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# COMMON

## INTERESTS

# HOA

## Maintenance

### Issue



INSIDE:

**Preventative Maintenance**

**Pressure Washing**

**Judicial Foreclosure**

**Is Your Property Ready for Spring?**

**Sustainability in HOAs**

**And More!**



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# COMMON INTERESTS

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# President's Letter



**ALICIA GRANADOS**  
Chapter President  
CAI-RMC

**W**ow . . . just wow! As I begin my spring Chapter President's Report, I would have expected to be writing about the successes of the Spring Conference and Tradeshow, our Board Leadership Development Program and the Annual Education Summit. Of course, perhaps like you, my head is still spinning over how the world has changed, and I am having a difficult time predicting what life might look like by the time you read this message.

I do know that while we are not yet able to celebrate the success of events exactly as slated for spring 2020, there is, without a doubt, a huge reason to celebrate. Let's celebrate witnessing our chapter come together in a remarkable way, while never setting foot in the same room. We have quickly shifted gears to a new way of life, both at home and in business, finding a way to support one another through the process. I have heard story after story of neighbors in our communities helping each other and associations responding quickly to keep people safe while showing compassion and kindness.

With the guidance of our Chapter Executive Director, Bridget Nichols, our committee members, the Board of Directors, CLAC and our many volunteer educators, CAI Rocky Mountain Chapter continues to focus on our Chapter's Mission, to offer learning and

networking opportunities and advocate on behalf of our members. Let's celebrate our ability to move quickly, providing needed information and creating new ways to meet the changing needs of our members and the communities we represent.

Our new Zoom Chapter Forums for Management Company Executives, Community Managers, Homeowner Leaders and Business Partners have all had wonderful participation and an unprecedented level of open, valuable idea sharing. The Community Manager Apprenticeship program with ACC is moving forward, bringing new talent to our organizations. Courses planned for the Annual Education Summit and Peak Series have been adapted and transformed into online learning, assuring that everyone is receiving needed credits and education in a safe environment. We also recognize that some events are more impactful when they can be held face to face (Zoom Clay shooting just doesn't seem like a great idea). The "Spring" Conference has now "sprung forward" and has been rescheduled for November 12, 2020. Adjustment of other events and dates is currently under consideration and will be finalized as soon as that becomes practical. Keep an eye on the chapter website for updates and details.

**T**he world has changed and we recognize that you will likely look to CAI for different things during this time. Please help us know how we can best support you. Our organization exists because of community and I hope we can all take a moment to celebrate how our CAI community has come together to support one another in so many ways. 🏠



## Editorial Calendar

| Issue   | Topic                                     | Article Due Date | Ad Due Date |
|---------|---|------------------|-------------|
| Issue 3 | Insurance / Ethics                        | 04/15/2020       | 05/01/2020  |
| Issue 4 | Finance                                   | 06/15/2020       | 07/01/2020  |
| Issue 5 | Tech / Modernization                      | 07/15/2020       | 09/01/2020  |
| Issue 6 | Planning Ahead / Goals / Community Vision | 10/15/2020       | 11/01/2020  |



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## Don Ireland

**Position(s) Held:** President, 2009-10, 2011-present; Newsletter author, 2007-present

**Association:** Third Cherry Creek Townhouse Corp. (aka, Cherry Creek 3), Denver, CO

**Association Size:** 251 Units

### Community & Personal Achievements:

Don was named a Neighborhood Star by Denver's Inter-Neighborhood Cooperation organization in 2018 after leading Cherry Creek 3 to several awards, including:

- Colorado WaterWise organization's Conservation Award \*
- Audubon Rockies Habitat Hero Award \*
- Colorado Department of Public Health & Environment Environmental Leadership Award \*
- Plant Select HOA Partner Award \*
- Documentary/Film appearances: (2016) "Hometown Habitat: Stories of Bringing Nature Home"  
(2017) "Doing More with Less: The challenge and opportunity of water efficiency"

\* denotes first time award given to an HOA in Colorado.

Since becoming a Board member, Don has led efforts to create Cherry Creek 3's own web site, re-vamp its landscaping to low-water species, make available two satellite TV service options to all residents and use newer technologies to improve Board and community operations. His accomplishments including converting all HOA sidewalk lights to LED and working with Xcel Energy to convert all overhead street lights to LED. He worked to have 30 trees planted in the neighborhood during the last five years.

During the past five years, Don has spoken to hundreds of HOA leaders, environmental groups, and other organization throughout the Front Range on the subjects of water efficiency and conservation, appropriate landscaping in Colorado, the importance of pollinator preservation in urban and suburban areas and related topics. ⤴



If you're interested in sharing your community's achievements or spotlighting a homeowner leader, please email [bridget@caddo-leadership.com](mailto:bridget@caddo-leadership.com). We'd love to hear from you. You may also nominate a homeowner leader by filling out the questions referenced above.

**April showers bring... chipping paint,  
broken limbs, overgrown lawns.**



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# BACK TO BA



## Consider the Rule of Three to Restore Balance to Your Aquatic Ecosystem

by Erin Stewart and Katelyn Behounek,  
SOLitude Lake Management

**W**hen developing a management plan for a lake or pond, it is important to keep its purpose and priorities in mind. Is it strictly aesthetic? Is it used for fishing or recreation? Maybe it facilitates irrigation, drinking water, fire suppression, or stormwater collection? An effective freshwater management program can be compared to the importance of each leg on a “three-legged stool.” Just like the legs supporting the stool, many water resources are interdependent, meaning that the actions taken in the watershed could cause imbalances that have negative consequences downstream.

Think of each “leg” of this metaphorical three-legged stool as representative of the (1) physical, (2) chemical, and (3) biological components of a freshwater resource. If one part of

this trinity breaks down, the others will follow. To ensure each of these aspects is protected, it’s important to understand the ways in which they contribute to the health of a waterbody and how to identify imbalances when they arise.

The first leg of the stool—the physical characteristics of a lake or pond—includes features such as size, depth, volume, bottom substrate, water source and exchange through the system. These are major components that can affect how a lake or pond responds to environmental conditions. For instance, shallow ponds with excessive buildup of bottom muck and sediment, or those with limited water movement, will be more likely to experience algae and weed growth than a large, deep lake or one with lots of movement.



# ASICS:



Nutrient pollution is an example of how one component can directly affect another; nutrients encourage algae and aquatic plant growth. While moderate levels of growth are natural and provide habitat and food for fish and wildlife, algae and aquatic weed growth can proliferate under imbalanced conditions. Without proper management, nuisance algae and vegetation can block sunlight, limit access for fishing and boating, and compromise aesthetics. As these increased populations of plants and algae decay as part of their natural lifecycle, they will release more nutrients into the waterbody to fuel additional growth, creating a vicious cycle. In the process, the risk of fish kills, offensive odors, accumulation of bottom muck and nuisance insect populations can all increase—further offsetting the balance of the waterbody’s physical, chemical, and biological characteristics.

Having knowledge about the benefits of proactive management, and sustainable tools and technologies at our fingertips, adds a fourth, stabilizing “leg” to the “three-legged stool.” With a proactive management in place—even if one of the other components is slightly out of balance—the stool may wobble but will not fall over. In other words, problems that might normally be detrimental for a lake or pond can be identified and resolved early on, before they can impact other aspects of the ecosystem.

A proactive approach is most effective when it accounts for all elements of an ecosystem. Vegetative buffer management, shoreline stabilization, aeration, regular stormwater inspections, and even sediment removal are all proactive ways to support the physical leg of the stool. These tools limit the influx of runoff and pollutants, prevent erosion and sedimentation, increase water movement and maintain the depth and structural components of a lake or pond.

Some of the more advanced management strategies utilize nutrient-locking products or beneficial bacteria to cycle and remove excess nutrients from the water column, reducing the potential for chemical imbalances. New technologies like nanobubble treatments can be used alongside these solutions to increase beneficial dissolved oxygen concentrations and enhance overall water quality. Aeration of all types can also help foster the health of fish, wildlife, and beneficial insects through the biological food chain. These proactive tools can help give more “stability” to a freshwater management plan so serious, costly problems are far less likely to arise.

Whether mosquitoes and bad odors are keeping you away from the water or nuisance algae is causing an eyesore around your property, there are always ways to counteract the issues you are experiencing. It is important to bring in a professional to educate you about the best proactive approaches for your waterbody and help design a custom management plan before problems get out of hand. Just like a master carpenter would use his knowledge and expertise to build you the best seat, a certified and trained lake management professional will take each “leg” of the aquatic resource into account to achieve your unique goals and objectives. 🏠

*Erin Stewart and Katelyn Behounek are Aquatic Biologists with SOLitude Lake Management, a nationwide environmental firm that provides sustainable lake, stormwater pond, wetland and fisheries management solutions. Learn more about this topic at [www.solitudelakemanagement.com/knowledge](http://www.solitudelakemanagement.com/knowledge).*

The chemical characteristics, the second leg of the stool, refer to natural water quality components that can be measured, such as temperature, dissolved oxygen, pH, nutrients, water clarity, dissolved metals, salts and many other parameters. Poor water quality in lakes and ponds often occurs when these parameters become imbalanced in one direction or another. This is often caused by polluted runoff entering the waterbody that contains fertilizer, pet or wildlife waste, landscaping debris (grass clipping and leaves) and other organic materials. This process of nutrient “pollution” is one of the most common causes of chemical imbalance in a freshwater ecosystem.

The third biological component of the stool comprises all living things, including algae, plants, bugs, fish and microorganisms.

# HELP YOUR HOA FIGHT THE WATER BATTLE



## The **Future** of New Communities





**Don Ireland**  
Third Cherry Creek  
Townhouse Corp.

**Y**ou're not alone if your homeowners association is struggling with escalating water and sewage costs. It's a battle faced by most residences throughout the West, where populations are swelling, and the availability of water is limited.

HOA leaders have two choices: keep hiking owner's maintenance fees or take an organized approach to beat back the water beast.

My homeowners association, Third Cherry Creek Townhouse Corp., continues to face rising costs for insurance, maintenance services, and water and sewage bills. (We have 251 side-by-side brick condominium buildings in a city block in southeast Denver.) As Cherry Creek 3's newly-elected president back in 2008, I accepted the challenge to prevent our community from drowning in water bills. Our neighborhood was built in 1965 and designed to have the HOA pay for all water and sewage—there are no individual meters to our 39 buildings or our 109,000-gallon swimming pool.

Bottom line: We're winning the battle... or, at the very least, staying reasonably afloat.

| Cherry Creek 3 | Water used (millions of gallons) | Combined water & sewage costs |
|----------------|----------------------------------|-------------------------------|
| 2008           | 36.7                             | \$157,705                     |
| 2009           | 20.4                             | \$141,007                     |

**RESULTS: The Association is using 16 million fewer gallons of water annually.**

Cherry Creek 3 avoided purchasing 126,577 million gallons of water from 2008-2019 by engaging in a concerted effort to emphasize and practice water conservation and efficiency. It takes months or even years to plan, fund, and implement projects in planned phases. However, investing in a strategy can yield significant, measurable results and save money in the long run.

Here are some of the successful steps we've taken and others that I recommend:

Organize and launch an education effort for residents, stressing that water is money and every gallon not wasted is money not going down the drain. The message that water is money can hit home with any owner who pays for their own electric, cable, or cellphone bill. We talk about water regularly in our newsletters. Each year, one newsletter is devoted entirely to the subject. (Read this year's edition in the "Striving to Save Water" section of our website, [www.cherrycreek3.com](http://www.cherrycreek3.com).)

Because 50% of all water used annually in a single-family or multi-family complex goes toward watering landscapes, install water-saving technologies, including smarter irrigation controllers that react to rainfall. Install MP Rotary-head sprinkler

heads, which use up to 40 percent less water. Many water providers offer rebates for installing such devices.

Using Kentucky Blue Grass and similar water-thirsty turf grasses in the Front Range is eco-unfriendly because of the expense of watering and maintaining it. Although blue grass looks nice, it can't grow here naturally. Plant Select ([www.plantselect.org](http://www.plantselect.org)), a non-profit organization including Denver Botanic Gardens and Colorado State University, has more than 150 colorful, low-water and drought-tolerant plants – including a turf alternative, called Dog Tuff Grass—that can refresh your landscaping with a true Colorado-style look. I'm not saying you should have a lawn-less landscaping plan – just a "less lawn" landscaping plan.

**"It takes months or even years to plan, fund, and implement projects in planned phases. However, investing in a strategy can yield significant, measurable results and save money in the long run."**

Give your landscapers a schedule of watering times for each month. (Most water providers post this information online). Do your people know they shouldn't water between 10 a.m. and 6 p.m. to prevent evapotranspiration? Setting standards for the folks who control your sprinklers is crucial because your association—not them—pays for the water, which is more expensive from April through September. The truth be told, you really don't need to turn on your irrigation system until late May. If you do, you're likely wasting water.

We not only ask owners to install new water-efficient devices in their homes, we also are among the few HOAs that offer water-efficiency rewards (cash rebates) to those who do so. These rebates are in addition to what our local water provider offers. During the past 11 years, our owners replaced about 450 older toilets, which used 3.5 gallons per flush, with high-efficiency ones that use 1.28 (or fewer) gallons per flush. When our water bill decreased, so did our sewage bill.

Well-planned xeriscapes look great. Xeriscape doesn't mean using tons of rocks, gravel or cacti and turning your Association into a desert look. Colorado's legislature has passed laws that prohibit HOAs from preventing homeowners from installing xeriscape yards. Last year, the state approved a measure that encourages common-interest communities to use xeriscaping in common areas.

Many water providers in Colorado know it's cheaper to help you change than to pay to build another reservoir. That's why organizations, including Northern Water, Aurora, Thornton, Northglenn and others, offer rebates for converting lawn areas to xeriscaping.

If little Cherry Creek 3 can turn the tide in its fight, you can, too! ⬆

# **PROTECT YOUR COMMUNITY**

A woman in a black polka-dot dress and a red headscarf is fighting a giant, multi-tentacled octopus in a bathroom. She is holding a red plunger and has a determined, shouting expression. The octopus is emerging from a toilet, with its tentacles wrapped around the woman and the toilet. The background shows a tiled wall, a sink, and a toilet paper roll.

**Against The  
Financial Fallout  
of Deferred  
Maintenance**





**Eric Lecky**  
SageWater

**W**e have all heard horror stories about the negative and costly impacts resulting from deferred maintenance. Deferring maintenance on plumbing systems is undoubtedly no exception. One property owner estimated that not fixing their pipes cost them 9X more in the long run, compared with the cost of replacing the plumbing when their pipe problems first started. When a community begins to have leaks, two things should happen. First and foremost, repair the leak. Any licensed plumber or qualified maintenance technician can handle this, depending on the size and location of the leak. Second, and typically missed, is a

thorough investigation into why the pipe leaked.

If the leak was due to the poor initial installation of a particular fitting, then fixing that one joint may solve your problem for years to come. However, if the pipe failed due to age-related issues, it's time for a system-wide assessment to determine the remaining estimated usable life of your plumbing.

For a relatively small fee, fitting extractions and metallurgical lab tests can determine everything from the pace of corrosion to pipe wall thickness. They should give your community valuable information regarding the current state and options moving forward, including whether or not your pipes need immediate attention or whether more time is available before replacement is required. This engineering report can be a helpful tool when communicating with your owners about the need and urgency for replacing your various piping systems and the corresponding investments necessary to properly maintain your community and property values.

However, because of the cost and complexity of a full piping system replacement, even if you have 10 or 20 years of usable life left in your plumbing system, you need to start planning now. Reserve studies frequently exclude pipe replacement, or if it is included, the cost varies drastically. In the case of a full system repipe, starting to reserve 10 – 20 years ahead should not be out of the question.

Even with an assessment and careful planning, knowing when to pull the trigger on a repipe can be difficult. Answering critical questions will help you decide when is the 'right time' to replace your pipes. These questions should include the timing of your pipe replacement project in relation to, or in conjunction with, other maintenance projects and community investments; the impact of increased annual dues or a special assessment on unit owners; your ability to take out a loan to fund the project; and your willingness to put up with continued leaks, repair costs, and plumbing downtime.

In the end, every community is different and will end up on a different timeline. Getting informed by asking your maintenance manager to discuss the state of your plumbing at your next board meeting, or having your current plumber give their perspective based on work they have done at your community, or asking a

repipe company to come to look at the problem and provide some free advice are all helpful insights that can better enable your community to make a more informed decision. Simply talking about the problem is an important first step.

**“While there is not a magic crystal ball that can tell you exactly when to repipe your community, for those that have gone through it, no one ever complained about repiping too early.”**

While there is not a magic crystal ball that can tell you exactly when to repipe your community, for those that have gone through it, no one ever complained about repiping too early. But those that waited too long can tell many stories about catastrophic floods, losing insurance coverage, not being financially prepared, and extensive community backlash over plumbing “emergencies” that could have been avoided with a more thoughtful and proactive approach. Some specific cost implications of deferring maintenance for too long include:

- Overtime pay and higher operating costs due to increased maintenance staff hours to repair leaks and contain water damage.
- Escalating expenditures in plumbing labor and materials to stop the leaks.
- Water extraction and mold remediation due to excessive leaks, in addition to paying for displaced residents to stay in temporary housing.
- Repairing damaged property such as carpet and padding, sheetrock and paint, cabinets and vanities, and resident belongings.
- Extended downtimes without water service while repairs are made requiring bottled water, temporary housing, and/or reparations paid to affected owners and residents.
- Paying the insurance deductibles for each incident.
- Harm to your community's brand and reputation in the marketplace. In the digital age, unhappy owners and residents who are dissatisfied with continual leaks and water shutdowns can and will use online platforms to voice their opinions, ultimately damaging your building's reputation.
- A reduction in property value as well as an increase in insurance premiums when leaks are recurring and cause repeat damage.

Don't fall victim to the financial fallout of deferred plumbing maintenance. The positive outcome of replacing your pipes far outweighs the costs and frustration of ongoing leaks. Your owners, residents, property management team, and maintenance staff will all welcome an end to the damaging leaks, resulting in positive financial and operational results—a win-win for everyone. ⬆

# Preventive Maint

## Spend Now to Save Later



**Joe Smith**  
Burg Simpson

**A**s an association manager or someone who works directly with Colorado community associations, you understand the importance of regular maintenance of the common elements. Colorado law and an association's governing documents impose a legal duty on every Board of Directors to maintain the community in a good state of repair, and owners look to the association for proper maintenance because individual property values can be significantly impacted by the level of upkeep.

A comprehensive common element inspection and maintenance

program can prevent building deterioration, reduce long-term maintenance, repair and replacement costs, improve the community's overall appearance, and reduce occupant disruptions caused by problems like roof leaks. And, with building energy efficiency becoming more and more important (Denver has joined Fort Collins in requiring air-tightness testing of all new construction and major renovation projects), proper inspection and maintenance of a building's exterior common elements can help identify and reduce or eliminate energy waste caused by poorly installed or maintained exterior materials and components.

The Board and manager should also ensure that the Association's maintenance program includes regular assessment and observation of all of the common elements so that maintenance needs are identified and taken care of as early as possible. Although the specific maintenance required will



# enance




vary from community to community and common element to common element, here are some of the more typical common element maintenance items to consider in your community's maintenance program:

- **Building Envelope.** The building envelope, which is all of the components of the outer shell that keep the outdoor elements out of a home and allow for climate control (think roofing, stucco, siding, windows, doors, etc.), must be maintained to keep the exterior walls and unit interiors dry. Otherwise water intrusion beyond the envelope could cause damage to interior finishes, structural deterioration, and even mold growth. Properly sized and installed sealant joints allow dissimilar materials to expand and contract at different rates without creating openings where water and air can enter the wall or unit. As the flexible sealant becomes deteriorated or aged it must be replaced. Stucco,

siding, brick and stone require adequate separation from the ground and hard surfaces like concrete to avoid wicking up water from rain, snow, and sprinklers. Tuck-pointing cracked masonry joints and cleaning soiled stone or concrete are other maintenance items.

- **Grading and Drainage.** Over time soils may settle next to foundations or in other landscaped areas and drainage swales, resulting in ponding water that can be unsightly, kill the grass, damage ornamental plants, compromise a home's foundation, or become a breeding ground for mosquitoes. All of these areas should be checked for positive slope and to ensure they are free of obstructions so that surface water is drained away from buildings as quickly as possible. Concrete lined swales require the same maintenance as well as repair of any cracks that develop in the concrete that allow water to seep into the underlying soils instead of being carried away as part of the overall site drainage system.
- **Pavement.** According to industry sources, properly maintained asphalt pavement should last about 25 years on average. Maintenance over this time period provides pavement protection and extends pavement life. Asphalt maintenance may include resurfacing (overlay), seal coating (fog seal, bio seal, sand seal, sandwich seal, slurry seal, chip seal, micro surfacing), crack filling, and pavement "rejuvenators" such as Maltene Replacement Technology.
- **Site Metal.** Steel and iron handrails and guardrails, sign and light posts, and other components in contact with or close to the ground can rust. Salt used for deicing sidewalks can accelerate the corrosion process. If rust appears, it must be removed it before it corrodes the metal and compromises its integrity. Periodic brushing with sand paper or a wire brush followed by priming and painting can remove existing rust and delay the onset of future rust.
- **Miscellaneous.** Other common elements that require regular maintenance to provide their intended function throughout their useful life include landscaping, concrete flatwork, fencing, decks, roof gutters and downspouts, irrigation systems, signs and mailboxes. Each of these common elements will have different maintenance requirements.

With the right maintenance program in place, you can keep your community, and in particular its common elements, looking great, functioning properly and get the expected useful life out of the materials and components. In the long run, proper inspection and maintenance now can significantly reduce the need for and cost of repairs or even replacement that fall outside the community's reserve funding. 

---

*If you'd like to read more about common element preventative maintenance, check out [Planning Can Save Time, Money, and Effort](https://www.caionline.org/Publications/Pages/CMFreeArticle2019JanFeb.aspx) (CAI 2019, <https://www.caionline.org/Publications/Pages/CMFreeArticle2019JanFeb.aspx>) and [An Ounce of Prevention – The Value of Association Common Area Preventative Maintenance](https://wscai.org/an-ounce-of-prevention-the-value-of-association-common-area-preventative-maintenance/) (Washington State Chapter CAI 2011, <https://wscai.org/an-ounce-of-prevention-the-value-of-association-common-area-preventative-maintenance/>)*

*If an association is experiencing excessive or premature maintenance it might be an indication of a product failure or improper installation. It is a good idea to seek expert advice about conditions like this as soon as possible. For more information, or if you have questions about preventive maintenance or construction defects, email [jsmith@burgsimpson.com](mailto:jsmith@burgsimpson.com) or visit [www.burgsimpson.com](http://www.burgsimpson.com).*

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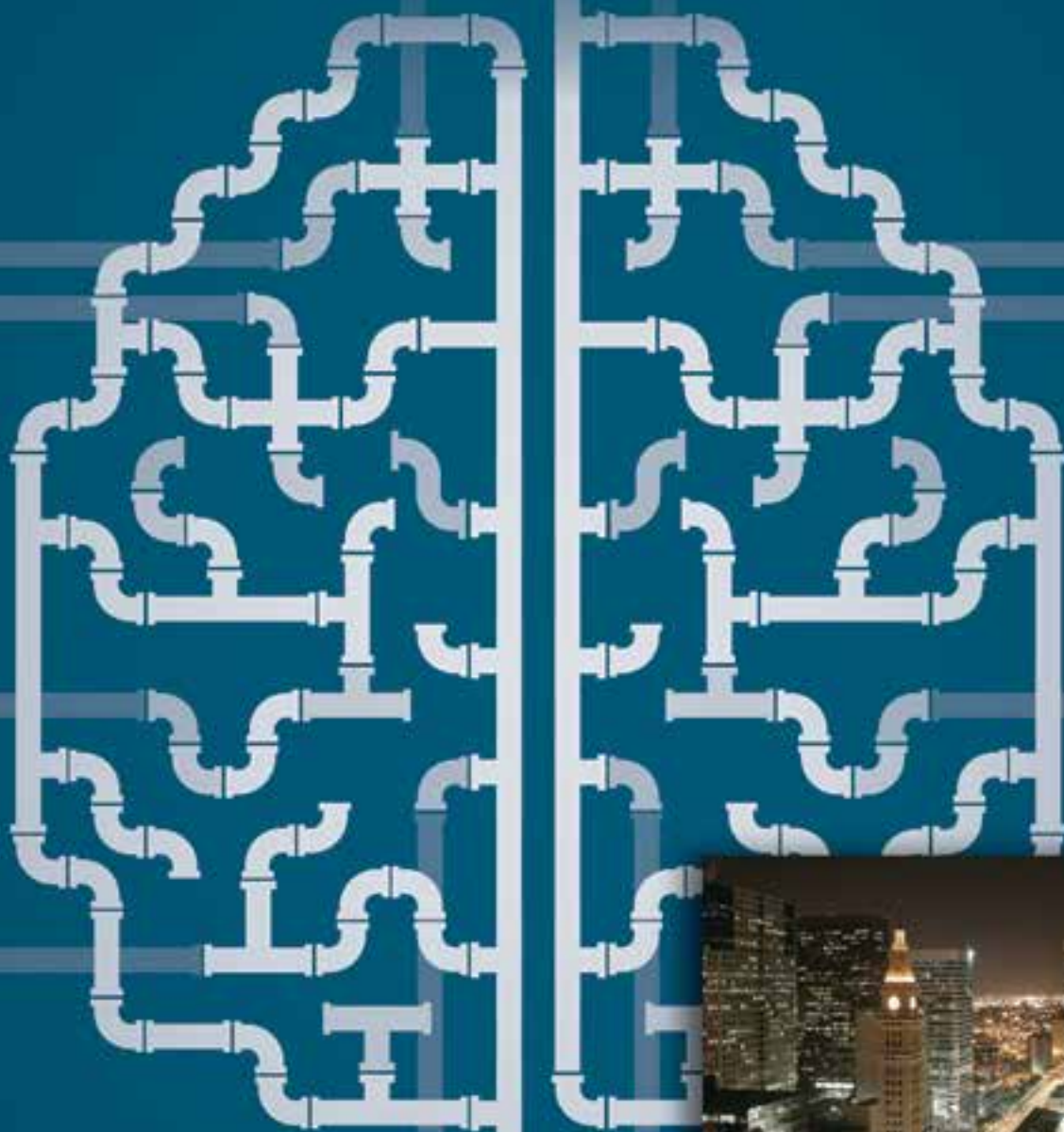
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# PRESSURE WASHING

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**P**ressure washing your property's exterior, driveways, and parking lots not only restores beauty but improves curb appeal and makes for a healthier living environment.

Pressure washing removes ugly stains, grease, mold, mildew, dust, and winter grime. It's ideal for graffiti removal, cleaning brick and masonry, community entry signs, and the rust spots left from the metals and minerals found in fertilizer.

Hot water/steam pressure washing works best to remove the worst stuck-on dirt and grease. Parking lots and

areas around dumpsters are prime examples of when this process would be used.

Hot water/steam is also necessary when restoring an old cedar fence or redwood deck, especially if you want to take the wood back to its original beauty.

Steam is introduced at much higher temperatures and a lower GPM, (gallons per minute) flow. This process doesn't just use pressure to remove built-up grime; Instead, very hot steam is used to loosen and wash away stubborn stains and build-up. Steam also cleans faster and more efficiently, which reduces labor and operation costs.

Steam cleaning offers a huge advantage over pressure washing when it comes to removing grease and oil. Some oily residues can be left behind with pressure washing even if you use a hot water pressure washer.



Steam cleaning also produces less runoff and less splatter. Professional pressure washers know that the reduced runoff with steam cleaning means less reclamation to deal with. We know that many big jobs require that you reclaim the runoff water to conform to EPA regulations. It's always necessary to use steam when degreasing and removing oil, sterilizing, disinfecting, dissolving resins, melting and thawing ice buildup, and flushing away chemicals and poisons.

Wood structures, fences, and decks should be included in a regular maintenance program. Depending on their exposure to the elements they should be power washed every three to five years.

Cedar wood is naturally resistant to insects, rot, and warping, however despite its hearty reputation, cedar still requires proper maintenance to ensure its lovely appearance will last.

It usually looks great for a few years but soon turns gray due to the elements. And when dirt buildup causes cedar to lose some natural oils, it's less water-resistant.

Old cedar fences and redwood decks can be restored to their original natural beauty by pressure washing and resealing them to keep moisture out and prevent wood rot.

An oil-based semitransparent stain is the best choice for cedar fencing. Using a stain with a UV inhibitor limits exposure from the sun to help keep wood from turning grey and can extend its life by many years. The oil penetrates the wood for extra protection, and the pigment blocks ultraviolet rays.

The cost of cedar has increased considerably over the past few years. Replacing an old cedar fence now can easily be triple the original cost. Pressure washing and resealing aging cedar will substantially extend the life of the fence.

Pressure washing vinyl fences is an effective way to blast off dirt and eliminate the discoloration from iron particles in water caused by sprinklers.

Be sure to calibrate lawn sprinklers in a way that avoids excessive water hitting the fence to minimize potential damage. Make sure the area around the fence has proper drainage so water doesn't pool around posts.

Curbside appeal is important for any property. Whether you're aiming to attract prospective tenants or prospective buyers, the appearance of cleanliness is going to matter. Power washing a property will make it easier for current owners to rent and sell their homes. So, for property managers, washing a property will make it easier to attract more reliable, higher-end tenants.

Property owners want to see what their HOA and their property management company are doing for them. Though there may be many things going on in the background, such as rules enforcement and legal issues, these aren't always immediately visible. Pressure washing provides an immediate property update and upgrade that owners can visibly see.

When done as a regular part of maintenance, pressure washing can improve the appearance and value of a property in many ways. 🏠

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*Earth Green Fence has been in business for over 25 years. Our professional crews have constructed quality fences for 1000's of happy homeowners, HOA's, and builders all over northern Colorado. We also provide new construction for municipalities along the Front Range and our certified restoration crews help maintain their existing fence. We are honored to be a business partner and a proud member of the Rocky Mountain Chapter of the CAI.*



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# Gutters

## To clean, or not to



**Irina Maretski**  
Gutter  
Maintenance Pro

**D**one right, seasonal gutter maintenance can be relatively inexpensive for communities. Done wrong, or not done at all, gutters can quickly turn into a homeowner's (and you, as the manager!) worst nightmare.

So, what is important in gutter maintenance and how frequently should the gutters in your communities be serviced?

A general rule of thumb is to get gutters cleaned every spring & fall.

But the truth is there's no cookie-cutter answer. It's best to consult with an expert on what their professional recommendation is for a custom

maintenance schedule, as each community is different, and their needs depend on a variety of things. Some of those variables include: Amount & maturity of surrounding trees, the type of surrounding trees, the age of the gutters, the size of the gutters in relation to the property, pitch of roof, type of roof, height of gutters, etc.

And "gutter maintenance" doesn't end with just gutter cleaning, either.

Managers that want to avoid the headache and costly repairs of neglected gutter maintenance understand that proactive gutter maintenance is necessary. That includes gutter inspections with every cleaning, periodic tlc, re-securing of the gutters and downspouts, and a periodic re-caulking & resealing of the gutter seams - especially if a lower quality sealant was used during installation.

Simple measures of preventative care can help mitigate a world of costly problems and liability.





# clean?

What are they?

Flooding basements, leaking and overflowing gutters, ice dams, icicles, sheets of ice that scream liability, rotting fascia, mold and mildew growth, damaged landscaping and soil erosion, and accelerated aging of gutters are some of the more obvious cardinal signs.

But it goes deeper than that.

If you think about it, the purpose of the gutters is to carry water away from the foundation, and to properly route it toward the sewer systems. Some symptoms of neglected gutters that only surface much later are things like cracks in the foundation of the property and cracks in the asphalt/concrete around the property, the community, and in the parking lots.

Most of the communities that we get asked to give gutter replacement bids to almost always have sidewalks, roads, and parking lots with cracks or raised areas that are a result of water and moisture getting trapped underneath and then shrinking

and expanding with the weather fluctuations.

If you or your Board are contemplating a full gutter replacement, consult with a gutter specialist first. We often help communities save money and avoid the need to dip into reserves for a gutter replacement project by inspecting and tuning up the gutters, thus adding an average of an additional 10+ years to the life of the gutters.

The good news is that gutters are meant to last 50 years with proper maintenance. And, in comparison to the costs of community-wide projects to deal with the consequences of gutter neglect, seasonal gutter maintenance is inexpensive!

The key is to hire a gutter expert who specializes in the trade.

Any painter, landscaper, or similar vendor can offer to blindly clean the gutters in the community for a lower bid than a specialist who would inspect for & document any red-flags as they clean, but you and your communities would both be winning in the long run by having it done right by a specialist.

When sending RFP's out to your vendors, request more than just gutter cleaning. Some line items you'll want to make sure get included in the gutter cleaning quotes are inspections with documentation, downspout cleaning, and when necessary, water testing on troublesome areas.

Once the cleaning is performed and you've got the inspection report in-hand, complete with photos and documentation, you'll be better equipped to confidently consult the Board Members on what repairs are needed to mitigate water damage, and how you can safely defer costly gutter replacements. Knowledge is power, and you can favorably position yourself as a budget-saving hero to the Board when working with a pro!

In the meantime, you can empower yourself as the manager by learning what to be on the lookout for when you're out visiting your communities.

## Here are 5 Red Flags to identify:

1. **Gutters:** Are they: Sagging/pulling away from property? Dented or damaged? Rusting? Cracked or have holes? Leaking or overflowing? (This is best seen after rain or as snow is melting).
2. **Downspouts:** Are they: Secure and properly aligned? Are the extensions damaged or detached, causing backflow of water right into the foundation?
3. **Property Exterior:** Does it: Have any water marks or signs of moisture? Any peeling or chipped paint? If so, where? If on the siding, it's likely that it's only a gutter issue. If it's coming from behind the gutter, then the roofing is the primary root of the issue and both the roof anatomy and the gutters will need repairing.
4. **Landscaping:** Is it: The way it's supposed to be, or is there soil erosion from improper water drainage?
5. **Foundation:** Are there: Any signs of water damage? Any cracks, water spots, raised areas, or chipped/peeling paint? Signs of mold/mildew? ⬆

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*Irina Maretski is the relationship manager, aka, "The Happiness Engineer," and co-owner with her husband, Vito Maretski, at Gutter Maintenance Pro (GM Pro). Irina is involved in the CAI-RMC chapter by serving on the Spring Showcase Committee. Together, this power-duo is committed to raising the standard for the bar that valued managers and homeowner leaders can hold vendors to.*

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### **Beth Beach – CMCA – Advance HOA – Westminster, CO**

I received my CMCA Delegation in 2015 because it was mandatory from the management company I worked for at the time. Since then I have gone on to receive my AMS by taking two additional level 200 classes. The continued education I have received has cleared up more difficult topics such as insurance risk management and contracts, in turn making me more confident. Having these delegations makes me more comfortable in the industry, it makes getting jobs easier, and is recognized nationwide which is also a nice benefit. I also feel that Boards appreciate a manager having their CMCA. I would recommend the CMCA to other managers because it shows dedication to your communities and your career.





### **Jim Cowell – PCAM – LCM Property Management – Denver, CO**

**I was one of the first recipients of the PCAM 31 years ago in October making me number 123. At that time, it was all that was available and I wanted my designation to show my knowledge and commitment to the industry. I think one of the biggest values of having my PCAM is that it now has credibility in the industry and folks are willing to listen a little closer to what I have to say. I would say that having my PCAM has benefited my career once again due to the recognition of being knowledgeable in the industry. One thing that I have learned in the past month is that I still don't know it all and there is always more to learn.**



### **Patrick Mitchell – CMCA – All Property Services – Fort Collins, CO**

**I have had my CMCA delegation for 7 years now. I originally received my CMCA when I became an HOA accountant and community manager, due to having the two positions it was a requirement from the company I was with. I have maintained my CMCA for several reasons. It is good to continue your education, and it is especially helpful at board meetings where professionals are expected to have a full understanding of the industry. I am on the Board of Directors for 3 different HOA's and through the upkeep of my CMCA I am set apart by having a higher level of education on industry topics than I would otherwise. I have also met numerous people in the industry through earning my CMCA, you meet other businesses in the industry which lets them know that you want to work together. Since it is no longer mandatory, by earning your CMCA, it shows that you are serious about what you are doing. I would recommend earning your CMCA to anyone considering it. I feel that it makes you look like a professional and helps you stand out in this industry.**

### **Kathy Christensen – PCAM – KC & Associates – Littleton, CO**

**I first received my PCAM in 2009 because I believe in CAI and the designations. The biggest value of having my PCAM is the credibility it shows in the industry. While I don't manage much anymore (only the occasional assistance), I enjoy the people, assisting in solving their issues, and working as a team to make their communities the best they can be. Having my PCAM has brought confidence, training, and broadened my knowledge of the industry in turn helping my career. If I had to define characteristics about being a CAM or having my PCAM the words I would use to describe is quality, integrity and performance.**

# The Importance of Regular Preventative Maintenance: Tube Bundles





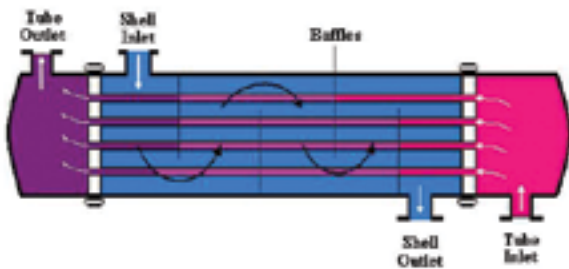


**Evelyn Saavedra**  
The Coloradan  
with  
East West Urban  
Management

**M**ost of us have so much going on day to day that sometimes the infrequent reoccurring maintenance items may be overlooked. Is it really important that we clean the tube bundles of hot water generators at year ten as suggested or is year eleven or twelve okay? How long can we put this off? While I can't answer those questions, I can tell you the longer you delay items such as cleaning and repairing the tube bundles of a hot water generator system, the efficiency will certainly be impacted.

In my last community when we conducted the cleaning of the tube bundles, we quickly noticed results

in our energy bills. Never would we have imagined it would increase our Energy Star score 12 points!



Determining the best path to complete the preventive maintenance project with the smallest impact to owners and tenants is just as important as the work itself. Due to the fact the actual process of cleaning and patching a tube bundle can last up to two weeks, we needed to make sure we had a good plan in place. I don't have to tell you that going without hot water for two weeks was not the answer.

How did we do it? We decided the best course of action was to invest in a new tube bundle that could be inserted into each hot water generator while the old tube bundles received service. This additional tube bundle would also be nice to have "on the shelf" in case we needed a replacement down the road. Being that we had four hot water generators at that building and we only wanted to invest in one additional tube bundle, we knew this project would take approximately two months to complete. Before we started the project, we made sure that we communicated a clear plan to the owners and tenants. This included all of the key points of when their section of the building would be without hot water, the plan to use a secondary tube bundle to greatly reduce the hot water generator's time down from two weeks to just a few hours over night, and the fact this process would roll throughout the building over a two month period.

While it was a drawn out and sensitive project, we found the results to be worth all of the effort. We found out that many of the tube bundle braces were in need of repair, and some of the tubes to had major wear spots in addition to build up from the water. Planning ahead and coming up with additional options that saved our owners and tenants from a potential "disaster" was well worth the time and energy! . ⬆

*Evelyn Saavedra, CMCA®, AMS®, PCAM® is the General Manager at The Coloradan with East West Urban Management. East West Urban Management specializes in high rise management with an emphasis on hospitality service.*

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- Prevent Costly Interior Damage or Mold Issues!
- Keep Your Roof's Warranty in Tact!





**Joel Massey & Jonathan Friesen**  
NexGen Roofing

Don't Let This Happen To You! Imagine calling a "professional" to inspect and maintain your roof, but come to find out your warranty is potentially voided because the issue wasn't repaired correctly per manufacturer specifications! It's important to know your contractor of choice is qualified with all types of roofing systems and is knowledgeable to address any concerns the correct way for the correct system.

KEEP A LOG of all personnel who step foot on your roof and make sure to get dated and time-stamped photos of repairs. It's crucial to only allow certified professionals to address your roof maintenance concerns so you can

keep your warranty intact and leak free!

Colorado is home to some of the harshest weather for all types of roofing systems; therefore, maintaining your Colorado roof is extremely important. We all know, Colorado can be 20 degrees with snow in the morning and 70 degrees and sunny in the afternoon, which can have serious ramifications for your roofing system. Long story short, hail isn't the only thing your roof should be concerned about!

There have been countless occasions where we have provided an inspection and immediately identified issues which could have been resolved at a lesser expense had the building owner or manager take a proactive approach to the health and condition the roof.

How often does my roof need inspecting? Some manufactures recommend inspecting the roof for issues two times per year (spring and fall); however, we feel if your roof is inspected in detail one time per year, then you'll be ahead of the curve. Most people consider their roof to be an afterthought until they see an issue from the inside out. At this point, it's already too late. Well documented photos, a maintenance log, and repair receipts can go a long way with an insurance carrier and this information provides proof that you are actively maintaining your roof. Plus, you protect your investment and the health and safety of your community!

## Common Problem Areas

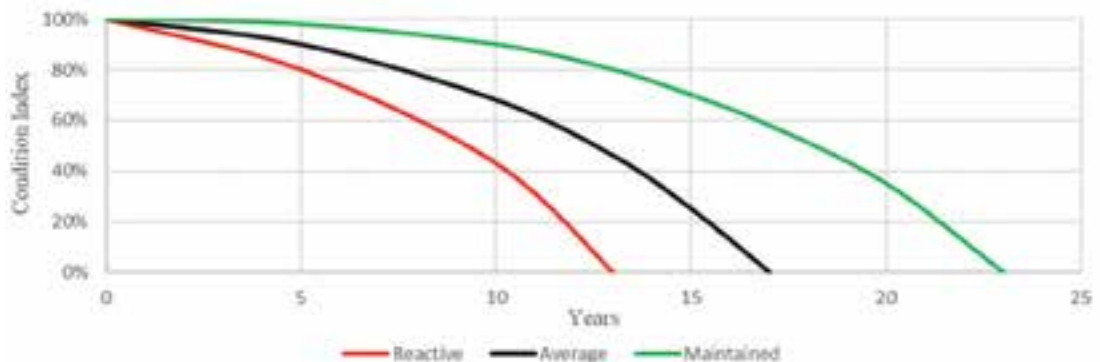
- Roof Penetrations: Skylights, pipe jacks, bathroom vents, chimneys, flashing. etc.
- Ventilation: Improper intake/exhaust ratio can lead to blistering or horizontal cracking.
- Standing Water: Improper drainage/taper system or poor sloping. Collect debris, dirt, and cause leaks.
- Gutters, Scuppers & Drains: Clogged or insufficient drainage can cause water logging and leaks. Roof/Wall Intersections: Step Flashing and headwall flashing improperly installed.
- EPDM/TPO Seams: Can become compromised and detached allowing water to seep into membrane.
- Parapet Wall Coping: Coping can become detached or improperly installed and cause leaks.
- And Much More! It's important to have a qualified Roofing Professional assess your roof and provide a detailed inspection report, repair estimate, and condition assessment of your roof! ⬆



## Did you know?

The lifespan of your roof can increase anywhere from 5-10 years with proper roof maintenance! Incorporating a simple maintenance plan can decrease the cost of ownership by tens of thousands of dollars and get more bang for your buck over the life of your roof! Not to mention, you can fix minor inconveniences before they become big, expensive issues!

**Average Roof Life-Span  
Reactive vs. Proactive Maintenance**



# Water Damage Caused by Plugged Dryer Vents

by Austin Fulton  
The Everclean Company

**D**ryer vents usually do not get cleaned until something goes wrong, such as the following: the heating element burns out on the dryer, the dryer get extremely hot to the touch but it takes longer and longer to dry the clothes, or worst-case scenario; there is a fire. When these things happen the first phone call is to the appliance repair company. They usually inform the customer that the problem is not with the dryer, it is with the plugged dryer vent, but, of course, they still have to charge for a service call.


What is most surprising to property owners is that the leak in their ceiling (perhaps just a spreading water stain) or other places along a wall is not from leaking pipes, or a problem with the roof, but rather it is from their dryer vent. How is water damage possible from a dryer vent?

Dryers heat up and blow hot, moist air to the outside of the home or building. That air remains moist or humid until the clothes are dry. When the dryer vent becomes plugged, the moisture from the wet clothes cannot make it to the outside and condensation builds in the ducting. Eventually, water builds and leaks through the joint in the ducting. Many of the ducts that are so plugged that the dryer burns out, while also having water in the ducting.

The reason it is so difficult to pinpoint the cause of a water leak from a dryer vent duct is that it often is not near the laundry room. It just does not register that something that blows hot air to the outside of the building could be the cause of a water leak. Only after tearing out sheetrock and calling a plumber is it usually discovered that it is a plugged dryer vent.

After cleaning dryer vents for 13 years, I have personally seen all of these scenarios. The best example was in 2009 when I received a call from a lady in Greeley, CO whose dryer had begun to burn. She had put a load of laundry in the dryer and was getting ready to go to the store when she smelled that odd, electrical-burn smell that we have

all experienced at some time. She went all over the house trying to find it before walking into the laundry room. Smoke was now pouring out of the back of the dryer. When I arrived and unhooked the flex tubing from the back of the dryer, water poured onto the floor. The ducting went up to the attic and across to the side, instead of straight out the roof. It was the perfect combo of water and fire, caused by not having the dryer vent cleaned periodically whether it seemed to be needed or not.

Aside from fire safety and water damage prevention, added benefits to dryer vent cleaning include shorter dry times (which means energy efficiency) and less wear and tear on the dryer. The dryer does not have to be completely plugged to restrict air flow. Dryer vents should be cleaned every year or two, depending on the amount of laundry and the length of the dryer vent to the outside. Businesses such as hair salons, laundromats, and veterinary clinics should be cleaned quarterly.. 

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*Everclean has been providing air duct cleaning, window cleaning, and gutter cleaning to the Front Range of Colorado, from Denver to Fort Collins, since 2007. They can be reached at [Everclean4co@gmail.com](mailto:Everclean4co@gmail.com). Or on their website at [www.Evercleancompany.com](http://www.Evercleancompany.com)*







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# Spring is Here

A vibrant spring scene featuring a house constructed from green hedges. The house has a gabled roof, a chimney, a window with a cross-shaped frame, and a wooden door. It is surrounded by a field of white daisies with yellow centers. Two butterflies, one orange and black and one black and yellow, are perched on the flowers. The background is a soft, out-of-focus field of green grass under a bright sky.

Is Your  
Property  
Ready?



Spring is officially here. It will not be long before summer arrives. Now is a good time for Community Managers to schedule a walk through with your general maintenance contractor, handyman, or on-site maintenance person. This is not necessarily a walk through to award work, but rather an opportunity to utilize the additional eyes of an experienced professional to help determine priorities, potential costs, and urgent needs. While communities have any number of specialty contractors, it is good to remember that your maintenance contractor generally has broad-based knowledge about most areas of property maintenance. You may also want to invite an interested Board Member or Committee Member to join you on this walk through.

No matter how much effort has been taken, the effects of “old man winter” will be evident throughout your community. Contractors are already booking projects to start as soon as weather allows. Your residents will be watching to see how quickly things begin to look cleaned-up and cared for. It is always positive for the Community Manager be able to ease the concerns of their residents by advising them that work is “already scheduled.”

Some items you might want to look for on your inspection include:

- **Roof and Gutters:** The ice damming problems we experienced in February are some of the worst in recent years. Check for gutters that have been pulled away from fascia or are otherwise damaged. Include the downspouts in this inspection as they may have split at the seams when ice expansion occurred. Leaky gutters will be evident if you watch for the signs. Wind damaged shingles are also likely to be visible. If you have access to a drone, one can be very helpful in finding problems that cannot be seen from the ground.
- **Parking Areas and Sidewalks:** No matter how conscientious your snow contractor has been, there is bound to be damage from their efforts. Look for parking blocks that are out of place, concrete and/or asphalt damage, as well as winterkill turf adjacent to areas where ice melt chemicals were necessary to insure the safety of those on foot. Sprinkler heads in areas where snow was piled and stored will also need some attention. Check for potholes and lifted concrete sidewalk stones. Most likely there will be debris left from any ice control measures that were taken through the winter. Now is a good time to consider scheduling parking lot sweeping or cleaning. With this, decide if there is a need for striping, crack seal, or sealcoat.
- **Resident Buildings:** Walk stairways to check railings and stair treads, check building siding, stucco, gutters, and downspouts for needed repairs or leaks. Check light fixtures, both for wear and tear, and for proper function. Alignment may also be off affecting the efficiency of their illumination. Be aware of any breaker boxes that have come away from the building or have been left open. Cable and TV boxes seem to have this problem more than others.
- **Garage Buildings:** Check light fixtures for damage or cleaning. Check siding, trim, and garage doors for accident damage, etc. Check gutters & downspouts, splash blocks etc.

- **Clubhouse:** Review the carpet and flooring to address dirt or ice melt that may have been tracked in. Is it time to schedule window cleaning as well? Check outside the building for all of the concerns described above under Resident and Garage buildings.
- **Pool Area, Playgrounds, Tennis Courts:** These areas will be some of the first where your residents will want to celebrate spring. Check for maintenance needs, loose fasteners, lighting, blown in trash, signage and security gates. Schedule repairs or maintenance to any items necessary in order to get the season off to a good start.
- **Perimeter Fencing:** While it may take a while to walk all the way around the property’s perimeter, it is generally well worth the effort. Winter is hard on everything. Fencing is no exception. Look for portions of the fence that may have blown down or where old posts have finally given way. This works best if you can actually push against every post. In many cases a broken post will still be standing because it is supported by the fence which is attached to adjacent posts.

Our history tells us that Community Managers that work with experienced contractors who are familiar with HOAs have less frustration, better results, and fewer headaches. These contractors understand the unique circumstances present in the Association Industry. They can avoid problems arising from actions that affect the residents in ways that would not be an issue in typical single family neighborhoods. So start early, plan ahead, and set yourself up for a summer filled with happy residents and grateful board members. 🏠

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# Understanding the Important Distinction...



...**Between Community  
Association Managers  
and Property Managers**



**A** common mistake in state legislatures considering community association manager licensing – and among the general public – is to lump community association managers and property managers into the same bucket. While both are very important roles, they are distinctly different professions with functions, skill sets and responsibilities specific to each.

A community association manager can manage every type of community: condominium associations, homeowner associations, resort communities and commercial tenant associations. A community association manager works directly with property owners and homeowners.

Property managers oversee individual rental units or a group of rental units, such as an apartment complex. They're responsible for managing the entire property while community association managers are responsible for common areas – not individually owned properties.


"From a legislative standpoint, this incorrect categorization occurs because state legislators misunderstand the nature of community association management," said Matthew Green, CAMICB Director of Credentialing Services. "They believe that community association management skills are identical to those of a property manager without recognizing the vastly different responsibilities of these two positions."

This misunderstanding of the two professions often bleeds into more general conversations occurring in this space. Compounding this is the reality that there's a slight overlap in a couple of the duties performed. For example, both property managers and community association managers supervise certain maintenance activities, such as swimming pool upkeep and trash removal. But it's important to understand that community association managers oversee and direct all aspects of running the business operation. This means, they authorize payment for association services; develop budgets and present association financial reports to Board members; direct the enforcement of restrictive covenants; perform site inspections; solicit, evaluate and assist in insurance purchases; and, even supervise the design and delivery of association recreational programs.

Property managers are responsible for managing the actual property and therefore handle the physical assets of the unit at the owner's request. Property managers generally oversee rental units and leases. Their responsibilities might include finding or evicting tenants, collecting rent and responding to tenant complaints or specific requests. If a property manager is responsible for a vacation or second home, he or she may arrange for services such as house sitting or local sub-contracting necessary to maintain that property. Alternatively, an owner may opt to delegate specific tasks to a property manager and choose to handle other duties directly.

Stephanie Durner, CMCA, AMS, who is the Director of Community Management at River Landing, a private gated golf course community in Wallace, NC, views the distinction this way, "While property managers are generally charged with

overseeing physical structures that are used by people who are not the owners of the property, association managers represent the property owners themselves and are involved in just about every aspect of the overall community. For instance, if a garage door is broken at a rental house, the tenant would call a property manager or owner/landlord. But if there's a pothole that needs repair or if a neighbor's dog is running loose through the neighborhood, that's a task for the community association manager who both maintains the common areas and upholds the governing rules. To me, community association management is a more holistic approach that contributes to the overall quality of life for all the owners in a community."



**"Property managers oversee individual rental units or a group of rental units, such as an apartment complex. They're responsible for managing the entire property while community association managers are responsible for common areas—not individually owned properties."**

Green emphasized, "While some job responsibilities are similar, community association managers have additional functions. It's critical that community association management be recognized as distinct from property management, because association management requires a wider variety of knowledge and skills."

"Because of this, the Community Association Managers International Certification Board (CAMICB) offers and maintains the Certified Manager of Community Associations (CMCA) credential, the only international certification program designed exclusively for managers of homeowner and condominium associations and cooperatives," added Green. "Earning the CMCA credential means an individual has taken and passed the rigorous CMCA examination, proving they have a solid understanding of the business operations involved in being a community association manager."

For community association managers, the bottom line is they understand and are experienced and knowledgeable in the many facets of running a business operation, assuring they provide the best possible service to the associations for which they are responsible. ⬆

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*CAMICB was established in 1995 to develop and administer the CMCA program. CAMICB insists on high ethical standards for community association managers because it not only strengthens the CMCA program, but protects consumers and associations that hire community association managers.*

# F A Q FREQUENTLY ASKED QUESTIONS

The **Certified Manager of Community Associations (CMCA<sup>®</sup>)** is the only internationally recognized credentialing program for community association managers. The CMCA is awarded by the **Community Association Managers International Certification Board (CAMICB)** to individuals who pass the CMCA examination, demonstrating they have the fundamental knowledge and skills required to manage community associations.

### Are CAMICB & CAI one and the same?

No, these organizations are different. The **Community Association Managers International Certification Board (CAMICB)** is a nonprofit organization that administers the CMCA—an international, voluntary certification program for community association managers. **Community Associations Institute (CAI)** is a membership organization that provides education and serves stakeholders in community associations.

### What is the value of the CMCA credential?

The CMCA stands alone as the true indicator of knowledge, commitment, and professionalism in the field of community association management. Employers greatly value candidates who hold the CMCA, and it shows: CMCA-holders earn an average of 20% more than their non-credentialed peers.

### How do I earn the CMCA credential?

The CMCA is earned in three simple steps:

1. Fulfill **one** prerequisite requirement:
  - Education.** Complete an approved prerequisite course, like CAI's M-100
  - Experience.** Have at least five years of experience as a community association manager
  - Active license or credential.** See application for more details
2. Submit the CMCA Exam Application
3. Plan, prepare, and pass the CMCA exam

### What are the associated fees?

- \$315 Computer-Based CMCA Exam Fee
- \$150 CMCA Exam Retake Fee

### How much time should I spend studying?

A structured exam preparation period of at least four to six weeks is recommended, but more time may be appropriate depending on your experience level.





## F A Q FREQUENTLY ASKED QUESTIONS CONT'D.

### Is the M-100 course manual all I need to study for the CMCA?

No. The M-100 manual is an excellent study tool for the CMCA exam, but it should be viewed as one part of a more comprehensive exam preparation plan.

### What study materials are available for the CMCA exam?

If you took the M-100, exam preparation should include a thorough review of the course manual. Additional study materials available at [www.camicb.org](http://www.camicb.org) include:

- The **CMCA Study Guide** identifies the core knowledge areas tested on the exam.
- The **CMCA Handbook** provides information on the application process and policies.
- **Best Practice Reports** offer documented criteria for best practices in the field.
- The **CMCA Quizlet** offers a variety of interactive study methods online.
- **Guides for Association Practitioners** focus on specific knowledge areas that can be used to target your study. Available for purchase from CAI.
- The **CMCA Practice Exam** provides an opportunity to familiarize yourself with the exam format. Available for purchase from the CAMICB website.
- The **CMCA Exam Preparation E-Learning Course** is a free online resource that gives tips to create a study plan and review some of the more challenging exam content.

### What happens when I pass the exam?

You will join the ranks of over 20,000 managers worldwide who have earned **The Essential Credential™**. You'll receive a certificate, lapel pin, and digital badge to promote your achievement, and you'll be listed in CAMICB's Online Directory of Credentialed Professionals. Then sign up for the CMCA SmartBrief newsletter and follow CAMICB on Facebook, LinkedIn, and the CMCACorner Blog to stay informed.

### What happens if I don't pass the exam?

You will have the opportunity to reapply for the CMCA exam at a reduced rate.

### What do I have to do to maintain the CMCA?

Keeping your CMCA requires a commitment of 16 hours of continuing education every two years and payment of a service fee of \$115 each year. Choose from over 1,000 pre-approved CE courses from [www.camicb.org](http://www.camicb.org).

For more information, please visit [www.camicb.org](http://www.camicb.org). If you have questions, email [info@camib.org](mailto:info@camib.org) or call 866-779-2622.

# Sustainability in HOAs







**Chris Marion**  
CAP Management

**S**ustainability is a popular concept in Colorado. It is visible in everything from lifestyles, to politics, to corporate strategy. Thus, Front Range cities have become a model for sustainable communities, where residents, organizations, and governments work together to solve global problems through local action. With the Denver Metropolitan Area projected to grow 1.3 million people in the coming decades<sup>1</sup>, the area faces a growing list of sustainability related challenges including water resource management, transportation, housing affordability, land-use, and public health.

The need for community-scale sustainability is more important now than ever before. Although HOAs are not typically thought of in the context of sustainability, there lies great opportunity for the Community Association Industry to become an integral part of the region's sustainability efforts. With over 9,800 associations, making up 38% of the State's population<sup>2</sup>, this existing framework of community governance can (and should) be utilized to deploy scalable sustainability solutions across the urban environment.

At its core, sustainability refers to the ability not only to exist, but also to thrive - both today and into the future. It would be tough for any HOA resident to argue against this position, but for a more comprehensive understanding, let's look at how the three pillars of sustainability (financial, environmental, and social) can be applied to Community Associations.

Financial sustainability for Community Associations is the most familiar of the three concepts for the HOA industry. It refers to the ability of a community to meet its operational needs while also planning for future expenses. Financial sustainability comes first because it lays the foundation for a viable community. Common finance principles like timely accounting, strategic budgeting, and financial literacy are all useful tools in achieving fiscal stability. Additionally, industry best practices like Reserve Studies (and subsequent planning) are essential for creating financially strong HOA communities.

Environmental Sustainability concerns the environmental and ecological impact of a community. Best practices for environmental sustainability are typically categorized in the topics of energy, water, and waste. An energy conservation project, for example, might be retrofitting all common area lighting with LED fixtures, saving energy and monthly utility costs. Communities with large landscapes may find significant savings through upgrading the irrigation system to a weather-based controller. Lastly, providing recycling services (and further, compost collection) are also effective measures of reducing a community's carbon footprint.

The governing framework of Community Associations also lends itself an opportunity to practice aspects of Social Sustainability, which cultivates a community's human capital. An HOA's social component is a little more abstract but is

arguably the most rewarding of the three. The social aspects of a community might be reflected in neighborhood activities, a special committee, or increased participation in HOA business. Encouraging community participation while promoting wellness and quality of life are examples of those intangible community features that make your HOA a great place to live.

Whether you're a Community Association resident, board member, manager, or service provider, here are 5 sustainability themes to be aware of in 2020:

## 1. Be familiar with sustainability-oriented policies and legislation

Community Associations may already be familiar with policies that allow for owner-initiated installation of solar PV systems. Similar issues pertaining to environmental sustainability are continually surfacing, often backed by State legislation. For example, SB13-183 (2013) makes the use of xeriscaping and drought-tolerant landscaping unenforceable by a community's covenants or regulations. More recently, installation of electric vehicle charging infrastructure is now permissible under certain conditions. As adoption of these practices becomes more commonplace, Community Associations should be well-informed and trained on how to properly address these issues.

## 2. Take advantage of sustainability programs and offerings from your utility providers and local governments

The Denver Metro Area has an abundance of sustainability offerings that can be utilized by associations or residents alike. Many Front Range water providers offer free irrigation system audits as well as rebates for smart irrigation controllers and high efficiency toilets. Likewise, XCEL Energy has a suite of energy efficiency programs, rebates, and financing options available to both residential and commercial customers.

## 3. Evaluate opportunities for cost-savings through conservation

There are an estimated 2.3 million households in Colorado. Approximately 77% of those households were built before the year 2003, during an era where sustainable construction was not common. Depending on the size and shape of the community, there may be a great opportunity to achieve significant cost savings through implementation of resource efficiency and conservation measures. Retrofits of LED lighting and plumbing fixtures are just a few examples of this low hanging fruit.

## 4. Utilize the help of HOA Committees

HOA Committees are often described as the lifeblood of a strong Community Association, providing the Board of Directors with some additional capacity and expertise on special projects or ongoing work. Committees, led by interested and engaged residents, can be trusted to make well-informed recommendations to the Association's Board of Directors. Existing committees, like Landscape or Facilities, have an opportunity to explore environmental initiatives like water conservation or energy efficiency, for example.



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## 5. Do away with the old paradigm

Community Associations exist to preserve the integrity of a community. Oftentimes, it's easy to lose sight of this during discussions over fence color, monthly dues, and parking spots. This community-scale form of governance, however, has the potential to become an effective tool to address the big challenges of our time. In a world with so much noise around global socio-environmental problems, an individual can easily become overwhelmed and unsure how to act and where to intervene. Simply engaging with your HOA offers a place to start.

In Colorado, 2.18 million people live in Community Associations as of 2020, making up just over 38% of the State's population. As an industry, we have a significant influence on the lives and livelihoods of these Coloradans. I firmly believe the industry has a great opportunity before itself- an opportunity that can respond to the challenges of a growing region by mitigating environmental impact, building financial resiliency, all while creating sustainable communities. ⬆

*Chris Marion is CAP Management's Chief Sustainability Officer, bringing 10 years of sustainability experience to the industry - most recently completing a Master's degree in Sustainability Planning from CU Boulder. Chris works with HOA communities on a variety of community-scale sustainability initiatives including water conservation, energy efficiency, recycling & composting, resident campaigns, sustainability committees, and board member training.*



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## Welcome New Members

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**Andrea Antico**—Candlewyck Condominium Association

**Jill Bacon**—Heather Gardens Association

**Maria C. Baker**—Palomino Park Owners Association

**Andre Barrutia**—Arvada Rainbow Ridge Homeowners Association

**Janet Bell**—Candlewyck Condominium Association

Amanda Bennett—Palomino Park Owners Association

**Portia Blake**—Palomino Park Owners Association

**Jacki Bohe**—Master Rooter Plumbing

**Steve Bowman**—Colorado Association Services-Lakewood

**Madison Clare Bridges**—East West Destination Hospitality aka East West Resorts

**Tim Bryan**—The Management Trust-PMA Colorado Division

**Heather Calme**—CCMC

**Amy Cara**—The Coloradan

**Brandon Clapp**—Metro Construction Group

**Kellie Cobb**—Saddle Rock Security

**Beverly Coghlan**—Haven Community Management

**John Coil**—Heather Gardens Association

**Amy Cooley**—Palomino Park Owners Association

**Patricia Shawnell Corn**—Colorado Association Services-Lakewood

**Chris Cote**—Castle Oaks Estates Master Association - Terrain

**Rebecca Day**

**Kim Deal**—Heather Gardens Association

**Joe DiMercurio**—Belvedere Homeowners Association

**Wendy Dix**—R W & Associates, PC

**Daniel J Douglas**—East West Destination Hospitality aka East West Resorts

**Rex Engel**—Heather Gardens Association

**Sam Firenze**—Element Building Sciences

**Michael Flanagan**—Belvedere Homeowners Association

**Brooke Frazel**—The Management Trust-PMA Colorado Division

**James Garner**—Nabr Network

**Erica Golditch**—Colorado Association Services-Lakewood

**Ashley Christine Gonzales**—KC & Associates, LLC

**John Grant**—Candlewyck Condominium Association

**Tina Harrison, CMCA, AMS**—Executive Management Group

**Amber Hartman**—GAF of Fontana

**Spencer Hellmuth**—Fifth Third Bank

**Celina Henry**—Association and Community Management

**Pamela Hermann**—Belvedere Homeowners Association

**Nick Hernandez**—Palomino Park Owners Association

**Jenny Jacobs**—The Coloradan

**Jeremy Jankovich**—1200 Vine Street Condominiums

**Mary Kay January**—La Fontana Condominium Association

**Brent Jones**—The Coloradan

**Taylor Kahn**—Vail Beaver Creek Resort Properties

**Miss Jennifer N Kinkead**—Hammersmith Management, Inc.

**Linda Kirkwood**—Palomino Park Owners Association

**Chanda Lee Kirn**

**Susan Lambert**—Heather Gardens Association

**Jay Lambiotte**—The Coloradan

**Brittany Lay**—HG Management

**Natalie Lewis**—Palomino Park Owners Association

**Shane Lussier, CMCA**—Cherry Creek HOA Professionals

**Celeste Lyrae**—DMB Community Life, Inc.

**Scott MacCormack**—La Fontana Condominium Association

**Kiera Malina**—The Management Trust-PMA Colorado Division

**Andrew Manning**—Candlewyck Condominium Association

**Samuel Marquez**—KC & Associates, LLC

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**Tina Mcfarlin**—Advance HOA Management

**Eden Mckee**—CCMC

**Marisa Mendez**—Palomino Park Owners Association

**Greg Miller**—Arvada Rainbow Ridge Homeowners Association

**William F Miller**—Viewpoint Townhomes

**David Moore**—Castle Oaks Estates Master Association - Terrain

**Kathy Murray**—Belvedere Homeowners Association

**Mark Nading**—Heather Gardens Association

**Levi Oelrich**—Palomino Park Owners Association

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# Is Asphalt Sealcoating Like Crack Sealing?



**Travis Hersh**  
Rose Paving

If you have asphalt paving at your commercial or residential property, you've no doubt heard of asphalt sealcoating. This maintenance service is designed to keep your asphalt looking its best and protected from the elements, but just how does it work? Let's take a closer look.

## What is a Sealcoat?

A sealcoat is a resistant coating applied to the top of asphalt as a protective layer. It is one of the asphalt services offered to maintain your asphalt's durability and aesthetic appeal. It minimizes the amount of water and other liquids, like oil,

that are able to penetrate the asphalt, weakening it over time. A sealcoat also protects your asphalt from the sun and heavy vehicle traffic, maintaining its durability and keeping it looking jet-black and fresh.

## How Often Should I Sealcoat My Asphalt?

After your asphalt is laid initially, the ideal time to perform the first asphalt sealcoating is about a year. After that, once every 24-36 months is frequent enough to keep your asphalt protected and maintained. If you apply sealcoat more often than this, the layered build-up can start to crack and flake off in an unsightly way. Less often, and your asphalt will be exposed to the elements, resulting in damage.

## Is Asphalt Sealcoating like Crack Sealing?

No, sealcoating and crack sealing are not the same things.

Asphalt sealcoating is part of a regular maintenance program that should be followed to extend the durability and life of your asphalt.



While crack sealing can help extend the life of your asphalt, it's considered the first defense against further pavement deterioration. It's a method of repair rather than a preventative step.

Crack sealing repairs small cracks and issues when they first appear. Sealcoating attempts to prevent those cracks from appearing for a long time.

### Will Asphalt Sealcoating Fix My Asphalt?

As a preventative, protective layer, the purpose of sealcoating as an asphalt service is to prolong the life of your asphalt, not to fix the damage that is already there. If you have damaged asphalt, like alligator cracks, low spots, uneven areas, or other more serious issues, sealcoating will not fix it.

Despite the fact that some sealcoats claim they can 'resurface' your asphalt, resurfacing is a different process altogether. Laying an asphalt sealcoat over damaged asphalt will make it look good cosmetically, but the underlying issues will not be repaired, and damage will show through again quickly.

### How Should I Prepare My Asphalt for Sealcoating?

When you work with a reputable paving company, they will do most of the prep work for you. The best way to help prepare is to block off the area which needs sealcoating so there are no vehicles parked on the asphalt or foot traffic wandering through.

Before sealcoating takes place, repairs should be done. This

includes any cracks that need to be filled, potholes, leveling, and more. Once the repairs are performed and set, the asphalt resurfacing can take place.

### What is the Sealcoating Process Like?

Your contractor will clean the asphalt, making sure it's free from debris and water. Then, they'll ensure it's dry, because if there is any moisture left on the surface, the sealant won't properly adhere.

Once the asphalt is dry, the sealcoating can be applied. It's best to apply asphalt sealcoats in two thin layers rather than one thick layer. Bear this in mind when you speak to your contractor. Depending on the condition of your asphalt, the sealcoat will be applied with a sprayer, a squeegee, or a combination of the two methods.

After sealcoating is complete, you should prohibit any vehicles or foot traffic for 24-36 hours, as this will ensure proper curing and drying time. Once the sealcoat is properly dried, business can resume as normal, and you'll have fresh-looking asphalt with an increased lifespan and durability.

### Conclusion

Sealcoating is an effective and affordable way to extend the life of your asphalt. It helps to protect against wear from vehicles, the weather, and adds to the aesthetic appeal of your lot. The process is simple and can be handled by professionals in a timely manner. ⬆

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Do you have an uplifting story you would like to spotlight from your community, business, or management company? We would love to feature your story in an issue of *Common Interests*! Please send your inquiry to the CAI-RMC Editorial Committee Chair, Justin Bayer, at [JBayer@knotflab.com](mailto:JBayer@knotflab.com) to share your story and potentially be featured in a **Community Spotlight**!





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# CAI-RMC MISSION STATEMENT

*To provide a membership organization that offers learning and networking opportunities and advocates on behalf of its members.*



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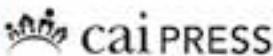
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## Communicating with Residents During COVID-19

The primary job of association boards and staff is to disclose crucial information—what is happening and why—to residents.



### Most Effective Methods to Communicate With Residents

- Email
- Central Bulletin Board
- Social Media Platforms
- Association Website

Boards and staff are encouraged to date and timestamp all messages.

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

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# CAI-RMC EVENT CALENDAR

## MAY

|                  |   |
|------------------|---|
| <b>13</b><br>Wed | Virtual Meeting—<br>Business Partner Forum  |
| <b>14</b><br>Thu | Virtual Class—<br>Transparency and Engagement   |
| <b>19</b><br>Tue | Virtual Class—<br>Regulating Inside Units /<br>A Gentle Shove Towards<br>Transparency |

|                  |  |
|------------------|--|
| <b>20</b><br>Wed | Virtual Class—<br>Board Member / Homeowner<br>Leader CAI Member Forum                |
| <b>21</b><br>Thu | Virtual Class—<br>Rules that Rule: The Three “C”s of<br>Creating a Good Set of Rules |
| <b>28</b><br>Thu | Virtual Class—<br>Life Hacks: How to Effectively<br>Resolve Life’s Conflicts         |

**\*Due to COVID-19 Pandemic, many events have either been canceled, postponed, or moved to an online platform. Please make sure to check out the chapter site for updated listing of events ([www.cai-rmc.org](http://www.cai-rmc.org)). The 2020 Spring Conference has been rescheduled to November 12, 2020.**