

Community MOMENTS



Brook Summers

On-Site Manager

RealManage Tampa



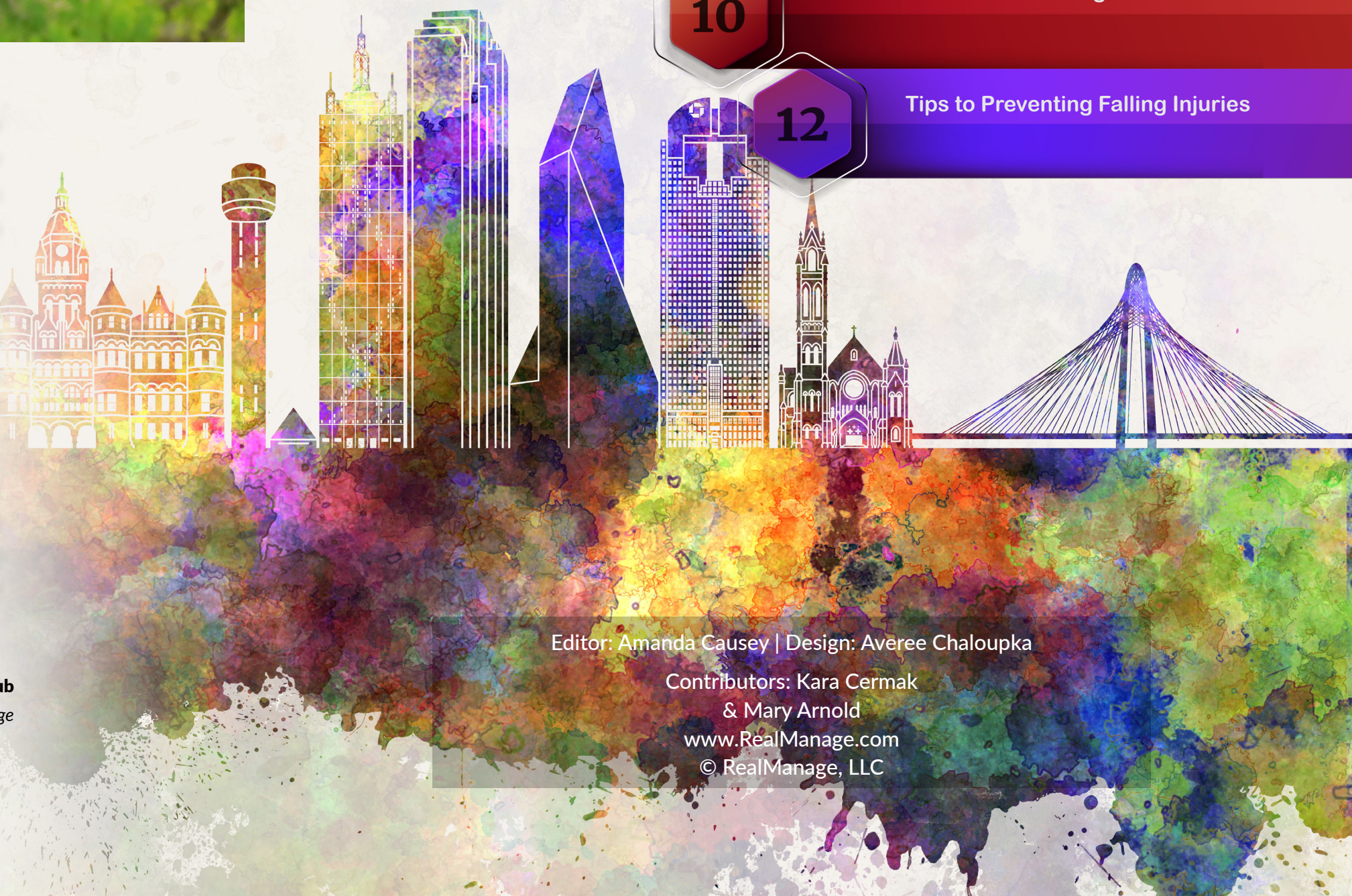
4	Employee Spotlight: Brook Summers
6	Board Spotlight: Richard Marin Bella Casa Town Homes
8	Mary's Corner Rule And Enforcement Development II
10	HOA Board Team Building Ideas
12	Tips to Preventing Falling Injuries

November is the month of giving thanks. Thanks for everything we have achieved, for our family and friends, and thanks to you our valued clients who have chosen us to serve your community. Here at RealManage, we have a lot to be grateful for over the course of this year. Not only have we continued to grow organically, we have had the privilege of three companies having chosen to partner with us as well.

Our newest addition to the RealManage Family of Brands is **GOLD CROWN MANAGEMENT**, a 26-year-old thriving company with locations in Myrtle Beach and Charleston, South Carolina. We are blessed to welcome **John Reyelt**, President and CEO of Gold Crown, and his 50 employees to the RealManage family along with 86 client communities. We are humbled that John chose to have his company become part of the RealManage brand.

There are many more partnerships in the works as RealManage continues to expand its footprint. We are thankful for the trust that each of your communities and our employees have placed in us to become the best management company in the world at managing jointly owned property. As always, your feedback is vital to us. So please do not hesitate to reach out to me via CLIENTSATISFACTION@CIRAMAIL.COM.

Chris Ayoub
President, RealManage



Editor: Amanda Causey | Design: Averee Chaloupka

Contributors: Kara Cermak
& Mary Arnold
www.RealManage.com
© RealManage, LLC

EMPLOYEE SPOTLIGHT

Brook Summers

ON-SITE MANAGER | REALMANAGE TAMPA



As the Division President for Florida, I am honored to put the spotlight on one of our employees this month: Brook Summers. Brook has been a skilled, hardworking employee for RealManage in Tampa for a number of years. She has held numerous positions, and through her own success, has allowed the local branch to flourish with effects that can be seen across the entire Florida market. In sitting down with Brook recently, I explored her history with the company, the results that have come from her efforts, and her own views on community association management — an inherently unpredictable industry that comes with a diverse problem set on a daily basis.

Brook has been with RealManage-Tampa since 2013, originally starting as an Assistant Community Association Manager that handled numerous administrative tasks for the various client portfolios in the market. She wasn't green to the industry, having already been an administrator for a competitor and serving as the treasurer on her own community's board of directors. After a year, she began managing a portfolio of clients and was then selected to be an on-site manager for a large community in the market. After two years on-site management rounding out her experience, Brook was selected to run a developer portfolio consisting of associations for two national developers, earning glowing remarks and references for the benefit of all. Brook is still serving in this capacity today, having secured two new developers based on the results of her previous work.

Brook's pleasant and uplifting attitude compliments her management style well. The proof is in the results, which are remarkable. One of her national builders has opted to award RealManage

contracts in other markets, which will eventually lead to an exclusive relationship across the state of Florida for RealManage. Along with that progress, this developer was a direct reference that led to at least two other regional developers using RealManage's services, expanding the market's reach into a new geographic area. Her clients are consistently happy and satisfied with the service they receive, saying "we feel as though we're treated as a top client" referring to how Brook has held vendors responsible and stayed on top of evolving problems.

With a diverse set of employees, we see people choose this profession for numerous reasons. For Brook, she liked the idea of starting a new career. She has embraced working with developers and learned a great deal about their needs, technical concerns with projects, and how to balance that in a world with homeowner expectations pitted against a developer's need for profitability. She credits the local staff in Tampa as what she enjoys about the industry, coupled with the support she receives from her company in servicing accounts. The hardest thing for Brook is mediating between members of a board, where both can be correct and they need to agree on a course of action.

Brook has been a great manager for the branch and produced lasting relationships with multiple developers in the region. Her work and reputation speak for themselves, as evidenced by recent positive reviews for the branch. Managers like Brook make up the foundation of our company and we are all better for having her as a colleague.

Written by *Joseph Hansen*
Division President, Florida

R Richard Marin

BELLA CASA TOWNHOMES

FRISCO, TX



It is with great joy that we get to shine the spotlight on Richard Marin, board president of Bella Casa, located in the Dallas market of RealManage. Richard was one of the founding directors when DR Horton transitioned the community to homeowner control in 2007 and has served continuously on the board of Bella Casa for over eleven years in several capacities.

Richard moved into the developing community in its first years and immediately saw a need for a “homeowner's voice.” He is well known in the community for being a dedicated member of the Association and has fought some tough fights on behalf of his fellow neighbors. Richard worked tirelessly with management staff and several of his fellow board members on a multi-year negotiation with the developer, City of Frisco, and Fire Sprinkler professionals regarding the Fire Suppression system for the community. Richard was instrumental in obtaining a substantial monetary award for the homeowners association to help pay for the necessary remediation of the system.

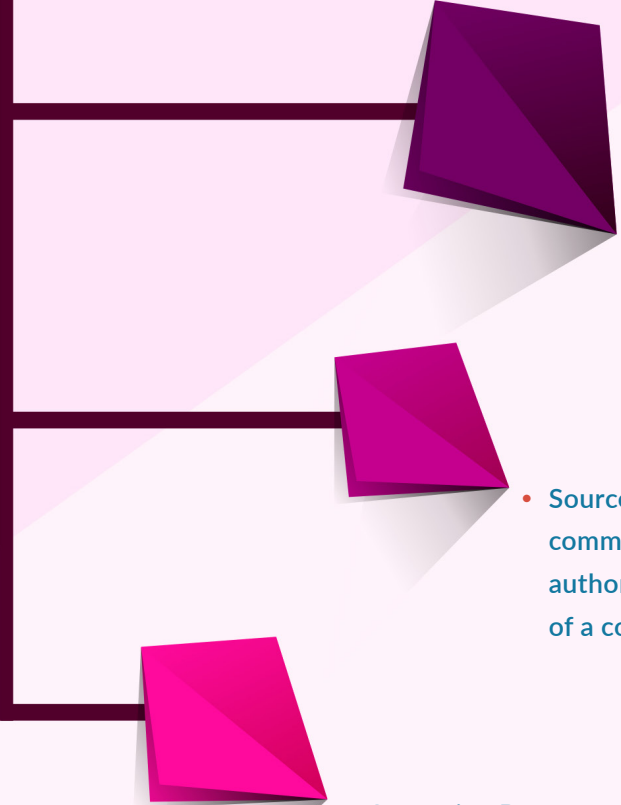
Richards attention to detail is notably an important reason the community is still known as one of the most sought after townhome communities in Frisco, Texas. He and his wife, Mary Frances, who serves on multiple committees and heads the Neighborhood Watch, are both known for their genuine passion for their community. They serve countless hours working alongside management staff to ensure the community standards are upheld, and that the community maintains its beauty and charm.

Richard's Brooklyn roots show through in his determination to get things right, and his creative approach to problem-solving community issues. The board, under Richard's direction, has been successful in meticulously maintaining the community budget since its inception and protecting homeowner investments. They have worked to increase homeowner communication and involvement, and are continually seeking ways to use their financial resources to better the community. It is an honor to get to partner with such passionate homeowners who are willing to give their time and talents to goals focused on the community. The future of Bella Casa is in good hands.

Written by *Codie Johnson*
Community Association Manager

RULE DEVELOPMENT AND ENFORCEMENT FOR COMMUNITY ASSOCIATIONS II

Continuing with our series on Rule Development and Enforcement for Communication Associations, in this edition we delve into the board's authority to make and enforce rules, define rules and guidelines, as well as their scope.

- 
- State statutes and court decisions; Often statutes or case law empower the board to make and enforce rules. Consult with your legal counsel periodically to ensure rules are proper under current law.
 - Sources of Authority to make and enforce rules; Check all of the community association's legal documents to verify the board's authority to make and enforce rules. The most important sources of a community's authority to make and enforce rules are:
 - Governing Documents: Governing documents provide general powers, which consist of the board's authority to adopt and enforce rules in order to carry out the purpose of the community association. That purpose is to preserve, maintain, protect and enhance the community's property. Governing documents also provide specific powers, such as the authority to adopt and enforce rules in specific areas. Governing documents may be silent as to the ability to adopt rules; however, general corporate power in the Not-for-Profit Act or Business Code may provide this right. Check your state statute for this authority.

Final authority and responsibility to adopt and enforce rules rests with the board of directors — unless the governing documents specify otherwise. A board may delegate the task of drafting or enforcing rules to standing or ad hoc committees or to other sources, such as the manager when the governing documents allow.

HOA Board Team Building Ideas

Team building activities are a great way to make your HOA board of directors function in a more cohesive and harmonious way. Before we take a look at some activities that your board can try, let's look at some of the benefits.

BENEFITS OF TEAM BUILDING ACTIVITIES

These activities are fun, and when people have fun they let their guard down. The relaxed attitude that follows will allow your board members to develop increased trust and confidence in one another.

Many team building activities rely heavily on communication. By communicating in a stress-free, non-work environment, your board should get to know one another better. By better understanding what makes one another tick, misunderstandings will be reduced and work-related communication will improve.

These activities are also great for morale. When people learn to enjoy their time spent together, it can function as a sort of reset button that pushes away any business related stress that has built up. Frequent use of team building activities can ensure that tensions never get too high in your HOA's management.

Now that we've laid out some of the benefits, let's take a look at a few activities that your team can try. If you find these enjoyable and beneficial, there are lots of free resources to find more exercises to do.

CONSTRUCTION COPY

For this game, you will need to break the players into small teams. For each team, you will need a matching set of children's building blocks. You'll also need a set for whoever is conducting the activity.

The person conducting the game will build a small construction with their blocks and make sure that it is hidden from the players so that they cannot see it.

Each team selects a person to serve as the viewer. The viewer from each team will go up and look at the hidden construction for 10 seconds. They will then have to go back and explain the object to their team so the team can attempt to recreate it.

After a minute or two, the viewers will be allowed another 10 seconds to view the construction. Repeat this process until one of the teams correctly replicates the prototype.

That team is the winner.



TWO TRUTHS AND A LIE

This is a very popular ice-breaker style game that also works well as a team-building exercise. Each member of your board will write down three things about themselves. One of the things will be a lie. The other two things must be true.

In turn, each team member reads out the three things that they have written about themselves. The rest of the group must then discuss amongst themselves and decide which of the three statements is the lie. If the group cannot come to a unanimous decision, a vote will be cast.

Once the group has made a guess, the player reveals whether or not they were correct, and the turn passes to the next person.

ZOOM

This is a very popular team building exercise that makes use of the book *Zoom*, by Istvan Banyai. *Zoom* is a book without any words. It consists of a series of pictures that increasingly zoom out to create a larger scene. To make a team building exercise out of it, you must first cut all of the pages out of the book.

Next, take a number of sequential pages, equal to the number of people who will be playing and pass one to each team member, face down and in a random order. Tell them to look at it and memorize it, but not to show it to anybody else.

Have everyone ask each other questions about what their picture shows. Given the knowledge that the pictures represent an ever zooming picture, and the descriptions that are shared, the team must put the pictures back in order. Remember, they must do this without looking at any picture but their own. It helps to have someone who isn't playing check to see if the order is correct so the team can try again if they get it wrong.

Tips to Prevent Falling Injuries During Holiday Home Decorating Season - Part I

Everyone knows that it is the beginning of the home decorating Holiday season. Sometimes starting as early as late September, 'Tis the season to climb up on your roof and decorate your house to be the spookiest, and then the most festive, on your block. And you know what that means. All those strung lights and fake rooftop Santas will have dozens of homeowners in your neighborhood climbing up on ladders and getting onto their own roofs for the first and possibly only time all year long.

Because we love home decorations and don't want to see anyone get hurt this year, today we're here to share a comprehensive collection of rooftop decoration safety tips. Your neighborhood deserves to be decorated with all the enthusiasm the residents care to muster, but there's no need for ladder falls, roof slips, or decorations that fall after they are placed. Grab your ladder and check your safety protocols!

LADDER SAFETY

PLACE YOUR LADDER ON FLAT SOLID GROUND

First and foremost, make sure your ladder is placed somewhere stable. Ladders tipping and slipping are a major cause of holiday decoration-related injuries. Not every point around your roof will be safe. If you have a sidewalk by the roof edge, use that. Clear all debris and, if your ladder is on dirt or grass in the yard, consider putting down a sturdy board or flattening the area before you place the ladder. Make sure each foot is secure and the ladder is level before climbing.

ALWAYS HAVE A FRIEND HOLDING YOUR LADDER

Even if you have a sturdy A-frame ladder that practically holds itself, ladders that are not secured can tip. Always have a friend or family member (strong enough to keep the ladder secure) holding the ladder and making sure it doesn't move underneath you while you climb or transition on and off the roof. And if your ladder-holder calls out about a safety concern, stop climbing and assess immediately.

PASS TOOLS AND DECORATIONS UP, DON'T CLIMB WITH THEM

The person holding your ladder is also there to make sure you have both hands available for climbing while you climb. Do not take decorations and supplies up with you unless you can do so with a safely balanced bag slung over your shoulders. Allow them to pass up strings of lights and decorations after you are safely at the top of your climb. Use the shelf on the side of your ladder and the rooftop edge to hold things so your hands are as free as possible while up there.

THE GUTTER IS NOT SUPPORTIVE

Never grab the gutter for support or put your foot on it as a step. It will be tempting, but gutters are made of thin, flexible metal that will not support your weight. And you don't want to accidentally damage your roof (and yourself) by ripping the gutter off trying to use it as a support.

ROOFTOP SAFETY

TRANSFERRING FROM LADDER TO ROOF AND BACK AGAIN

Speaking of gutters, one of the trickiest moments in holiday decoration is climbing up onto the roof from the top of your ladder and back down again. Do not put your foot on the gutter or grip the gutter for more than light balance. Make sure your ladder holder is bracing the ladder. Extend one hand and knee out onto the roof and carefully shift your weight until your center of gravity is over the roof and not the ladder. Make sure you have a firm grip on the roof before releasing the ladder.

Coming down, reverse the action. Sit on the roof and extend one foot, then hand onto the ladder while it is braced by your spotter. When you have firm footing on the ladder, scoot backward and transfer your center of gravity onto the ladder and then add your second foot, keeping one hand on the roof the whole time to maintain balance.



Interested in more industry related topics?
Connect with us on:

