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# COMMON INTERESTS

## Maintenance/ Preventative/Upgrades

Retaining Walls and Their  
Community Impacts

Preventative Maintenance 101

Irrigation Upgrades:  
Modernization and Technology

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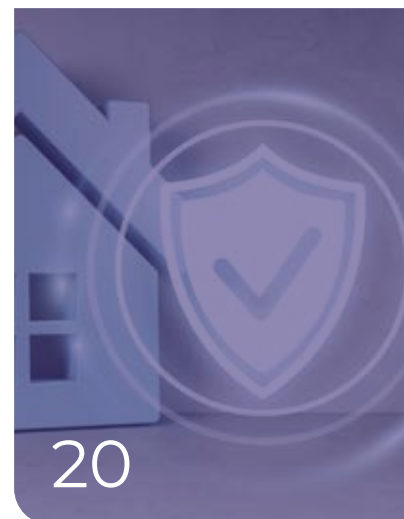
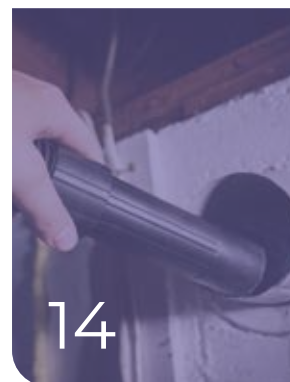
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# President's Letter



**MELANIE PECK**  
Chapter President  
CAI-RMC

I think that we all had the thought in our head "I can't wait for 2020 to be over"; and now here we are already into the second quarter of 2021! I am sure I share the sentiment that life has brought many new obstacles along with this pandemic and though there is a light, it sure doesn't look like it is at the end of a tunnel, but it is a "super ball" bouncing light - one moment

right in front of our face....then off to the left, then the right, far away, close up again....

What I can say, with great certainty, is that our Rocky Mountain Chapter, with ALL of its' volunteers AND ALL of its' members, has been a tremendous support system; a support system not only professionally, but personally as well. The relationships that we have built over the years and the new ones that have formed during this time, have become even more crucial in life. In this HOA World, we all have similar professional experiences, but I think we now have had the opportunity to learn more about our peers on a deeper personal level - kids, family that we miss seeing, struggles, activities we enjoy, and more. Our ability and willingness to lean on each other, bounce ideas off one another, and open up and share has just been amplified beyond my imagination. To me, this IS the definition of COMMUNITY!

Let us embrace the "new normal" as simply normal; empower ourselves with the ability to adapt to an ever changing climate. Let us use

our new skills, our new relationships, our new patience, and continue to serve each other, our fellow homeowners, our neighborhoods, and our HOAs.

Our CAI Rocky Mountain Chapter Board and Committees continue to positively look forward in 2021 with tremendous programming, activities, and resources for all of our members! Our Community Manager Apprenticeship Program, in partnership with Arapahoe Community College, is gearing up for the 2nd Cohort to start in Fall Semester 2021, expanding to the mountains and southern Colorado! We have Community Association Workshops to address the here and now; Peak Education Series going strong year after year; Forums to connect with your immediate peers; Activities to laugh and have some fun; Train the Trainer to elevate those that lead and educate our membership; Conferences to come together and learn, meet new people, and share ideas!

Let's don't look back on this year as a limitation, but rather an experience that has taught us what matters are people, connectivity, and relationships. Thank you to each and every one of you for experiencing this together! Let's embrace the "bouncing ball of light" that will be forever changing; sometimes the ball will seem out of reach, but I bet one of us will catch that "light" and be willing to share - because that is who we are! I am proud to be a part of the ROCKY MOUNTAIN CHAPTER - WE ARE COMMUNITY! 🏠



## 2021 Editorial Calendar

Issue	Topic	Article Due Date	Ad Due Date
June	Insurance / Ethics	April 15	May 1
August	Finance	June 15	July 1
October	Tech / Modernization	August 15	September 1
December	Planning Ahead / Goals / Community Vision	October 15	November 1



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# COMMON INTERESTS

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 Rocky Mountain Chapter.

## EDITORIAL STAFF

Bridget Sebern  
 (303) 585-0367  
 bridget@cai-rmc.org

Lauren Klopfenstein  
 Lauren Graphics Inc.  
 Design & Layout  
 lauren@laurengraphicsinc.com

## EDITORIAL COMMITTEE

Justin Bayer—jbayer@knottlab.com  
 Ashley Nichols—ashley.nichols@  
 yourcornerstoneteam.com

Amanda Ashley—aashley@altitude.law  
 Bryan Farley—bfarley@reservestudy.com  
 Geneva Cruz-La Santa—gcruz-lasanta@cpandm.net  
 Katie Montoya—katie.a.montoya@sherwin.com  
 Heather Nagle—heather@thereceivergroup.com  
 Lindsay Thompson—lthompson@kerranestorz.com  
 Meaghan Brown—mbrown@empireworks.com  
 Nicole Hernandez—nicole.hernandez@usi.com

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## ROCKY MOUNTAIN CHAPTER OFFICE

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

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## CAI SOUTHERN COLORADO

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# CONCRETE MAINTENANCE & Coatings

## FOR ASSOCIATIONS



**TRAVIS DUNN**  
Denver Commercial  
Property Services

### Did you know concrete is used more than any other man-made material in the world?

It is everywhere you look. We all use concrete in our daily travels and it is often where you live and where you work. One of the most attractive benefits of concrete is its low initial cost and diverse usability. When you think of concrete, you might reason it is bulletproof and in need of little maintenance or care...it's concrete after all, what could possibly go wrong?

Although it might be pretty affordable, highly functional, and extremely durable, if left without proper care it can become a source of liability, costly repairs, and maintenance. All concrete, regardless of where it is placed, needs some sort of protection.

Remember that floors are subject to all kinds of abuse, load, impact, exposure to chemicals, thermal shock, and the list goes on. If exposed to the elements, then consider moisture in that equation as well. Water might be our lifeblood but it is the worst enemy to your concrete. Concrete in all its glory comes with more than one Achilles heel; a couple to mention is that it is extremely porous, and it is guaranteed to crack! Compressive strength might be a pro but tensile strength is a definite con. Due to the lack of flexibility in concrete, and its likelihood to crack, your elevated structures such as decks, parking garages, etc. are reinforced with structural steel. Combine steel and water and you get corrosion, which expands causing your concrete to crack leading to structural failure.

**PROTECTIVE CONCRETE  
COATINGS and SEALANTS  
are the ideal way to  
safeguard your asset from  
accelerated degradation  
and failure due to elemental  
exposure.**

*Travis Dunn is an industry leader with extensive knowledge in all aspects of concrete coatings, repair, maintenance, and waterproofing. Travis has over 2 decades of experience applying, instructing, and consulting clients on best solutions for budgeting and specifying specialty coatings and waterproofing assemblies. Denver Commercial Property Services (DCPS) is the largest single source company in Colorado. You can rely on us to service all your Waterproofing/Coatings, Painting, Asphalt, and Landscaping needs for your HOA and multi-family properties.*



## THERE ARE MANY TYPES OF WATERPROOF COATINGS AND SEALANTS TO CONSIDER WHEN LOOKING FOR THE BEST PROTECTION. DON'T MAKE THE MISTAKE OF THINKING THAT ONE SIZE FITS ALL.

Polyurethane, acrylic, and epoxy coatings are among the most common types of coatings selected to waterproof and protect concrete substrates. Within those 3 categories alone you have literally thousands of systems and brands to choose from depending on your specific needs. It would be impossible to take all systems and variables into consideration but here are just a few of the things to consider when selecting the right approach to your needs;

- Do you need it to be flexible and elastomeric or do you prefer a more rigid and wear resistant surface?
- Aesthetics; do you want something decorative or will a simple solid color or clear coat finish suffice?
- Is cleanability, non-slip, or something in the middle right for your situation?
- What kind of longevity is needed and what kind of traffic is the area subjected to?
- How quick of a turnaround do you need?

No matter how many considerations you have to take into account, there are several solutions that might fit your needs. The selection of concrete coatings has never been greater, and for this reason you need a partner you can count on. Floor protection, whether its elevated, on grade, interior, exterior, mechanical rooms, hallways or parking structures require careful and considerable assessment to determine the appropriate solution.

## THE SELECTION PROCESS BELOW SHOULD BE FOLLOWED TO ACHIEVE A DESIRABLE OUTCOME.

### 1. Observe conditions

- Regular onsite engineer assessments of the surface condition and exposure.
- Once the onsite engineer can predict a potential concern, have a qualified contractor provide free observation of conditions [to] determine the client's needs.

### 2. Consider the effects of delayed or deferred maintenance

- Upon meeting with the qualified contractor, determine the safety concerns, hazards, regulations, and/or consequences that might arise if the work is not immediately performed. Often projects are deferred, and costlier repairs or incidence occur due to a lack of understanding the risks were you properly informed.

### 3. Evaluate needs and performance requirements


- Aesthetics, slip resistance, exposure to chemicals, traffic type and frequency, turnover time, odor and noise restrictions, thickness, warranty period, cleanability, and other factors.
- It is also critical to consider not only the coating (if any) but the full assembly, such as the substrate and its surrounding components (metal pan deck, cast in place, Twin-T, on-grade, suspended, etc.).

### 4. Select the right contractor

- Experience, references, years in the industry, knowledge, good communication, etc. are all key indicators of a good partner.

### 5. Obtain warranty and general maintenance guidelines

- Understand realistic expectations of the system.
- Maintain practices set forth in the warranty documents to uphold the warranty.

» In summary, when it comes to concrete coatings and maintenance, you need a partner you can count on. 

# Covenants AND Maintenance



**STEPHANE DUPONT**  
The Dupont Law Firm

**W**ith Spring finally upon us, community associations and homeowners alike are planning for necessary repairs and renovations. Particularly in condominium and townhome communities, there can be a great deal of

confusion and ambiguity surrounding who is financially responsible to either insure or maintain and repair a particular improvement.

**An association's covenants define the various maintenance and repair obligations for both homeowners and the association and also address who is responsible for insuring buildings and other improvements.**

However, those covenants often contain conflicting or ambiguous language which make it very difficult, time consuming, and impractical to determine who is required to repair or insure a particular item. Community association managers and board members are frequently inundated with questions from owners seeking immediate answers relating to their various maintenance

and insurance obligations. This often requires the assistance of legal counsel, perhaps at a significant cost, if the inquiries are numerous. If your Association's covenants are vague and appear 'outdated', you will likely face an incessant and frustrating journey dealing with these issues.

Fortunately, an Association can request that their legal counsel prepare a maintenance and insurance chart that specifically addresses the vast majority of maintenance and insurance related obligations in a matrix or chart like format. For example, a chart created for a condominium association may address who is responsible for maintaining or replacing exterior doors, plumbing, or a limited common element patio while also providing guidance on who is required to insure those improvements. This information is not only useful to boards and community association managers but can also be disseminated to homeowners to help clarify their obligations. Ultimately, this helps minimize further inquiries to the board and/or community association manager and deters unnecessary litigation brought by owners who may not properly understand their maintenance and insurance obligations. ⬆

---

*Stephane Dupont is an attorney with The Dupont Law Firm and has over 21 years of experience representing common interest communities in general business, collection, and litigation related matters.*

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# ROOF TUNE UPS

## *Reduce After Hours Calls*



**CHUCK HORMUTH**  
Aspen Group

**Roof tune-ups  
will save time,  
frustration,  
and money.**

**M**ost managers and owners are pressed for time and have budget constraints that make roof tune-ups feel like a luxury rather than a necessary maintenance function. However, if done correctly, roof tune-ups will save time, frustration, and money.

Let's start with what a roof tune-up is. A roof tune-up is designed to address problems before they become a major issue. A roofing professional can usually do a tune-up in a half day to a day, depending on the size of the roof. The roof tune-up begins with a roof inspection. Inspections evaluate and document the exposed components of the roofing system. The second step in the process is the actual roof tune-up. The roof tune-up addresses the issues identified in the inspection. Typical remediations include ensuring there are no exposed nail heads, that the pipe jack seals are in good condition, there are no missing or damaged shingles, the gutter system is able to perform properly, and there are no obvious issues with caulking or flashing. Repairs completed during the inspection and when there isn't an active issue are typically easier and less expensive.

A professional roofing tune-up should also include an inspection report with photos, which will also ensure you have documentation of the condition of your roof on a yearly basis. This has proved extremely helpful for some of our clients during insurance claims as some insurers will use the lack of documented maintenance as a reason for denying a claim.

Having good documentation of the condition of your property's roof can also help you during a hail claim. In recent years, some insurance companies have started denying claims asserting the client's hail damage is "old hail damage," shifting the burden of proof back on the association or ownership group. By having a yearly inspection report with pictures, you will be in a better position to accurately file a timely claim and you will have documentation of the roof condition prior to your established date of loss with the insurance carrier.

Many roof leaks we repair after-hours are due to minor issues that a roof tune-up would have corrected. A single roof leak repair will often cost more than the cost of an entire roof tune-up. Leaks cause after-hour calls to management, unforeseen expenses, and possibly issues with relocation of tenants. As a manager, roof leaks can also be the most disruptive to your schedule as they require immediate responses and seem to happen during evenings and weekends due to Murphy's Law.

Some manufacturers state that you can extend the life of your roof by up to 5 years by performing yearly inspections, which can save you thousands and even hundreds of thousands. While it does feel we all have less time and tighter budgets, we hope you see why a yearly roofing inspection will save you both time and money in the long run. 🏠

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*If you have any questions or would like to see a sample inspection report, please feel free to reach out to the author at [chuck@aspengroupco.com](mailto:chuck@aspengroupco.com). Aspen Group has been serving the exterior reconstruction needs of HOA community since 2012, specializing in roofing, painting, and siding.*

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# Preventative Dryer Vent Care



**JOSH GARCIA**  
Denver Dryer Vent LLC

**W**hile cleaning the dryer vent is not on the top of every owner's to-do list, it is a crucial activity that, when neglected, can cause increased energy bills, expensive dryer repairs, and dangerous fire hazards. Thankfully, taking measures to keep these problems from arising is simple, only necessitating preventative dryer vent care.

While running, dryers create heat and humidity that needs to escape the dryer without obstruction, flowing unimpeded to the exit vent on the outside of the property. Simple annual cleanings of your dryer vents can keep that humidity and heat from causing an accrual of lint in your ducting. However, if dryer vents are not properly maintained, are laid out crudely, or were poorly installed, it can work against the airflow and pressure required for a functional dryer.

Sometimes, the problem is found in the design, layout, and/or installation of the ductwork running through walls and subfloors. Longer dryer vents with more turns cause poor air velocity, encouraging lint accumulation and blockages. Furthermore, the airflow exit point can also drastically affect the functionality of your dryer vent. Sidewall exit vents are typically less expensive than other solutions, however, without protection, are prone to blockages from birds looking for a warm place to nest. While rooftop vents seemingly pose a simple solution for owners, these vents can be significantly more expensive to install and maintain.

Even a dryer vent with perfect ductwork and no external blockages will see buildup around the inside of the vent from lint and dust. At one point or another, we have all been frustrated by having to dry a load of laundry a few times over, wondering why the laundry is still damp after a long dryer cycle. This frustrating experience is often due to an accumulation of lint in the dryer vent from everyday use. While running the load of laundry again may seem like an easy answer, running a dryer more than once to finish a load can double- or even triple- electricity costs. On average, a clogged or poorly vented dryer will cost the owner an additional \$12 - \$18 a month. Worse yet, a dirty dryer vent shortens the life of the heating element inside the dryer, leading to expensive repairs, sometimes costing upwards of \$200.

## So, what does it look like to have a dryer vent cleaned?

There are several options, and some may be preferred while others are more necessary due to the layout and design of a property. When possible, we always recommend a full-service cleaning. In a full-service cleaning, the technician inspects your dryer vent and the flex hose that attaches to the wall, they will then run a rotating brush and rods through the duct line (like a snake) and push and pull the lint out via forced air and suction. This "scrubbing" of the duct is ideal and is often necessary on the most difficult or clogged vents. Another option for larger complexes where there may not be severe blockage, but rather, a need for simple routine cleaning for 100 or more units, is that the technicians can clean the dryer

# Care

vent from the outside of the property using a compressed airline and spinning head that feeds through the duct and pushes forced air back out towards the exit, essentially blowing out the lint. This, while maybe not as detailed as entering the property, is still a fantastic way to take preventative care and is more affordable when budget or entrance into units is an issue.

Finally, beyond the improved energy costs and reduction in appliance repair risks, one of the most important benefits is the improvement of fire safety. It's important to remember that dryers are a large electric heat source, so they need to be ventilated properly. Otherwise, the accumulation of lint in the back of the dryer creates the perfect kindling to create a blazing house fire. Over 2,900 dryer fires are reported in the US every year, of which a large portion are due to lack of proper maintenance. Regularly cleaning the vent of all lint and dust is the best way to minimize this risk.

Ultimately, there are many ways to clean your dryer ducting to reduce financial and safety risks, according to your individual needs. For more information, to get a quote for your vents, or for answers regarding your community's dryer vent care, feel free to reach out! 🏠

---

*Denver Dryer Vent is a locally owned Colorado based company that offers dryer vent cleaning, installation, and repair for both residential and commercial properties. For more information on how to get your dryer vents up and running, feel free to visit our website at [denverdryervent.com](http://denverdryervent.com) or shoot us an email at [codryervent@gmail.com](mailto:codryervent@gmail.com).*



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# THE COST OF DEFERRED MAINTENANCE



**ANDREW HARVEY**  
AGS Construction, Inc.

**M**any communities find themselves with a dilemma. In the time of COVID-19, communities have many of their residents working from home or not working at all. Their daily routine consists of walking the dog, convincing their kids that online schooling is working, logging into an online meeting, talking to clients and colleagues on the phone, then walking the dog again to get out of the house in an effort not to go crazy. This gift of time at home has led to a spike in maintenance requests. The dilemma lies with managers and their boards trying to balance a flood of unexpected maintenance projects with a sometimes-waning budget.

## The truth is there are few communities who like to spend money unnecessarily, but what is the true cost of deferring maintenance?

Deferred maintenance as defined by Wikipedia is “the practice of postponing maintenance activities...in order to save costs, meet budget funding levels, or realign available budget monies.” In other words, ignore a problem to “save” money. In reality, maintaining a community to a high standard will always save the community in the long run and keep property values high.

### Let's look at it hypothetically.


Suppose a homeowner walking her dog notices a piece of siding that doesn't look right and reports it to her HOA manager. The manager discusses a repair which may exceed the association's threshold for approval with her board who insists the building is on a five-year paint cycle and will be corrected in due time in a couple years.

What can happen in that span of time? The trim and adjacent flashing may be what is keeping moisture from entering the home. As water is allowed to enter the building via wind-driven rain or snow, the building's sheathing becomes sodden. The moisture could continue into the building and continually soak structural framing. With a few years of minor unobserved water intrusion, the building that was structurally sound for decades now has deteriorating sheathing and

structural framing. What's more, is that inside the wall cavity there is now an environment that is prime for bio-growth.

Once the deterioration is finally addressed during the paint cycle, it is discovered the repair is beyond the skill set of a paint company. Then comes the requirement for design professionals and specialized contractors to investigate the failure. Temporary shoring and weather protection must be erected and preserved to stabilize the structure and keep additional moisture at bay while a lasting repair is designed. In the meantime, prior to disturbing the existing materials, the association will also need to do environmental testing for lead, asbestos and bio growth, and those test results will need to be analyzed and cleared prior to the existing materials being removed. Adding to the timeline and cost of repair is permitting with a municipality, which these days can take from a few minutes to several months. Then comes the actual repair of removing and replacing compromised materials, mitigating bio-growth, installing flashing and sealants, and applying coatings. Often is the case there are now aesthetic interior repairs required due to minor movements within the structure, to be followed by whole site cleanup, and landscaping repairs.

Also consider the impact on residents for potentially weeks on end. For whatever reason the homeowner impacted most directly always seems to work from home or at night. Beyond the interruption of work being done on a resident's home what is the impact if the structure fails catastrophically? While this is an extreme case, we have worked on communities that were in the process of being condemned because repairing known issues were pushed due to budgetary considerations.

While everyone can appreciate the need to save money, consider the long-term value in engaging a professional for a minor repair at a much lower cost in order to potentially save your community tens of thousands of dollars in special assessments, additional management fees associated with a long-term project, and the frustration associated with repeatedly answering everyone's favorite question of “when will this be done?” 

*Offering over 35 years' experience in Denver, AGS Construction, Inc. has been building a reputation of being a one-of-a-kind company. AGS Construction specializes in Reconstruction and Restoration. For more information visit [www.AGSConstructionInc.com](http://www.AGSConstructionInc.com).*



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# FUNDAMENTALS *of* Updating Community Signage



**MARY HARRIS**  
Architectural Signs

**Y**our HOA Board has asked you to get quotes for “updating the signage” but no other instruction. Where do you go from here? What exactly do they mean by “update?” Here is some basic information that will help you look like a knowledgeable rock star.

First and foremost, enlist the help of a professional sign person. This person needs to be someone that has experience in all types of signs, not just banners from a quick sign shop. If you do not have a good sign resource, ask your co-workers or companions in the management industry for referrals. On the first contact with the sign professional, do not hesitate to interview them as you would an assistant. Ask for years of experience and projects that they have worked on. Take a look at their website. This can save you from headaches in the future.

Once you have chosen your sign professional, provide them with a budget. You do not want to waste your time or theirs, so knowing the budget is key. Now that a budget has been established, ask to do a walkthrough of the property with them. This allows you the opportunity to see what they see, affording you better insight into the sign needs of the community.

The common types of signs in a community are monuments, street signs, stop signs, building signs, pedestrian crossing, community information kiosks, miscellaneous pools signs, and clubhouse signs. Of course, each community is unique and may have other types of signs. In this article, we’ll discuss a few of these.

Monument signs are typically at the entrance of the community and create the first impression of the neighborhood. Although a monument can last upwards of 30 years, it may look dated. This type of signage will typically use the bulk of your budget. An update to the monument sign can be as little as cleaning off dirt and graffiti all the way to full replacement. Monument signs are most often constructed of some form of masonry, such as brick or stone, and metal faces or individual letters and/or logos. Some less costly, and less permanent monument signs are merely constructed of posts and panels. Ways you can update a monument are panel and letter replacement, adding lighting (currently, solar is particularly popular), re-painting the lettering/panels, and of course full replacement.

If the community’s streets are privately owned and maintained, the street signs will need to be evaluated. Are they faded, missing street names, leaning, or just plain ugly? The MUTCD (The Manual on Uniform Traffic Control Devices) requires the sign faces to be fabricated in high intensity reflective material; are yours? In my





opinion, although private communities are not required to comply with the MUTCD regulations, it is wise to do so. It could reduce the community's liability in the event of an accident. From an aesthetics standpoint, replacing the typical u-channel post and aluminum blades with decorative posts and sign blades can really improve the look of the community as a whole.

Community information kiosks can be custom built to meet the specific needs of the neighborhood. They can be free standing structures or mounted to the outside of a building such as a clubhouse. They can be as simple as a glass front box with a cork board interior for posting flyers about a missing kitty cat, or as sophisticated as an electronic LED display that can be controlled by one of the Board members. You will need to have your sign professional check with your local governing entity and establish what types of kiosks are permitted in your area.

Regulatory signs, and more specifically, pool rule signs are extremely important to keep clean, readable, and up to date. These signs need

to be legible from a distance. Pool rules can change yearly. New legislation is the most common reason to review your sign annually. You will need to check with your insurance carrier as well to find out what verbiage they require on the sign. While we are on the subject of pool signage, you'll need to make sure that the water depth markings surrounding the pool are in good, readable shape and accurate, as well as any other markings, such as "No Diving," etc.

Those are just a few thoughts on community signage. Your sign professional should be able to educate you and your Board on all of your sign needs. I will leave you with one final piece of information: Do not feel compelled to purchase all of your signs at the same time if your community needs to spread out the expense over time. The only difference in price should be additional trip charges and possible increases in material and labor costs (which in most cases, should be nominal). ⬆

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*Mary Harris, Managing Member of Architectural Signs, has been a professional in the sign industry for more than 30 years. Architectural Signs offers custom dimensional signage locally and nationwide. Contact Mary with questions at [mary@architecturalsigns.com](mailto:mary@architecturalsigns.com) or visit the website at <http://ArchitecturalSigns.com>.*

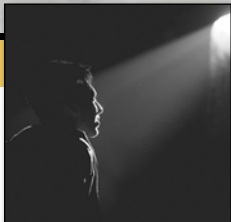


# *SUCCESS* with **SECURITY**

Proactive  
Mindsets

*vs*

Reactive  
Measures



**AUSTIN HAYSLIP**  
Arapahoe County  
Security Center, Inc.

**F**or many of us, experiencing some degree of property crime, or knowing someone who has, is becoming more of the rule than the exception. With any economic downturn comes an increase in property crimes such as mail theft, vehicle burglary, package theft and burglary of homes and businesses, to name a few. While there is no mistaking the criminal intent of others as anything other than wrong, we must do more for ourselves and communities to mitigate the opportunity to fall victim to these criminal acts.

**The most successful means of security is and has always been a proactive approach to mitigating possibilities and eliminating easy targets for criminals to exploit.**

Regarding the single and multi-family settings, many of the most compromised areas we fall victim to are also part of our daily routine. These weaknesses are easily addressed with better lighting and visibility, repairing or replacing damaged or malfunctioning lock hardware as soon as possible, and learning to recognize where we are unknowingly allowing criminals to strike.

For instance, the cluster mailboxes we see the mailman struggle to open or properly resecure on a daily basis are easy targets, especially the decades old, extruded aluminum panel boxes. Those mailbox banks were designed for a different day and age. Times have changed and yet many of us still rely on antiquated mailbox designs. A better option here is to upgrade your community's cluster mailboxes to products constructed of steel and welded together, rather than pressed or riveted together or constructed of materials no longer robust enough for today's needs. While cluster mailboxes are not inexpensive by any means, mail and identity theft can be devastating and have long-standing personal and financial impacts. Additionally, once a thief is successful in breaking into a cluster mailbox, their

future success will increase with every attempt thereafter as many repair attempts are futile and very rarely address the main issue of outdated construction and materials.

The biggest arena we can be more vigilant in is lighting and visibility. There are endless arguments for the use of modern, white lighting and motion detection lights. There is more to be said about eliminating blind spots for criminals to operate in. Obstructing line of sight into your home or business with shrubs and trees provides you with more privacy as well as a potential burglar looking for an unlocked or poorly secured door or window. With the spring season just around the corner, now is the time to start thinking about where you can eliminate those perimeter blind spots around your homes and communities. The topic of visibility seems to always parallel the idea of using surveillance cameras. Remember this, cameras are passive and often are a post-incident tool for identification and prosecution, rather than a preventative measure. Additionally, they offer very little deterrence to criminals committing petty property theft to crimes of violence.

Furthermore, it is time to start replacing and upgrading the security measures currently in place that only function at a fraction of their intended capacity. That residential grade door on the mail kiosk, the fence line that is falling apart, or the gate that won't completely close on its own are all vulnerabilities that lead to additional criminal activity. It's time to stop making temporary repairs and begin to invest in correcting security issues in a manner that will demonstrate

durability and longevity. We must also remember that security is not always convenient, aesthetically pleasing, or inexpensive. The minor inconvenience created for a member of the community is a fraction of the inconvenience that a thief may experience while trying to unlawfully access the same home or business.

The security of your home, business, or community at large is contingent on how much we cherish our security and peace of mind. If it is important to be secure, it's more important to take the best course of action in creating that security before something happens, rather than after the fact. Providing a truly secured facility or home does not come by way of the instant gratification that a case of Ring cameras delivered to your door will provide, but rather a focused effort of identifying your real vulnerabilities and then applying pragmatic prevention. Planning, budgeting, and executing preventative measures will always outweigh how anyone reacts after they have experienced a breach of their security. ⬆

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*At Arapahoe County Security Center, we pride ourselves on over 30 years of professional craftsmanship that has created satisfied customers that can trust us for life. Family owned and operated, we provide exceptional locksmithing and security service to the businesses and residents of Colorado. We specialize in monitored access control and CCTV, while also delivering results for intercom systems, custom security gates, safe openings, and more. For all of your locksmith and security solutions, give us a call at 303-745-5500. Come see us at our original location in Aurora or at our store in Parker.*



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# Preventative Maintenance

## 101



**LISA PIZZO**

Prep-Rite Coatings & Contracting, LLC

**A**nnual inspections and preventative maintenance are an important aspect to prevent larger issues from occurring in the future on every property, large or small. It is recommended that properties are inspected every year to look for maintenance concerns. Addressing the smaller concerns every year helps your Boards when preparing budgets and catching issues before they

become larger projects or concerns. Another proactive step is to set your property up on a phased painting schedule. This way those costs are budgeted in and the property is being maintained yearly. Phase cycles also take the guesswork out of what needs to be done and will be set up yearly.

Exterior repainting is an area of exterior maintenance which we highly recommend. Paint and/or stain is an exterior coating which acts as a protectant to the surface below. Caulking and sealing, priming and painting siding, trim, fascia, etc., prevent water intrusion as well as wood rot, and can maintain the integrity of a building. It can prevent water intrusion and damage to interior drywall, ceilings and residents' belongings.

Painting can also enhance the durability of stucco, sealing the stucco and bridging minor hairline cracks and preventing further damage. Inspecting for failing stucco and repairing/replacing those areas are key to maintaining the integrity of your stucco surfaces.

Using rust inhibiting primer and DTM (Direct to Metal) paint on handrails, light poles, and metal fencing can slow the spread of rust and add additional years to the lifespan of the metal.

Exterior maintenance should include gutter cleaning to help reduce clogged downspouts and overflowing water or ice damming along the rooflines and fascia. In addition to this, annual sealing and securing of loose gutters prevents leaks from damaging siding and trim, which can help prevent rotted wood and the expense of replacing it.

There is also preventative maintenance to eliminate or reduce safety hazards like concrete repairs, painting curbs, and step edges to alert pedestrians of trip hazards. Salting icy steps, shoveling, and plowing can frequently damage and scrape these surfaces. Parking lot striping and curb painting can be beneficial for traffic and parking accidents as well.

We encourage walking fence lines to inspect loose posts or rails, not to mention, if the fencing needs to be stained or repainted to prolong the life of the wood. Inspecting for these repairs can prevent fences from falling, which can be a safety hazard for security purposes, or even to prevent the family pet from running away.

Performing tuck pointing for brick and stone can ensure the integrity of a building or column as well as eliminating any safety concerns of falling bricks.

Decorative rock columns and walls also need to be inspected periodically to check for any loose stones. Missing or loose stones can lead to interior water damage compromising the integrity of the structure as well as safety concerns of falling stones, etc.

Common areas are often overlooked. Don't forget about your pergolas, trellis, benches, tables and play structures repairs and

staining reduces hazards and creates enjoyable areas for families and the community. The same is true for deck repairs and staining.

**Overall, any and all of these maintenance items will also increase the property values of the neighborhoods, reduce hazards and improve the appearance of your communities.**

Your contractor of choice should also be available to come out and walk your property and look for issues and offer direction on what the priority items are and what can wait. Ask your contractor to attend board meetings or a property walk to show you what they are seeing and answer any questions you may have. ⬆

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# Irrigation Upgrades:

## Modernization and Technology



**BOB HOWLEY**

Irrigation Analysis, LLC



**DOUG SMITH**

Irrigation Analysis, LLC

**W**ith the worsening drought, tightening water supplies, and increasing water demand, we are caught between a rock and a hard place when it comes to water and unfortunately, it does not look like this situation will get better any time soon.

According to the Colorado Water Conservation Board (CWCB) State Water Plan, our collective goal is to reduce municipal water use in the State by 400,000 acre-feet of water through conservation by 2050. Since landscape irrigation uses roughly 50% of the municipal water supply, it is critical that we conserve as much of our landscape irrigation water use as possible in order to achieve this goal.

Many irrigation systems are less than 50% efficient in delivering water to the plant material, or to phrase it another way, more than half of the water used for watering our landscapes is lost or wasted.

Water costs are rising with most water providers increasing their water rates by 5% or more per year. Beyond the water cost and budget impacts is preserving our shared water resources to sustain Colorado's rivers and streams and the outdoor lifestyle that we all value.

**The question is: can the landscape industry in Colorado help to achieve the water use reduction goal set by the CWCB and still have attractive, healthy landscapes?**

It is important to understand and implement new technologies to upgrade and modernize irrigation systems with the intent to save water. Just like there are newer water conserving toilets and showerheads, there are more efficient spray nozzles, sprinkler heads, as well as rain and moisture sensors, and weather based, "Smart" Controllers that all can deliver water more efficiently to our landscapes.





Weather based “Smart” Controllers are another great tool in saving water by adjusting run times or watering days based on daily weather patterns. There are many offerings and most operate on a similar principle although they must be understood by the system manager to deliver the savings that they can readily offer. There are some that require annual subscriptions and some that use local sensors or historical data. If properly programmed and managed on a system that is otherwise capable of operating efficiently, these can reduce water use throughout the season.

Web-based control takes the “Smart” Controller functionality a step further by allowing the water manager to access the controller remotely using any mobile device to review programming and make adjustments as needed, or to review any errors or alarms the controller may have generated. It can also provide alerts from the flow sensor in the event of a leak.

### What else should be considered to save water?

Improved Maintenance and Management to repair leaks in a timely manner. “Smart” Controllers with flow sensors can help identify these when they occur.

Perform regular and complete system checks to make sure everything is working well. Actively manage the irrigation run times and watering days to not overwater beyond what the plant material requires.

Turf Conversion - we need to have and appreciate landscapes that are more water efficient and should reconsider wall to wall, high-water use bluegrass in our semi-arid environment. Consider planting lower water use shrubs and native grasses especially in more peripheral landscape areas.

An Irrigation Efficiency Audit/Evaluation performed by an Irrigation Association certified, (CLIA), or Qualified Water Efficient Landscaper certified (QWEL), can provide insight to where the most practical water savings can be achieved. The audit should be in depth and look at system function, performance, and programming, and provide a detailed and actionable report about the system and how to save water.

The use of high efficiency products and better technology are a great way to help reduce water use in the landscape. However, it is dependent on the landscape manager to ensure that the system is operating at its peak efficiency. We all need to continue to work together to champion the cause of reducing landscape water use, and using water conserving irrigation technologies gives us a better chance to reach those goals. 🏠

High Efficiency nozzles are a simple way to reduce water use. Multi-Stream Rotary nozzles can provide improved uniformity which in turn reduces the overall water use to an area. There are also newer fixed spray nozzles that can improve the Distribution Uniformity (DU) compared to older traditional nozzles.

Pressure regulation also plays a vital role in the DU by providing the optimum pressure for nozzle performance. Pressure regulating spray bodies, now required in Colorado per House Bill 19-1231, ensure that all the nozzles are operating at the same pressure.

Flow sensors are a useful tool that provide data on flow rates and water use of an irrigation system. They can also identify abnormal flows, and when used in conjunction with a master valve and a compatible controller, will shut the system down and potentially send alarms and alerts. This is an effective way to stop large amounts of water loss due to a pipe break or a broken head continually running during an irrigation cycle.

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*Bob Howley, Doug Smith, and Irrigation Analysis, LLC are a Colorado-based team of independent Irrigation Association and QWEL certified irrigation efficiency and water saving experts that performs Irrigation System Evaluations/Audits, Water Use Management, Water Efficient Irrigation Design, irrigation problem solving, and other related services. Our goal is to save water by supporting larger properties and their landscapers in efficient water use.*



# WIRELESS INTERNET

COMING TO A COMMUNITY  
ASSOCIATION NEAR YOU

**C. SCOTT CANADY**

CAI Advocacy Blog  
<https://advocacy.caionline.org>



Are you a cord cutter? In 2020, almost 4 million cable/satellite television subscriptions were cancelled as consumers flocked to streaming services like Netflix, Amazon Prime, and Disney+. This trend is anything but new. When was the last time you paid a bill for home telephone service? Sixty percent of households no longer have a landline and rely exclusively on mobile phone service according to the CDC biannual National Health Interview Survey.

Are there any more cords to be cut? The answer is a resounding, “Yes!” The next cord to cut is the one connecting you to the internet. Most consumers use wires—the cable that allowed you to watch your favorite television shows—for broadband internet service, but this is changing. According to a report by USTelecom, internet traffic on wired broadband networks is down 20% from peak levels as consumers now favor wireless broadband internet service.

Furthermore, a recent ruling by the Federal Communications Commission (FCC) will likely accelerate this trend. Earlier this year, the FCC made an important change to its Over-the-Air Reception Device rule, or OTARD rule, an obscure and strangely named regulation that applies to community associations. The OTARD rule has been the law of the land since 1996, allowing small, satellite television dish antennas to be installed on top of homes and on balconies in community associations. These are typically used to receive television signals, but will become the gateway to the internet in the years ahead.



Internet antenna on house.

The primary change the FCC made to the OTARD rule was to include small antennas used for wireless internet in the list of other antennas community associations must allow. **The rule preempts any local law or community association covenant or rule that prohibits restrictions that unreasonably delay or prevent installation, maintenance, or use of an**

**antenna; unreasonably increase the cost of installation, maintenance, or use of an antenna; or preclude reception of an acceptable quality signal.**

The OTARD rule doesn't mean a community association has no say in antenna matters, but associations will find their authority is constrained if the resident installing the antenna follows OTARD protocols. Antennas may only be placed on property a resident owns or on common property reserved for a resident's exclusive use (e.g., a balcony that can only be accessed from inside a resident's unit). The association may have some influence over antenna location but can't require antennas be placed in areas that result in poor signal reception. Finally, associations can adopt standards to keep common property from being damaged when an OTARD antenna is installed, maintained, or removed.

All antennas covered by the OTARD rule must be small, just like a satellite television dish not be larger than 1 meter in diameter or when measured diagonally. Internet antennas are probably in your community already and you may not have even noticed.

What does this mean for your association? Is it time to call the attorney and change any rules?

The good news is, there's absolutely no need to spend money on a rule change because the FCC has taken care of that with the OTARD rule changes, which now override all municipal ordinances, zoning laws, and community association governing documents that apply to antennas covered by the regulation. The only thing the board needs to do is comply. If you need a refresher on the OTARD rule or have never heard of it, the FCC has a website where you can read up on the regulation, find previous rulings on how OTARD applies to community associations, and get the information your community needs to follow the law.

It is definitely a good idea to email or call your community association attorney to make sure your board stays on the right side of the OTARD rule—these things can get complicated. Feel free to use a wireless internet connection when you do. ⬆

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# RETAINING WALLS

AND THEIR

## *Community Impacts*



**QUENTIN ODES, P.E.**  
Pie Consulting &  
Engineering

Colorado is known for its diverse landscape and notably its dynamic terrain. This ranges from slopes as steep as ski and snowboard runs, to smaller bunny hills, and relatively flat land on the Plains. Although developing a community on sloped land can be visually appealing, it is also important to minimize impacts to the natural landscape. To create more developable areas on a sloping site, designers often use retaining walls to maximize space while reducing impacts to peripheral areas within a community. You may notice these types of walls around the perimeter of buildings, surrounding parking areas, nearby sidewalks, or in areas of terraced vegetation. They can vary widely in height, from a foot to 20 or 30-feet, depending on the amount of slope differential within your community.

Retaining walls are constructed from a wide range of materials - including concrete masonry units (CMU), cast-in-place-concrete, landscape block, natural stone and boulders, timber or railroad ties. The choice of material is dependent on the height of retained soil, whether the wall supports soil below buildings and other structures,

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*Quentin joined the Pie team in 2020 with 12 years of design experience. His diverse design background includes expertise in concrete construction, specifically post-tensioned concrete; precast concrete; steel structures; masonry and wood. Market sectors include education, multi-family housing and historic structure reuse with project sizes ranging from \$5M to \$100M.*



Terraced retaining walls are commonly designed to integrate buildings to their site.



Water and its various forces are a common culprit leading to extensive deterioration and failure of retaining wall systems.

and cost. However, the behavior of retaining walls, independent of material type, is generally similar. As the earth presses against the rear face of the wall, the soil below the wall and beyond the outward face is engaged to resist the rotating and sliding effects. Properly designed retaining walls are engineered to resist the potential for overturning and sliding.

Some amount of retaining wall movement and rotation is expected and helps to reduce the build-up of earth pressure behind the wall. However, too much rotation or bowing with the wall moving away from the retained soil at the top can be an early warning sign of structural distress within the wall. If the retaining wall is used to support soils below a building or other structure, movement and rotation of the wall may lead to settlement of soils below the building foundations, potentially creating voids beneath footings and/or causing visible signs of movement in the building. As a result, retaining walls should be monitored regularly for signs of rotation and movement, especially when located near an occupied building.

Even though Colorado is a generally dry climate, water from natural or irrigated means may still damage a retaining wall. As the surface water soaks into the earth behind a retaining wall, it may become trapped unless an adequate drainage plane is located at the rear of the wall, with a corresponding drain system. You may notice drainpipes exposed around retaining walls in your community, or you may notice holes placed near the bottom of the wall. These are intended to reduce the build-up of water (hydrostatic) pressure and moisture behind the wall. If no drainage plane and drain system is present, or if it is not functional, you may notice discoloration or surface staining on the face of the wall, called efflorescence. It is caused as the natural mineral-laden water behind the wall passes through the wall to evaporate, leaving behind the mineral (salt) deposits. Efflorescence itself is not a cause for concern but may indicate an improperly functioning drain system behind the wall. This can lead to the build-up of water pressure, in addition to causing rotation, bowed sections, cracks, or long-term deterioration/rot if the wall is constructed of materials such as wood that are sensitive to moisture.

Drains located around retaining walls should be regularly observed to verify they are functioning as intended. Cleanouts, line scopes,

or water-jetting are options to observe and repair non-functional drainage systems. If no drains are present at your wall, you may consider adding a drainage system to aid in long-term performance.

As you look around your community, watch for signs of wall movement, soil and building settlement behind the wall, and water build-up in the vicinity of the wall. If there are signs of rotation or movement, it may be indicative of an underlying problem. Ignoring these early warning signs of distress can lead to undermined buildings, settlement, and damage to supported flatwork, buildings, and landscaping. It will always be easier and less expensive to repair a retaining wall that has not failed than to repair one that has failed along with the retained and supported elements. Adding soil nails or other mechanical stabilization methods are relatively less expensive than a rebuild. Once a wall fails, there may not be many options apart from rebuilding the failed portion or the entire wall. If you choose to rebuild a retaining wall, there are many curb-appealing options including integrally colored concrete, using form liners that give concrete poured walls a stone-like appearance or a mural, along with many textured masonry units that can enhance or complement the appearance of your community.

**As you look around your community, watch for signs of wall movement, soil and building settlement behind the wall, and water build-up in the vicinity of the wall.**

Determining whether to repair or replace a retaining wall will undoubtedly include a discussion of cost. Repairs will most often be cheaper than full replacement initially, but if the long-term performance of the wall is compromised or not addressed by the repair, then you may be better off considering a long-term solution to minimize future unforeseen costs. Many factors must be considered in repairing or replacing a retaining wall including site access, supported elements such as landscaping, trees, irrigation, concrete flatwork, and buildings or other structures. Impact on these elements will be a factor in the cost.

With all these options, it is in your community's best interests to engage a team you can trust – from the expert engineer to the contractor. ⬆️



## ALZHEIMER'S ASSOCIATION AND HOA MANAGEMENT COMPANY ANNOUNCE PARTNERSHIP

CAP Management, a Colorado HOA management and sustainability consulting company, announced today its commitment to partner with the Alzheimer's Association of Colorado, an organization dedicated to ending Alzheimer's and dementia and providing resources for the some 76,000 Coloradans living with the disease.

Founded in 1980, the Alzheimer's Association of Colorado leads the way to ending Alzheimer's disease and other forms of dementia by accelerating research, driving risk reduction and early detection, and maximizing quality care and support. The Association provides Coloradans with a broad range of free programs and services, funding for Alzheimer's and dementia research, and leads advocacy efforts within the state.

CAP Management's mission is to create sustainable, resilient homeowners associations. Founded in 2003, the fast-growing company provides HOAs with services including property management, community planning, sustainability assessments, project oversight, and financial services. In 2020, they partnered with the University of Colorado's Urban Resilience and Sustainability Program in the development of the first-ever comprehensive guide for improving the social, financial, and environmental sustainability of HOAs.

"In working with HOAs, our mission, ultimately, is to serve communities, to help them thrive, to foster togetherness within properties," said Ari Shore, Chief Operating Officer with CAP Management. "We know this disease puts a strain on communities in Colorado. I can recall several owners in our portfolio living with Alzheimer's, more who are caregivers, others unable to visit ailing family members because of the COVID risk. Members of our staff have family members who have struggled with this disease, so we're in that community, too. We're excited to partner with the Alzheimer's Association and to explore ways to help from that community level."

The executive director of the Alzheimer's Association of Colorado welcomes the unique opportunity to partner with CAP Management.

"This is a very creative approach to reaching Colorado communities from the inside," said Amelia Schafer, executive director of the Colorado chapter. "With over 8,000 residences in its portfolio, CAP Management touches many of the people living with this disease, as well as the 256,000 Coloradans who provide unpaid care for their loved ones. We are very excited about the potential for growing awareness of this disease and resources available at no charge to Colorado families."

Shore stated that several strategies are under consideration, including holding community-wide events, hosting fundraisers, leveraging an extensive vendor network to host raffles and giveaways, and the formation of inter-association committees.

"We manage thousands of homes, interact with thousands of owners, work with hundreds of vendors," said Shore. "There's an incredible opportunity to mobilize that network around this cause."

For more information on the Alzheimer's Association of Colorado, visit [www.alz.org/co](http://www.alz.org/co). CAP Management's website is [www.capmanagement.com](http://www.capmanagement.com)

### **Alzheimer's Association**

*The Alzheimer's Association leads the way to end Alzheimer's and all other dementia — by accelerating global research, driving risk reduction and early detection, and maximizing quality care and support. Our vision is a world without Alzheimer's and all other dementia.™ For more information, visit [www.alz.org](http://www.alz.org) or call the 24/7 Helpline at 800.272.3900.*

If you'd like to share a positive HOA story  
with CAI-RMC, please email  
Justin Bayer at [jbayer@knottlab.com](mailto:jbayer@knottlab.com)

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# CMCA

## ERICA GOLDTCH



### ***How long have you been in the industry?***

### ***When did you get your CMCA?***

I started in the industry in January of 2020 and just passed the CMCA exam in January of this year.

### ***What pushed you to get your CMCA so quickly?***

I set a career goal my first month in the industry and pushed myself to make it happen not just to help advance my career but also because the communities I manage deserve to have the most credible and knowledgeable manager.

### ***What is the most exciting part of having your CMCA?***

I love that I am now a part of a larger network. There are over 20,000 CMCA's across the nation and it is special to be a part of something like that. I am also really excited about the new opportunities that will present given that I am a CMCA.

### ***As a newer CMCA, what was the most beneficial resource when studying?***

I found the practice exams and online resources like Quizlet to be the most helpful. I also studied for 3 months prior to taking the exam. It is super important to study a little each day, reviewing terms or practice scenarios. I found the material I was studying to also help elevate my day to day work with my communities as well.

### ***Do you have any advice for others pursuing their CMCA?***

Definitely push yourself to make it happen. Set aside the time each day and even reach out to someone that has their CMCA in your office and utilize them as a mentor.

### ***Where do you see your next steps?***

I am now looking to take M-200 courses to pursue the AMS designation.





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NAME	CITY	ORGANIZATION	DESIGNATION	AWARD DATE
Mrs. Lallis A. C. Jackson, AMS, PCAM	Englewood	Hammersmith Management, Inc.	PCAM	01/20/2021
Mr. Brett Hardt, CMCA, AMS, PCAM	Littleton	HG Management	PCAM	02/26/2021
Mrs. Leslie L. Robinson, CMCA, AMS	Fort Collins	Onsite Property Management Services, Inc.	AMS	03/02/2021
Mrs. Leslie L. Robinson, CMCA, AMS	Fort Collins	Onsite Property Management Services, Inc.	CMCA	02/19/2021
Ms. Tyleen Ortiz, CMCA, AMS	Centennial	Associa Regional Office-Lakewood	AMS	02/18/2021
Ms. Jamie Kay Redden, CMCA, AMS	Camp Hill	Alliance Association Bank	AMS	03/08/2021
Ms. Stephanie Plost, CMCA	Aurora	M&M Property Management, Inc.	CMCA	02/11/2021
Ms. Amy Drees, CMCA, AMS	Silverthorne	SummitCove Property Management	AMS	03/08/2021
Ms. Chiarra Marie Hennigan, CMCA	Centennial	Hammersmith Management, Inc.	CMCA	02/08/2021
Mr. David Lane Norvell, CMCA, AMS, PCAM	Englewood	Hammersmith Management, Inc.	PCAM	01/20/2021
Ms. Erica Golditch, CMCA	Lakewood	Colorado Association Services-Lakewood	CMCA	02/01/2021
Mr. Casey Wayne Wydra, CMCA	Edwards	Vail Beaver Creek Resort Properties	CMCA	02/08/2021
Mr. Joshua M Gardiner, CMCA	Fort Collins	All Property Services, Inc.	CMCA	03/05/2021

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



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**Adam Edward Bryning**–A.C.C.U, Inc.

**Kate Sipla**–ABM

**Jacqueline Casas, CMCA**–Advance HOA Management

**Steve Wachter**–Anchor Paint Manufacturing

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**Carol R. Denker**–Candlewyck Condominium Association

**Mary Jo Duckworth**–Candlewyck Condominium Association

**Frank Cole**–CAP Management

**Shannon Greager**–CIC Management Solutions LLC

**Matt Bramlett**–Colorado Association Services-Lakewood

**Mark L. Sterne**–Condominium Management Company

**Ken Nickson**–Crystal Lakes Road and Recreation Association

**Lisa Bradley**–DMB Community Life, Inc.

**Samantha Bocskey**–Emerald Isle Landscaping

**Julieta Berry**–Hammersmith Management, Inc.

**Michael Gigi**–Hammersmith Management, Inc.

**Mark Miller**–Hammersmith Management, Inc.

**Jon Rea**–Heather Gardens Association

**Jillian Wyatt, CMCA**–Heritage Eagle Bend Master Association

**Kristin Boyd**–HOA Matters - An HOA Management Company

**Tina McConnell**–HOA Matters - An HOA Management Company

**Tim Turner**–HOA Matters - An HOA Management Company

**Maria L Baker**–Innsbruck In Aurora Homeowners Association

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**Derek T Fenton**–LCM Property Management, Inc.

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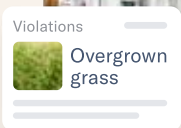
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lsmith@wlpplaw.com  
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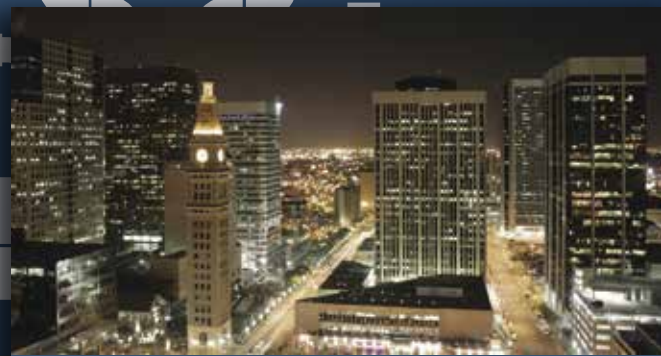


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<b>28 Wed</b>	Ambassador Outreach
<b>29 Thu</b>	Top Golf Event

## May

<b>3-7</b>	National Conference has been postponed to August.
<b>11 Tue</b>	Mountain Education Session
<b>25 Tue</b>	Annual Education Summit

## June

<b>3 Tue</b>	Homeowner Leader Forum
<b>8 Thu</b>	Community Association Workshop
<b>11 Tue</b>	Annual Golf Tournament
<b>29 Wed</b>	Manager Forum

## July

<b>13 Tue</b>	Support Staff Session
<b>22 Thu</b>	M100
<b>27 Tue</b>	CEO Forum
<b>28 Wed</b>	Ambassador Outreach
<b>29 Thu</b>	"Spring" Conference & Trade Show

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