
# SPEAKER SERIES

## HOW TO SAY ANYTHING TO ANYONE SETTING EXPECTATIONS FOR POWERFUL WORKING RELATIONSHIPS



**SHARI HARLEY**  
Founder and President,  
Candid Culture

You have a request for one of your co-workers but don't know how to say it, so you don't say anything. A project you worked on for six months has become a black hole. There is no information about the status. You're frustrated, but you don't say anything. Two employees aren't working well together. It's impacting the atmosphere in the office. You don't know what to say, so you don't say anything. Speaking up when we are frustrated is hard and, as a result, most of us don't. Instead, either we tell other people (aka gossip) or we say nothing, and relationships become strained. You can say anything to anyone and have it be easy. You just need to lay the ground work to do so, and most of us don't.



**16** **OCTOBER**  
**11:30 AM - 1:00 PM**

Denver Marriott Tech Center  
4900 S. Syracuse St., Denver 80237

CAI Member - Business Partner - \$65.00  
CAI Member - Homeowner Leader - \$15.00  
CAI Member - Manager - \$30.00  
Guest Registration - Non Member - \$80.00

Register Online  
[www.CAI-RMC.ORG](http://www.CAI-RMC.ORG)

Sponsored By  
**BURGSIMPSON**  
BURG | SIMPSON | ELDRIDGE | HERSH | JARDINE PC  
Good Lawyers. Changing Lives.®

# Social Me



## Building Community & Avo



**Ashley M. Nichols**  
CAI-RMC Editorial  
Committee

**W**ith popular social media platforms like Facebook, Next Door, and Twitter taking over the way that many people communicate, questions abound about the use of social media in community associations. The use of social media can certainly be a tool to build community and engage your members, but there are also risks. This article will update the status regarding the use of social media, but it will take more than 280 characters to do so. #readon #socialmedia #community

According to results of CAI's National and State Statistical Review for 2016, an estimated 69 million Americans—21.3 percent of the US population in 2016, lived in common interest communities. In that same year,

the United States had 197.7 million Facebook users, 68 million Twitter users, and approximately 68 million NextDoor users (with that company expecting this number to grow to 100 million by 2020). Almost certainly then, your community association has experienced the effects of social media in some context. Unfortunately, you've also seen that the effects have likely been negative. Why is that and how can we change that to improve our communities?

Think about this: A Florida State professor of social psychology did an experiment in which participants gained or lost the same amount of money. Participants were more upset about losing \$50.00 than they were happy about gaining \$50. In another study where children and adults up to 50 years old were interviewed about their childhood memories, the study "found a preponderance of unpleasant memories, even among people who rated their childhoods as having been relatively pleasant and happy."<sup>1</sup> Conflict is what people talk about. If things are going well, no one generally praises in public. People will always vent in public, and social media

# edia



## iding Pitfalls

platforms provide an easy way to do that. You also know why this is, but you may not know that it has a name: the Disinhibition Effect. In a nutshell, it means, you can't see me, you don't know me, and I can say whatever I want behind the safety of this computer screen.

Social media has changed the way that nearly all of us live (and communicate) in this world. Because of this, there is an opportunity for community association boards to use the platforms in a way that will build community and engage your members. Using social media effectively can also be a great way to keep members informed, as well as curating a brand for your community. The use of social media should not be to give opinions about Board decisions. It should be informational. Provide time/location/agenda for Board meetings. Post about community events. Do you have an ice cream social in the summer? Post about that—put pictures from the event up (request permission before posting any pictures of children). Post about when the pool will be open. These are all things that members will, hopefully, find useful.

When it comes to the risks of using social media, it comes down to “netiquette”—the correct or acceptable way of communicating on the internet. Be clear, be concise, and be unemotional. If you keep these three things in mind, the risks will be minimized. Board members, as a rule, should be mindful of speaking about the community on any social media using their personal accounts. Engaging in comments (even just “liking”) can indicate favoritism (perceived or real) and that can lead to issues within the community. You are sure to find that there are instances where your Board or manager may feel the need to respond to posts and comments. Again, be mindful of getting too involved in any conflict and really use the platform to provide information. For example, if owners are in an uproar about a topic, consider commenting about when/where the next Board meeting is taking place and encourage members to take issues/concerns to the Board meeting to discuss. Remember it is often easier for people to say things online than it is in person, and encouraging owners to move the discussion to a Board meeting may diffuse the situation.

### Some of the risks that may arise when discussing the use of social media are as follows:

- **Discrimination:** His/her post wasn't removed, but mine was.
- **Defamation:** If a potentially harmful post (all about perception, right?) is not removed, a crafty owner could argue that the association has taken on liability for the content of the post.
- **Harassment:** If upset by posts that might be directed at a specific owner, that owner could assert a claim that the association has provided a forum for which content is being approved to harass an owner.

With the right enhancements<sup>2</sup>, most business insurance policies can include personal and advertising injury provisions that cover these types of claims. “Advertising” is any notice—including a post on social media—that is broadcast or published to the general public or specific market segment about your goods, products, or services for the purpose of attracting customers. Limits on this type of coverage may be too low, so an umbrella policy is smart.

There are also federal laws that protect associations that may worry about the risks of social media. The Communications Decency Act, in short, eliminates liability for information posted by third parties. And the Digital Millennium Copyright Act eliminates liability for copyright infringement claims involving content posted by third parties.

Another concern that is often seen (whether an association is using social media or not) is escalated neighbor to neighbor squabbles. Again, because of the ease in which people tend to “spout off” on the internet, when neighbors take their disputes to a public venue, it could lead to “bad media” if someone takes it to the news. Any negativity seen in public could certainly tarnish an association's reputation, and more importantly, if significant enough, could depreciate property values. Further, if Board members are considered to be “meeting” because of their discussions on social media platforms, one could potentially argue that it is constituting a quorum and “conducting business” outside of the law.

So, what can your association do to help grow community and avoid pitfalls? **HAVE A POLICY!** Some provisions that your Board will want to address in the policy are as follows:

### Whether a Board can or cannot have an official social media platform...

- Define who has access to the sites;
- Consider keeping the access to only owners (i.e., private Facebook group);
- Define who is allowed to post information;
- Consider assigning just one Board member (or the manager);
- Whether a Board member can or can't have their own independent social media channels representing the Association;
- What can and can't be communicated on a Board's social media platform;
- Prohibition of negative or defamatory posts/comments;
- Establish the right of the Board to remove user comments that violate standards; and
- If feasible, put into place a procedure for screening content before publication.

The use of social media platforms can be great tools to keep your community members connected and engaged. Be cautious and heed the advice that we give to our children – anything you put on the internet is forever, even if you delete it. I always remember (for myself) and advise (for my clients) to **THINK**.

**T - Is it true?**  
**H - Is it helpful?**  
**I - Is it inspiring?**  
**N - Is it necessary?**  
**K - Is it kind?**

Having a policy will provide notice to owners in your community about the association's use of social media and expectations. Remember, one of the great things about community associations IS the community. Grow it and cultivate it—and social media platforms, used smartly, can help you do that! To help promote these principles in your community or for questions about the potential impact of using social media, contact your insurance agent (to ensure coverages) and legal counsel. ⬆



**Interstate**

## Helping You Get Back to Life

Interstate is an emergency restoration and general contractor company specializing in repairing commercial and residential properties nationwide. We make coping with a disaster more manageable by providing one place for all your emergency restoration and reconstruction needs.

**Contact Sergei Korneev directly at 720-352-0889.**

# 800-622-6433

24-Hour Emergency Response | [InterstateRestoration.com](http://InterstateRestoration.com)

# BOO A THON BOWLING NIGHT



PLAYER  
REGISTRATION  
\$20  
TEAM OF 6  
REGISTRATION  
\$120



**OCTOBER 26, 2018**  
**5:00 - 8:00 PM**

**THE SUMMIT**  
4455 N. FAIRGROUNDS AVE.  
WINDSOR, CO 80550

PRESENTING  
SPONSORS

**EmpireWorks**  
Reconstruction and Painting  
*Easy To Do Business With*

**FARMERS**  
INSURANCE

**PREMIER**  
ROOFING COMPANY

[WWW.CAI-RMC.ORG](http://WWW.CAI-RMC.ORG)

The background features a dark blue gradient with several stylized, light blue clouds. Each cloud contains a white power button icon (a circle with a vertical line and a semi-circle at the bottom). The clouds are scattered across the page, creating a textured, digital atmosphere.

**WHERE**  
**Did All Those**

**CLOUDS**  
**Come From?**

**What is the Cloud Even About?**



**Clint Larson, MCSP**  
President, IAMCP  
Colorado Chapter

The “cloud,” as it was originally described, was meant to define the space between the owner of the data, and where the data was physically stored. Many were skeptical of the viability and longevity of this emerging technology. Almost 20 years later, there are “clouds” almost everywhere: iCloud, Google Drive, Dropbox, OneDrive, SharePoint, AWS, and several others. Now, cloud services are becoming common place and even sought after by business of all shapes and sizes for several good reasons.

## Why Should The Data Be Moved To The Cloud?

Security, Reliability, and Expandability. Companies like Microsoft are spending more than \$1Billion dollars per year in security and security related areas, every single year. The very best datacenters (the physical location for the data) have redundancies built in at every possible point. Multiple locations in the United States, multiple internet connections, multiple power sources, routers, firewalls, and especially multiple servers. All this redundancy so the data can be accessed at anytime from anywhere on any device. When more space is needed, it can just be added. No need to purchase additional servers or buy more hard drives. The storage systems are almost limitless.

## Are All Clouds Created The Same?

No, these clouds are not created the same, there is no water cycle here. There are many different options and tons of ways to connect and develop these options. People have used the analogy of a tool in a tool box. When you first start looking at cloud services and options, it is like going into a lumber store for the first time. Hammers and nails and boards, Oh My! It can be overwhelming, intimidating, and even daunting to figure out what pieces and parts are needed to build the proper cloud solution. Choosing a great technical partner is essential in finding and deploying the proper cloud service that will provide a long-term solution.

## How Does This Relate To The Community Or Management Company?

For Home Owner Associations and Management Companies alike, the data that is generated and the records that are created are the second most important asset to the association, the first being the physical property itself. Just like the physical property, the digital assets need to be protected and maintained as well. When you look at the total cost of ownership of the other options available, the numbers just don't add up. Cloud services can provide better security, reliability, and expandability

than owning and managing any physical device. In the proper cloud solution, the Association's data can exist on several different servers, across several different data centers, around the United States. This ensures that the Association's next biggest asset is being protected and maintained properly at all times.

## How To Get Started With The Cloud:

First you need to get the right cloud and choosing a great technical partner is essential. Choosing a cloud provider is a marriage of sorts, and there needs to be confidence that it's a relationship that the community can live with for the foreseeable future. Secondly understand that it is more about the people than the process. Adoption to the cloud can be challenging for some people. Simplification and proper training will go a long way to help organizations use and get the benefit of cloud services. Getting over the psychological barriers of not “owning” the data. It is not true. Owning a physical server in a building does not allow any more “ownership” of the data then storing it in the cloud. Hackers and viruses can more easily breach the security on a small business than one that is spending more than a billion dollars a year keeping the data secure.

Changing servers to cloud services or changing board members or management companies, the end goal is to keep the association data safe. Emails and documents alike contain important and valuable information about the community and this needs to be protected. Proper cloud services can eliminate many of the challenges and allow the community, the Board, and the Managers to be confident that the assets are being protected and secured. ⬆

---

*Clint Larson is the principle of 303tech and he is a Microsoft Certified Silver Cloud Solutions Provider for Small and Medium Business. Clint is currently serving as the President of the IAMCP chapter for Colorado. He has served the HOA community as a technical specialist and board member for more than 15 years. To find out more please visit [303tech.com](http://303tech.com)*



# Use Technology to Your **Be** Not Your **Detriment**, in Boa



# nefit, rd Meetings



**Adam Brown, Esq.**  
Moeller Graf, P.C.

**R**ecent studies show that as of 2018, 95% of Americans own a cell phone of some kind, and 77% of Americans now own a smartphone. We are increasingly able to communicate instantaneously with almost anyone we know via email, messaging applications, voice calls, and even through video chat applications such as Skype and FaceTime. With the ability to conduct business through these means, Boards of Directors have the ability to streamline communication and share information quickly and seamlessly.

This article will briefly address both some of the practical benefits, as well as some of the potential pitfalls, of using technology to conduct community association business.

The first of these practical benefits is the ability to conduct meetings when one or more members of the Board are unable to attend a live, in-person meeting. Unless otherwise provided in the bylaws of the community, the Board of Directors may permit any director to participate in a regular or special meeting by, or conduct the meeting through the use of, any means of communication by which all directors participating may hear each other during the meeting. This may be just a simple telephone call, but could also include other telecommunication applications such as the ones mentioned above.

The second way that Boards often make use of technology to conduct business is by taking action outside of a meeting, through the use of email voting. In general, many communities have the necessary authority for this—although not all communities do. Under the Colorado Nonprofit Act, unless otherwise provided in the bylaws, any action to be taken at a directors' meeting may be taken without a meeting if a notice stating the action to be taken and the time by which the director must respond is transmitted in writing to each member of the Board and each member of the Board, by the time stated in the notice either (a) votes for such action; or (b) votes against action, abstains from voting or fails to respond or vote and fails to demand that the action be taken at a meeting.

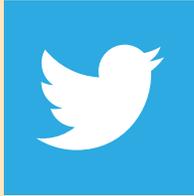
The pitfalls of voting via email come in when trying to keep sufficient records of these communications. This raises the practical questions of how Boards should determine which e-mails to save, how to retain such e-mails, and other related issues. The following are some practical ideas to help your Board avoid these pitfalls:

First, it is always recommended that Board members set up a separate email account (other than his/her personal email account) to conduct Board business. The reason is that if a Board member is served with a subpoena for his or her e-mails, not only will the e-mails related to Board business be subject to it, but all other e-mails sent and received from that account could also be discoverable. A practical idea that many Boards utilize is to create Google or Yahoo accounts to tie email addresses to certain positions on the Board, e.g. hoasecretary@gmail.com—which can then be passed on to subsequent officers holding that position.

Second, Boards should keep in mind that under the Colorado Common Interest Ownership Act, the Association is required to keep minutes of all meetings of the Board, including written

# CAI Social Media Roundup

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



## Twitter

[www.twitter.com/CAIRMC](http://www.twitter.com/CAIRMC) (Local)  
[www.twitter.com/CAISocial](http://www.twitter.com/CAISocial) (National)

## Facebook

<http://www.facebook.com/cai.rmc> (Local)  
<https://www.facebook.com/CAISocial> (National)

communications among, and votes cast by, the Board members that are directly related to an action taken outside of a meeting (if permitted under the Bylaws and/or Colorado law). With this in mind, if your Board conducts voting via email, either the community manager or the Board secretary should be designated to save and file all such voting records of the Board, in order to comply with the statute and to be able to produce these records if requested by an owner. These voting records should also be filed with the minutes of the Board at the next live meeting.

With the above issues in mind, it is typically recommended that actions and decisions outside of a meeting be kept to a minimum, and to limit these situations to urgent matters where the Board cannot call a special meeting or wait until the next Board meeting to discuss the issue.

And, call me old-fashioned, but despite the convenience of technology, my experience strongly suggests that important community association issues are often addressed most positively in face-to-face meetings with your fellow Board members. ⬆

*Adam Brown is an associate attorney with the law firm of Moeller Graf, P.C. in the Denver metro-area. Adam has practiced community association law exclusively since 2015. He has extensive experience advising associations in all areas of community association governance, including drafting and interpreting governing documents, reviewing and drafting contracts and real estate documents, and advising communities regarding compliance with applicable state and federal laws. Adam regularly attends Board meetings and homeowner meetings, and particularly enjoys mediating the high-conflict situations that sometimes arise in those settings through a practical, solutions-focused approach.*

## SBSA offers these services:

- Peer Review
- Clubhouse Design
- Exterior Building Design
- Civil & Structural Engineering
- Quality Assurance Programs
- Construction Contract Administration



**SOLUTIONS BEFORE**

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



(877) 221-7272

**SOLUTIONS AFTER**



- Construction & Civil Repair Design
- Owners Representation
- Reserve Studies
- Property Condition Assessments
- Exterior Building Assessments
- Building Renovation Design
- Renovation Contract Administration

FRIDAY, NOVEMBER 9, 2018

# STRENGTHENING OUR ROOTS



[www.CAI-RMC.org](http://www.CAI-RMC.org)

# Smart Controllers: Water Intelligence for a Sustainable Future



**Justin Bayer**  
CAI-RMC Editorial  
Committee

**E**very industry eventually has to get smarter. Some take longer than others, to be sure, but eventually there comes a time when ignoring the future of technology and advancement can only be done to the detriment of a successful business.

Change isn't easy, and more often than not, change does not come without cost. In a day and age where our iPhones and Androids rarely leave our hands, companies like Rainbird, Hunter, and Rachio (to name a few) are revolutionizing the way irrigation is managed. They are doing this by keeping up with the curve of technological advancements, and these developments in irrigation controller tech have distinct advantages.

**"...Companies like Rainbird, Hunter, and Rachio (to name a few) are revolutionizing the way irrigation is managed... these developments in irrigation controller tech have distinct advantages."**

## Easier User Interfaces:

Something that immediately stands out about the use of Smart Controllers is the way in which an irrigation system for an HOA, commercial business, individual home, or multi-family complex can now be accessed from your fingertips. Let's face it, in the past (and even present) irrigation controllers don't exactly have a reputation for being user-friendly. Setting up timers and running water to various zones for specific amounts of times can be learned with proper training or research, but as with all technology, there are ways to make this easier. Technological advancement doesn't always lead to an easier user experience; the more options there are means as a user you need to know more about the controller, more about how to set it up, and more about what different functions can provide to make for a more efficient experience.

That being said, the companies developing intuitive technology around irrigation are creating avenues which make understanding their products infinitely easier for the "average person." This isn't an insult to those who are not irrigation techs, this is just saying that

functionality and user interface through a smartphone application developed in-house by these companies can be easier to digest than reading a 100-page manual on an irrigation controller. No offense to Rainbird and Hunter, but that's some pretty dry reading.

By making the options within the applications simple and concise, and the access to these applications more readily available than ever (you can check your Facebook, change your irrigation settings, and order yourself some take-out all from your couch!) understanding your irrigation system and making the proper changes is now more understandable and accessible than ever.

So you can access your irrigation controller from your phone, what other advantages are there?

## Sustainability:

Water is a hot topic, and rightfully so. The effects of over-usage of water is noticeable in everyday life, with many advocates pressing for more efficient water-management. Irrigation is important to the consumption of water, and this topic comes up often at Board meetings and walks with members of communities. The water bills are too high, how can we lower them?

Smart Controllers have the capability to connect to Wi-Fi (which is how you access the controller from your phone) and take into account weather in order to make changes in the irrigation schedule for days when irrigation may be completely unnecessary. So not only are you able to access and make changes to your controller from anywhere you have cell-phone service or wireless internet, but there are systems available which can make the changes for you. If you're managing a large portion of common area for an HOA and your system waters everything during a rainy day, you've not only wasted countless gallons of water, you've also wasted you or your Association's own money. Utilize the advanced technology enough times and the controller has paid for itself, not to mention that water is no longer being needlessly wasted.

Smart Controllers are not for everyone. A lot of people struggle with new technology, and with change. There is a learning curve to every advancement, and if running irrigation through an application is not for you, that's okay. Companies like Rainbird and Hunter have additional options for rain sensors that monitor the weather to turn-off controllers during rain storms which are physically connected to the controllers, or through Wi-Fi. The point is there are options to make positive change, and the companies on the cutting-edge of irrigation technology will continue to create systems that make managing an irrigation controller easier, but most importantly, more sustainable. ⬆

# WR Western Roofing, Inc.

Our Brand Means  
Peace of Mind

- ▶ Re-Roofs
- ▶ Shingles
- ▶ Repairs
- ▶ Flat White Roofs
- ▶ Maintenance
- ▶ Gutters, Drains, Scuppers

The BBB chose  
Western Roofing  
to put their roof on,  
you should too!



(303) 279-4141  
[info@westernroofingco.com](mailto:info@westernroofingco.com)



## Prolong Dredging and Save Your Community Money

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

**WANT TO LEARN MORE? DOWNLOAD OUR FREE GUIDE:**

*"Mechanical Solutions 101"*

[www.solitudelakemanagement.com/mechanical-101](http://www.solitudelakemanagement.com/mechanical-101)

**Restoring Balance. Enhancing Beauty.**

855.534.3545 • [solitudelakemanagement.com](http://solitudelakemanagement.com)

**SOLITUDE**  
LAKE MANAGEMENT

For a full list of our superior service offerings, visit [www.solitudelakemanagement.com/services](http://www.solitudelakemanagement.com/services)

# Parking Technology Still Foot Powered



Joel Perri  
Park It Right

**B**eing asked to write about the latest in technology in the parking industry had me thinking. The reality is parking enforcement tech is never designed with the multi-family and apartment communities in mind. There is a constant flow of ideas to improve the parking enforcement industry with a majority of the focus on municipalities and other government-based agencies.

The tech is limited to the larger budgets of a government or tax funded parking enforcement program. This is due to the extremely high cost of technology-based enforcement such as License Plate Recognition (LPR) systems that cost tens of thousands of dollars with little real return on the investment. Cloud Based Parking Permits is the most user friendly for a multi-family community. Most other tech pertains to meters, gates, sensor parking and other components used for parking compliance and enforcement.

The latest tech introduced was the Barnacle which is an electronic windshield boot that looks like a large folding orange rectangle. It is attached to the windshield via two large suction cups that attach to the windshield with 1000 pounds per square inch of force. The booted person calls in to pay to release the boot. The Barnacle is then returned to a small building located on the property.

Parking enforcement and compliance companies focus is on the government sector which leaves few options for private communities such as HOA and apartments. Most enforcement is still conducted mainly by towing companies that may use a digital camera, warning stickers, and email with a few using cloud-based enforcement programs.

Trying to solve parking with technology will not accomplish the goal. The technology available is only designed to support the actual act of walking the property and physically looking at each vehicle to ensure their compliance with the property parking rules. The real goal of any community is to gain compliance with as little impact as possible. Unfortunately, the enforcement action always creates a reaction. These reactions are what the technology has been designed to refute or verify.

There are two driving factors creating the huge parking problem multi-family communities are now facing. The first reality is that our society has empowered people to feel entitled to do as they please regardless of its effect on others and often without consequences. The second contributing factor is high property values have increased the need for people to live together in units and communities not designed to handle the additional vehicles. These realities have dramatically affected parking in a negative way for most multi-family communities.

When a community begins enforcement there becomes a real need for the capability to ensure that enforcement action is valid and proper. If the vehicle was in violation of no permit parking, proof is going to need to be readily available to refute the automatic claim that “my permit was in the car.” If they were enforced for parking in the fire lane, they will state “I was only there for a minute” even though they call an hour later.

It is these areas where parking technology is designed to provide verification of violation when an action is taken. We use an automated phone service that records all incoming calls allowing our company to forward any conversation to the management company or board. Our field agents wear body cameras for use during any interaction with a violator or just a passerby. These are to refute the false allegations heard daily by management companies and HOA boards about the conduct of parking enforcement employees.

Cloud based parking enforcement management programs allow for GPS location of any violation. Pictures with time and date stamp allow for instant verification. Notifications to the management company and board members are often provided if desired, when an enforcement action is taken. An email notification with pictures and reason for enforcement is automatically sent to the appropriate designated parties. This ensures that the enforcement action is known with supporting documentation that the management company will need when the phone calls start.

Parking Enforcement tech is just a support tool for the foot patrols of the enforcement agent. Parking enforcement begins by getting out of the vehicle and walking a property to ensure all vehicles are in compliance with the property parking rules. Most companies don't bother to take the time to put in the foot work needed to ensure people are complying with parking rules. ⬆

---

*Joel Perri developed Park It Right, after 40 years in the towing industry, to provide a much softer approach to parking enforcement. Taking into consideration all the problems facing multi-family communities, he developed a Remote Release Vehicle Boot and Boot Return Station receiving our Patent in April of 2017. We took into account the Colorado sun, the problems electronics encounter in the elements and the boot had to be inexpensive. Our No Tow Solution boot was designed without the bells and whistles but is extremely effective for multi-family communities.*



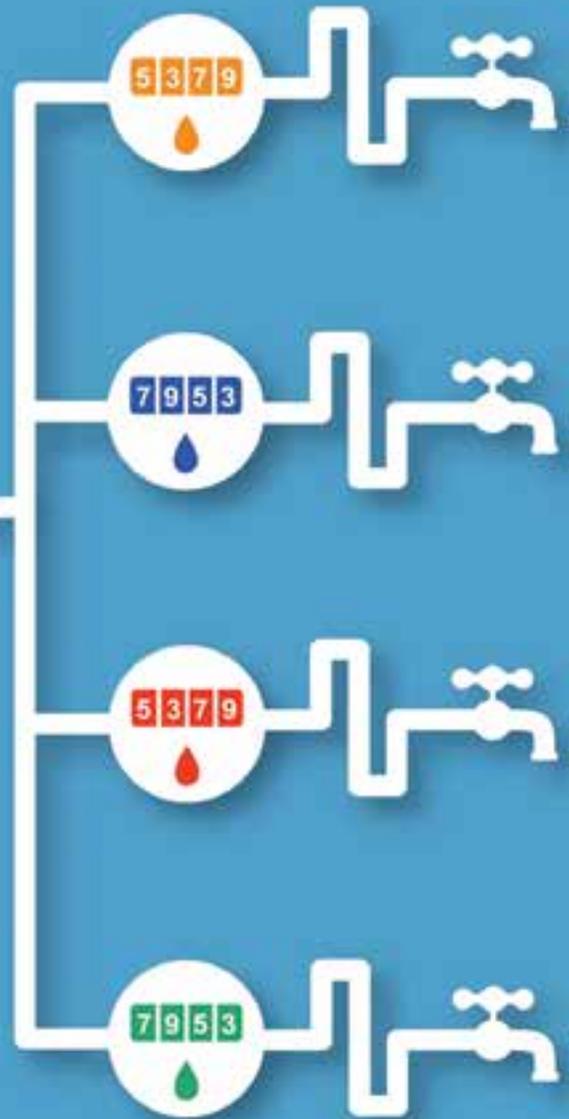
**Debt Recovery Solutions for Your Association**  
**Focused Experience - Simply Executed**

**720.279.4351**

**[ashley.nichols@yourcornerstoneteam.com](mailto:ashley.nichols@yourcornerstoneteam.com)**

**CORNERSTONE**  
**LAW FIRM**  
Your Community Association's Team

# Water Sub-Metering for Community Associations



**Rick Minogue**  
Metron Sustainable  
Services,  
Transparent  
Technologies &  
Metron-Farnier

In the last 5 to 10 years, prices for the delivery of fresh water to residences and businesses across the United States has skyrocketed. The price for wastewater treatment, which is often connected by percentage or algorithm to fresh water consumption, has increased as well. In Colorado, most new dwelling units are required to have water meters installed during construction. However, that leaves structures and communities 10 years and older available as candidates for water sub-metering.

For Community Association Professionals and their Boards of Directors, here is a brief introduction to water sub-metering.

## What is Water Sub-Metering and How Does It Work?

Many older communities, including single family dwellings, condos, high rises, and townhomes, have one master meter on the water supply line serving all of the units. The water supply lines that feed each individual unit subdivide AFTER the master meter. The master meter shows the total amount of water delivered to the community, but there is no way to calculate how much was used by each individual home, the pool or clubhouse, irrigation, etc.

To sub-meter a community's water use, a water meter is installed at each home where the fresh water supply line enters the home, usually on the inside. Meters can also be placed in the clubhouse and irrigation lines. In a home, the meter is placed before the water lines divide to hot and cold, before any hose connections, etc. Most modern meters are electronic, and read to a tablet, computer application, and/or a web portal. Some use internet, others use a

cellular network. Some meters even have their own phone app, so that a resident can monitor his or her water consumption while texting, calling the kids, checking email, setting appointments, and other essential driving tasks. (*JUST KIDDING!*)

Once the meters are installed in the community, the management or sub-metering company takes a monthly consumption reading from each home on a designated day of the month via the web. Then, using utility billing software and the local water rates and tiers that have been pre-loaded into it, each home is billed for the amount of water used.

## Why Would a Community Association Sub-Meter?

- **Water is a utility**—like electric and gas. People should not expect to get their water for “free.”
- **Recovery of costs**—Communities on a master meter get one large water bill every month. After sub-metering, the Association is able to recover most of the water expense (minus irrigation and shared use) directly from the users. The money is collected and then used to pay the water utility, which is still billing the Association from the read on the master meter.
- **Fairness**—With sub-metering, everyone pays for the water they actually use.
- **Sustainability**—When individual homes pay for the water they use, there is much more incentive to fix a leaking toilet or broken irrigation head. A toilet that runs 2 gals/minute for a month wastes more water than 10 or more families of four during the same period.
- **Conserving our water resources**—it’s no secret—when people pay for something, they’re more conscious of its use. In many communities, total water consumption at the master meter decreases by 20% or more simply because users are more conscientious.

## Can Any Community Sub-Meter?

The short answer is no, for two main reasons:

1. Many condo and high rise buildings recirculate hot water, in others, the units are plumbed together and share a common water heater, or utility risers are grouped so that one unit’s kitchen may be on one riser, but the same unit’s bathrooms may be on another. Each dwelling unit would require multiple meters to collect the total consumption, or as in the case of shared supply lines, cost prohibitive changes would make sub-metering too expensive and invasive.  
If an Association is considering sub-metering, the first step is a thorough evaluation by a qualified contractor.
2. The governing documents may prohibit it. Although the docs can be changed, that is typically a time consuming and expensive process.

## Can Associations Make a Profit On Water?

Absolutely not. Marking up water effectively converts an Association into a sub-utility, with all the inspection and health monitoring requirements. Don’t even think about it.

Can Associations add the cost of administration of sub-metering to water consumption invoices?

Yes, and many do. Often, when the decision to sub-meter is implemented, the Association may also distribute the costs of wastewater management (which again is usually pegged to potable water consumption using a predetermined formula) with residents.

## Are There Arguments Against Sub-Metering?

Yes. Let’s look at a few:

- The most obvious arguments against sub-metering are when governing docs or structural design make the process cost-prohibitive.
- There have recently been special assessments or large increases in regular assessment amounts imposed, and asking owners to pay for water in addition to the new increases can be construed as draconian.
- Fixed or low income population.

## What Advice Would You Give Boards and Community Managers?

The Community Manager and Board of Directors should look at the decision of whether to sub-meter a particular community very differently from the one focused on choosing which contractor should mow the grounds or clear the snow. There should be several scheduled open forums allowing free give and take between residents, owners, and the Board.

Waive the first month’s water bills. We always advise our new client associations to send the first one or two water bills with “*DO NOT PAY. THIS WOULD HAVE BEEN YOUR WATER BILL FOR THE PERIOD.*” That allows people to get their budgets and minds around the changes.

## Conclusion:

Water sub-metering is growing exponentially across the entire United States. Some of our company’s fastest growing states—Michigan, Wisconsin, Minnesota, might seem intuitively incongruous. Everywhere, city and utility managers have become more conscious of our water resources, and are pricing water more accurately as scarcity and aging delivery infrastructure is replaced and upgraded. At some point, most Community Associations in the Rocky Mountain Region will probably consider sub-metering as a way of getting control of escalating water costs.

There are many great sub-metering companies out there, and when reviewing proposals, be sure to ask about warranty, accuracy, auxiliary services (such as installation, billing and collection, data management, software platforms that can communicate properly with the management company’s software, etc.). Your association counsel should always be consulted before and during the process.

We are always here to help and to answer questions. Thank you for conserving our most precious natural resource. 🏡

---

*Rick Minogue is Managing Director of Metron Sustainable Services, and VP of Operations at Transparent Technologies and Metron-Farnier. Rick Minogue agreed to run Frankfort, Germany-based Techem GmbH’s US water sub-metering start-up in 2014. Later, he helped guide the sale of the company to Boulder-based investors, who renamed it Metron Sustainable Services. His background is in construction and real-estate.*



## Welcome New Members

**Douglas Abbott** — Park View Board  
**Lauretta Lamothe Babich, CMCA** — Breckenridge Resort Managers, LLC  
**Dwight Bainbridge** — The Residence At Penterra Plaza  
**Muneer Barkatullah** — Associa Regional Office-Lakewood  
**Barbara Barlow** — Brownstones  
**Erin Bentley**  
**Lorraine Bowen** — Arvada Rainbow Ridge Homeowners Association  
**Sara Brandt** — Laser Technology, Inc.  
**Anita Brown** — Park View Board  
**Denise Burrows** — Park View Board  
**Tim Cook** — Arvada Rainbow Ridge Homeowners Association  
**Denise Daniel** — Arvada Rainbow Ridge Homeowners Association  
**Christopher Drake** — Smith Jadin Johnson  
**Garry Duncan** — Arvada Rainbow Ridge Homeowners Association  
**Jim Ellington** — The Residence At Penterra Plaza  
**Aaron Ellsworth** — TrueNorth Companies  
**Joanna Esposito** — Arvada Rainbow Ridge Homeowners Association  
**Catherine L. Fraser**  
**Amalia Gonzalez** — Hammersmith Management, Inc.  
**Tanya Grace, AMS**  
**Clifford Haight** — Park View Board  
**Nathaniel Harrison** — Brownstones  
**Larry Hayden** — Arvada Rainbow Ridge Homeowners Association  
**Kevin Glenn Huey** — Fireside Properties, Inc.  
**Susan Kendall** — Brownstones  
**Michael Klein** — The Residence At Penterra Plaza  
**Mary Lavia** — The Residence At Penterra Plaza

**Edward Levine** — Brownstones  
**Rhonda MacPherson** — Colorado Association Services-Lakewood  
**Miss Kiefer C. Maizland**  
**Alicia Martin**  
**Joel Massey** — NexGen Roofing & Exteriors  
**Ashley Mayer** — Gold Peak Homeowners Association, Inc.  
**Benjamin Adams McNair** — Austria Haus Condominium Association  
**Gail Millham** — Brownstones  
**Don Morgan** — Hammersmith Management, Inc.  
**George Newman** — Arvada Rainbow Ridge Homeowners Association  
**Timothy P. O'Hayer, Jr.** — Associa Colorado Association  
**Emily O'Ryan** — Cherokee 1 HOA  
**Georganne Ortiz, CMCA** — Hammersmith Management, Inc.  
**Robert Roper** — Park View Board  
**Brent Roper** — Ropa Roofing  
**Sandi Ryan** — Service Plus Community Management  
**Jeanne Schaefer** — Gold Peak Homeowners Association, Inc.  
**Michele Jan Smith, CMCA**  
**John Stovall** — The Residence At Penterra Plaza  
**Gygnetha Swofford** — Roxborough Village First  
**Christen Turk** — Hammersmith Management, Inc.  
**John Wabiszczewicz** — Arvada Rainbow Ridge Homeowners Association  
**Angela Watts** — Associa Regional Office-Lakewood  
**Patryk Wiszowaty** — Contemporary Painting  
**John Young** — Arvada Rainbow Ridge Homeowners Association  
**Rebecca A. Zazueta-Osuna, AMS, PCAM**



## Editorial Calendar

Issue	Topic	Article Due Date	Ad Due Date
February	Legal	12/15/2018	01/01/2019
April	Maintenance / Preventative / Upgrades	02/15/2019	03/01/2019
June	Insurance / Ethics	04/15/2019	05/01/2019
August	Finance	06/15/2019	07/01/2019
October	Tech / Modernization	08/15/2019	09/01/2019
December	Planning Ahead / Goals / Community Vision	10/15/2019	11/01/2019



# Service Directory

## ADVERTISING

Ben Irvin, Sales Associate



Advertising Specialties  
Apparel  
Awards  
Incentive Programs  
Executive Gifts

Cell: 970-355-9485 • E-mail: puravidabwi@gmail.com  
www.josephprice.com

## CLEANING-COMMONS

**Five Star Janitorial Inc.**  
Bonded & Insured

Common Area Cleaning/Janitorial  
&  
Pet Waste Management/Pool Scooping

Art Tucker 720.495.2847 Fax: 303.484.2550  
janitorial5star@aol.com www.5starjanitorial.com  
Member CAI

## ATTORNEYS

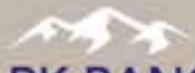
FREE INITIAL CASE EVALUATION

**Benson | Kerrane | Storz & Nelson**  
CONSTRUCTION DEFECT & INSURANCE ATTORNEYS

WWW.CONSTRUCTIONDEFECTS.LAW | 720.808.9680  
110 N. RUBEY DR. SUITE 200 | GOLDEN, CO 80403

## CONSTRUCTION

Dianne Rundell  
PRESIDENT



**PARK RANGE**  
CONSTRUCTION, INC.

P 303 781 8936  
C 303 472 0229  
E dianne@parkrangeconstruction.com  
W www.parkrangeconstruction.com

*Structural Repairs • Helical Piers / Micropiles*



555 Zang Street, Suite 100  
Lakewood, CO 80228

Denver 303.432.9999  
Colorado Springs 719.634.8333  
Loveland 970.377.9998  
Free 800.809.5242  
www.hindmansanchez.com  
E-mail hoalrw@hindmansanchez.com

**Strong Allies = Strong Communities**

## FENCING

**COMMERCIAL FENCE & IRON WORKS**  
A Professional Fence Contractor



Chain Link  
Ornamental Iron  
Temp. Fence  
HOA Perimeters  
Composite Fence  
Automated Entry  
Custom Fabrication  
Wood & Vinyl

A.J. Brown  
Certified Fence Professional  
Ph 303-805-2444  
Fx 303-805-7797  
Email: aj@cfence.com  
www.CFence.com



**Orten  
Cavanagh &  
Holmes, LLC**  
ATTORNEYS AT LAW

Your top choice for general counsel, assessment  
collections and covenant enforcement

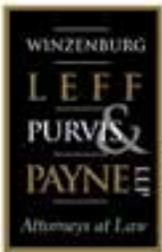
Denver • Colorado Springs • Basalt  
1445 Market Street, Suite 350, Denver, CO 80202  
720-221-9780 • Toll Free 888-841-5149  
www.ochhoalaw.com • Email info@ochhoalaw.com



**THE FENCE  
COMPANY**

VIC YEAGER  
Sales Colorado

6100 E. 104th Ave.  
Northglenn, CO 80033  
M: 323-376-4188  
T: 800-483-1361  
F: 970-378-8856  
E: vicy@aspolymerinc.com  
W: duramap.com



8020 Shaffer Parkway, Suite 300  
Littleton, Colorado 80127  
303.863.1870  
Fax 303.863.1872  
www.coholaw.com

cohoolaw@wpplaw.com

*Focused on Communities*

## INSURANCE



**AMERICAN FAMILY  
INSURANCE**

**ELLA WASHINGTON**  
ewashing@amfam.com

6525 Gunpark Dr Ste 360 Boulder, CO  
(303) 530-3444

923 E Prospect Rd Fort Collins, CO  
(970) 484-2881

ONE AGENCY OFFERING OVER 20 INSURANCE CATEGORIES NATIONALLY



# Service Directory

INSURANCE



*Making Managers & Boards Look Good Since 1976*

**Devon Schad**  
CAI Educated Business Partner  
DSCHAD@FARMERSAGENT.COM  
433 Summit Blvd #101  
Broomfield, CO 80021

Call 303.661.0083 today!  
Get smart about your coverage.



JANITORIAL

**Five Star Janitorial Inc.**



*Celebrating 10 Years of Service*

Since 2007  
**720.495.2847**



**CLEANING YOUR COMMUNITIES**

★★★★★

**GUY PETERS**  
720-481-0435  
GUY@MOPSTARS.COM

LANDSCAPING



**Arrowhead landscape services**  
*A Proactive Landscape Management Company*

**Graham Howard**  
Commercial Sales, Business Development  
303.432.8282  
ghoward@arrowheadcares.com  
www.arrowheadcares.com

MANAGEMENT SVCS



**4 Seasons**  
MANAGEMENT & MAINTENANCE  
TECHNICAL SOLUTIONS

Current Staff, CMAT, CAP, CCAM  
Principal Member  
CO CAM License #RML000001629

9351 Grant Street, Suite 500  
Thornton, CO 80229  
(303) 952-4004 Phone  
(720) 229-0407 Fax

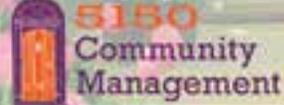
CSchaf@4SHOA.com  
www.4SHOA.com



CO Entry License #CNT.000001627

MANAGEMENT SERVICES

**A PERSON WHEN YOU WANT IT.  
TECHNOLOGY WHEN YOU NEED IT.**



**5150 Community Management**

1308 E. Arapahoe Blvd., #2000 | Englewood, CO 80112  
Phone: 720-941-5151 | Email: info@5150cm.com  
www.5150communitymanagement.com



**ACCU, INC.**  
COMMUNITY ASSOCIATION MANAGEMENT

AM000001401

**Mark E. Kregler, C.A.M.**  
Vice President of Operations  
Director of Vendor Relations  
Senior Project Manager of  
Community Associations  
markkregler@accuinc.com

2140 South Holly Street  
Denver, Colorado 80222  
Main (303) 733-1121  
Fax (303) 777-2220  
Toll Free (866) 373-2290



**CAPMANAGEMENT**

**Make living in your HOA something to brag about!**

CALL CHRIS CRIGLER 303-960-5548  
OR VISIT US [www.capmanagement.com](http://www.capmanagement.com)

*Need a management company that puts you first?*

**Challenge accepted.**

Associa is up for the challenge.  
**CONTACT US TODAY!**



Three local offices to serve you:  
Fort Collins | Denver | Colorado Springs

303.232.9200  
partners@associacolorado.com

**We only manage Communities in Colorado, so your home is our home, too.**



**HAMMERSMITH®**  
303.980.0700

The Leaders in Community Management® since 1981.



eHammersmith.com





## MANAGEMENT SERVICES

**KC & ASSOCIATES**  
Community Association Management

**Kathy Christensen**  
CMCA, AMS, PCAM  
Owner/CEO

10106 W San Juan Way Suite 210 Littleton, CO 80127 T: 303-933-6279 D: 303-605-6920 F: 303-933-9299 kathy@kchoa.com www.kchoa.com

Westminster • Centennial • Windsor • Colorado Springs

**MSI** Professionals In Association Management

Serving The Colorado Front Range For Over 30 Years

Full Service Management and Accounting Services

Condominium, High Rise, Townhome, Single-Family Associations & Metropolitan Districts

For Inquiries Contact John Field, Owner/ VP at 720.974.4123 www.msilhoa.com

Nearly 20 years experience managing hoas and metropolitan/special districts.

**NOVELE COMMUNITY MANAGEMENT**

**IRENE BEREST, CMCA, AMS, PCAM**

5750 DTC Pkwy., Ste 101 Greenwood Village, CO 80111 303.200.0065 irena@nombca.com www.nombca.com

"COMMUNITY MANAGEMENT IS OUR PASSION"

**HOA Community Management**

**HANDS ON MANAGEMENT BY PEOPLE WHO CARE**

**tmmc** PROPERTY MANAGEMENT

Serving South Denver | Castle Rock Parker | N. Colorado Springs | Winter Park

Phone: 303-985-9623 www.tmmccores.com

**Brian TerHark, CMCA® AMS® PCAM®**  
Chief Executive Officer

**WESTWIND MANAGEMENT GROUP, INC.**

Direct: 303-509-1800 ext. 107 E-Mail: brian@westwindmanagement.com www.westwindmanagement.com 27 Inverness Drive East Englewood, CO 80112 Fax: 720-509-6005

## PAINTING

www.StellarPaintingAndRemodeling.com

**STELLAR** Painting & Remodeling

- Stellar Custom Painting
- Interior & Exterior Commercial, Property Management & HOA Painting
- Exterior Carpentry

CELEBRATING 14 YEARS IN BUSINESS!  
A+ RATING WITH THE BBB  
OVER 27 YRS. OF EXPERIENCE

Call 720-981-STAR (7827)  
Call us for an Onsite Consultation and Estimate

**TRI-PLEX PAINTING INC.**

Jeff Lukens, President

5135 South Taft Way Littleton, CO. 80217 Since 1989 Office: 303-932-2844 Fax: 303-904-3416 Cell: 303-947-1606 Jeff@Tri-PlexPainting.com

HOA / Multifamily • Commercial • Residential  
www.tri-plexpainting.com

## PLAYGROUNDS

**PARKPRO PLAYGROUNDS of Colorado**

Tim Beber  
Operations Director  
tbeber@parkproplaygrounds.com  
C: (720) 231-2661  
Toll Free: (833) 886-5734

PO Box 1318 Berthoud, CO 80513  
www.parkproplaygrounds.com  
Maintenance & Repairs

## RESERVE STUDIES

**ARS** Aspen Reserve Specialties

Michael Kelsen, RS, PRA  
Owner

Reserve Studies & CapEx reports for your real estate needs

PO Box 1762 Castle Rock, CO 80104 info@aspenrs.com 303 780 2522 www.aspenrs.com

Easy To use. Does Pretty much everything. It

Our remarkably simple reserve study system.

**RESERVE ADVISORS**  
Long term holding. Everyday commitment.

(800) 221-9882  
reserveadvisors.com



# Service Directory

RESERVE STUDIES



**Justin T. Foy, R.S.**  
Senior Vice President  
Construction Repair & Rehabilitation  
Construction & Property Analysis  
jfoyt@callSB SA.com  
SBSA Inc. www.callSB SA.com  
5926 McIntyre Street P | 303.425.7272  
Golden, CO 80403 F | 720.345.0250

ROOFING



**BIG CREEK**  
ROOFING & RESTORATION LLC  
720.309.9722 | CareyD@denvercoloroofers.com  
6145 Broadway Suit 2, Denver, CO 80216  
Professional. Quality. Construction

RESTORATION



**SERGEI KORNEEV**  
Regional Account Manager  
off: 303-426-4200 4220 Carson Street,  
mobile: 720-352-0889 Suite 101  
24-hour: 800-622-6433 Denver, CO 80239  
skorneev@interstaterestoration.com



**MY ROOF REPS** Independent Inspections  
Insurance Claims  
Construction Oversight  
Jim Walters 303-242-6952  
JimW@MyRoofReps.com  
www.MyRoofReps.com



## 2018 Committees

### 2018 CAI-RMC Committee Chairs

#### ACTIVITIES

**Aaron Goodlock**  
agoodlock@ochhoalaw.com  
(720) 221-9787

**Tressa Bishop**  
tressa.bishop@centralbancorp.com  
(720) 370-6300

#### CLAC

**Brandon Helm**  
brandon@warrenmgmt.com  
(719) 685-7831

#### EDITORIAL

**Justin Bayer**  
jbayer@caretakerinc.com  
(720) 595-1960

**Lindsay Thompson**  
lthompson@bensonpc.com  
(720) 749-3519

#### FALL CONFERENCE & ANNUAL MEETING

**Bryan Farley**  
bfarley@reservestudy.com  
(303) 394-9181

**Evelyn Saavedra**  
esaavedra@eastwestum.com  
(720) 200-2830

#### HOA COUNCIL

**Melissa Garcia**  
MGarcia@hindmansanchez.com  
(303) 991-2018

#### MEDIA & MARKETING

**Karli Sharrow**  
ksharrow@bensonpc.com  
(315) 335-3014

**Elissa McLaughlin**  
elissa.mclaughlin@reconexp.com  
(303) 552-6847

#### MEMBERSHIP

**Devon Schad**  
dschad@farmersagent.com  
(303) 661-0083

#### NORTHERN COLORADO COMMITTEE

**Debbie Baca**  
dbaca@goblusky.com  
(970) 416-0600

#### MOUNTAIN CONFERENCE

**April Ahrendsen**  
april.ahrendsen@mutualofomahabank.com  
(303) 257-7273

#### MOUNTAIN EDUCATION

**Murray Bain**  
murray@summithoaservices.com  
(970) 485-0829

**Jonah Hunt**  
jhunt@ochhoalaw.com  
(720) 221-9783

#### PROGRAMS & EDUCATION

**Natalie Tuccio**  
Natalie.Tuccio@reconexp.com  
(720) 233-7611

**Mike Lowder**  
mlowder@bensonpc.com  
(720) 749-3517

#### SPRING SHOWCASE & TRADESHOW

**Mark Richardson**  
mrichardson@4shoa.com  
(303) 952-4004

**Kristen Jezek**  
kjezek@mrcdlaw.com  
(720) 217-1375

# THANK YOU TO OUR 2018 SPONSORS

## PLATINUM SPONSORS



**HAIL & WIND  
WARRANTY**

## GOLD SPONSORS

**BURGSIMPSON**  
BURG | SIMPSON | ELDRIDGE | HERSH | JARDINE PC  
Good Lawyers. Changing Lives.®



**Interstate**  
COMPLETE RESTORATION, CONSTRUCTION & SERVICE



## SILVER SPONSORS

AGS Construction, Inc  
Benson Kerrane Storz & Nelson  
CB Insurance, LLC  
EmpireWorks  
Hearn & Fleener, LLC  
Neil-Garing Insurance  
Orten Cavanagh & Holmes  
Palace Construction & Restoration  
Pro Disposal & Recycling  
RBC Wealth Management  
RealManage



CAI Rocky Mountain Chapter  
11001 W 120th Ave, Suite 400  
Broomfield, CO 80021

STANDARD  
U.S. POSTAGE  
**PAID**  
DENVER, CO  
PERMIT NO. 2897

# CAI-RMC EVENT CALENDAR

## OCTOBER

<b>11</b> Thu	<b>Managers Lunch</b> Denver
<b>16</b> Tue	<b>Speaker Series</b> Denver
<b>20</b> Sat	<b>Board Leadership Development Program</b> Broomfield

<b>24</b> Wed	<b>M100</b> Fort Collins
<b>26</b> Fri	<b>* CHANGE IN DATE! *</b> <b>2nd Annual NoCo Bowling</b> Windsor
<b>NOVEMBER</b>	
<b>9</b> Fri	<b>2018 Fall Conference and Trade Show / Annual Meeting</b> Denver

**For the latest information on all our programs, visit [www.cai-rmc.org](http://www.cai-rmc.org)!**  
Don't forget to register for events as prices are significantly higher the day of the event.