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# COMMUNITY MOMENTS

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**I**t is officially fall! Temperatures are starting to drop, and for many states it is a welcome reprieve from the hot summer we have endured.

At this juncture, each community should be getting closer to having their 2019 budgets approved if they have not already done so. Having these approved will allow for accurate coupons and statements to be sent out to the membership in advance of the new year. Your management team is here to guide you through the process; so if you feel as though there are some bumps in the road hindering you from approving, let your management team know. We are here to help.

Alongside our employees, our client communities are our priority. One of the best ways to give us feedback is by sending an email to [clientsatisfaction@realmanage.com](mailto:clientsatisfaction@realmanage.com). Every email is read and considered for implementation. We are in the customer service business and want every opportunity to vastly exceed the expectations of your community's residents and board members. Happy fall!



**Chris Ayoub**  
*President, RealManage*

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## EMPLOYEE SPOTLIGHT

# Kevin Brooks

ON-SITE MANAGER | ROB ROY COUNTRY CLUB VILLAGE

Kevin Brooks has been a part of our industry as the on-site manager for Rob Roy Country Club Village in Prospect Heights, Illinois, for over 30 years.

Kevin began his career in the real estate industry as a construction manager for an apartment complex, after completing his military career and having served as an air traffic controller for the airlines. About 30 years ago, he joined Rowell Incorporated as an on-site presence for Rob Roy.



For 30 years, Kevin has served as the face of Rob Roy within our on-site office. He has provided counsel to the membership through two roofing programs, structural issues, an ash tree problem that resulted in the removal of hundreds of trees because of the ash borer infestation, and many individual programs.

Kevin has always honed in on ways to save the community money – from refurbishing the mailboxes instead of replacement and incorporating them his company's handyman services into that plan for the community.

Last month, Kevin announced his retiring from the community. He received the highest of honors, including a standing ovation from the membership and board members at his last board meeting during September. Kevin and his wife Linda intend to travel for a while, and visit their grandchildren that live in Michigan, more often. They have purchased a home WITHIN our beloved Rob Roy, so we all have the opportunity to be a part of his life for many years to come.

I have always thought of Kevin as my rock – when times have been hard, he has been an ear for me. He has lifted me up when I needed it, and he has always taken care of Rob Roy as if it were his home, and now it is! When I needed help or a positive word, he was there for me. He will be missed and I couldn't have been more blessed to have worked with him for my entire career. We all wish him love and health and happiness in his future.

Written by *Kara Cermak, PCAM®*  
Senior VP of Learning and Development



## A Quick Start For New HOA Board Member Training: Easy Steps For Smooth Initiation

New board members bring fresh ideas and perspectives to a community's board. Along with the new ideas come new responsibilities that board members must learn from the start. By providing quick yet focused training, your new association board member will be brought up to speed in no time. Here is a list of five key areas of focus for initial training.

### 1. THE MANAGEMENT TEAM

Board members are volunteers while the management team is paid staff with daily responsibilities. Even if a new board member is aware of the management team, now is the time to get to know them better. Learning more about who they are and what they do will help the board member to govern more efficiently.

### 2. COMMUNITY GUIDELINES

Like the management team, your new board member is probably familiar with the community guidelines — or maybe not. Their role within the association now requires a more thorough knowledge of the guidelines as issues may arise during board meetings.

### 3. HOA LAW

It's important not to overwhelm a new board member, but at the same time, a brief overview of HOA law is important. Introduce them to the basic facts and how it applies to your association and state.

### 4. FINANCE

A new board treasurer needs a complete report of the HOAs finances, including explanations regarding expenses, revenues, and debts.

### 5. MEETINGS

A board member is a volunteer and sometimes missing a meeting is unavoidable. Remind them of the importance of attendance. Provide a quick overview of Robert's Rules of Order, and also provide a quick overview of what they **CANNOT** do at a meeting. Remind them that the meetings are recorded in minutes and that they want to choose words carefully, especially during controversial meetings.

### OUTSIDE TRAINING SOURCES

Board training sources from the Community Association Institute are a great option if you are bringing several new board members on at once. For leadership training in general, local colleges, businesses, and chambers of commerce often offer this type of training. A board retreat, even if just for the day, is an opportunity for new members to learn and to bond with other members.

### HIT THE GROUND RUNNING

Embrace the enthusiasm a new board member brings to a board. Let them know they are welcome and that you are excited for them to be joining the team. While the training process is often a tedious process, new board members will continue to learn as they serve. By implementing the basic training steps and focusing on the key topics listed here, your new board member will hit the ground running when it comes to their first meeting.

### IMPORTANCE OF GREAT BOARD MEMBERS

Having strong association members willing to donate their time to serving on the board is vital to its success. Each board member brings something different to a board and recognizing and employing their talents only helps the good of the cause.





# Rule Development and Enforcement for Community Associations

Over the course of the next few newsletters, we will be providing a brief overview of rules and architectural guidelines in community associations, including:

- **Scope of rules and architectural guidelines**
- **Developing valid and enforceable rules using formal rule making procedures**
- **Four types of resolutions for community associations**
- **Developing and implementing a due process procedure for enforcing rules**

Community Associations use rules and architectural guidelines to:

- **Promote harmonious community living**
- **Maintain, preserve, enhance and protect the property values and assets of the community**

Careful rule making and enforcement are essential for community associations for several reasons:

- **The need to create a sense of fairness and equity among residents**
- **People are more likely to question and challenge authority if there are a lack of rules and enforcement**
- **When rules are poorly developed or enforced, courts have ruled against community associations.**

The responsibility to make and enforce rules rests with the board of directors of a community. This series will help explain:

- **The board's authority to make and enforce rules**
- **What are rules and architectural guidelines**
- **The scope of rules and regulations**
- **The sources of the association's authority to make and enforce rules**

This week we delve into the board's authority to make and enforce rules, define rules and guidelines, as well as their scope.

## THE BOARD'S AUTHORITY TO MAKE AND ENFORCE RULES

The power of the board to enact rules and regulations is generally defined in the declaration, bylaws, and/or state statute. Sometimes the board's right to enact rules is limited by the requirement that members approve the rules.

## WHAT ARE RULES AND GUIDELINES

A rule or regulation is a specific statement of required behavior or action. An architectural guideline is a rule that applies to the appearance of an owner's lot or the exterior of their unit or improvements. To give you an idea of the scope of rules and guidelines, here are some typical areas of rule making.

### Common Rules

- **Pets**
- **Children**
- **Parking**
- **Solicitation**
- **Unit/Lot Maintenance**
- **Noise**
- **Garbage and Trash**
- **Use of common areas and facilities**
- **Unit Rentals**

### Common Architectural Guidelines

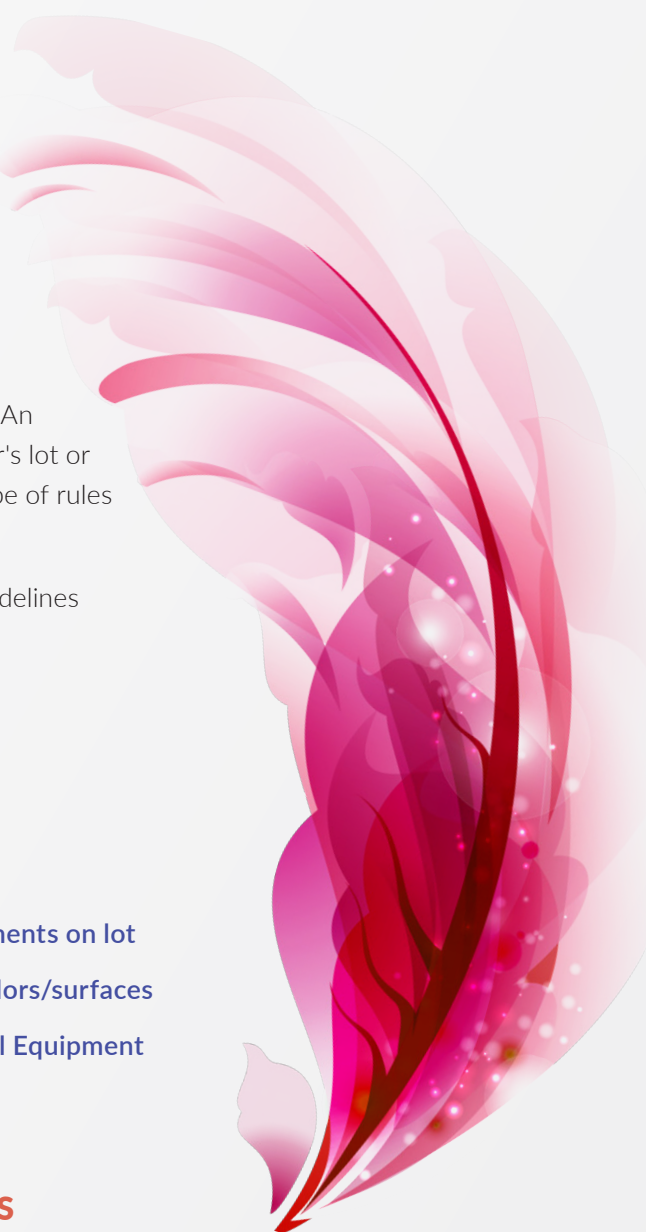
- **Fencing**
- **Decks & Patios**
- **Exterior Lighting**
- **Landscaping**
- **Windows & doors**
- **Location of improvements on lot**
- **Exterior materials/colors/surfaces**
- **Sports & Recreational Equipment**
- **Window Treatments**

## SCOPE OF RULES AND ARCHITECTURAL GUIDELINES

In a community association, rules and guidelines outline expected behavior, identify limitations, and govern the community in four areas. These include:

- **Use of common property:** Rules and guidelines are developed in this area to promote harmonious living.
- **Use of individual units:** Rules are developed in this area to help promote conformity within the association.
- **Appearance of individual lots/units:** Rules are developed to address changes in the architecture, the construction, or the appearance of lots or units to establish and preserve a harmonious design for the community, and to protect the value of the property.
- **Behavior of residents, guests and visitors:** Rules are developed in this area because of the possible impact one person's behavior may have on another person.

In our next edition we will talk about the sources of authority to make and enforce rules. Enjoy!





# Halloween Events that Everyone in Your Community Association Can Enjoy

Celebrate Halloween by hosting events that members of all ages can enjoy. Parties and contests are a great way to encourage community engagement during this fun fall holiday. Go beyond the standard jack-o'-lantern by exploring creative Halloween decorating and party ideas on sites such as Pinterest and HGTV. Here are a few ideas to help you start planning for Halloween events for all ages in your community association.

## PORCH DECORATING CONTEST

One contest that is sure to create engagement is a porch decorating contest. Dark lights and spooky decorations add to the overall festive feel of the community and members will enjoy trying to outdo one another with creativity. Just be sure to remind members to ensure the passageway to the front door is clutter-free for trick-or-treaters.

## GREAT PUMPKIN CHALLENGE

Issue a great pumpkin challenge with a prize for the best decorated pumpkin. Painting pumpkins, adding glitter, or elaborate carvings are becoming popular ways to decorate for Halloween. Host a *"parade of pumpkins"* during your community party and let members vote for the best pumpkin. Prize options can simply be bragging rights or a small gift.

## FRIGHTFUL FOOD FESTIVAL

From cupcakes decorated like eyeballs to stuffed jack-o'-lantern bell peppers, the possibilities are endless. Halloween recipes are a fun way to get creative with food and to add extra ambiance to a holiday party. Go potluck and encourage members to bring copies of the recipe to share with others.

## COSTUME CONTEST

Halloween costumes — from store bought to homemade — are one of the main focal points of the holiday. Adults and parents invest a lot of time in deciding on the best costume for this one special day. Have different categories for judging, such as best group costume and best overall. Download printable Halloween costume at [studiodiy.com/2014/10/09/free-printable-halloween-costume-awards/](http://studiodiy.com/2014/10/09/free-printable-halloween-costume-awards/).

## PLAY GHOULISH GAMES

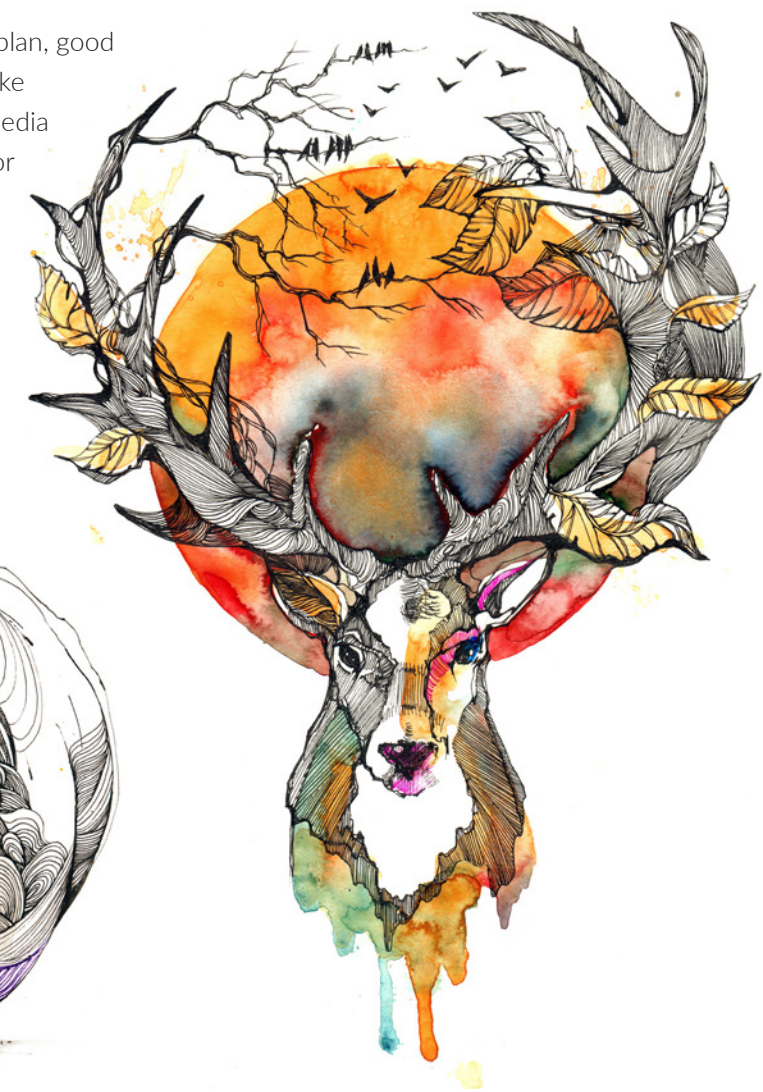
Halloween games like "pin the spider on the web" or taking turns with a ghost piñata are fun games for children. Adults can encourage and help the younger children by cheering them on and giving them helpful hints. Members of all ages can play "what's in the box". For this game, have several boxes filled with items like spaghetti, grapes, and other items that are creepy to the touch. Have participants reach into the box and guess what they are touching.



## HOA HALLOWEEN FUN

Halloween is the one holiday where most members will remain at home. Given that it is primarily a one day event, it offers great opportunities for engaging your HOA community. With a little preparation and a lot of creativity, an organized Halloween event or contest is a relatively inexpensive way to generate excitement among members.

No matter what activities your board or volunteers plan, good communication is essential to a successful event. Take advantage of your HOA website, email, and social media to spread the word. If necessary, consider a RSVP for your party — an expected number count helps with having enough supplies on hand.







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