



Common Terra

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

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First Quarter 2022

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FITNESS-FORWARD PLANNED COMMUNITIES ARE SETTING THE BAR HIGH (AND REAPING BIG COMMUNITY BENEFITS)

Homeowners are flocking to communities that have their best interests at heart, as they want their neighborhood to reflect who they are and what they're interested in. Fitness and wellness are significant decision-influencers when it comes to selecting a community, and planned communities are becoming destinations where the amenities, outdoor spaces and sense of community include (and are sometimes created around) fitness and wellness components.

It makes complete sense when you think about it. Planned communities are all about creating an all-inclusive village where convenience and choice are priorities. Whatever options you might desire are close to home, and planned to be so, and that includes everything from schools and shopping to entertainment, fitness and recreation. Creating accessible fitness and wellness spaces that intrigue and inspire, as part of that convenient, inclusive community package, can return your investment up to 900% as homeowners choose to spend their limited free time closer to home. Communities that "have it all" are thriving.

Leading developers are taking their fitness and wellness priorities a bit more seriously these days as fitness amenities remain at the top of homeowners' "must have" lists.

(Cont. on Page 6)

STEPS HIGH-RISE CONDOS CAN TAKE TO PREPARE FOR THE NEXT SNOWPOCALYPSE

By Clint Brown, ROBERTS MARKEL WEINBERG BUTLER HAILEY PC

"Winter is coming" is not just a slogan from a popular tv show, but something all Texans will remember for years to come. The great freeze of 2021 opened our eyes to the delicateness of our public and private infrastructure. After days of temperatures in the teens with no power or water due to the failure of the electrical grid, homes and buildings across the state began seeing pipes burst resulting in major damage to many properties. High-rise condominiums were hit particularly hard. As we reach the peak of another winter and [many experts saying the power grid remains vulnerable](#), what can high-rise condominiums do to prepare in case another winter storm affects Texas?

(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 afforda-

ble 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

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Cassie Thompson

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“My promise to you is that I will build on the success of my predecessors while identifying ways to strengthen our Chapter so that it can endure the challenges we face ahead.”



The President's Message —

I hope that you and your loved ones are healthy and in good spirits as we enter the New Year!

On behalf of the CAI San Antonio Chapter Board of Directors, it is my pleasure and honor to serve as your 2022 President. As we embark on a new year with fresh resolutions and aspirations to improve the profession and the ecosystem in which community associations operate, I want to touch on two focus areas I have for 2022:

Membership Engagement

Our Chapter consists of nearly 400 community manager, board member, homeowner volunteer leader, and business partner members. Together, these segments within our membership serve as the foundation for ethical, responsible, and efficient community associations and condominium communities within our service area. The relationships we develop during Chapter networking events and educational luncheons create cohesion within our communities as well as ideas for how we can better serve our residents — opportunities which grow exponentially when we engage with one another. In 2022, my hope is that we will see much more of you attend in-person and virtual events. A lot of thought and effort are involved in creating memorable and valuable experiences for the membership, those of you who have attended an event in the past understand what I mean and I implore you to share your experience with a colleague or client. For those of you who have not attend or do not participate on a regular basis, I encourage you to venture out and experience all that we have to offer. Our strength is not only in numbers, but also in how engaged we can be with each other and how consistently we develop those relationships.

Volunteers

Winston Churchill once said, “we make a living by what we get, we make a life by what we give.” I cannot think of a more appropriate quote for a volunteer organization like our Chapter. Simply put, we need your support! Our committee structure is designed to offer great opportuni-

ties for members of all experience levels to elevate their position within the Chapter while learning new skills or expanding on existing ones. The future of our Chapter is 100% dependent on the support from our volunteers — without members stepping up to serve on or lead a committee, we do not exist. One of my goals during my presidency is to identify new leaders for our Chapter, ones that are eager to be a part of the “big picture” and share a common vision to see community associations succeed. If this sounds like you, please contact me!

My promise to you is that I will build on the success of my predecessors while identifying ways to strengthen our Chapter so that it can endure the challenges we face ahead. To accomplish this task, we need to increase our membership engagement and volunteer support base. Many of you may not know that our Chapter's coverage area includes areas of South Texas and the Rio Grande Valley. For years we have had members in those markets travel to events in San Antonio to support our Chapter's programming efforts. In 2022, I am making a pledge to return the favor by planning luncheons in those two markets. As a professional trade organization, we must sometimes venture out and find ways to spread our message by proactively taking our programs to the members. Stay tuned for more information on when you can expect to see CAI San Antonio in Corpus Christi and McAllen.

Lastly, I would also like to thank all our members for your continuing support and commitment to the Chapter and community associations. Working together collaboratively, let us take our profession to new heights in 2022.

I wish you all a happy and more prosperous year ahead. May you achieve your aspirations and resolutions for the year and remember to stay safe.

Cassie Thompson
cthompson@ccmcnet.com

UPCOMING CHAPTER EVENTS

Important
update...

POSTPONED

NEW DATE >

...the **2022
Awards Gala** has
been postponed.

MARCH 19
(SAME TIME/LOCATION)

**PURCHASE AWARDS GALA TICKETS - \$75/PP or
\$750/TABLE (10 seats)**

**SAVE
THE
DATE**

**JANUARY 29, 2022
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DETAILS TO COME.**

FITNESS-FORWARD PLANNED COMMUNITIES ARE SETTING THE BAR HIGH

(Cont. from page 1)

Names like Robson, Taylor-Morrison, Pulte, AV Homes, Meritage Homes and Bland Ford, among others, are working with fitness design teams to make sure that their fitness facilities are as well planned and laid out as their roadways.

In the Community

It's happening all over the country. Massive community centers that are becoming the hub for tens of thousands of local residents, offering fitness and athletic options of all kinds, plus recreation and recovery options to keep community members coming through the doors. Many rec centers these days are multi-million-dollar enterprises that offer Olympic pools and basketball courts, alongside impressive cardio and strength floors and even cryotherapy chambers and golf simulators.

Cardio options are always a strong choice to meet the fitness needs of planned communities, no matter the size. Today's fitness technology options put touch screens, biometric tracking and even fitness-driven games at the exerciser's fingertips. From rowers to spin bikes, individual workouts to group classes, a wide range of innovations can compliment the personality and brand that the community wants to support. It's all about versatility and functionality, to attract as many users as possible. You want the cool new equipment pieces that attract the curious experimenters, plus a mix of traditional treadmills and bikes that keep people coming back to top their personal bests.

The layout and equipment mix, not to mention the technology, can be a complex planning process – but that's familiar territory to fitness design teams. One of the leading companies in this space, Advanced Exercise, works directly with many established teams of interior designers, general contractors and facility planners to bring fitness expertise to the table. Every fitness project is master planned, floor-to-ceiling, for the right equipment mix, layout, technology, accessibility and usability that fits the needs of the particular community. Whether fitness spaces are staffed or not, most need to be somewhat self-contained and easy to use. It's not as simple as ordering a few piec-

es of equipment that look like they might fit the bill. Safety, durability, functionality and many other factors go into fitness and recreation decisions so that the investment is solid, providing a much longer lifespan of benefits.

Weatherproof Workout Options

Fitness and wellness amenities are broadening their horizons, literally, extending outdoors in many communities across the country. Outdoor fitness options are hugely popular, as outdoor options break up the monotony of indoor routines, allowing for a much more open and enjoyable fitness experience.

With new weather-proof outdoor gyms and secure outdoor equipment and storage options, community members of all types are taking their fitness routines outside, no matter the weather. Cold weather workouts create bragging rights no matter who you are!

Expert balance required

The most successful fitness facilities strike a balance between introducing new exercise and equipment elements, and maintaining a classic foundational core, to provide a fitness experience that's both trusted and innovative at the same time. Fitness design experts have the knowledge around which trendy products don't hold up well in high-use environments, and which products are the best fit for the quality, safety and durability that's required in community fitness settings.

It's not quite the pie-in-the-sky declaration of "if you build it, they will come" but it's close, and every facility that has trending fitness or wellness amenities for its community has the ability to market those features to attract new community members into the fold. With self-care, convenience and healthy lifestyle desires driving billions of dollars of decisions, facilities who highlight their fitness distinctions are well ahead of the game. Satisfied constituents share their experiences with friends, neighbors, co-workers, social media connections, etc., and the cycle renews, bringing in more interested homeowners.

(Cont. on Page 7)

FITNESS-FORWARD

(Cont. from page 6)

With cardio and strength, group training and individual fitness options, outdoor fitness options and whatever other fitness-inclusive elements are a good fit, as long as they're exclusive to residents, offering convenience and the opportunity to build a sense of community, you've hit the sweet spot. Find a fitness design expert who can work with you to explore the options and get ready to leap ahead of the competition. Advanced Exercise has regional fitness design consultants in Texas markets including Houston, Dallas, San Antonio and all across the country, helping advance the fitness and wellness of communities. Fitness-forward communities are becoming sought-after destinations, where home values are high and lifestyle amenities are prized. These are the communities that are growing and thriving as populations and lifestyle needs shift. The time is now to start planning if that's the kind of community you want to build.

About Advanced Exercise

Founded in 1986, Advanced Exercise is a leading fitness equipment and facility design resource, combining more than 30 years of design expertise with access to top fitness, wellness and recreation equipment brands to help clients create fitness experiences specific to the needs of their distinct communities. Advanced Exercise fitness consultants work with clients to maximize the use of available space in any facility, sourcing the best new or used equipment solutions for diverse ranges of fitness amenity end users. For more information on fitness equipment and facility design services, visit www.advancedexercise.com or call 800-520-1112 to connect with one of Advanced Exercise's experts.



Why HOAs Need Professional Management

There's a lot more to managing a community association effectively than you may realize. It's much more than property management; it's also about governance—enforcing rules, conducting elections and more. Your home and your ownership interest in the common elements represent a huge asset—possibly your largest asset. Doesn't it make sense to have a knowledgeable, trained, professional community association manager watching out for your interests? Consider all they have to offer.

- 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.



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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?

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 bylaws 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.

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Rights and Responsibilities for Better Communities

Principles for Board Members

An association's board of directors also exercises certain rights and responsibilities.

Board members have the right to:

1. Expect owners and non-owner residents to meet their financial obligations to the community.
2. Expect residents to know and comply with the rules and regulations of the community and to stay informed by reading materials provided by the association.
3. Respectful and honest treatment from residents.
4. Conduct meetings in a positive and constructive atmosphere.
5. Receive support and constructive input from owners and non-owner residents.
6. Personal privacy at home and during leisure time in the community.
7. Take advantage of educational opportunities (e.g., publications, training workshops) that are directly related to their responsibilities, and as approved by the association.

Additionally, board members have the responsibility to:

1. Fulfill their fiduciary duties to the community and exercise discretion in a manner they reasonably believe to be in the best interests of the community.
2. Exercise sound business judgment and follow established management practices.
3. Balance the needs and obligations of the community as a whole with those of individual owners and non-owner residents.
4. Understand the association's governing documents and become educated with respect to applicable state and local laws, and to manage the community association accordingly.
5. Establish committees or use other methods to obtain input from owners and non-owner residents.
6. Conduct open, fair, and well-publicized elections.
7. Welcome and educate new members of the community—owners and non-owner residents alike.
8. Encourage input from residents on issues affecting them personally and the community as a whole.
9. Encourage events that foster neighborliness and a sense of community.
10. Conduct business in a transparent manner when feasible and appropriate.
11. Allow owners access to appropriate community records, when requested.
12. Collect all monies due from owners and non-owner residents.
13. Devise appropriate and reasonable arrangements, when needed and feasible, to facilitate the ability of individual residents to meet their financial obligations to the community.
14. Provide a process residents can use to appeal decisions affecting their non-routine financial responsibilities or property rights—where permitted by law and the association's governing documents.

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.

STEPS HIGH-RISE CONDOS CAN TAKE TO PREPARE.....

(Cont. from page 1)

To start with, if the association has not already done so, management should work with the board, maintenance staff and vendors to ensure all association owned resources, such as the pool and HVAC, are properly winterized. Management and the board will also need to work with the association's insurance agent to ensure they have the proper coverage in the event association owned resources and common elements are damaged in the event of burst pipes. Management and boards should also inform the owners of the procedures that will take place should a pipe burst including the ways to immediately shut off water.

For condominiums, unless the Declaration provides otherwise, Section 82.102(a)(16) of the Texas Property Code (the "TPC") allows the association to enter a unit without notice "...for bona fide emergency purposes when conditions present an imminent risk of harm or damage to the common elements, another unit or the occupants." While an association should make its best effort to notify a unit owner or tenant of its intent to enter the unit, it can enter the unit to shut off any water valve to reduce water damage to the units and common elements.

Once the water has been shut off and any broken pipe capped and repaired, the next question to ask is who pays to fix the pipe and any resulting water damage. For those condominiums whose declaration was recorded prior to January 1, 1994 and have not otherwise adopted Chapter 82 of the TPC, Section 81.105 of the TPC and its governing documents control. Section 81.105 defines the unit to include the interior surfaces of the perimeter walls, floors and ceilings. Unfortunately, this definition does not specifically address pipes which means the association must rely on its governing documents to determine pipe responsibility.

For those condominiums whose declaration was recorded on or after January 1, 1994 or have adopted Chapter 82 of the TPC, Section 82.052 of the TPC and the association's governing documents control. Section 82.052 provides much more clarity as to what constitutes a unit and a limited common element and indicates that pipes serving a unit exclusively are considered limited common elements. Section 82.107(b) further provides that the unit owner is responsible for the "...cost

of maintenance, repair, and replacement of any utility installation or equipment serving only the owner's unit..."

Please note; however, for both of the aforementioned TPC sections, the association's declaration could provide responsibility of pipes. Accordingly, it is imperative the association work with its management and legal counsel to determine responsibility and consider adopting a responsibility matrix. This matrix should be prepared by legal counsel. The matrix will help to categorize whether the association or the owners are responsible for repairs/maintenance and provide clarity to the board and owners.

Finally, it is important to keep in mind that insurance may provide coverage for the burst pipe and damages stemming therefrom. Depending on whether the condominium has stacked units, either the association's or owner's insurance may be primary coverage. However, deductibles for insurance have been consistently going up over the last few years and it is likely that a condominium has a deductible of at least \$10,000 per incident but may be considerably higher.

It is recommended that an association take action to adopt an insurance deductible resolution relating to the responsibility for the payment of an insurance deductible. If an association has not already adopted an insurance deductible resolution, it is recommended to add it to the association's to-do list.

About the Author



Clint Brown is a Shareholder at Roberts Markel Weinberg Butler Hailey, PC and joined the firm's real estate section in 2012. He currently leads the firm's property owners association division with Marc Markel. Mr. Brown represents community associations, develop-

ers, developer-controlled associations, and commercial associations throughout Texas and his practice area focuses on bankruptcy law, corporate law and all aspects of community association law.

Face Masks and HOA Common Areas: What Residents Need to Know

By Laura Otto

As the two-year mark of COVID-19 draws near, we're continuing to field questions and concerns from homeowners, board members, and managers on the topic of face masks in common areas.

We know it's a balancing act for community association leaders—and the desire to keep residents and guests safe as the face mask debate continues—even for the fully vaccinated.

As some local jurisdictions and/or states lift and others reinforce mask mandates, what does this mean for homeowners associations and condominium communities with shared spaces including—fitness centers, clubhouses, lobby areas, and mailrooms? We contacted CAI members, practicing common-interest law to share an update on face masks in common areas. From the outset of the pandemic, Edmund Allcock, a partner with Marcus, Errico, Emmer & Brooks in Braintree, Mass., and a fellow in CAI's College of Community Association Lawyers (CCAL), encouraged community associations to follow recommendations from the Centers for Disease Control and Prevention, as well as state and local guidelines, to mitigate the spread of COVID-19.

"At the beginning of the pandemic, we recommended closure of (common areas)," says Allcock. "Since the development of the vaccine, everything seems to have reopened, so I do not see why the clubhouse, or the gym should be any different."

In Washington, application of state and local health mandates to community associations have been inconsistent, notes Anthony L. Rafel, managing partner at Rafel Law Group in Seattle, and a CCAL fellow. "The governor's proclamations and the state secretary of health's orders requiring masks in indoor congregate spaces make no exception for community associations," he explains. "We've advised our community association clients that the requirements are applicable to common areas."

Meanwhile, the California Department of Public Health has clarified that "indoor public settings"

applies to board and commission meetings, but there is some disagreement as to whether community associations have to follow the state's mask mandate, says Nathan R. McGuire, managing partner at Adams Stirling in Northern California, and a CCAL fellow. McGuire notes that his firm is advising that community associations are not public. Therefore, the guidance does not technically apply to them.

When it comes to guidelines community associations should follow to minimize the spread of COVID-19, Rafel says to lean on the side of greater protection for residents and guests. "Masks should be worn in lobbies, hallways, gyms, clubhouses, and meeting spaces if required or recommended by federal, state, or local health officials," he says.

McGuire also believes masks should be required in indoor common areas to mitigate the spread of the disease. "Another option is to require only those who are unvaccinated to mask indoors and allow them to self-attest to their vaccination status. Meaning that, if someone enters the indoor setting without a mask, the resident or guest is self-attesting that they are vaccinated," he notes.

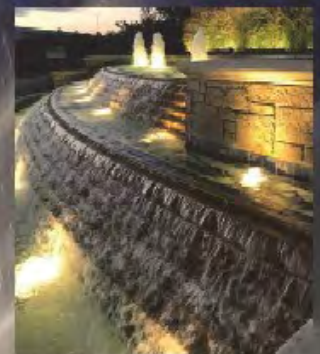
About the Author



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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CED Corner



Jesus Azanza
Chapter Executive Director

Happy New Year!

I hope you had a wonderful holiday season and were able to partake in all the festivities. Whether you manage, govern, or support the community associations industry, the ability to “turn off” can be difficult and often impossible — just know that your efforts do not go unnoticed, and you’ve certainly earned a break after the past two years!

Things never really stopped for the CAI team, but I’m extremely grateful for the time I had to spend with family. I’m also feeling rejuvenated and excited for what we can accomplish as a CAI family in 2022.

Your board of directors remains focused on the Chapter’s future. We have a tremendous new leader, Cassie Thompson, CCMC, who will boldly lead this organization. Expect great things of her and your Chapter in the months ahead. While members are the lifeblood of our organization, we would have organizational chaos without the Chapter’s and passionate committee members. Our committees play a crucial role in our ability to deliver value, and for that I thank each one for their support!

On January 29, we have our annual awards gala at The Espee. The gala is an incredible night of celebration, recognition, dancing, great food, and networking. I hope that you plan to be a part of this special night as we highlight community associations, their volunteers, and companies who support their operation. Stay tuned for more exciting announcements over the next few weeks covering everything from our annual trade show (CA Day), networking events, educational programs, and more!

Along with offering an exceptional lineup of services and experiences in 2022, the Chapter is focused on increasing member engagement. With nearly 400 members across the San Antonio area and South Texas, we are on a constant quest to find ways to interact with a larger segment of the membership. To do this, we need to hear from you! Please reach out to me, any member on the Board of Directors, or a committee chair with suggestions or comments that can help shape our organization as the premier place for the community associations industry.

Happy New Year to each of you — I’m excited for whatever 2022 brings and THANK YOU for letting the CAI San Antonio Chapter and me be part of it.

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How HOAs and Condos Can Protect Deliveries

By Laura Otto



Groceries, gym equipment, and home office furniture are just some of the items people are ordering online and having delivered to their doorstep or front desk since the [COVID-19](#) pandemic began. CNBC reports ecommerce spending was up more than 30% in the early second quarter of 2020 versus the same time in 2019.

This online ordering surge has given porch pirates—individuals who steal delivered packages from properties—more opportunities than ever before. [Two out of five Americans](#) claim to have been victims of a package theft at some point, according to Security.org.

Prior to the pandemic, an estimated 36% of people had been the victim of porch pirates, according to a 2019 [C+R Research report](#). It's unknown exactly how many people have been the victim of package theft during the pandemic. However, concerns about package theft ballooned at a time when many states were under stay-at-home orders.

If residents in your association have been frequent targets of package theft during the pandemic, here are some tips to deter thieves and ensure packages are kept safe:

- Schedule deliveries when purchasing expensive items such as electronics, to arrange for them to be made when you are home. About 45% of homeowners surveyed by Aurora, Ill.-based packaging business Shorr said that they scheduled deliveries to prevent package theft.
- Notify a relative or a neighbor when you are

expecting a package. If you can't be home when a package is delivered, have a family member or a trusted neighbor be on the lookout. You also may want to give them permission to grab your package and hold it until you arrive.

- Recording devices can provide evidence of package theft to bring to your association's board and notify police. Shorr's report notes that 31% of respondents installed video cameras after having packages stolen. Check your association's rules and regulations on these devices before installing them.
- Opt for package pickup. Many delivery companies have lockers and pickup points in numerous retail locations that have extended hours, allowing you to collect your package at your convenience.

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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The Role of the Board of Directors

By Michael Madson

A homeowners association is the cornerstone of a planned community. When run properly, it brings continuity, preserves architectural integrity, maintains common areas, protects property values, and promotes the concept of “community.” Every association should be responsible for its assets and operation in accordance with state laws and the community’s governing documents.

To be effective, an association should have a strong [board of directors](#) whose members know the responsibilities that come with their volunteer positions, including the need to govern uniformly and fairly, and have a clear understanding of the association’s strengths and weaknesses, its history, and what needs to be accomplished. The board’s authority includes all of the powers and duties contained in state statutes, as long as these are consistent with the provisions of the governing documents.

This overview can be especially useful for community managers helping onboard newly elected, first-time board members.

The board of directors has a fiduciary obligation to the association and its residents. It requires board members to govern in the best interests of the community by acting in good faith, exercising due diligence, establishing trust, and working within the scope of their authority. When a member accepts a position on the board, he or she should learn about the duties and responsibilities of their role. Board members cannot be excused from improper action on the grounds of ignorance or inexperience; if they do, they open up the association to potential liability due to negligence and mismanagement.

Operating a homeowners association carries many of the same duties and responsibilities as overseeing any other business. [Serving as a board member](#) is a valuable and rewarding experience that should be undertaken by those who see it as an opportunity to serve their neighbors while protecting and enhancing the community.

PRESIDENT

The president is in charge of the day-to-day administration of the association and serves as the board’s spokesperson in most matters related to association business. Typically, he or she will preside over all meetings of the board and residents. The president will execute contracts, orders, and other documents on the association’s behalf. When signing documents, the president

should indicate the capacity in which he or she is signing to avoid any personal liability since, under most circumstances, their signature will bind the association under a doctrine of inherent powers.

VICE PRESIDENT

The vice president is vested with all the powers required to perform the duties of the association president. The vice president does not automatically possess inherent powers to act in the capacity of the president and may only do so when he or she is absent or otherwise unable to act.

SECRETARY

The secretary is responsible for keeping and maintaining a record of all meetings. In many cases, the secretary is responsible for finding an assistant secretary to record the meetings. As the person in charge of the minutes and other official association records, the secretary ensures that all board members and residents have access to these documents.

TREASURER

The treasurer oversees the funds, securities, and financial records of the association. If the association has a community manager or management company that handles the funds on a daily basis, the treasurer’s duties will include ensuring that the financial records and reports are properly kept and maintained. Unless otherwise stated by the governing documents, the treasurer is responsible for coordinating the development of the proposed annual budget and for preparing and providing the association’s annual financial report.

About the Author



Michael Madson, CMCA, is founder and president of MGM Association Management in Meridian, Idaho. He is also the President of Idaho's Community Association Institute (CAI) Chapter, Meridian, Idaho.





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.

Veterans Bring Skills to Community Associations

By Laura Otto

Trust, leadership, and the ability to adapt to change are traits learned in the U.S. military that can be transferred to a career in community association management and law. After their service, many veterans seek a second career in the industry for its job security, flexibility, and opportunities for advancement.

Edward D. Thomas, CMCA, AMS, PCAM, CEO of Property Management People in Frederick, Md., and a CAI past president, served in the U.S. Army from 1967 to 1969. After he was discharged, Thomas went to work for the Federal Aviation Administration (FAA), where he was employed for 12 years as an air traffic controller.

In 1981, Thomas left the FAA and started a real estate brokerage company, listing and selling residential real estate. "We morphed into a property management and then a community association management company out of a need to create cash flow and keep the company operational," he says. "I'm proud to say, we still manage the first two associations that hired us in 1983."

"The military taught me discipline," says Michael Nagle, retired founding shareholder of Nagle & Zaller in Columbia, Md., and a former CAI president, who served in the U.S. Air Force from 1966 to 1975. "It also taught me to be thorough and be very careful, as lives were literally at stake." This was especially true in Vietnam, where Nagle's job was to brief and debrief fighter pilots about the mission they were about to undertake or had just flown. If he missed telling them about a ground fire location, one or more of them might not come home. These habits served Nagle well when working with community associations. "There is always more than one side to a story and digging for the right facts, which to give legal advice was often crucial," he says.

Military service, from basic training to serving in the field, draws several similarities to the community association industry, according to Thomas. "The military forces compliance or you're discharged. There's structure. You must follow and obey rules, be a team player, communicate, compromise, and build trust with others in your platoon," he says.

The same skills can be applied to community association management. "Leadership, trust, and respect are valuable skills and traits that I learned in the Army that I apply to my everyday duties today," adds Thomas.

Nagle agrees, noting that veterans are likely to be more independent and self-reliant but will always respect authority and rank. "These individuals are very practical, so if one accepts a position it is because they have evaluated your firm and your reputation for excellence and their ability to excel at the job offered."

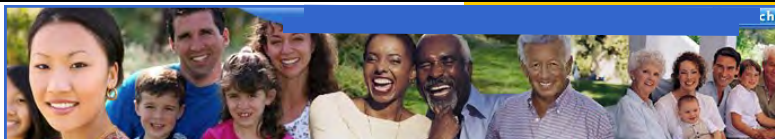
A career in the community association industry also is a good fit for people with a military service background because it offers job security. "The community association industry is not as affected by cycles in the economy as some," says Steven Y. Brumfield, CMCA, AMS, PCAM, vice president and national director, community association group, at Toll Brothers Inc., in Horsham, Pa., and a CAI past president. "It needs people who are predisposed to successfully working with people under challenging circumstances."

Veterans are trustworthy. They have a great work ethic and are able to adapt to changing situations on the fly, making them attractive to employers in the community association industry, explains Michael E. Packard, PCAM, senior vice president of Associa in Carlsbad, Calif., and a CAI past president, who served for four years as a captain in the U.S. Air Force during the Vietnam War.

These men and women understand the importance of public service and serving others. This is the foundation of community association management, says Packard, who also is a recipient of the Bronze Star Medal. "They are commitment-oriented and unlikely to jump from job to job, leading to lower turnover for potential employers."

EVENTS CALENDAR

Mark yours today!



2022 CALENDAR OF EVENTS

In response to the COVID-19 virus, the Board of Directors has decided to evaluate the health and safety impact of in-person CAI San Antonio Chapter events on a case-by-case basis. Our top priority is the well-being of our members and as a result, meetings are subject to format changes, sometimes on very short notice. Every effort will be made to communicate schedule and location changes in advance. Thank you for your understanding!

JANUARY

01/21/22 – Board Meeting – Zoom On-line

01/29/22 – Awards Gala – The Espee (1174 E Commerce St) **POSTPONED**

FEBRUARY

2/2/2022 – Community Manager Only Happy Hour & Focus Group Discussion at The Roo Pub (19314 US Highway 281 N)

2/8/2022 – Educational Luncheon “Win the popularity contest at your HOA using Special Assessments and Assessment Increases,” Jeff Barnett, CIT(TBD)

MARCH

3/8/2022 – Networking Event at Stumpy’s Hatchet House (758 Isom Rd)

APRIL

4/12/2022 – Educational Luncheon (TBD)

MAY

5/10/2022 – Networking Event at Chicken N’ Pickle (5215 UTSA Blvd)

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See you there!

Legal Assessments

Contributing Writers:

Elliott Cappuccio, Dominique Valenzuela
and Ryan Quiroz Pulman, Cappuccio & Pullen, LLP

Bylaws Give the Board of Directors Powers Necessary to Management and Administrate the Association

Mary Lou Bargnesi, et al. v. The Pelican Condominium Council of Co-owners Association, Inc., No 13-19-00614-CV. (Tex. App.—Corpus Christi-Edinburg August 12, 2021)

In this case, the Condominium Association created and maintained a rental pool for owners who leased their condos (the “Rental Pool Owners”). The Rental Pool Owners agreed to allow the Association to act on their behalf to market, schedule, and manage their leases in exchange for forty percent of the rent collected. The Appellants also leased their units, but they did so directly and outside of the Association’s rental pool (“Self-Renters”). Thus, they did not contribute forty percent of their collected rent to the Association.

At an annual meeting, Rental Pool Owners voiced frustrations about the Self-Renters not contributing to the extra expenses needed for the Association to provide beneficial services to all owners who leased their units. Thus, a vote was held to: (1) prohibit future self-rentals; (2) grandfather in current Self-Renters until joined the rental pool or sold their units; and (3) impose a twenty percent fee to the Self-Renters’ rental income. The Association adopted this resolution on December 5, 2016.

The Association then sued the Self-Renters seeking a declaration from the trial court that the resolution was enforceable. The Self-Renters filed a counterclaim alleging that the resolution was arbitrary and capricious, and thus unenforceable. In addition, the Self-Renters argued that the resolution was prohibited by § 82.102(c) of the Texas Property Code because: (1) there is no correlation between the twenty percent fee and any increased costs incurred by the Association; (2) the resolution was decided impulsively; (3) the twenty percent fee was only imposed against the Self-Renters and not all condo owners; (4) the resolution adds restrictive covenants to the Self-Renters’ use of their property, contrary to the Declaration; (5) all condo owners are to be charged their pro-rata share of common expenses; and (6) any changes to the Declaration required written consent of all condo owners. The parties

both moved for summary judgment. The trial court denied the Self-Renters’ motion for summary judgment, and granted summary judgment in favor of the Association.

The Self-Renters appealed, and the Court of Appeals affirmed the judgment of the trial court. Importantly, the Court of Appeals held that its prior ruling in *Gulf Shores Council of Co-Owners, Inc., v. Raul Cantu No. 3 Family LP*, 985 S.W.2d 667 (Tex. App. – Corpus Christi – Edinburg 1999, pet. denied), was directly applicable to the facts of this case. More specifically, the Court of Appeals held that the Association had the authority to levy fees against the Self-Renters for renting outside the rental pool if the restrictions and fees were reasonably necessary to achieve a uniform plan for development and operation of the condominium project, as supported by the bylaws which give the Board the ability to exercise powers necessary for management and administration. Likewise, the Court of Appeals found there was no evidence to support the Self-Renters’ argument that the amount of the fee was chosen arbitrarily. Rather, the evidence established that the twenty percent fee was deliberated at length by the board.

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 Associates Ryan Quiroz and Dominique Valenzuela. PC&P is a full service “Preeminent” Rated law firm with offices in San Antonio, Fort Worth, 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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Conflict Resolution

Community associations must resolve conflict through a constructive, people-centered strategy. To reach that goal, many communities turn to alternative dispute resolution and consensus building to foster greater understanding and improve communication. These alternatives to the traditional justice system have been embraced by attorneys, judges, and an increasing number of community associations not only because they are far less costly, but because they promote harmony rather than discord among neighbors..

Item #5869.

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

Delinquencies

What authority does a community association have for collecting assessments? What should collections policies cover and what procedures should an association follow to collect delinquencies? What practical and legal remedies are available to associations to collect delinquencies? Find out how to document your case in court and how to meet the most common defenses delinquent owners use. This guide will help you minimize loss to the association when owners file bankruptcy and explain how the Fair Debt Collection Practices Act can effect the association when they file.

Item #0185

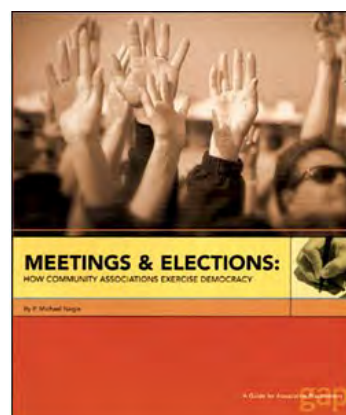
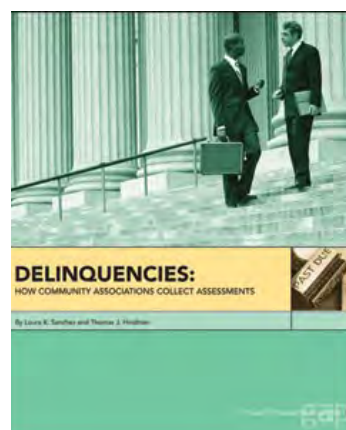
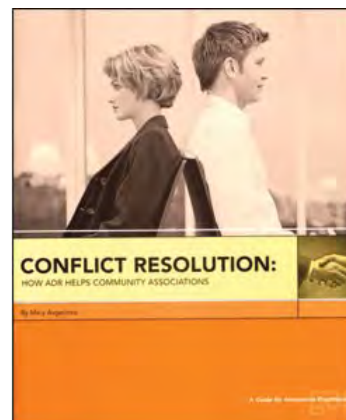
Nonmembers: \$30 | **CAI members: \$15**

Meetings & Elections

CAI's standard reference for meetings and elections addresses how technology has changed the way community associations conduct business. How far can an association go in giving notice electronically? When and how are electronic ballots used, and are they always legal? Can a proxy be emailed to the association? Also includes information on quorums, parliamentary procedures, organizing and implementing elections, and a great checklist of election procedures. .

Item #0796.

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Texas Community Associations

facts & figures

» Approximately **5,965,000** Texans live in **2,093,000** homes in more than **21,000** community associations.

» These residents pay **\$9.5 billion** a year to maintain their communities. These costs would otherwise fall to the local government.



» **201,000** Texans serve as volunteer leaders in their community associations each year, providing **\$182.7 million** in service.

» The median home value in Texas is **\$161,700**. Homes in community associations are generally valued at least **4%*** 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%).


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%).

43 percent always or usually vote in national elections and 59% always or usually vote in local and state elections.

9.26.20

 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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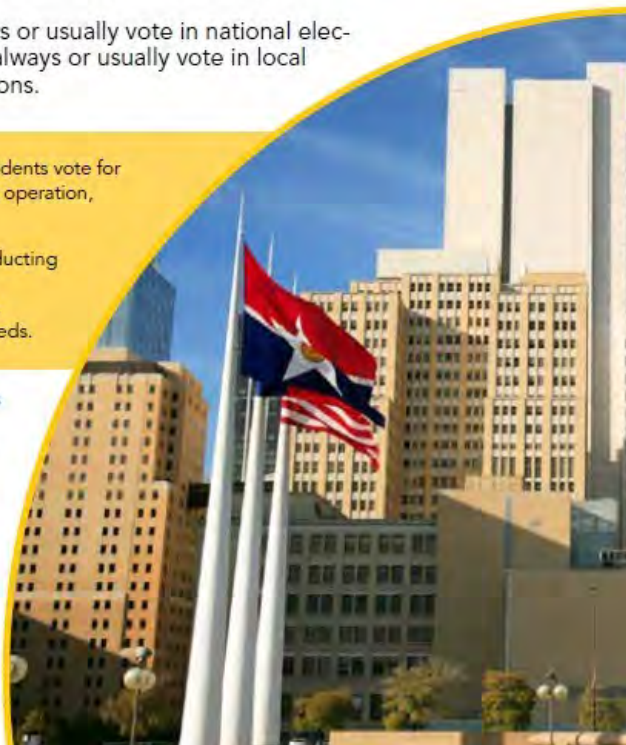
SOURCES

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Published by the Foundation for Community Association Research - foundation.caionline.org. Note: Statistics published are estimates generated from seven public/private data sources; including the American Communities Survey.

Home Sweet HOA: 2020 Homeowner Satisfaction Survey.

Community Next: 2020 And Beyond, 2018.

*Clark, W. & Freedman, M. (2019). The Rise and Effects of Homeowners Associations. *Journal of Urban Economics*, 112, 1-15.





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Sponsorship Program



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EVENTS

- » One (1) free premium booth at CA Day - **NEW!**
- » Ability to pre-register for all events, one (1) week in advance of normal registration
- » Four (4) free tickets to the 2022 Annual Awards Gala - **NEW!**
- » Three (3) free tickets to all regularly scheduled luncheons - 50% off an additional three (3) luncheon tickets
- » Dedicated end-of-year Annual Sponsor networking event - **NEW!**
- » Free access to all CAI San Antonio networking events
- » Opportunity to provide marketing material on the Business Partner Venue Table at all regularly scheduled luncheons (does not include Annual Awards Gala or CA Day)
- » CAI San Antonio Annual Meeting Sponsor
- » Sponsorship of two (2) regularly scheduled luncheons - includes:
 - » \$100.00 in gift cards given in business partner's honor by CAI San Antonio at one (1) luncheon
 - » Opportunity to present business information to attendees for a maximum of two (2) minutes at one (1) luncheon

ADVERTISING & MARKETING

- » Free full-page advertisement in four (4) issues of CommonTerra
- » Free submission of one (1) featured article in Common Terra
 - » Article to be written by sponsor
- » Logo and link on the CAI San Antonio website
- » Logo and link in e-newsletter

DISCOUNTS & RECOGNITION

- » 20% off any additional sponsorship opportunities for the Annual Awards Gala and CA Day (does not include table at Annual Awards Gala or booth at CA Day) - **NEW!**
- » Distinguished Legacy Diamond Award to be presented at Annual Meeting - **NEW!**
- » Company logo included in slide show at CAI San Antonio luncheons, CA Day, and Annual Awards Gala (when available)
- » Recognition on the CAI SA banner under Diamond Level, viewed at all luncheons and events
- » Special Diamond Level name badges for up to two (2) representatives



PLATINUM - \$3,000

EVENTS

- » 50% off one (1) regularly sized booth at CA Day - **NEW!**
- » Two (2) free tickets to the 2022 Annual Awards Gala
- » Two (2) free tickets to all regularly scheduled luncheons – 50% off an additional two (2) luncheon tickets
- » Dedicated end-of-year Annual Sponsor networking event - **NEW!**
- » Free access to all CAI San Antonio networking events
- » Opportunity to provide marketing material on the Business Partner Venue Table at all regularly scheduled luncheons (does not include Annual Awards Gala or CA Day)
- » CAI San Antonio Annual Meeting Sponsor
- » Sponsorship of one (1) regularly scheduled luncheon - includes:
 - \$100.00 in gift cards given in business partner's honor by CAI San Antonio at one (1) luncheon
 - Opportunity to present business information to attendees for a maximum of two (2) minutes at one (1) luncheon

ADVERTISING & MARKETING

- » Free half (1/2) page advertisement in four (4) issues of CommonTerra
- » Free submission of one (1) featured article in Common Terra
 - Article to be written by business partner
- » Logo and link on the CAI San Antonio website
- » Logo and link in e-newsletter

DISCOUNTS & RECOGNITION

- » 15% off any additional sponsorship opportunities for the Annual Awards Gala and CA Day (does not include table at Annual Awards Gala or booth at CA Day) - **NEW!**
- » 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 Annual Awards Gala (when available)
- » Special Platinum Level name badges for up to two (2) representatives



CAI of San Antonio

Sponsorship Program



GOLD - \$2,000

EVENTS

- » 25% off one (1) regularly sized booth at CA Day
- » One (1) free ticket to the 2022 Annual Awards Gala
- » One (1) free luncheon ticket to regularly scheduled luncheons - 50% off an additional one (1) luncheon ticket
- » Dedicated end-of-year Annual Sponsor networking event - **NEW!**
- » Free access to all CAI San Antonio networking events
- » Opportunity to provide marketing material on the Business Partner Venue Table at all regularly scheduled luncheons (does not include Annual Awards Gala or CA Day)

ADVERTISING & MARKETING

- » Free half (1/4) page advertisement in four (4) issues of Common Terra
- » Free submission of one (1) featured article in Common Terra
 - » Article to be written by business partner
- » Logo and link on the CAI San Antonio website
- » Logo and link in e-newsletter

DISCOUNTS & RECOGNITION

- » 10% off any additional sponsorship opportunities for the Annual Awards Gala and CA Day (does not include table at Annual Awards Gala or booth at CA Day) - **NEW!**
- » 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 Annual Awards Gala (when available)
- » Special Gold Level name badges for up to one (1) representative



SILVER - \$1,200

EVENTS

- » One (1) free ticket to regularly scheduled luncheons
- » Opportunity to provide marketing material on the Business Partner Venue Table at all regularly schedule luncheons
- » Free access to all CAI San Antonio networking events

ADVERTISING & MARKETING

- » Free business card size advertisement in four (4) issues of CommonTerra
- » Free submission of one (1) featured article in Common Terra
 - » Article to be written by business partner
- » Company name and link on the CAI San Antonio website
- » Company name and link in e-newsletter

DISCOUNTS & RECOGNITION

- » Ability to upgrade to Gold, Platinum and Diamond levels
- » Recognition on the CAI San Antonio 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 (when available)
- » Special Silver level name badge for one (1) representative



CAI of San Antonio

Sponsorship Program



MANAGEMENT COMPANY - \$3,000 NEW!

*** Management Companies can purchase ANY sponsorship level but only Management Companies can purchase the Management Company sponsorship.*

EVENTS

- » 50% off one (1) free regularly sized booth at CA Day
- » Two (2) free tickets to the 2022 Annual Awards Gala
- » Ten (10) free luncheon tickets to all regularly scheduled luncheons
- » Dedicated end-of-year Premium Partner networking event
- » Free access to all CAI San Antonio networking events
- » Opportunity to provide marketing material on the Business Partner Venue Table at all regularly scheduled luncheons (does not include Annual Awards Gala or CA Day)
- » 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 at one (1) luncheon
 - » Opportunity to present business information to attendees for a maximum of two (2) minutes at one (1) luncheon

ADVERTISING & MARKETING

- » Free half (1/2) page advertisement in four (4) issues of CommonTerra
- » Free submission of one (1) featured article in Common Terra
 - » Article to be written by business partner
- » Logo and link on the CAI San Antonio website
- » Logo and link in e-newsletter

DISCOUNTS & RECOGNITION

- » 15% off any additional sponsorship opportunities for the Annual Awards Gala and CA Day (does not include table at Annual Awards Gala or booth at CA Day)
- » 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 Annual Awards Gala (when available)
- » Special Management Company Sponsorship level name badges for up to two (2) representatives

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
- » **Join CAI:** www.caionline.org/join



2611 N. Loop 1604 W.
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We will prepare notices, proxies, and agendas for all your board meetings.



RESIDENT COMMUNICATION

We have a steadfast commitment to respond and address client demands.



FINANCIAL MANAGEMENT

We will prepare budgets, invoices, and all financial record keeping needed.



VENDOR MANAGEMENT

Compare bids, issue contracts, coordinate work, and work closely with vendors.



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We pride ourselves on consistent and uniform association covenant enforcement.

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Association Management

ALAMO MANAGEMENT GROUP

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ALAMO MANAGEMENT GROUP

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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.

Phone: (512) 314-5077
Email: ExDir@txcaa.org
Post: P. O. Box 27823
Austin, TX 78755
www.txcaa.org



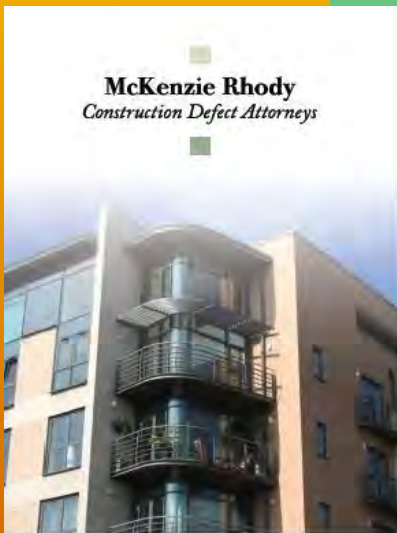
- Playground inspections by only Certified Playground Safety Inspectors (CPSI) personnel.
- Full reports with color pictures referencing applicable ASTM and or CPSC codes. Customized reports available.
- Optional inspection of all common areas.
- Play equipment and site amenity cleaning.
 - ✓ Optional sanitizing and anti-microbial applications.
- Maintenance:
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 - ✓ Small hardware replaced at no charge.
 - ✓ Tightening of moving parts.
 - ✓ Raking of loose fill surfacing.
- Only nationally recognized and accepted testing equipment used.
- New or existing playground consultation.



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- Structural and
- Foundation Defects
- Water Intrusion
- All Other Construction Defect Claims

Member of the Community Associations Institute

If you believe construction defects exist at your project, call (800) 996-1770 today for a free initial investigation or visit us at www.mrcdlaw.com for more information.

Welcome New Members



New Members – 4th Quarter 2021

Managers

Jose Arevalo - Trio Homeowners Association Management
Nicholas Garcia – CCMC

Membership Chair

VACANT

Business Partners

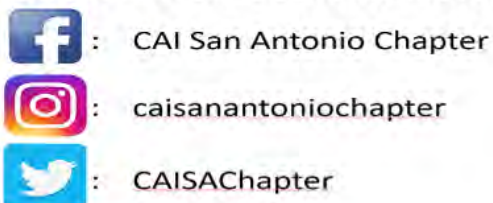
John George – Premier Roofing Company
Laura Jones - SafeHouse Systems

Volunteer/Homeowner

Rebecca Anson
Stephen Benefield

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

Follow Us on Social Media:



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.



CAI of San Antonio *Luncheon Program*

2nd Tuesday of Every Month

11:30 – 1:00 p.m.

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

Luncheons will be held either in-person or
virtually as determined by the CAI-SA
Board of Directors and Education Committee

CAI of San Antonio



2022 Board of Directors

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Cassie Thompson

President Elect

Vacant

Vice President

Art Downey

Secretary

Vacant

Treasurer

Vacant

Director

Harmon Hamann

Director

Vacant

Director

Russell Birdy

Director

Sabine Holton

COMMITTEE CHAIRS

Awards Gala

Stephen Martinez & Jenee Lewis

CA Day

Roxanne Jones & Jessica Ramirez

Common Terra

Art Downey

Education

Brady Ortego & Greg Cagle

Golf Tournament

Jenee Lewis

Membership

Vacant

Nominating

Denise Jimenez

Sponsorship

Suzanne Hubbard

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.

