

# Common Terra

The publication of CAI of San Antonio - *The Source* for Responsible Communities

Fourth Quarter 2019



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## Mr. Ortego Goes to Washington

By: Brady Ortego, Roberts Markel Weinberg Butler Hailey PC

Recently, I had the opportunity to join Judy Monger and visit Capitol Hill on behalf of Community Associations Institute (CAI) San Antonio to attend CAI National's Advocacy Summit. The summit was a fast and furious day on Capitol Hill meeting with lawmakers to advocate on behalf of community associations across the state.

For the summit, Judy and I were joined by other Texas representatives including CAI Houston Executive Director Jesus Azana, General Manager of a master-planned community from the CAI Houston Chapter, Sandra Denton, Community Management Director from the CAI Dallas Chapter, Diana Larson, and Associa's Vice President of Government Affairs, John Krueger. Our "Texas Team" had the absolute pleasure of hosting the President of CAI's Middle East Chapter, Jeevan John D'Mello. Yes, CAI is a worldwide organization with 64 Chapters in the United States, Canada, the Middle East and South Africa.

We had the distinct honor of visiting the offices of Texas Senators John Cornyn and Ted Cruz as a group, and Jesus and I were able to have side sessions with the Chief of Staff for Representative Chip Roy, Joseph Miller, and the Legislative Coordinator for

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## Self-Care and Accountability

By: Neil Bresnahan, MSOL, CMCA, AMS, PCAM

"Self-Care" is the latest buzz phrase when it comes to organizational psychologists and human resource professionals attempting to define why things like workplace burnout, stress, and high employee turnover are again on the rise. In former decades self-care has been referred to as self-help, self-improvement, and self-healing. It's not surprising that self-care is a hot topic; there are 3,090,000,000 results from Google when searching "Self-Care." These some 3 billion results from Google have some validity; in a recent report from the Center for American Progress:

- In the U.S., 85.8 percent of males and 66.5 percent of females work more than 40 hours per week.
- According to the International Labor Organization, "Americans work 137 more hours per year than Japanese workers, 260 more hours per year than British workers, and

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## Art Downey

Editor, Common Terra

Three features make community association homes different from traditional forms of home-ownership. One is that you share the use of common land and have access to facilities such as swimming pools that often are not afford-

able any other way. The second is that you automatically become a member of a community association and typically must abide by covenants, conditions and restrictions (CC&Rs). The third feature is that you will pay an "assessment" (a regular fee, often monthly, that is used for upkeep of the common areas and other services and amenities). There are many advantages to living in this kind of development. The community usually features attractive combinations of well-designed homes and landscaped open spaces. The houses may even cost less than traditional housing due to more efficient use of land.

Parks, pools and other amenities, often too expensive for you to own alone, can be yours through association ownership. So, now you have a chance to use and enjoy the pool, tennis court or other recreational facilities that may have been unaffordable previously. What's more, you won't have direct responsibility for maintenance, so you won't have to clean the pool or fix the tennis nets, and you may not even have to mow your lawn. But that doesn't mean you'll never have to think about it. The community association operates and maintains these shared facilities. Of course, you'll pay your share of the expenses and, as an association member, you'll have a

voice in the association's decisions. The association may have one of a variety of names: homeowners association, property owners association, condominium association, cooperative, common interest community or council of co-owners. This issue of Common Terra will focus on the responsibilities of volunteer boards and property managers to insure these amenities are safe and well maintained.; that the CC&Rs are observed; that all owners contribute their fair share by paying their assessments in a timely fashion; and that the association is managed in an open and fiscally responsible manner.



**CommonTerra** The publication of the San Antonio Chapter, CAI *the source* of responsible communities

**Mission Statement : To enhance community association living in San Antonio and South Texas by promoting leadership excellence and professionalism through education, communication, advocacy and resources**

SAN ANTONIO CHAPTER, COMMUNITY ASSOCIATIONS INSTITUTE

P O Box 65204 , SAN ANTONIO TX 78265

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

CHAPTER EXECUTIVE DIRECTOR

Judy Monger

[ced@caia.org](mailto:ced@caia.org) 210-389-6382

Art Downey, Editor

[adowney@ix.netcom.com](mailto:adowney@ix.netcom.com)

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ADVERTISING: Business card \$125; 1/8th page \$200; 1/4 pg \$300; 1/2 pg \$400; full pg \$550. Contact Judy Monger <[ced@caia.org](mailto:ced@caia.org)>

# Chapter 2020 Sponsors

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Fossil Springs Ranch HOA  
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*Thank you  
to our Chapter  
Sponsors, with  
whose support  
Chapter programs  
are possible!*

## Sponsorship Information

Christie Anne Brown  
[cbrown@tiger-tx.com](mailto:cbrown@tiger-tx.com)

&

Harmon Hamann  
[harmon.hamann@insurica.com](mailto:harmon.hamann@insurica.com)







**Denise Gehrmann-Jimenez PCAM**

President, CAI San Antonio

*My goal for 2020 is to continue the path of success by strengthening our foundation with streamlined processes throughout all aspects of our association to help pave the way for future boards and committee success. Don't be the same Be Better!*



## The President's Message —

### Dear Fellow Members –

As your new chapter president, I am honored and excited for what this year brings. Our chapter is in a strong position due to the dedication and hard work by our committees and prior chapter presidents. For that I am grateful. My goal for 2020 is to continue the path of success by strengthening our foundation with streamlined processes throughout all aspects of our association to help pave the way for future boards and committee success. *Don't be the same Be Better!*

### Website

Have you visited the redesigned CAI website? In 2019 the board recognized the need to provide an updated, user friendly website that allowed for mobile viewing and easy online registration. After months of work the new website was unveiled for use during the 4<sup>th</sup> quarter. Thanks to Judy Monger, our chapter executive director for her efforts in populating the site. If you haven't visited, please do so today! [www.caisa.org](http://www.caisa.org)

### Sponsorship

Have you purchased your 2020 sponsorship? We have several levels of sponsorship opportunities currently available to include Friendship, Bronze, Silver, Gold, Platinum and Diamond level. All donations collected from the Friendship, Bronze, and Silver donation levels will provide general funding to the CAI San Antonio chapter. This includes basic financial support of (1) individual committees, (2) educational opportunities such as the monthly luncheons, (3) advocating on behalf of our members before the Texas Legislature and the United State Congress, and (4) other needs of the chapter addressed in the annual budget. Donations collected to achieve Gold, Platinum, and Diamond levels will provide additional funding support for CA

Day, Membership, and the Awards Gala. Please visit [www.caisa.org](http://www.caisa.org) to purchase for details and to select your sponsorship level – this opportunity expires March 31, 2020. For sponsorship questions please contact the committee chair Christie Anne Brown [ChristineB@Tiger-TX.com](mailto:ChristineB@Tiger-TX.com)

### Social Media

The social media committee has been working hard to gain more visibility on Facebook and Instagram. Bethany Vuyk has taken the lead and providing the board with analytics indicating that we are reaching over 200 people monthly. ***If you haven't "Liked," "Connected," or "Followed" CAI San Antonio yet, please do so today!***

### Education-Education-Education

Our Chapter is blessed to have an outstanding group serving on the Education Committee, tasked with one of the biggest roles of our Chapter – promoting leadership excellence and professionalism. The 2020 education program promises to bring us engaging and informative speakers such as Marny Lifshen and Julie Adamen with topics from work life balance to communicating in challenging situations. Thank you to Tom Newton for leading the charge on this committee! Registration for the luncheons is available on the website: [www.caisa.org](http://www.caisa.org)

### How can you help?

We ask our members to help by promoting our organization by inviting non-members to luncheons, volunteering for a committee and share our events on social media. The responsibility for our organization's success starts with us!

**Thank you for allowing me to represent you. I look forward to a fun productive 2020!**

**Denise Gehrmann-Jimenez, PCAM**  
[djimenez@kithmanagement.com](mailto:djimenez@kithmanagement.com)



# CMCA Standards of Professional Conduct

## **A Certified Manager of Community Associations® (CMCA) shall:**

1. Be knowledgeable, act, and encourage clients to act in accordance with any and all federal, state, and local laws applicable to community association management and operations.
2. Be knowledgeable, comply and encourage clients to comply with the applicable governing documents, policies and procedures of the Client Association(s) to the extent permitted by that Client.
3. Not knowingly misrepresent materials facts, make inaccurate statements or act in any fraudulent manner while representing Client Association(s) or acting as a CMCA.
4. Not provide legal advice to Client Association(s) or any of its members, or otherwise engage in the unlicensed practice of law.
5. Promptly disclose to Client Association(s) any actual or potential conflicts of interest that may involve the manager.
6. Refuse to accept any form of gratuity or other remuneration from individuals or companies that could be viewed as an improper inducement to influence the manager.
7. Participate in continuing professional education and satisfy all requirements to maintain the CMCA.
8. Not breach his/her fiduciary duty.
9. Conduct themselves in a professional manner at all times when acting in the scope of their employment in accordance with the terms and conditions of their contractual agreement and in accordance with local, state and federal laws.\*
10. Recognize the original records, files and books held by the manager are the property of the Client Associations to be returned to the Client at the end of the manager's engagement and maintain the duty of confidentiality to all current and former clients.

A violation of any of these Standards of Professional Conduct may be grounds for administrative action and possible revocation of the CMCA credential by the Community Association Managers International Certification Board (CAMICB).

For additional information to interpret the CMCA Standards of Professional Conduct, please visit [camicb.org](http://camicb.org) or contact the CAMICB office for the CMCA Standards of Professional Conduct Code Clarification document.

These standards are enforced through a process outlined in the CMCA Standards of Professional Conduct Enforcement Procedures. Visit [camicb.org](http://camicb.org) or contact the CAMICB office for a copy of the document.

\*Note: At the July 16, 2019, CAMICB Board of Commissioners meeting, the Board approved an amendment to Standard 9 to read: "Conduct themselves in a professional manner at all times when acting in the scope of their employment in accordance with local, state and federal laws." Effective September 1, 2019.

NOTE: The complete list of rights and responsibilities for better communities for homeowners and community leaders can be found for free at [www.Caionline.org](http://www.Caionline.org).

# Mr. Ortego Goes to Washington

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Representative Pete Olsen. Jesus and I were even allowed to see Representative Olsen's office and pose for photos while sitting in his chair. A chair that belongs to the citizens of the United States, not himself, as a sign succinctly points out behind Representative Olsen's chair.

Unlike Jefferson Smith, we did not have to filibuster for 25 hours to be heard. We were able to have thoughtful conversation over a variety of issues affecting community associations.

After brief introductions of CAI while noting the [Texas specific statistics](#) on the benefits of community association living, our main points of focus for the Advocacy Summit were four issues: clarification on emotional support animals (ESAs), the Disaster Assistance Equity Act (DAEA), short term rentals (STRs) and the National Flood Insurance Program (NFIP).

## Clarification on Emotional Support Animals

While meeting with lawmakers, we spoke extensively about ESAs and community associations. We requested lawmakers consider sending a draft letter to Housing and Urban Development (HUD) Secretary Ben Carson urging Secretary Carson to implement policy, which would require assistance animal reasonable accommodation requests include documentation of a disability-related need by a professional (i.e. doctor, psychiatrist, other related professional) acting within the official capacity of a medical or professional license and/or state certification, who is in good standing under the law in their state, and who has a bona fide practitioner relationship with the patient.

## Disaster Assistance Equity Act

In our meetings with lawmakers, we asked that they consider supporting policy changes to the DAEA that would allow community association homeowners access to the full range of federal disaster recovery resources that are available to all other homeowners. Examples of the changes we requested include – the removal of disaster debris from homeowner association roads and allowing condominium homeowners to use repair assistance for repairs to critical common elements. It is important for all homeowners for federal policy to allow for closer coordination between community associations and FEMA to ensure

community interests are reflected in the design of federal disaster mitigation grants.

## Short Term Rentals

Short term rentals have been a hot-button issue at the state level around the country for years and now it is making its way to the federal level. In Washington, we asked our lawmakers for support of H.R. 4232, the Protecting Local Authority Act. This Act would “amend the Communications Act of 1934 to ensure the ability to enforce State and local law relating to leasing and renting of real property, and for other purposes.” This potential legislation has been written because some rental platforms are citing the Communications Decency Act to evade compliance with state and local laws and community covenants/rules. While online platforms to arrange STRs have created a unique housing market where STRs provide considerable income for some community association homeowners, particularly those in vacation destination and resort areas, community association owners must have the authority to determine what STR policy is appropriate for their community.

## National Flood Insurance Program

Flood insurance continues to be an important topic for Texans as our communities face devastating floods and homeowners lose billions of dollars in value. We asked our lawmakers for Support of H.R. 3167, National Flood Insurance Program Reauthorization Act of 2019. While Congress has passed a series of short-term extensions, CAI is urging Congress to complete negotiations on a five-year NFIP renewal before the November 21<sup>st</sup> deadline.

The greatest takeaway from the trip was the realization that all of us, as citizens of the United States, have the right to communicate with the offices of our elected officials all the way to Capitol Hill. While this may appear as a rather basic realization, the profound notion of being part of something huge and national filled me with an overwhelming sense of American pride. On a more pragmatical level, I learned that the issues and challenges our Texas community associations face are also faced by our fellow Americans across the country. What other states have faced in

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## Mr. Ortego Goes to....

(Cont. from page 6)

terms of legislation and regulation of community associations are crucial indicators of trends that may make their way to Texas. While it's easy to assume that the laws of other states should not concern Texas community associations, the reality is it's only a matter of time before issues like manager licensing requirements, transfer fee caps, state oversight, and other concepts that affect the daily and financial operations of community associations and the business partners that serve them be proposed to take effect in our state. The community association industry (locally and internationally) is smaller and more connected than we may think despite CAI being such an enormous worldwide entity.

### About the Author



**Brady Ortego** is an Equity Shareholder in the firm's San Antonio office and is a member of the Real Estate section as a leader of the Community Association Team. His practice areas include Community Association

Law where he represents a variety of property owners' associations across the state of Texas. He is Board Certified in Residential Real Estate Law and Property Owners Association law by the Texas Board of Legal Specialization and a Fellow in the College of Community Association Lawyers. Brady graduated from South Texas College of Law in 2003.



## What Gives the Association the Right to Tell Me What to Do?

In a nutshell: the association declaration and state law.

Community associations have a governmental component. Like a city or county government, a community association has a *charter*—called the declaration. The declaration encompasses bylaws, covenants and other documents that give community associations their legal foundation.

These governing documents obligate the association to preserve and protect the assets of the community. To enable the board to meet this obligation, association governing documents also empower the board to make rules and define the process for adopting and enforcing them—within limits. Governing documents also establish parameters for the nature and type of rules the board can make.

State law gives associations the authority to make rules. These are called common interest community statutes, and they apply to condominiums, cooperatives, and property owners associations.

Remember, however, that the board can't make or enforce any rule that is contrary to the governing documents, local ordinances, state law or federal regulations. Remember also that the board make rules on your behalf—to protect your investment, your home.

## Sign Me Up!

While serving on the board is probably the most visible example of volunteerism in our association, there are many other ways that you can contribute your time and talents to improving our community.

Your participation in the community is beneficial to you, your neighbors and the association. For example, common benefits gained by volunteering include:

- making a positive difference in other peoples' lives
- sharing or learning new skills
- boosting your resume—volunteer jobs are fair game
- meeting new people
- having fun

Don't let our community suffers from lack of enthusiasm. Even a few hours of your time can make a big difference in the culture of the community. Help us generate goodwill, encourage "paying it forward" and strengthen our community.



## Letter from Councilman Manny Pelaez

Greetings Neighbors,

As the District 8 City Council Representative, I am proud of all of the work that my team and I have been able to accomplish in the almost 2 and a half years that I have been in office. However, I am even more proud of the relationships that have been forged between my team and our District 8 neighbors. If you asked each Council Member what they are most proud of, I am confident that each of them would mention the relationships they have been able to build with their neighbors.

Once these relationships are developed, there are countless examples of the great work that a Councilmember and their office are able to achieve when they are in partnership with a neighborhood's leadership. To name just a few, Council offices are able to assist with connecting neighborhood leaders with their community Police Officer (SAFFE Officer), rally city departments to expedite graffiti clean-up on signs, or connect neighbors with City Management to resolve reoccurring issues, such as a trash container repeatedly not being picked up. One of my proudest moments as a Councilman was when, after almost two years of hard work and community involvement, a new traffic signal was installed in front of Brandeis High School. Without the hard work and participation of the school, the parents and faculty, and the surrounding neighborhoods, this would not have been possible.

I am incredibly grateful for the service that management companies provide to their neighborhoods. However, often unbeknownst to either party, management companies can be a barrier between the neighborhood leadership and their Council office. There is no greater expert than the residents themselves of the strengths, issues, and room for improvements in a neighborhood. If my team and I are unaware of issues or needed improvements, we will be unable to advocate on their behalf. This advocacy on behalf of their neighbors

is one of the most important pieces of any Councilmember's duties.

This gap between a neighborhood's needs and their Councilmember being aware of those needs is one that can often be filled by a proactive management company. I believe, and the results prove, that a knowledgeable Council office and an engaged neighborhood can do great things together. As such, please consider helping to bridge this gap by connecting your neighborhoods with their Councilmember. Something as simple as an open window of communication or Council office attendance at HOA meetings can lead to true community engagement between the elected and those they represent. That community engagement, more than anything else, is what our government needs, and what our city thrives on.

Sincerely,  
Manny Pelaez



Manny Pelaez was elected to San Antonio's City Council for District 8 in June 2017. He is an experienced business and community leader and attorney. During his time practicing law, Manny represented more than

175 homeowner associations, hundreds of homeowners, small businesses, and some of the larger employers throughout San Antonio. He was Toyota Motor Manufacturing's first hire and served as their attorney for many years. He also served as Chairman of the Brooks City Base Board where he led the transformation of the former air force base to a thriving community. Mr. Pelaez is a former Trustee of the VIA Metropolitan Transit Authority, the Metropolitan Planning Organization, and the Advanced Transportation District.

# High Water Bills Could be a Thing of the Past

By Mark A. Peterson SAWS

A high water bill could catch you unawares, especially since the San Antonio Water System reads the meter and calculates your water bill only once a month. But those high bills resulting from leaks and irrigation systems run amok could be a thing of the past.

SAWS is introducing a **new** program which could save you the hardship and hassle of high water bills – a **rebate** for a water flow sensor but retaining three extremely popular programs – a **monthly report** with a leak detection module and with a library chock full of ideas on how to reduce indoor and outdoor water usage, our very popular **irrigation consultation**, and the always trusty **SAWS website answer page**.

## The Water Flow Sensor Rebate

[[www.GardenStyleSA.com/sensor](http://www.GardenStyleSA.com/sensor)] offers residential customers a device that monitors their water usage 24/7, some products measuring down to a fraction of a single flush. These devices are located on the meter or within your current water lines. You can see current and historical usage on your cell phone once you have set up your product with the product company. SAWS will provide a **\$150** rebate on any of the five (5) listed devices on the webpage. Follow the steps on our webpage to the letter to ensure a rebate check.

### Rules for a Rebate:

- You must have a SAWS account in good standing
- You must have WI-FI
- The device must be listed and approved by SAWS
- You must purchase the device from the manufacturer or retail store
- SAWS does not purchase or ship devices
- The rebate is not transferable.

Our current programs to minimize high water

bills are the monthly electronic **Water Smart** report, the **Irrigation System Consultation**, and our **SAWS answer page**.

**Water Smart** [[www.saws.org/homereport](http://www.saws.org/homereport)], a contract partner with SAWS, analyzes your monthly usage and compares it to similar households and landscapes across the SAWS service area. A unique features of the Water Smart report is its Customer Portal where you can use the Leak Detection Module to identify possible leaks and the Recommendation Library to put into practice numerous ideas to minimize indoor and outdoor water usage. During the summer, we have found irrigation systems running amok with multiple run times and multiple programs.

## Our free Irrigation Consultation

[[www.GardenStyleSA.com/consult](http://www.GardenStyleSA.com/consult)] can find those improper settings and eliminate future high bills.

## Finally, our Step-by-Step Answer page

[[www.saws.org/highbill](http://www.saws.org/highbill)] has a step by step process to assist you in determining possible the causes to your high bill.

By using all of our SAWS water conservation programs, you may well say “Adios” to future high water bills.

## About the Author

*Mark A. Peterson is a conservation project coordinator for San Antonio Water System. With over 30 years of experience as an urban forester and arborist, Mark is probably the only person you know who actually prunes trees for fun. When not expounding on the benefits of trees and limited lawns, you're likely to find him hiking San Antonio's wilderness parks or expounding on the virtues of geography and history to his friends*

# Self-Care and Accountability

(Cont. from page 1)

499 more hours per year than French workers.”

- Using data by the U.S. Bureau of Labor Statistics, the average productivity per American worker has increased by 400% since 1950.
- There is not a federal law requiring paid sick days in the United States.
- The U.S. remains the only industrialized country in the world that has no legally mandated annual leave.

Armed with this information, it makes sense that a study conducted by SHRM (Society for Human Resource Management) predicts that in 2020, one out of every three employees will quit their jobs. Each employee's departure cost will be approximately one-third of that worker's annual earnings to the employer's costs with recruiting, hiring, training, and coverage of the vacated workload.

We're all employees in some form or fashion and these statistics aren't going to be reversed. This being the case what do we do? When researching self-care, pick any of the 3 Billion options via Google, most of the results suggest ideas like “25 self-care tips.” As if you aren't already stressed out imagine adding another 25 things to your “list” and I highly doubt you'll be in a better mental state. In addition to the double-digit “tips” most of the suggestions cost money, so you'll be extra stressed and extra broke. Great, to get some self-care I need to cram 28 hours into 24 and come up with some more disposable income. Not necessarily. There are three free and very doable tips that can help you start a self-care plan today that will have immediate results.

## 1. Don't check work emails until you are physically at work.

Your alarm goes off, you're tired, you grab your phone and you see the alert that you have emails all while you're still in bed. You are sitting down to eat breakfast (if you're lucky) and you start flicking through work emails. You are stuck in traffic and you begin checking work emails at red

lights. Raise your hand if you're guilty of any of these (I'm raising both my hands, over and over again). Oh, I know, I know, you're just getting a head start on prioritizing your day, you're highly sophisticated with time management, you exhibit hustle culture, it'll help you accomplish... blah blah blah (stop lying to yourself). If you've convinced yourself of this (and I have) then you are guilty of bringing undue stress on yourself. Yes, you're the bad guy here. I guarantee no employer has a policy that their employees must check their emails via their smartphones before they've even gotten out of bed or else there will be disciplinary action taken. When we engage in this behavior we are setting ourselves up for a very bad day. Before you even have a shower or say hi to your loved ones you're seething with what you are about to walk into when you get to the office (a great way to add more work hours to your day/week). Instead of exercising, listening to an audiobook, talking with your loved ones, etc. you're already “at work” before you've even left the house. In many cases, if you see an “urgent” email even though no emergency call was made to you, it will initiate “going in early” to handle the crisis. A great friend of mine in the industry once told me, *“we tend to create these emergencies on our own, it's amazing how the phone won't ring (if it was truly an emergency) but we'll react as if we are about to be fired if we don't respond immediately.”*

## 2. Use your lunch break.

I'll start, I have a problem. I've convinced myself that by working through my lunch break, eating in front of the computer or arranging meetings during lunch, that I'm a more efficient employee. Guess what? It's actually the opposite. When we regularly skip our breaks or we try to multi-task those hours can't be recovered, they're gone forever. It's like sleep; once the time is gone it's gone. If you work 52 weeks a

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# Self-Care and Accountability

(Cont. from page 10)

year, that should be 260 hours a year of lunch breaks if you're provided an hour. What do you think would happen if in 2020 you lost 260 hours of sleep? When we steal time away from ourselves in the form of "skipping" lunch or "maximizing" lunch we are slowly but surely draining our productivity levels. If anybody reading this thinks they are immune from burnout then you're lying to yourself. Taking an hour in the middle of the workday to get fresh air, take a walk, nourish your body, read a book, listen to a podcast, etc. is guaranteed to revitalize you mentally, emotionally, and physically. If you're guilty of number 1, and then you double down with number 2, you are potentially adding 1-2 hours to your workday which can equal 5-10 hours per week. This is upwards of 260 - 520 hours a year you might be stealing from yourself and contributing to burnout, stress, and anxiety. I promise if you take the time to get out of the office and away from a device/computer/screen you will come back and be infinitely more productive than had you "grinded" through lunch.

## 3. Go on Vacation every Friday.

Remember that time, or times, where you were about to go on vacation and you knocked out all of your emails, put to bed all pending piles on your desk, delegated all necessary tasks to the appropriate team member, and walked away completely stress-free? How come we don't do this every Friday? I regularly hear people say on Monday how "short" their weekend was. Well yeah, if you left the office on Friday knowing you had 10, 20, 30 pending tasks waiting for you Monday you'll most likely spend your entire weekend with those tasks creeping into your subconscious and inevitably having massive anxiety on Sunday evening (and probably checking emails in bed on Monday morning, and then working through lunch to catch up). Why do we prepare our workspace and obligations before we go on vacation? Predominantly we do this to serve our team and clients while we're away. How come we're not serving ourselves the same way? I promise you if

you spend the last 4-5 hours after your lunch on Friday to go on "vacation," your weekend will be stress-free, you will be more engaged in your activities, and you won't be subconsciously counting down until you "have" to go back to the grind on Monday. When you spend time at home after hours thinking about work, you're not the model employee, you're engaging in bad habits that contribute to workplace burnout.

These three self-care tips will cost you zero money, they don't require you to learn a new skillset and they can be implemented literally right now no matter where you are in the workweek. I know they don't sound as wonderful as a spa day, a treat or reward or maybe even speaking to a therapist (all of which aren't free) but they are simple and achievable and you will see results immediately.

Self-care needs to also include self-accountability and discipline in addition to caring enough about yourself to recognize when you need to establish or re-establish healthy boundaries. In 2020, instead of being one in three who think the grass is greener, try watering your own yard first with some self-care that puts you first. Not only will you be happier and more productive, but your team, clients, and boss will also notice the difference as well, for the positive.

## About the Author



Neil Bresnahan is an onsite community manager with CCMC, joining the organization in 2012. Having accumulated over 20 years of property management experience, Neil is known for providing measurable success delivering business and operational solutions. He has served three different CAI Chapters in Texas as a Committee Volunteer & Chair, Chapter President, and the statewide HOA Hotline. When not advancing the association industry Neil is a volunteer for Special Olympics of Texas, serving the special needs community since 2007.

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# CED Corner



**Judy Monger**  
Chapter Executive Director

This 2020 chapter of CAI San Antonio has come to the beginning and we are opening a new page for CAI San Antonio. 2019 was a wonderful year and we had 37% increase in members to our ranks. **WE GOT A NATIONAL AWARD FOR THAT!!!** Thank you for all your help with spreading the news about CAI San Antonio.

Our Awards & Recognition Gala Committee is working on that **January 18th** event, also. Our Gala will be Havana Night! We will have an MC, a DJ, Gaming Tables and Raffles. 41 applications have been received and we have heard from our Judges as to the winners! We hope you can join us on January 18th to help us celebrate the professionals, homeowners and Associations from our industry.

Our Sponsorship program has been tweaked again this year so look at it carefully and support CAI San Antonio as a Sponsor. We cannot do any of this without you! We appreciate all you do for our chapter! For those who could not come to the Decem-

ber luncheon, please come to the January Luncheon where I will answer your questions and help you walk through the program IF you need help.

Please remember your 2019 Board of Director, 2020 Board of Directors and all of our wonderful committees (List below). When you see them, tell them **THANK YOU** for giving of their time and ask them how you can help! Please think about serving your chapter on a committee. Volunteer for a committee and do your part in 2020.

## 2020 Board of Directors

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**President Elect** – Christi Anne Brown  
**Vice President** - Brady Ortego  
**Secretary** – Cassie Thompson  
**Treasurer** - Andy Ulsher  
**Director** – Harmon Hamann  
**Director** – Neil Bresnahan  
**Director** – Jesse Trevino  
**Director** – Clayton Hadick

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**Education** - Tom Newton  
**Membership** – Amaris Lozano  
**Awards Gala** – Stephen Martinez  
**CA Day** – Robert Hausen  
 & Lucy Filipowicz  
**Sponsorship** – Christie Anne Brown  
 & Harmon Hamann  
**TCAA & Legislative** – Brady Ortego  
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## **Our Mission Statement is....**

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*Judy*

Judy Monger, CED  
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## The Right Way to Handle Neighbor Conflict

Most residents share a common vision for their community— after all, you all bought into the community for similar reasons—whether it's proximity to work, school district, or access to amenities. But, while you all share a single vision for the community, oftentimes the ideas about *how* to achieve the vision are as varied as the number of people who live there. Because of this, conflict in communities is inevitable. The good news is that, when conflict resolution is handled properly, you can enjoy better relationships and improved harmony within the community. Here are five tips for how to best handle conflict with neighbors.

### **Pick your battles.**

Not everything that bothers you is worth addressing. Is someone being too loud? Perhaps they just have visitors for the weekend and all will go back to normal when they leave. Make sure you consider the impact of the infraction and align your response and course of action accordingly.

### **Talk face-to-face.**

If you do decide to address an issue, make sure to talk face-to-face. Don't gossip with other neighbors or write a note that could easily be misinterpreted. Communicate early before the situation escalates and never confront someone when you're upset.

### **Be respectful.**

When speaking with your neighbor, make sure to be respectful and treat them how you'd like to be treated. Consider fundamental differences and don't assume the person is being purposely offensive – they simply may be unaware of the problem. Stay calm, use I-statements, and listen well. It's also helpful to offer up solutions and even ask about your own behavior.

### **If needed, seek additional help.**

If you've spoken with your neighbor and they weren't receptive or didn't change, consider getting help. Speak with your board of directors, a designated committee, association staff member or the authorities if needed.

### **Be a good neighbor.**

The best way to avoid conflict is to be a good neighbor yourself! Make sure to follow your association's rules and be cooperative. Create relationships with your neighbors and do your best to contribute to the overall well-being of your community.



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# What Are HOA Violations & How to Avoid Them

Becoming a member of a **homeowners' association (HOA)** has many advantages, including increased home values and better amenities. However, the extra perks don't come without a price. Members of the association are expected to upkeep their homes and abide by specific rules and guidelines. When a homeowner fails to live up to these expectations, they'll receive a violation from their HOA board. If you have recently received a violation of your own, then we can help. Keep reading to discover what these violations mean, how to correct them, and ways to avoid them moving forward.

## **WHAT IS AN HOA VIOLATION?**

Every association will have a set of governing documents, which includes CC&Rs, Bylaws, Articles of Incorporation, and other **rules and regulations** made by the community. When a member of the association breaks one of the rules then they may receive a violation notice from the HOA board. Typically, a violation from your HOA will include details about the offense, how to correct it, and any other information about potential fees, fines, and a deadline to respond or fix the issue.

Exactly how your association sends violations may vary depending on your governing documents and any applicable city, county, or state laws. Some states have strict guidelines for the handling of HOA violations, including how homeowners will be notified and a process for resolving them.

## **COMMON HOA VIOLATIONS**

HOA rules can vary. Even if you live in a similar community type such as a condo, townhome, or single-family home community, there is no guarantee violations will be handled the same from one neighborhood or building to another. However, some violations seem to occur more often than others, including:

- Overgrown landscaping
- Improperly parked vehicles

- Trash containers in the wrong area
- Off-season holiday decorations
- Pet violation (e.g., excessive dog barking)
- Unapproved architectural changes
- Smoking in smoke-free areas
- Illegal rentals

## **HOA VIOLATION FAQs**

For many living in an HOA community, receiving a violation is a rare occurrence. When an association member does receive one, they often have a lot of questions, including how to respond and what are their rights as a homeowner. We've gathered some of the most frequently asked questions below and answered them for you.

## **HOW DO I KNOW IF I RECEIVED A VIOLATION?**

Your association should have specific guidelines on how a homeowner should be notified when receiving a violation. Likewise, your state may give even more guidance on the notification process. Typically, you'll receive a violation as a **written notice** through certified mail. Other violation notices could come from a phone call, email, or even a notification on a community website or app.

## **WHY DID I GET A VIOLATION, AND MY NEIGHBOR DID NOT?**

Your association is required to act in a way that is reasonable and non-discriminatory, including how they **enforce rules and regulations**. If there are multiple people in an association violating a policy, then it should be applied the same regardless of the offender. However, it's important not to jump to any conclusions. Take the time to speak with your HOA board if you have concerns about unfair enforcement—it may be a simple misunderstanding. If not, then you may be able to argue that point later when your violation is reviewed.

## **WHAT SHOULD I DO WHEN I RECEIVE A VIOLATION?**

(Continued on pg 17)



## What Are HOA Violations ...

(Cont. from page 18)

Ideally, you'll receive written notice of any violations along with any applicable information for the next steps. Typically, with a first-time offense, you'll simply need to correct the issue within an allotted amount of time, and that'll be the end of it. For others, you may need to attend a hearing, pay a fine, or take further action to fix the problem.

### IS THERE A WAY TO APPEAL MY VIOLATION FROM MY HOA?

If you believe you've received a violation by mistake, then your association should have a hearing process in place. At a violation hearing, you'll have the option to present your argument and evidence to the HOA board to overturn your violation. Following the hearing, your board will render their decision. If you're unhappy with the outcome of your hearing, there may be additional steps you can take to appeal, depending on your community's by-laws and state laws.

### 3 WAYS TO AVOID HOA VIOLATIONS

When it comes to HOA violations, your best bet is to avoid them altogether. Below are three simple ways to prevent violations and stay in good standing with your community, no matter where you live.

- Read, learn, and follow your HOA's governing documents.
- Stay in the loop about new rules and guidelines by attending all your association's meetings and events.
- Don't forget to communicate. In the end, keeping open lines of communication with your board, neighbors, and other community partners will eliminate most misunderstandings and problems.

*This article was originally published on AssociaOnline.com and is republished with permission*

## Special Meetings

Special meetings are unscheduled meetings called from time to time by the board for a specific purpose. Special meetings usually address issues that need immediate attention or that need more time and discussion than can be handled in routine board or annual meetings.

There are a couple of things that make special meetings ... well, special.

First, members must be notified of the exact purpose of the meeting, and the meeting must be limited specifically to achieving this purpose. This is important because people typically decide whether to attend a special meeting based on the issue and how it's being addressed. Therefore, actions taken on issues not listed in the notice will be invalid. In fact, no action can be taken at all, if it was not included in the notice. For example, if the stated purpose of a meeting is "to discuss" a problem, the board cannot actually vote on a solution—at least not in this meeting.

Second, association members—not just the board—can call for a special meeting, if they get a minimum number of signatures on a petition that states exactly what issue or problem they want to address. Homeowners give the petition, with its stated purpose, to a board member who schedules the special meeting.

Like annual and board meetings, special meetings are open to all association members who wish to attend, and they require a quorum before any business can be conducted. Also, notifying all association members properly is essential; when and how the notice is delivered, what it says, and other requirements must be met.



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## MODEL CODE OF ETHICS

CAI developed the Model Code of Ethics for Community Association Board Members to encourage the thoughtful consideration of ethical standards for community leaders. The model code is not meant to address every potential ethical dilemma but is offered as a basic framework that can be modified and adopted by any common-interest community.

### Model Code of Ethics for Community Association Board Members

#### Board members should:

1. Strive at all times to serve the best interests of the association as a whole regardless of their personal interests.
2. Use sound judgment to make the best possible business decisions for the association, taking into consideration all available information, circumstances and resources.
3. Act within the boundaries of their authority as defined by law and the governing documents of the association.
4. Provide opportunities for residents to comment on decisions facing the association.
5. Perform their duties without bias for or against any individual or group of owners or non-owner residents.
6. Disclose personal or professional relationships with any company or individual who has or is seeking to have a business relationship with the association.
7. Conduct open, fair and well-publicized elections.
8. Always speak with one voice, supporting all duly adopted board decisions—even if the board member was in the minority regarding actions that may not have obtained unanimous consent.

#### Board members should not:

1. Reveal confidential information provided by contractors or share information with those bidding for association contracts unless specifically authorized by the board.
2. Make unauthorized promises to a contractor or bidder.
3. Advocate or support any action or activity that violates a law or regulatory requirement.
4. Use their positions or decision-making authority for personal gain or to seek advantage over another owner or non-owner resident.
5. Spend unauthorized association funds for their own personal use or benefit.
6. Accept any gifts—directly or indirectly—from owners, residents, contractors or suppliers.
7. Misrepresent known facts in any issue involving association business.
8. Divulge personal information about any association owner, resident or employee that was obtained in the performance of board duties.
9. Make personal attacks on colleagues, staff or residents.
10. Harass, threaten or attempt through any means to control or instill fear in any board member, owner, resident, employee or contractor.
11. Reveal to any owner, resident or other third party the discussions, decisions and comments made at any meeting of the board properly closed or held in executive session.

# HOMEOWNER ASSOCIATION GUIDELINES

Many residents – owners and renters alike—don't really understand the fundamental nature of homeowner associations. Many others, including the media and government officials, lack a true understanding of the homeowner association concept.

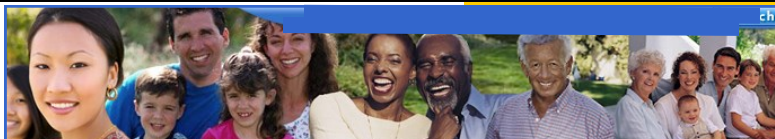
**What is the basic function of a homeowner association? What are the essential obligations and expectations of homeowners? What are the core principles that should guide association leaders?**

- 1. Associations ensure that the collective rights and interests of homeowners are respected and preserved.**
- 2. Associations are the most local form of representative democracy, with leaders elected by their neighbors to govern in the best interest of all residents.**
- 3. Associations provide services and amenities to residents, protect property values and meet the established expectations of homeowners.**
- 4. Associations succeed when they cultivate a true sense of community, active homeowner involvement and a culture of building consensus.**
- 5. Association homeowners have the right to elect their community leaders and to use the democratic process to determine the policies that will protect their investments.**
- 6. Association homeowners choose where to live and accept a contractual responsibility to abide by established policies and meet their financial obligations to the association.**
- 7. Association leaders protect the community's financial health by using established management practices and sound business principles.**
- 8. Association leaders have a legal and ethical obligation to adhere to the association's governing documents and abide by all applicable laws.**
- 9. Association leaders seek an effective balance between the preferences of individual residents and the collective rights of homeowners.**
- 10. Association leaders and residents should be reasonable, flexible and open to the possibility—and benefits—of compromise.**



## EVENTS CALENDAR

*Mark yours today!*



### 2020 CALENDAR OF EVENTS

**January 14** – Board Meeting Before Luncheon

**January 14** – Luncheon – Stump the Attorney – ALMOST FREE LEGAL ADVICE

**January 18** – Awards & Recognition Gala

**February** – No Luncheon

**March 10** – Board Meeting – Before Luncheon

**March 10** – Luncheon – Marny Lefshen – “What do you say – Communicating Across Barriers”

**March 15<sup>th</sup>** – **Deadline Common Terra - Advertising & Articles**

**April 14** – Board Meeting - Before Luncheon

**April 14** – Luncheon – RFP's with Best Practices

**April 25** – Advanced Workshop

**May 12** – Board Meeting - Before Luncheon

**May 12** – Luncheon – Dealing with Difficult People

**May 14-16** – **M-100 (all interested members)**

**June 9** – Board Meeting before Luncheon

**June 9** – Luncheon - Networking

**June 15<sup>th</sup>** - **Deadline Common Terra - Advertising & Articles**

**July 14** – Board Meeting Before Luncheon

**July 14** – Luncheon – Preethi Fernando – “Work Life Balance: How to run your work like so your work life Does Not run you.”

**August** - No Board Meeting

**August** – No Luncheon

**August 28** – CA Day

**September 8** – Board Meeting before Luncheon

**September 8** – Annual Meeting & TCAA Update

**September 11<sup>th</sup>** – **M-202**

**September 15<sup>th</sup>** - **Deadline Common Terra - Advertising & Articles**

**October 13** – **Board Meeting Before Luncheon**

**October 13** – Luncheon - Manager Panel

**November 10** – Board Meeting Before Luncheon

**November 10** – Luncheon – Developer to Owner Transitions

**December 8** – Board Meeting Before Luncheon

**December 8** – Luncheon – Julie Adaman: –“Tyranny of the Urgent”.

**December 15<sup>th</sup>** - **Deadline Common Terra - Advertising & Articles**

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## 2019 CAI-SA AWARDS

### President's Award

**Robert Hausen & Austin Denson**

### Homeowner Volunteer of the Year

Winner **Andrew P. Ulsher**

Runner Up Stephanie Needham

### Business Partner Volunteer of the Year

Winner **Brady Ortego**

Runner Up Christie Anne Brown

### Manager of the Year – On-Site

Winner **Norlando Williams**

Runner Up Monika Montoto

### Manager of the Year – Portfolio

Winner **Carolyn Thacker**

Runner Up Steven Brown

### Dee McGee Manager of the Year

**Denise Gehrmann Jimenez**

### Community Association of the Year

#### Small 1-400 Homes

Winner **Stone Mountain**

Runner Up Quarry at Iron Mountain

#### Medium 401-800 Homes

Winner **Fossill Springs Ranch HOA**

Runner Up Promontory Pointe Homeowners Association

#### Large 801-1200 Homes

Winner **Valley Ranch Community Owners Association Inc.**

Runner Up S.A. Steubing Ranch

#### Extra Large 1201-1600 Homes

Winner **Laurel Mountain Ranch Homeowner's Association**

#### Mega Over 1600 Homes

Winner **Northwest Crossing Association of San Antonio, Inc.**

# Legal Assessments

## Contributing Writers:

Elliott Cappuccio, Leigh Leshin Levy, Adrian Coronado, and Joshua Govea

### **Wedding Venue in Violation of Covenants *Sides v. Saliga*, No. 03-17-00732-CV, 2019 WL 2529551 (Tex. App. Jun. 20, 2019)**

SGL Development, Ltd. and SGL Investments, Ltd., acquired several hundred acres of land. Both were managed by SGL Management, LLC. A Declaration of Covenants (the "Declaration") was filed in 2002 which encumbered 196 acres owned by SGL Development, Ltd. However, the Declaration stated that it was made by "SGL, Ltd." - not SGL Development, Ltd. The Declaration was recorded in the Real Property Records of Hays County.

Eventually the land was sold and subdivided into lots. Jani Saliga purchased a 12-acre tract within the 196 acres. The deed stated that the conveyance was made subject to restrictions, covenants, and conditions and easements that could be shown to be in effect and of record in the respective county. The Saligas built a home in 2015, and in April 2016 they started to operate a wedding and special events venue on the property.

In June 2016, several neighbors complained and filed a lawsuit to stop Saliga from operating the business on the property. Saliga claimed she had no notice of the Declaration, that the Neighbors waived their right to enforce because there were other businesses in operation, and that the Declaration was recorded with the wrong name making it ineffective.


The trial court entered judgment in favor of Saliga, and the neighbors filed an appeal. The court of appeals found that the trial court abused its discretion, and reversed and remanded in favor of the complaining neighbors. More specifically, the court of appeals held that the error pertaining to the incorrect name on the declaration was insufficient to make Saliga a bona fide purchaser without notice, and that there was no evidence the neighbors waived their rights under the Declaration.


### **About the Authors**

Elliott Cappuccio is the partner in charge of the Property Owner Association Section at the law firm of Pulman, Cappuccio & Pullen, LLP ("PC&P"), along with Senior Counsel Leigh Levy, Adrian Coronado, and Associate Joshua Govea. PC&P is a full service "Preeminent" Rated law firm with offices in San Antonio, Fort Worth, Austin, and McAllen. This article is not intended to provide legal advice, nor is it intended to create an attorney/client relationship between PC&P and the reader. If you have specific legal questions, you may contact Elliott Cappuccio at (210) 222-9494 or [ecappuccio@pulmanlaw.com](mailto:ecappuccio@pulmanlaw.com).



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## ***The Board President***

Useful information for newly elected and veteran presidents, this guide defines the role of the president and offers tips for working with the board, managers and residents. It outlines how to develop goals, set priorities, use committees effectively and promote volunteerism. It also explains governing documents, the president's fiduciary responsibility, how to conduct meetings and more.

Item #5895.

Nonmembers: \$25 | **CAI members: \$15**

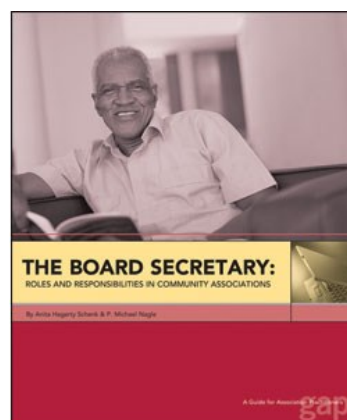


## ***The Board Secretary***

A must-have for all association or corporation secretaries. Full of advice on every aspect of the work of corporate, recording, and corresponding secretaries. Covers such subjects as meeting preparation, maintaining lists, how to establish an effective filing system, and how long to keep documents. It also answers many legal questions you may have. Includes samples of agendas, minutes, and forms.

Item #5834

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## ***The Board Treasurer***

This guide is written specifically for the treasurer. However, the information and guidelines on critical areas of community association financial activity that it contains will be of interest to anyone involved in community associations—managers, volunteer leaders, informed homeowners, and even the financial professionals who serve them. Some of these areas include: investments, reserves, financial statements, income taxes, budgets, borrowing, and special assessments.

Item #0765.

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P.O. Box 65204  
San Antonio, TX 78265

#### Questions:

Chapter CED, Judy Monger  
[Ced@CAISA.org](mailto:Ced@CAISA.org)  
210 389-6382

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# Texas Community Associations

## facts & figures

» Approximately **4,010,000** Texans live in **1,530,000** homes in **19,900** community associations.

» These residents pay **\$5.4 billion** a year to maintain their communities. These costs would otherwise fall to the local government.



» **137,000** Texans are elected to their community association boards each year, providing **\$112 million** in service.

» Homes in community associations are generally valued at least **5-6%\*** more than other homes.

» By **2040** the community association housing model is expected to become the most common form of housing.





**88** percent say their association's rules protect and enhance property values (66%) or have a neutral effect (22%); only 8% say the rules harm property values.

**70** percent of residents oppose additional regulation of community associations.

**85** percent of residents rate their community association experience as positive (56%) or neutral (29%).

4.6.18

 Community associations are private entities, not governments. Residents vote for fellow homeowners to provide leadership—making decisions about operation, administration and governance of the community.

 Assessments paid by association members cover the costs of conducting association business—such as common area maintenance, repair and replacement, essential services, routine operations, insurance, landscaping, facilities maintenance as well as savings for future needs.

CAI supports public policy that recognizes the rights of homeowners and promotes the self-governance of community associations—affording associations the ability to operate efficiently and protect the investment owners make in their homes and communities.



www.caionline.org  
(888) 224-4321

@CAIAdvocacy

#### SOURCES

Community Associations Fact Book 2016.

HOA Sweet HOA: 2016 Homeowner Satisfaction Survey.

Community Next: 2020 And Beyond, 2017.

foundation.caionline.org

\*Agan, A. & Tabarrok, A. (2005). What are private governments worth. *Regulation*, 28 (3), 14-17.



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## 2020 SPONSORSHIP OVERVIEW

CAI San Antonio is proud to present its 2020 Sponsorship Package. The goal is to provide an a la carte system of sponsorships which gives the chapter a strong foundation of support for general chapter functions and provides higher level CAI San Antonio sponsors the opportunity to select specific activities of the chapter to support. All donations collected from the Friendship, Bronze, and Silver donation levels will provide general funding to the CAI San Antonio chapter. This includes basic financial support of (1) individual committees, (2) educational opportunities such as the monthly luncheons, (3) advocating on half of our members before the Texas Legislature and the United States Congress, and (4) other needs of the chapter addressed in the annual budget. Donations collected to achieve Gold, Platinum, and Diamond donation levels will provide additional funding support for CA Day, Membership, and the Awards Gala. Cost for booths, tables, and/or tickets to events will be provided separately by the respective committee.

### 2020 SPONSORSHIP LEVELS

Your 2020 sponsorship level will be determined by your overall donation amount. The following donation levels provide general budgetary support for the CAI San Antonio chapter:

**CAI San Antonio Friendship Donation** - You may enter any amount that you choose between \$100.00 and \$599.00 to support your CAI San Antonio chapter.

**Bronze** - Minimum donation of \$600.00 to support your CAI San Antonio Chapter

**Silver** - Minimum donation of \$1,200.00 to support your CAI San Antonio Chapter

These higher donation levels MUST include "Add-On Donations" as indicated on the Sponsor Application to reach the required minimum donation for that level:

**Gold** - Donations must total at least \$2,000.00 (\$1,200.00 Silver Level + \$800.00 in optional add-on donations)

**Platinum** - Donations must total at least \$3,000.00 (\$1,200.00 Silver Level + \$1,800.00 in optional add-on donations)

**Diamond** - Donations must total at least \$4,000.00 (\$1,200.00 Silver Level + \$2,800.00 in optional add-on donations)

All 2020 sponsorship opportunities, except attendance cost to specific events, are provided in the 2020 Sponsorship Package. Your sponsorship level for 2020 will be determined by your overall donation amount. You can choose to support the chapter's general fund, or you can choose to also provide support to the chapter committees as well.

**All donations must be received no later than January 31, 2020.** Payment plans (second payment due March 31, 2020) are also available; please contact Judy Monger, Chapter Executive Director, for payment plan details.

### COMMITTEE OVERVIEWS

**Overview** - Donations received for specific committees will be utilized for that committee's needs, unless otherwise deemed appropriate by the Board of Directors to reallocate funds per the CAI San Antonio By-laws. The chapter will honor all donation levels at all events and functions. Specific donations may or may not be recognized separately.

**Awards and Recognition Gala** The Annual Awards Gala is a prestigious event for the CAI San Antonio chapter held to honor communities, managers, volunteers, and the chapter's top donors of the prior year. The Annual Awards Gala is one of the most highly anticipated CAI San Antonio events of the year. (Cost of tickets and tables will be provided by the Awards Gala Committee later.)





CAI of San Antonio

## Sponsorship Program

**CA Day** CAI San Antonio's CA Day strives to provide a perfect balance of education and networking opportunities for community volunteer leaders, community managers, business partners, and other professional organizations related to the community association industry. This event is free to community volunteer leaders and community managers. (Cost of exhibitor tables will be provided by the CA Day Committee later.)

**Membership** Membership growth and retention is vital to maintaining a healthy CAI chapter. This committee strengthens the CAI San Antonio chapter through promotion of membership benefits and by furthering to the CAI San Antonio chapter's mission statement. (Cost for specific membership events will be provided by the Membership Committee later.)

**Texas Community Association Advocates (TCAA)** Advocacy is one vital pillar of the San Antonio Chapter of CAI's Mission Statement. Without the efforts of TCAA's paid advocacy team that functions onsite in Austin full-time during session, we may not have been able to preserve the right of our Texas associations to self-govern on issues like fining, chickens, display of religious items, collections, foreclosure, and state oversight. TCAA's onsite advocacy team is its single largest investment in the future of our Texas community associations. There is never an off year when it comes to fundraising for TCAA. Without appropriate funding to TCAA, legislation designed to create a solution for an individual constituent complaint will be the future. Owners, volunteer board members, management companies, and the business partners that serve Texas community associations will experience the financial and unbalanced effects of individualized legislation. TCAA encourages you to invest in the preservation of your right to self-govern your community.

**Education** Our Education Committee is dedicated to providing our members with education, tools and resources by developing, promoting and presenting education programs for community association volunteers, community managers and business partners. The goal of this Committee is to provide enhanced knowledge and professionalism in the industry.

## SPONSORSHIP LEVELS - BENEFITS

**DIAMOND LEVEL SPONSOR - MINIMUM \$4,000.00 DONATION** (\$1,200.00 Silver Level (required) + \$2,800.00 in optional add-on donations)

Benefits:

- One (1) free regularly sized booth or table at all CAI San Antonio functions, booth and table upgrade options available (does not include Awards Gala, see below)
- Ability to pre-register for all events, two (2) weeks in advance of normal registration
- Four (4) free tickets, or 50% off one (1) table, to the 2020 Annual Awards Gala
- Two (2) free luncheon tickets to all regularly scheduled luncheons
- Distinguished Diamond Award to be presented in 2020
- Opportunity to provide marketing material on the Business Partner Venue Table at all regularly scheduled luncheons
- CAI San Antonio Annual Meeting sponsor
- Luncheon sponsor of two (2) regularly scheduled luncheons - includes:
  - \$100.00 in gift cards given in business partner's honor by CAI San Antonio
  - Opportunity to present business information to attendees for maximum of two (2) minutes
- Recognition on the CAI SA banner under Diamond level, viewed at all luncheons and events - Company logo included in slide show at CAI San Antonio luncheons, CA Day, and Awards Gala
- Free submission of one (1) featured article in *Common Terra* - Article to be written by business partner
- Free full-page advertisement in four (4) issues of *Common Terra*



CAI of San Antonio

Sponsorship Program

- Link on the CAI San Antonio website homepage to your company website
- Ability to utilize the Constant Contact coupon program
- Special Diamond Level name badges for up to two (2) representatives

**PLATINUM LEVEL SPONSOR - MINIMUM \$3,000.00 DONATION** (\$1,200.00 Silver Level (required) + \$1,800.00 in optional add-on donations)

**Benefits:**

- 50% off one (1) regularly sized booth or table at all CAI San Antonio functions, booth and table upgrade options available (does not include Awards Gala, see below)
- Ability to pre-register for all events, two (2) weeks in advance of normal registration
- Two (2) free tickets to the Annual Awards Gala, or 25% off one (1) table, at the 2020 Awards Gala
- Distinguished Platinum Award to be presented in 2020
- Two (2) free luncheon tickets to six (6) regularly scheduled luncheons
- 50% off an additional two (2) luncheon tickets at any two (2) regularly scheduled luncheons
- Opportunity to provide marketing material on the Business Partner Venue Table at all regularly scheduled luncheons
- CAI San Antonio Annual Meeting sponsor
- Luncheon sponsor of one (1) regularly scheduled luncheon - includes:
  - \$100.00 in gift cards given in business partner's honor by CAI San Antonio
  - Opportunity to present business information to attendees for maximum of two (2) minutes
- Recognition on the CAI SA banner under Platinum level, viewed at all luncheons and events
- Company logo included in slide show at CAI San Antonio luncheons, CA Day, and Awards Gala
- Free submission of one (1) featured article in *Common Terra* - Article to be written by business partner
- Free half (1/2) page advertisement in four (4) issues of *Common Terra*
- Link on the CAI San Antonio website homepage to your company website
- Ability to utilize the Constant Contact coupon program
- Special Platinum Level name badges for up to two (2) representatives

**GOLD LEVEL SPONSOR - MINIMUM \$2,000.00 DONATION** (\$1,200.00 Silver Level (required) + \$800.00 in optional add-on donations)

**Benefits:**

- 25% off one (1) regularly sized booth or table at all CAI San Antonio functions, booth and table upgrade options available (does not include Awards Gala)
- Two (2) free luncheon tickets to four (4) regularly scheduled luncheons
- 50% off an additional two (2) luncheon tickets at any two (2) regularly scheduled luncheons
- Opportunity to provide marketing material on the Business Partner Venue Table at all regularly scheduled luncheons
- Recognition on the CAI SA banner under Gold level, viewed at all luncheons and events
- Company logo included in slide show at CAI San Antonio luncheons, CA Day, and Awards Gala
- Free submission of one (1) featured article in *Common Terra* - Article to be written by business partner
- Free quarter (1/4) page advertisement in four (4) issues of *Common Terra*
- Link on the CAI San Antonio website homepage to your company website
- Ability to utilize the Constant Contact coupon program
- Special Gold Level name badge for one (1) representative



CAI of San Antonio

Sponsorship Program

## SILVER LEVEL SPONSOR - MINIMUM \$1,200.00 DONATION

### Benefits:

- Ability to upgrade to Gold, Platinum, and Diamond levels
- Two (2) free luncheon tickets to two (2) regularly scheduled luncheons
- Opportunity to provide marketing material on the Business Partner Venue Table at all regularly scheduled luncheons
- Recognition on the CAI SA banner under Silver level, viewed at all luncheons and events
- Company logo included in slide show at CAI San Antonio luncheons, CA Day, and Awards Gala
- Free business card size advertisement in three (3) issues of *Common Terra*
- Link on the CAI San Antonio website homepage to your company website
- Ability to utilize the Constant Contact coupon program
- Special Silver Level name badge for one (1) representative

## BRONZE LEVEL SPONSOR - MINIMUM \$600.00 DONATION

### Benefits:

- One (1) free luncheon ticket to one (1) regularly scheduled luncheon
- Opportunity to provide marketing material on the Business Partner Venue Table at all regularly scheduled luncheons
- Recognition on the CAI SA banner under Bronze level, viewed at all luncheons and events
- Company logo included in slide show at CAI San Antonio luncheons, CA Day, and Awards Gala
- Free business card size advertisement in two (2) issues of *Common Terra*
- Link on the CAI San Antonio website homepage to your company website
- Special Bronze Level name badge for one (1) representative

## FRIENDSHIP LEVEL SPONSOR - MINIMUM \$100.00/MAXIMUM \$599.00 DONATION

### Benefits:

- Free business card size advertisement in two (2) issues of *Common Terra*
- Link on the CAI San Antonio website homepage to your company website

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Renew your entire board and they'll enjoy all of the benefits of CAI membership. For more details, visit [www.caionline.org/ShareTheCommunity](http://www.caionline.org/ShareTheCommunity)

# professionalism and community managers



Community managers are the professional backbone of the community associations they serve, providing expertise that is crucial to the successful operation of homeowners associations, condominiums, cooperatives and other planned communities.

Many communities contract with association management firms for specific services. Others hire full-time, on-site managers.

Successful managers must possess knowledge and skills relating to association governance, financial and facilities management, communications, insurance, maintenance and much more.

Many of the most successful managers elevate their expertise and careers by taking advantage of CAI's Professional Management Development Program, which includes 17 expert-led courses that address the many facets of community management—including professional ethics.



Professionals who want to expand their knowledge and further accelerate their careers can earn the following credentials:

- Certified Manager of Community Associations (CMCA®)
- Association Management Specialist (AMS®)
- Professional Community Association Manager (PCAM®)
- Large-Scale Manager (LSM®)

Companies that meet specified professional requirements can earn CAI's Accredited Association Management Company (AAMC®) credential.

These individual and corporate credentials tell community association boards and homeowners that they are supported by managers with high standards of professional excellence.



Learn more:

- » **PMDP courses:** [www.caionline.org/pmdp](http://www.caionline.org/pmdp)
- » **Professional credentials:** [www.caionline.org/credentials](http://www.caionline.org/credentials)
- » **CAI benefits for managers:** [www.caionline.org/managerbenefits](http://www.caionline.org/managerbenefits)



# the homeowners we serve



Homeowners are CAI's largest member group, comprising more than 40 percent of our 32,000-plus members. For the most part, these are the homeowners who have chosen to be leaders in their communities—serving on association boards and committees or volunteering for special projects. Some simply rely on CAI to stay informed about how their communities should be governed and managed.

CAI strives to serve homeowners who have or probably will step up to the plate to serve their communities and fellow residents. The benefits we provide to them—from *Common Ground* magazine and our specialized newsletters to web content and educational opportunities—are developed for these leaders.



While we do provide information for all HOA residents—including our online course, *An Introduction to Community Association Living*—our focus is on community associations and those who lead them, especially the more than two million residents who serve on association boards and committees. By supporting community leaders, we are making communities preferred places to live for all residents.

Our primary mission is to help homeowner leaders and professional community managers protect property values, preserve the character of their communities and meet the established expectations of all residents.

Our education inspires effective governance and management. Our best practices help leaders build and sustain more harmonious communities. Our advocacy promotes practical legislative and regulatory policies. Our ethics guidelines inspire fairness, transparency and integrity.



That's how we serve all community association residents, even as we strive to preserve and enhance the concept, perception and value of common-interest communities.

- » **About CAI:** [www.caionline.org/about](http://www.caionline.org/about)
- » **Member Benefits:** [www.caionline.org/homeownerleaders](http://www.caionline.org/homeownerleaders)
- » **Find a chapter:** [www.caionline.org/chapters](http://www.caionline.org/chapters)
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# Community Associations

## Making Neighborhoods Stronger Across Texas

### What Is TCAA and who are its supporters?

Texas Community Association Advocates, (TCAA) is the public policy voice of community associations and the professionals who serve them.

#### Our supporters are united by a common mission:

To ensure that Texas community associations function properly for the benefit of all residents, that property values are protected and that community associations are well governed and properly managed to serve homeowners across Texas.

We are the voice for millions of Texas homeowners who choose to live in community associations and want to preserve the value of their home—the greatest asset most Texans will ever purchase in their lifetime.

We believe in responsibility and involvement in working together with public officials on public policy and working to find common ground to benefit homeowners and protect the quality of life of Texas neighborhoods.



## What is a community association?

HOAs, POAs, and Condominium Associations are non-profit associations which deliver services that were once the exclusive responsibility of local government. For many single-family communities these include street paving, lighting, pools, parks, trails, entry ways, recreational areas and many other services. HOAs also provide protection against neighborhood deterioration such as abandoned cars, dilapidated homes or yards that are not maintained.

In past generations, the city probably had a city park with a municipal swimming pool and community center where events were held. Often this is no longer the case. For the last several decades, municipalities have shed these responsibilities and costs by requiring developers of new communities to provide services once funded by cities. Most owners choose to live in these communities to give their families first-rate schools, swimming pools, tennis courts, playgrounds and other amenities many could not afford on their own.



# Community Associations

Making Neighborhoods Stronger Across Texas

Texas Community Association Advocates (TCAA) is the public policy voice of community associations and the professionals who serve them.

## TCAA Priorities For Neighborhoods

- Champion transparency and openness for community associations
- Provide educational resources to ensure volunteer board members, HOA professionals and others are trained about Texas laws
- Teach best practices in operating community associations
- Support protecting our environment through energy efficient practices



Our supporters are united by a common mission: To ensure that Texas community associations function properly for the benefit of all residents, that property values are protected and that community associations are well governed and properly managed to serve homeowners across Texas.

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# Welcome New Members

## New Members – 4<sup>th</sup> Quarter 2019

### Managers

Andrew Labrador  
Sara Garcia  
Lisa Pair  
Chihchiao Wang

### Business Partner

Kathryn Lee Elbel of **Cutrite LLC**  
Matthew Cooper of **Redemption Roofing**  
Michael St. Andre of **Security Reconnaissance Team**  
Johnston Camp of **Tridom Roofing, LLC.**  
Alley Murray of **National Pavement Partners**  
Dave Lardner of **Precision Sidewalks, LLC**

### Volunteer/Homeowner

Deanna Yelverton	Deb Roberts
David Srulowitz	Roger Grotsinger
Rick Cortez	Gary Nagel
Randy Elgin	Manuel Marien
Donald N. Hathorne	Ana Lilia Galvan
Helen McAndrews	

The Membership Committee extends a warm welcome to our new members. If you know someone who may be interested in joining the San Antonio Chapter of CAI, please have them contact Amaris so that he can provide the information they need to join.

**Join Now — [CAIONLINE.ORG](http://CAIONLINE.ORG)**

CAI offers several membership opportunities. Go to [CAIonline.org](http://CAIonline.org) to learn more about member benefits and resources. Your membership total includes membership dues, a mandatory advocacy support fee and an optional donation to the Foundation for Community Association Research.



### Membership Chair

Amaris Lozano  
[alozano@ccmcnet.com](mailto:alozano@ccmcnet.com)

*"CAI offers several membership opportunities with appropriate member benefits and resources for them all."*

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## CAI of San Antonio *Luncheon Program*

2<sup>nd</sup> Tuesday of Every Month  
11:30 – 1:00 p.m.

RSVP Until Tuesday, One Week Before—ced@caisa.org

Members: \$30 (\$35 if billed) Guests: \$40  
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CAI of San Antonio



### **Board of Directors**

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#### **Vice President**

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#### **Director**

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#### **Director**

Neil Bresnahan

#### **Director**

Jesse Trevino

#### **Director**

Clayton Hadick

### **COMMITTEE CHAIRS**

#### **Awards Gala**

Stephen Martinez

#### **CA Day**

Robert Hausen & Lucy Filipowicz

#### **Common Terra**

Art Downey

#### **Education**

Tom Newton

#### **Membership**

Amaris Lozano

#### **Nominating**

Lynn Harmon

#### **Sponsorship**

Christie Anne Brown & Harmon Hamann

#### **Social Media**

Bethany Vuyk

#### **TCAA & Legislative**

Brady Ortego

# about Community Associations Institute

## Building Better Communities



Founded in 1973, CAI and its 59 U.S. and international chapters provide information, education and resources to the homeowner leaders and professionals who govern and manage homeowners associations, condominium communities and cooperatives. CAI's 32,000-plus members include community association board members, other homeowner leaders, community managers, association management firms and other professionals who support common-interest communities.

CAI serves associations by:

- Advancing excellence through seminars, workshops, conferences and education programs
- Publishing the largest collection of resources available on community association management and governance
- Advocating on behalf of community associations and their residents before legislatures, regulatory bodies and the courts
- Conducting research and serving as an international clearinghouse for information, innovations and best practices

CAI believes community associations should strive to exceed the expectations of their residents. Our mission is to inspire professionalism, effective leadership and responsible citizenship, ideals that are reflected in communities that are preferred places to call home.

Visit [www.caionline.org](http://www.caionline.org) or call (888) 224-4321.

