

Common Terra

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

Fourth Quarter 2020



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BACK TO BASICS 3: The Overlooked Facet of Community Pond Management: Structure

by Shannon Junior, Aquatic Ecologist & Senior Business Development Consultant

Lakes and ponds can be amazing focal points of our communities. People are innately drawn to water, and local waterbodies create natural spaces to enjoy a morning run, an afternoon walk with the dog, or a neighborhood social event. Many communities that I work with have implemented beautification and habitat enhancement projects for their ponds, and some have even hosted kids fishing derbies or remote control boat races. But while maintaining healthy and attractive waterbodies is a priority for most HOAs, the basic structural and functional maintenance activities are frequently overlooked. It's relatively easy for the average community manager or resident to identify when their stormwater pond is experiencing problems when it's covered in weeds and algae or when the fish stop biting, but many of the tell-tale signs of structural trouble are more subtle and difficult to identify.

Lakes and ponds can occur naturally in the landscape, but more often they are man-made, constructed for drinking water supply, irrigation, livestock watering, recreational use, or stormwater management—as is the case for most HOA waterbod

(Cont. on Page 6)

Short-Term Rentals, Plus More Information About Operating Businesses from Homes

by: Leah K. Burton, Roberts Markel Weinberg Butler Hailey PC

Amid a recession with rising unemployment rates and an ongoing pandemic, homeowners are spending more time at home. Some have been forced to work from home due to COVID-19, while others are looking for ways to make extra money. One method some homeowners are employing to earn additional income is a short-term rental of their entire home or even just a spare bedroom. Others are attempting to start their own business or continuing to run their existing business out of their home. But what happens for those home/business owners who live in a property owners association (POA)? Are they able to host a short-term rental, or operate a business out of their home?

(Cont. on Page 10)



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 responsi-



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

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Leah K. Burton
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“...sums up my hopes and dreams for our Chapter, and how I plan to go about delivering on those hopes and dreams. Together, I know we can make 2021 a banner year for CAI San Antonio. I’m excited to get to work and hope you will join me!”



The President’s Message —

Dear Fellow Members –

Greetings! I hope I find you and your families well as we all continue to navigate this crazy year.

For my first “President’s Message,” I thought I would share the content of my “Looking Forward in the Chapter” speech for those of you who may have missed the annual meeting. It sums up my hopes and dreams for our Chapter, and how I plan to go about delivering on those hopes and dreams. **Together, I know we can make 2021 a banner year for CAI San Antonio.** I’m excited to get to work and hope you will join me!

“LOOKING FORWARD IN THE CHAPTER”

As your new Chapter President, my job is to represent, promote and further the Chapter and CAI’s purposes.

What are those purposes and what is the mission? Who do we serve? Why do we exist?

We serve community associations and homeowners.

We believe associations should strive to exceed the expectations of their residents. We work toward this goal by

1. identifying and meeting the evolving needs of the professionals and volunteers who serve associations
2. being a trusted forum for the collaborative exchange of knowledge and information, and
3. helping our members learn, achieve and excel.
4. Our mission is to inspire professionalism, effective leadership and responsible citizenship—ideals reflected in associations that are preferred places to call home.”

PAST –

CAI has been around since 1973. Almost forty-seven years and 40,000 members later, CAI is the international center for community association information, best practices, education and advocacy.

As for CAI SA – We’ve been around since 1982. The Chapter will celebrate its 40th anniversary in 2022.

So that’s where we’ve been.

Where are we now?

PRESENT –

For most of us, 2020 has been fraught with challenge.

We’ve all been in survival mode as we find our way through this year’s virus and societal crisis.

People have started adapted to a new way of life. Working from home. Teaching kids at home while trying to work. Working at the office/shopping with masks and behind barriers. Temperature checks at places of business.

People have experienced many personal issues – Concerns over health of family and friends, financial issues, depression and anxiety, feelings of isolation. Loss.

But there has been joy as families have grown closer as they’ve realized the value of togetherness.

Relevant to our purposes is the fact that

People have done more landscaping

People want to install improvements

The stress of uncertainty has led to Shorter tempers = increase in neighbor to neighbor disputes

Closure of amenities – led to unrest in communities

The Chapter has also been in survival mode.

(Cont. on Page 5)

The President's Message — (Continued from Page 4)

Struggling to find a way to provide value for its membership in a virtual world.

Cancellation of CA Day. Cancellation of all in person events. Discomfort/Unknowns as to future in person events

As a result, it's not clear to me that we've succeeded in giving the membership what it needs.

FUTURE – THRIVE. The reality is that the way we define and create value has changed and we have to change with it. The members HAVE to get value out of their membership. The sponsors have to get value out of their sponsorship. My vision for 2021 includes adding way more value to our membership than what we've been able to this year.

To that end, there are five critical questions to answer:

- Where are we going as a Chapter?
- Why are we going there?
- What are we doing to get there?
- Who's going with us on the journey?
- When will we get there?

1. First, what's our end game?

We want vibrant, competent, harmonious community associations

We want to protect the quality of life of San Antonio neighborhoods

We want to protect the health of our neighborhoods (e.g., COVID-19) for the homeowners who call them home

2. Next, why are we going there?

Ensure that community associations function properly for benefit of all residents

Property values are protected

Community associations are governed and responsibly managed

Disputes to be proactively managed to find common ground

3. And, what are we doing to get there?

Provide education and resources on current issues and latest news affecting our communities

Provide access to information in this dynamic industry

Provide practical knowledge, insights, best practices, research, and tools for everyday use

We are going to provide opportunities to learn from peers and enhance networking among our membership and leaders in the industry and communities

4. Who's going with us?

YOU ARE. You are the foundation of our associations:

The volunteer homeowners who govern community associations

Professionals who support them

Community management firms who are the backbone of the associations

Business partners and companies that provide products and services to the community

5. Lastly, when do we get there?

It starts NOW. As your President, I will strive to meet and exceed your expectations for the Chapter. I'm committed to steering our journey for the next year. To that end, for me it's not just about **what** gets done, it also about **how** it is done.

How is it going to get done? Through collaboration, communication and action by the Board and its Committees with engagement from the membership.

I am confident that if we all work together with deep respect and empathy for each other and our communities in the coming year, we will meet the evolving needs of our membership; continue to serve as that trusted forum for the collaborative exchange of knowledge and information, and help our Chapter's members learn, achieve and excel.

Cheers to you all! Stay safe and healthy.

Leah K. Burton

lbarton@RMWBH.com

BACK TO BASICS 3: The Overlooked Facet of Community Pond Management: Structure

(Cont. from page 1)

ies. There are many important components in a stormwater management facility that help regulate water levels, filter debris, and prevent flooding. All of these structural components require frequent inspections and maintenance to ensure the continued integrity and functionality of the waterbody. Without proactive monitoring, it is easy to accidentally overlook serious structural damage and volume loss until the problems require costly repairs and invasive solutions like dredging.

In some localities, the inspection and maintenance of stormwater management facilities (also referred to as 'BMPs' or 'best management practices') is handled by the City or County; although, more commonly, it is the responsibility of the pond owners. Unfortunately, it can also be confusing to understand your HOA's obligations for each of the facilities in the community, especially when the responsibilities can vary between localities, communities, and the facilities themselves. The key documentation that outlines the responsibilities of the HOA for stormwater facilities in the community is the Stormwater Maintenance Agreement with the locality. This document should exist for every facility that is part of an approved site development plan, and should be on file with the locality if you aren't able to locate it.

Your lake and pond management provider is typically a knowledgeable resource when it comes to understanding the frequency and formality of professional inspections. Typically, the age, condition, and complexity of the facility are taken into account, as well as the regulatory requirements of the locality. On a regular basis, your lake management professional will provide visual inspections of the entire facility. If concrete inlet pipes are present, they should also be checked for spalling, cracking, and misalignments. The outlet structures should be checked to ensure that water is properly flowing and that there are no blockages or damage to the trash rack, if one is present. It is also important to monitor the water level in the pond – an abnormally high or low water level for an ex-

tended period of time could be a sign of a serious structural issue. The pond banks, including the dam embankment, should be inspected for erosion and animal burrows. They should be well vegetated with no bare spots. Finally, there should be no woody growth on the dam embankment or within 10 feet of any pond structure since tree roots can compromise the structural integrity of the embankment and can cause cracking, displacement or blockage of pipes.



If potential areas of concern are identified, it is always cheaper to remediate them early rather than to perform costly repairs after the problems

become more severe. For wet ponds, bathymetric studies should be performed periodically to document the current storage volume of the facilities and the extent of sedimentation. Likewise, more comprehensive monitoring with annual lake and pond assessments can pinpoint areas of potential concern and facilitate the development of custom solutions. Common solutions include aquatic weed and algae management, aeration, nanobubble technology, biological augmentation, nutrient remediation, mechanical hydro-raking and strategic erosion control. These strategies can be implemented as needed depending on the unique property characteristics, goals and budget of the community.

Each facility is unique and is most effectively managed using a customized approach. A stormwater maintenance professional can help you develop a specific plan that prioritizes the goals of your community, so you can cut down on maintenance and expenses over time.

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TO BASICS 3

(Cont. from page 6)

About the Author



Shannon Junior is an Ecologist with SOLitude Lake Management, a nationwide environmental firm that provides sustainable lake, stormwater pond, wetland and fisheries management solutions. Learn more at



www.solitudelakemanagement.com/knowledge.



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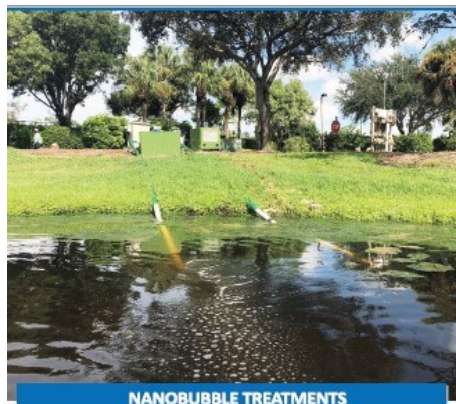
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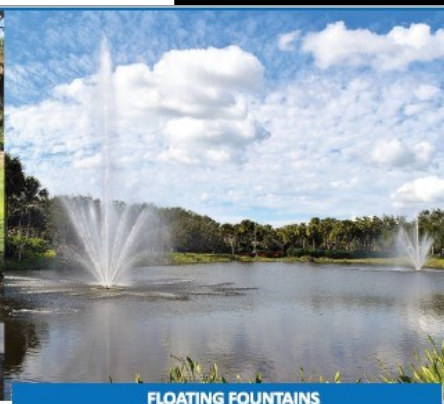
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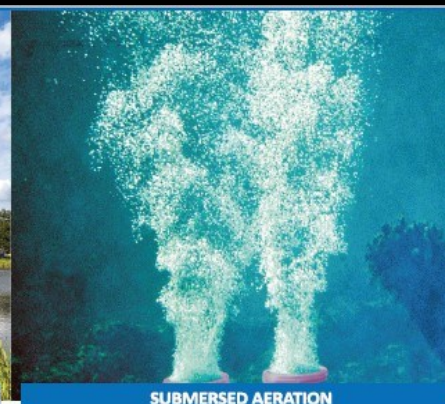
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Rights and Responsibilities for Better Communities

Principles for Homeowners

Homeowners have the right to:

- ◇ A responsive and competent community association.
- ◇ Honest, fair and respectful treatment by community leaders and managers.
- ◇ Participate in governing the community association by attending meetings, serving on committees and standing for election.
- ◇ Access appropriate association books and records.
- ◇ Prudent expenditure of fees and other assessments.
- ◇ Live in a community where the property is maintained according to established standards.
- ◇ Fair treatment regarding financial and other association obligations, including the opportunity to discuss payment plans and options with the association before foreclosure is initiated.
- ◇ Receive all documents that address rules and regulations governing the community association—if not prior to purchase and settlement by a real estate agent or attorney, then upon joining the community.
- ◇ Appeal to appropriate community leaders those decisions affecting non-routine financial responsibilities or property rights.

Homeowners have the responsibility to:

- ◇ Read and comply with the governing documents of the community.
- ◇ Maintain their property according to established standards.
- ◇ Treat association leaders honestly and with respect.
- ◇ Vote in community elections and on other issues.
- ◇ Pay association assessments and charges on time.
- ◇ Contact association leaders or managers, if necessary, to discuss financial obligations and alternative payment arrangements.
- ◇ Request reconsideration of material decisions that personally affect them.
- ◇ Provide current contact information to association leaders or managers to help ensure they receive information from the community.
- ◇ Ensure that those who reside on their property (e.g., tenants, relatives and friends) adhere to all rules and regulations.



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.

Electronic Voting Tips for HOAs

By Kiara Candelaria associate editor for CAI's print and digital publications

Holding meetings [virtually](#) has brought questions about how residents can cast votes for an election during an association's annual meeting—and how boards can remain compliant with their [governing documents](#).

Mark Einhorn, an attorney with Marcus, Errico, Emmer & Brooks in Braintree, Mass., says that many associations his firm represents in New England chose to vote by directed proxy at the annual meeting, designating a board member to cast a vote on behalf of residents instead of going in person. The [election](#) results were then shared virtually.

North Carolina Gov. Roy Cooper issued an executive order in April that allows corporations (including homeowners associations) to hold their annual meetings virtually. Stonestreet says state law also permits associations to vote electronically during an annual meeting; some of the communities his company manages have had residents send their votes through email and verify them against an owner's address on file.

Electronic voting is not permitted in California, and a law that went into effect on Jan. 1 requires that associations designate a person to serve as an election inspector and count the ballots.

Michelle Rodrigues, CMCA, AMS, of Seabreeze Management in Simi Valley, Calif., who is interim general manager of a 238-unit high-rise in downtown Los Angeles, says that the board has met this requirement by having the designated elections inspector tally the ballots on camera.

Community association boards also have turned to election services providers to help them transition to online voting. Ben Zelikovitz, co-founder of GetQuorum in Toronto, says boards should look to their governing documents, state statutes, and executive orders that may grant them emergency powers, in addition to consulting with legal counsel if they are thinking of switching to electronic voting.

He also recommends that boards determine

how receptive owners in the community would be to online voting before seeking out an election services provider.

Denise Lash, founder and principal of Lash Condo Law in Toronto and a principal of CondoVoter, says her company provides advanced voting, which allows residents to preliminarily fill out their ballot but make changes right up to the annual meeting if owners submit nominations.

"When the chair closes a vote at the meeting after taking nominations, they click the button and then the votes are tallied," explains Lash, who also is a founding member and past president of the [CAI Canada Chapter](#).

Some community association boards and management companies also have inquired about adopting electronic voting before holding their annual meeting, says Cathi Sleight, vice president of business development at VoteHOANow in Tigard, Ore. At least 24 states allow electronic voting while another 10 are silent on the issue, meaning that associations can create a set of rules that outline the voting process they can use, according to Sleight.

About the Author



Kiara Candelaria is an associate editor for CAI's print and digital publications. She is a writer and editor with over five years of professional and volunteer experience in student media, trade media and nonprofit publications.

Knowledgeable about a variety of topics written across print and digital platforms.

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Short-Term Rentals, Plus More Information About Operating Businesses from Homes

(Cont. from page 1)

First, let's address short-term rentals. In the past few years, we have seen the emergence and increasing popularity of short-term rentals services – you might recognize these services as Airbnb, HomeAway, Roomorama and VRBO – just to name a few. These websites target vacationers and out-of-towners by offering a “home away from home” feel as opposed to crowded hotels and stuffy motel rooms. Short-term rentals are becoming increasingly popular in the COVID-19 era as restrictions are eased and people look to socially distance from others and avoid the potential large crowds at a hotel. So, what's in it for the homeowner who decides to rent out a room, or even their entire house?

The answer – a quick, easy way to put their unoccupied spaces up for rent and earn extra income. These websites also offer a little extra convenience and security because the tenants and homeowners never exchange money, or sign leases in person; however, there is more than meets the eye when it comes to short-term rentals.

What effect, if any, do short-term rentals have on property owners associations?

One concern about short term rentals is that arrivals are unsupervised. Typically, landlords are not present when tenants arrive for their stays and they usually bring more visitors than originally agreed upon in the lease agreement. With these rentals usually come increases in noise, traffic and trash which typically results in complaints from neighbors. Another concern is that because the tenants are not full-time members of the community, they are not aware of the deed restrictions put in place and may violate the rules and regulations during their

short-term stay. This can be detrimental for homeowners and neighbors who are left to handle the consequences for their tenants' actions.

Are short-term rentals allowed in property owners associations?

By now, many of us have all heard and read about the Texas Supreme Court case *Tarr v. Timberwood Park*. As a quick refresher, in 2014, Plaintiff Kenneth Tarr began leasing his property for periods between 1-7 days. Because his tenants created nuisances with increased noise and trash, Tarr received correspondence from the Association asking him to cease renting his home for short term rentals. Tarr responded by suing the Association, seeking a declaration that his short-term rentals were permitted under the Association's governing documents. The restriction referenced stated, “All tracts shall be used solely for residential purposes...”. Tarr argued that his tenants rented the home for a residential purpose, no matter how short-lived and that their use of the property did not violate the restrictive covenants. Ultimately, this was fought through the courts, eventually making it all the way to the Texas Supreme Court. The Texas Supreme Court agreed with Tarr stating the residential use of his property did not violate Timberwood Park's restrictive covenants. However, if the restrictive covenants had included a prohibition on short-term rentals, then the outcome of the *Tarr v. Timberwood Park* case would likely have been different.

Case law related to short-term rentals has recently been amended further. On August 18, 2020, in the Texas Court of Appeals Case *JBrice Holding LLC v. Wilcrest Walk Townhomes Ass'n, Inc.*, the

Short-Term Rentals, Plus More Information About Operating Businesses from Homes

(Cont. from page 10)

Court of Appeals affirmed the trial court's judgment allowing the Association to enforce its restriction on short-term rentals. JBrice, had purchased two townhomes in Wilcrest Walk and was renting the properties on AirBnB for a term of one to ten days. JBrice argued that the Association's restrictions did not restrict the duration of owner or tenant occupancy. JBrice also sought to declare the Association's rules barring short-term rentals, which were adopted after the Association sent its letters requesting JBrice to cease and desist from renting the property, were void to the extent the rules seek to regulate anything beyond use of the Association's common area. JBrice also argued the rules concerning occupancy or leasing duration should also be voided because the Association's restrictions grant broad leasing rights. In affirming the trial court's decision, the Texas Court of Appeals cited Texas Property Code Section 204.010, which gives homeowners associations "broad authority" to regulate the use of its subdivision unless stated specifically in the governing documents. This means homeowners associations governed by Texas Property Section 204.010 (that is only applicable to select counties) are authorized by statute to promulgate rules and regulations regarding the use of the subdivision, such as a regulation banning short-term rentals, unless this use is otherwise prohibited in the association's governing documents.

What are the best ways for community associations to control short-term rentals?

First, it would be in the community's best interest to create a policy that is approved by the Board of Directors. However, these policies are not fool proof as they are sub-

ject to challenge in the courts, and if case law is any indication, the policies may not survive. Another option is to amend the Association's declaration. For single family and townhome associations subject to Chapter 209 of the Property Code, in order for the amendment to be approved, 67% (or a two-thirds majority of the membership) must vote in favor of the new language, unless a lesser percentage is set forth in the amendment provision in the declaration. This would create a new set of restrictive covenants and potential prohibitions that were approved by the requisite number of the homeowners. The new covenants would also give greater authority to the Association to take action against homeowners in the event of a violation.

Working from Home or Operating a Business from Home?

Now, let's address those who might be running a business out of their home. Considering the ongoing pandemic, it's no surprise to see your neighbors' cars parked in their driveways during the day when they'd normally be at work. Working from home is a routine many Texans have settled into given the various county and city shelter-in-place/stay-at-home orders and other recommendations we have all dealt with through the COVID-19 pandemic. But, at what point does someone go from working remotely to operating a business from home in violation of the deed restrictions?

When working remotely, it is safe to say many of us have all answered work emails and phone calls or been a part of what is now the routine video conference from our home office or kitchen table. These activities do not have a negative effect on neighbors outside of possibly slowing down the street's internet download speed, so your neighbors aren't

(Cont. on Page 14)

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CED Corner



Judy Monger

Chapter Executive Director

Our CA Day Committee is working on CA Day 2021 already. They are excited to announce the THEME: **Fiesta!!!** It will be August 27th, 2021 at Norris Conference Center. Keep watch for upcoming information.

The Board is planning a lot of fun events so plan to join in!

Our Sponsorship program is being looked at again for next year to see how we can honor and give our sponsors their value during this trying time. When you can please use a CAI San Antonio sponsor or Business Partner. We cannot do any of this without their support! We appreciate all they do for CAI San Antonio! Please try to attend the October and November Luncheon Webinar and plan to stay to the end as we are still giving out our gift cards. But you must be online at the end of the program to win.

All of our Committees need help. Contact the CED (Judy Monger) or the

Committee Chair to find out what you can do. All committees are important. Some require a little time; some require more time, but they support our chapter and make us the GREAT chapter that we are! We have formed a GOLF Tournament Committee if anyone is interested! Jesse Trevino is the Chair. See Judy or Jesse to volunteer.

We elected 3 Board of Directors in September at our Annual Meeting. Our program was TCAA Update. We elected Art Downey (CAVL), Amy Atkins (Mgr/Member At Large) and Richard Gonzalez (BP/Member At Large) to the Board of Directors. Please remember your current Board of Directors, 2021 Board of Directors (List below) and all our wonderful committees. Tell them THANK YOU and ask them how you can help make the San Antonio Chapter of CAI the best!

2021 Board of Directors

President – Leah K. Burton

President Elect – Cassie Thompson

Vice President – Art Downey

Secretary – Clay Hadick

Treasurer – vacant

Director – Doug Smith

Director – Harmon Hamann

Director – Richard Gonzalez

Director – Amy Atkins

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Due to growing health concerns with the COVID-19 virus the Board of Directors has decided to postpone all CAI San Antonio events until further notice. “Our top priority is the health of our members and feel that it is best to err on the side of caution.”



Short-Term Rentals, Plus More Information About Operating Businesses from Homes

(Cont. from page 11)

able to binge watch Tiger King for the fifth time. Though, what happens if someone starts receiving regular deliveries and shipments coming to and from their home, or the neighbors start noticing a variety of cars they are not used to seeing parked on the street, or in the homeowners' driveway that are coming and going throughout the day? These may all be signs that an owner has shifted from working remotely to running day-to-day business operations from their home.

Having clients/customers come to your home might have the same effect on your POA that renting your home would have – increased noise, trash and cars parked in the streets. But does this violate any rules? As with short-term rentals, for Boards of Directors to take any action, there must be specific policies/restrictions that prohibit these types of activities. Without these, an Association may lack the ability to seek recourse against a homeowner for these types of activities. For POAs, the right to define and enforce a violation of operating a business from an owner's home is, much like with short-term rentals, going to depend on what is stated in the Association's governing documents. For POAs in cities with strict zoning ordinances, the Association may be able to turn to city authorities for assistance, if a homeowner is operating a business out of their home, to enforce potential zoning violations.

Unfortunately, there is no one size fits all answer that applies to all POAs with regard to homeowners operating a business out of their home or renting their unoccupied spaces on short-term rental sites. In the 2019 Texas legislative session [a bill](#) was introduced that would have provided statewide regulations on short-term rentals. At the time it was left in committee. At RMVBH, we will be watching to see if a similar bill is released in the upcoming 2021 legislative session and provide updates on all POA related bills throughout the legislative session.

For now, POAs are dependent upon caselaw to guide them in the actions they take to prohibit

both home businesses and short-term rentals. For associations governed by Section 204.010 enforcing regulations is now backed up by statute, but for associations governed by other sections of the Texas Property Code, the POA must be able to reference a specific policy or restriction in the governing documents to enforce potential violations. POAs should routinely consult with their legal counsel to ensure they are enforcing their restrictions correctly to avoid risking potential long-term expenses from litigation by homeowners.

For condos subject to Chapter 82 of the Property Code, the declaration may be amended by a vote or agreement of the owners to which at least 67% of the votes in the association are allocated, or any larger majority the declaration specifies.

For condos subject to Chapter 81 of the Property Code, the declaration must be amended by the holders of at least 67% of the ownership interests in the condominium

About the Author



Leah K. Burton serves as general counsel to property owners associations on all aspects of issues involved in the operation and governance of subdivision, condominium, commercial and cooperative associations, including compliance with state and federal laws, covenant enforcement, preparation and interpretation of, as well as compliance with governing documents and assessment collection. Ms. Burton is also a frequent speaker on topics related to community associations.

CAI of San Antonio



LEAH K. BURTON

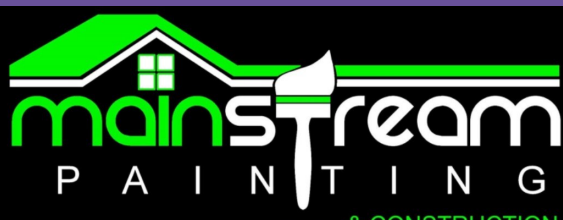
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- Professional managers must be aware of many laws and regulations—real estate, corporate and labor laws; federal laws and state statutes and government regulations.
- Professional managers must have a working knowledge of finances, accounting, budget preparation, taxes and insurance.
- Professional managers must have strong personnel management skills—hiring and supervising contractors and staff.
- Professional managers must work and communicate effectively with residents, resolve disputes and facilitate communications.
- Professional managers must have a keen understanding of property maintenance—landscaping, repairs and replacements, facilities upkeep and mechanical maintenance.
- Professional managers coach and mentor the board members who govern the association. They help conduct meetings, supervise elections and ensure compliance with governing documents. Governance is one key area where property management and community management differ.



Make Water High Bills a Thing of the Past

By Mark Peterson, Garden Styles, SAWS

SAWS has many programs and resources to help you avoid the hardship and hassle of a high water bill.

Whether caused by a leak or an irrigation system run amok, an unexpected high water bill is the last thing your household needs, especially during these times of uncertainty.

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[see www.gardenstylesanantonio.com] and learn the secrets of the irrigation controller, how to use your water meter as a leak detector, tricks for measuring 200 square feet (to use your [WaterSaver Landscape Coupon](#)), and many more.

Solve your high water-use mystery with our troubleshooting tips for water-using devices inside and outside your home [see <https://apps.saws.org/HighSummerBill/>]. Of course, if you still have questions, you can always ask the Garden Geek. See:

www.gardenstylesanantonio.com/ask-the-garden-geek/ for all of your plant and irrigation needs.



HOAs Remain Popular with American Homeowners

By Laura Otto

For the eighth time in 15 years, Americans living in homeowners associations, condominiums, and housing cooperatives say they're overwhelmingly satisfied in their communities, according to the [2020 Homeowner Satisfaction Survey](#) published by the [Foundation for Community Association Research](#) for [Community Associations Institute](#).

The biennial, nationwide survey is administered by independent researcher Zogby Analytics and provides a better understanding of how 73.5 million Americans describe their experience living in common-interest communities— from city-sized, master-planned communities and multi-building condominium complexes to urban cooperatives and small homeowners associations built into tracks of open suburban spaces.

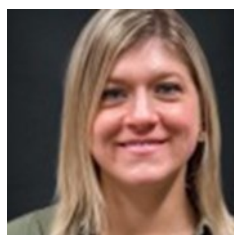
Nearly nine in 10 residents believe that their governing board “absolutely” or “for the most part” serves the best interest of the community. The vast majority of residents believe that rules in their communities protect and enhance property values.

Results from almost identical national surveys conducted in 2005, 2007, 2009, 2012, 2014, 2016, 2018, and 2020 are strikingly consistent, except the 2020 research shows an increase in three areas compared to 2018. Satisfaction results grew an impressive 4% in overall experience, 5% in the role of the board, and 4% in the appreciation of community association rules.

“The biennial Homeowner Satisfaction Survey is the only public opinion report of its kind. The exclusive report emphasizes the clear success of the community association housing model,” says [Dawn M. Bauman](#), CAE, executive director, Foundation for Community Association Research and CAI's senior vice president for government. “This satisfaction report, sourced by lawmakers, legal professionals, homebuilders, developers, and other community association stakeholders provides clear evidence of the success of local governance— neighbors electing neighbors and building community together—responsibly and effectively.”

According to the report, cleanliness/attractiveness, safety, maintenance-free living, and maintaining property values are perceived as the best aspects of living in an association.

About the Author



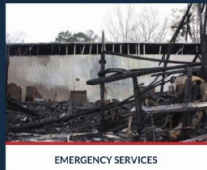
Laura Otto is editor of CAI's award-winning Community Manager. A seasoned journalist, Laura previously worked for a creative, advocacy agency in Washington, D.C., where she wrote and edited content for a variety of public health clients. Prior to that, Laura served as a senior writer and editor for the George Washington University School of Medicine and Health Sciences. Laura is a graduate of Temple University in Philadelphia.



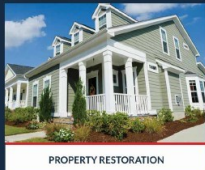
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MODEL CODE OF ETHICS

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

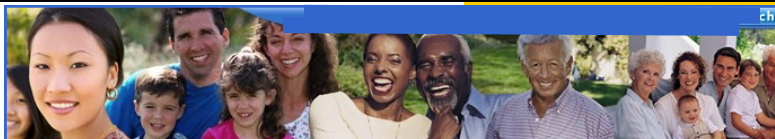
Many residents – owners and renters alike—don't really understand the fundamental nature of homeowner associations. Many others, including the media and government officials, lack a true understanding of the homeowner association concept.

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

Due to growing health concerns with the COVID-19 virus the Board of Directors has decided to postpone **all in-person** CAI San Antonio events until further notice. "Our top priority is the health of our members and feel that it is best to err on the side of caution." Virtual meetings may be scheduled instead.

October 13 – Luncheon – Neal Juern – Cyber Security

October 20 – Board Meeting

October 28 – Meeting of the Board and Committee Chairs (11am – noon)

November 10 – Luncheon – Tim Connor

November 14 – Board Leadership Development Workshop (9am – 4 pm)

November 17 – Board Meeting


November 19 – Webinar - Diversity


December 8 – Luncheon – Julie Adaman: – "Tyranny of the Urgent".

December 15 – Board Meeting

December 15th - Deadline Common Terra - Advertising & Articles

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The Petroleum Club is located at on the top floor of the Energy Plaza Building at 8620 N New Braunfels. It is a member-owned private club that contains the Main Dining Area; Informal Grill Room; Comfortable Lounge and Library; and Six Private Clubrooms (suitable for dining or business meetings). All rooms offer dramatic skyline views of the city. Complimentary parking is available.



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Legal Assessments

Contributing Writers:

Elliott Cappuccio, Adrian Coronado, and Ryan Quiroz

Retaliatory Fines and Enforcement under the Fair Housing Act

Harmony Haus Westlake, LLC v. Parkstone Property Owners Association, Inc., No. 1-20-CV-486-XR (W.D. Tex. June 23, 2020)

Harmony Haus Westlake, LLC (“Harmony Haus”) operates a “transitional sober living residence” in a property owned by Ling Zhou and Fenglin Du (the “Owners”), located within the Parkstone Property Owners Association, Inc. (the “Association”). Harmony Haus claimed that the Association’s implementation and enforcement of an enhanced fine structure was in retaliation for a prior lawsuit between the parties.

In the original lawsuit, Harmony Haus and the Owners sued the Association, alleging violations of the federal Fair Housing Act (“FHA”). Specifically, Harmony Haus and the Owners claimed that the Association violated the FHA by failing to grant reasonable accommodations related to three deed restrictions: (1) single-family use; (2) noise and nuisance; and (3) 12-hour street parking. The trial court held that the residents were handicapped as defined under the FHA because their addictions limited their ability to live independently with their families. As a result, the court ruled against the Association with regard to its single-family residence restriction, declaring that it violated the FHA as it applied to Harmony Haus. However, the court ruled against Harmony Haus and in favor of the Association as to the other two declaration provisions, holding that the Association could continue to enforce its noise/nuisance and 12-hour street parking restrictions as long as such enforcement is applied in an “even-handed manner that treats handicapped and non-handicapped residents alike.”

Just two weeks after the court’s ruling in the original case, the Association implemented a new enforcement and fining structure for violations. These changes resulted in more than \$20,000.00 in parking fines against Harmony Haus over the course of a few months. Harmony Haus and the Owners sought a restraining order and injunction to prevent the Association from enforcing the parking restrictions or imposing fines resulting from parking violations, arguing that the increased enforcement and fining were implemented in retaliation for Har-

mony Haus’ previous lawsuit. In the new lawsuit, Harmony Haus and the Owners brought four claims under the FHA: (1) discrimination in making the dwelling unavailable because of a disability; (2) discrimination in the terms, conditions, services, facilities, or privileges in connection with that dwelling; (3) refusal to make reasonable accommodation; and (4) intimidation, threat, or interference with the exercise or enjoyment of a right protected by the FHA. The Association filed a motion to dismiss these claims.

The court dismissed the first three claims, reasoning that the new fine structure and enforcement was not undertaken in discrimination against Harmony Haus. To sustain the discrimination claims, Harmony Haus needed to show that the Association treated them differently and that such treatment was undertaken because of the disability of the residents. Harmony Haus and the Owners failed to show that there was a discriminatory reason for the Association’s new policies. The final claim, however, that the enhanced fines and enforcement was a retaliation for the prior lawsuit, was not dismissed. The court found that Harmony Haus’ previous actions and claims to enforce its rights were protected under the FHA. Furthermore, the Association’s updated policies and procedures could possibly be construed as adverse actions causally connected to Harmony Haus’ protected activity. This retaliation claim can survive even in the absence of any discrimination. In other words, retaliation for a protected activity under the FHA is a separate and viable claim from discrimination and the temporal proximity between the protected activity and the adverse actions created at least a plausible claim to such retaliation.

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 Adrian Coronado, and Associate Ryan Quiroz. 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.

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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**

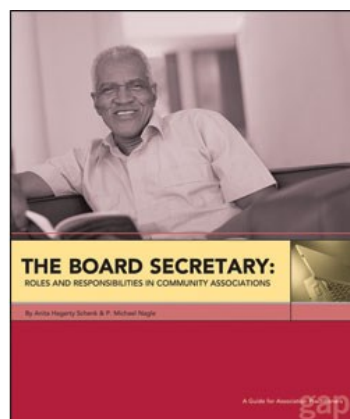


The Board Secretary

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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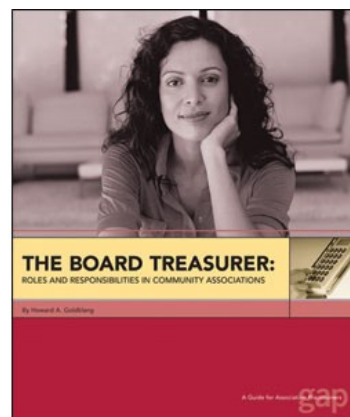


The Board Treasurer

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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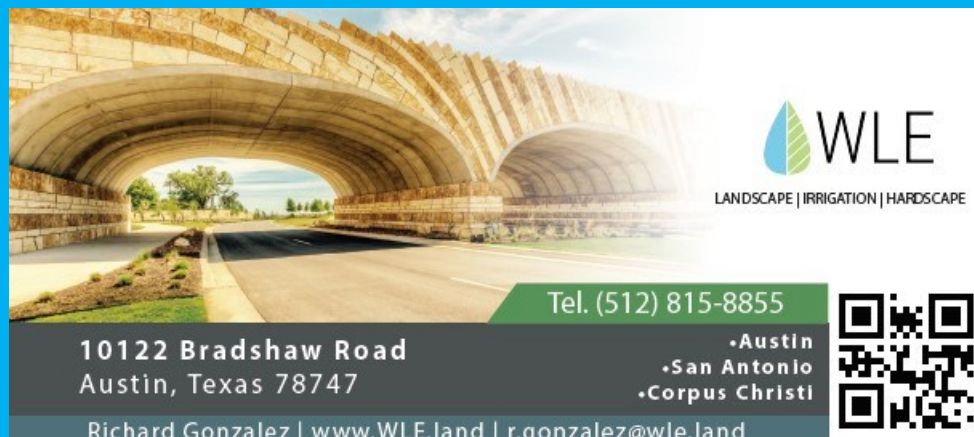




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Texas Community Associations

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.



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SOURCES

Community Associations Fact Book 2016.

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Community Next: 2020 And Beyond, 2017.

foundation.caionline.org

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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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Share the community!

Join up to 15 board members for only \$250!

We now make it easier for your **entire board** to join CAI at the **lowest cost**.

The best community associations have the best boards—they're educated, knowledgeable, and prepared to lead their communities successfully. CAI membership provides your board members the best resources and education to stay informed.

Renew your entire board and they'll enjoy all of the benefits of CAI membership. For more details, visit 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
- » **Professional credentials:** www.caionline.org/credentials
- » **CAI benefits for managers:** 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
- » **Member Benefits:** www.caionline.org/homeownerleaders
- » **Find a chapter:** 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 – 4th Quarter 2020

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Abigail Rae Autry
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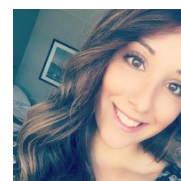
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Rhodes Property Management

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Jeff Dalby of Aspenmark Roofing and Solar
Travis Lea of Lea Park & Play
Curtis Hordge, Jr. of National Adjustment Services, Inc.
Kristi Beber of ParkPro Tek

Volunteer/Homeowner

Delores Villarreal
Jim Ernst
Bruce Hooper
Alan Pease



Membership Chair

Amaris Lozano
alozano@ccmnet.com

“CAI offers several membership opportunities with appropriate member benefits and resources for them all.”

Use the services of CAI Members. It Matters!!



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

CAI offers several membership opportunities. Go to 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.

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Luncheons will be held via virtual webinar due to
the coronavirus pandemic

CAI of San Antonio



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Leah K. Burton

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Lynn Harmon

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TCAA & Legislative

Leah K. Burton & Paul Gaines

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 or call (888) 224-4321.

