

Community MOMENTS



Amy Brettingen

Director of Association Management

RealManage Dallas

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Message From The President

I hope this message finds you and your communities well. 2019 is moving along quickly and it is time to do some spring cleaning! Before we know it, temperatures will start rising, Memorial Day will be here, and pools will be opening. If you live in a community that has seasonal amenities, your management team will be working with you to ensure everything is functioning when the season commences.

Many of you have noticed that our CiraNet portal login screen got a makeover on February 25th. Thanks to the work of our graphic and development teams the look and functionality of the landing page was upgraded to allow users to directly navigate to a specific portal with ease.

I hope the upcoming spring season is the best one yet for you and your community. If you have any feedback for me or my team, please feel free to send me an email at clientsatisfaction@realmanage.com.

Chris Ayoub
President, RealManage



Employee Spotlight:

Amy Brettingen | RealManage Dallas



Board Spotlight:

David Thornburg | Bay Harbour HOA - Long Beach, CA



Mary's Corner

Rule And Enforcement Development VI



St. Patrick's Day

Family-Friendly Event Ideas For HOAs



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EMPLOYEE SPOTLIGHT

Amy Brettingen

DIRECTOR OF ASSOCIATION MANAGEMENT

REALMANAGE DALLAS



We are proud to spotlight one of our team leaders for the Dallas/Ft. Worth team, Amy Brettingen. While Amy has been in the industry for approximately ten years, she has been a part of our RealManage Family since 2016, originally joining our team as a Community Association Manager (CAM).

In June of 2018, Amy was promoted to the position of Director of Community Association Management (DCAM) leading a team of five CAMs and one ACAM (Assistant Community Association Manager). In the past eight months, I have personally seen Amy's growth both as an experienced CAM and more importantly as a Leader. Amy personally manages a portfolio of six Associations in addition to her duties as a DCAM and she juggles both positions without a hitch! Amy supports her team in jumping on matters dealing with their boards, homeowners and/or vendors. Amy diffuses situations and moves on the next issue at hand. I have seen her grow exponentially.

In addition to all of the above professional duties and responsibilities, Amy is a relatively new mom of Master Hudson, an extremely personable little man, would we expect anything less? Not a chance!

Finally, we sincerely congratulate Amy and Brad on their impending nuptials, scheduled for this coming August in Destin, Florida. We are truly honored to have Amy on our team and even more blessed to call her our friend. Thank you, Amy for all you do.

Written by [Diana R. Larson, CMCA®, AMS®, PCAM®](#)

Vice President and Market Leader – DFW

David Thornburg

Bay Harbour HOA Long Beach, CA

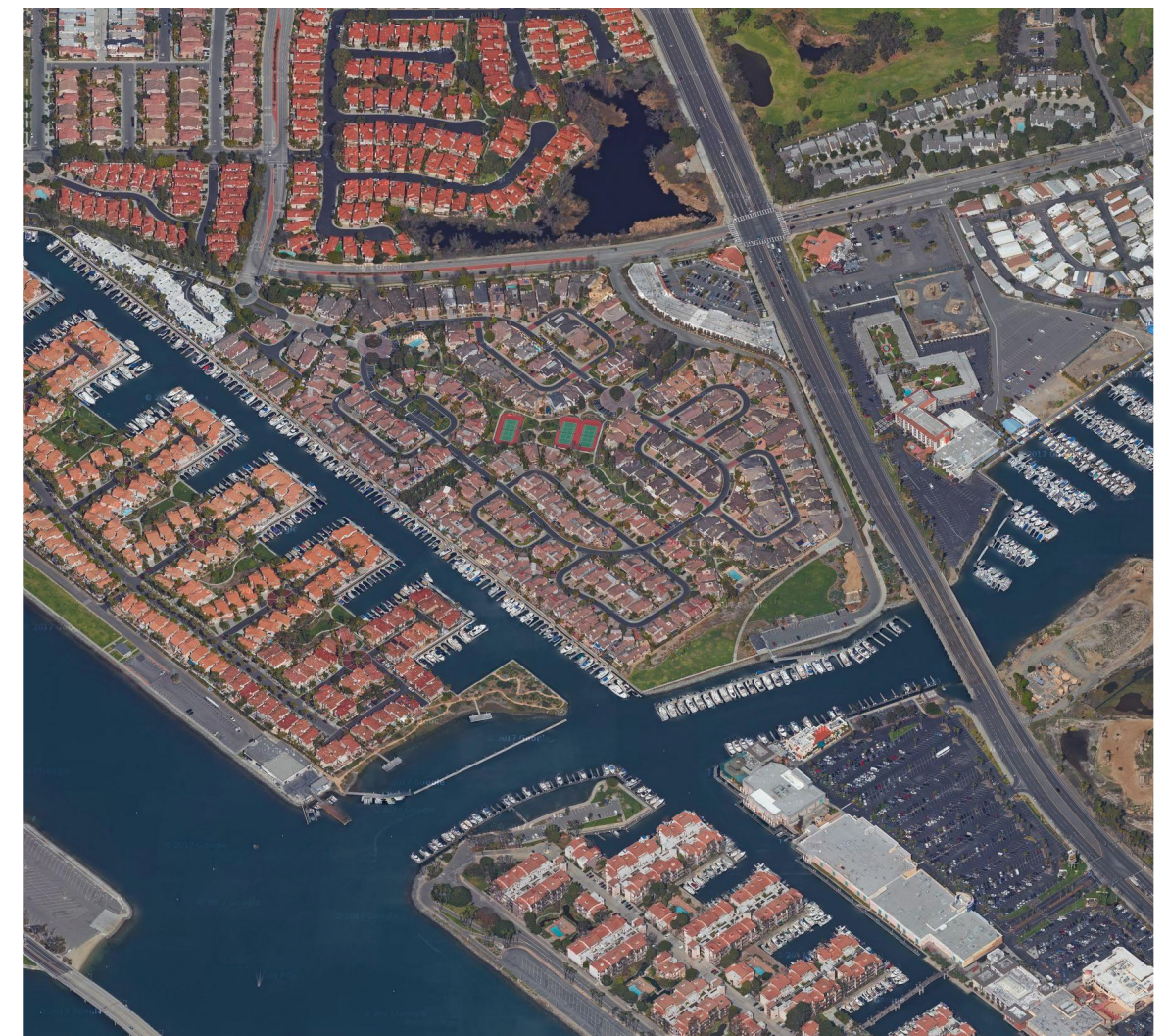


I have been a 20-year board member of the Bay Harbour HOA, living in our wonderful community for the past 24 years. We are a 200 single family guarded and gated community situated in east Long Beach, CA alongside Alamitos Bay. Presently serving as the president of the board, I have held various positions on the board and committees acquiring knowledge on many HOA management procedures throughout the years, which has made the president position much more manageable.

My desire to be on the board comes from my wish to give back to the community, to make a happy and safe place for all to live. We are a friendly community with several community events that are well attended. We strive to make our amenities as they were when the community was built in the 1980s while maintaining an 84% reserve fund. I also believe in monthly newsletters so everyone can be informed about what is happening in the community before it happens. I also send out surveys to get consensus on the direction the association will go. I have learned that residents want to be informed, whether they agree with the position of the board or not.

The giveback and seeing people happy is why I serve on the board, and I encourage others to get involved in their community HOAs too.

Written by *David Thornburg*
Board President — Bay Harbour HOA





In this edition of our Rule Development and Enforcement for Communication Associations series, we delve into the topic of Architectural Guidelines. These guidelines can be a real time saver while offering your homeowners a more convenient and efficient avenue towards architectural alterations.

Architectural Guidelines

The development of architectural guidelines should begin with a review of the governing documents to determine in what areas the board can allow a change. Usually, a community association's declaration, CC&R's, or master deed provides for architectural changes.

It is in the community's best interest for a board to establish written architectural guidelines for two reasons:

- Written guidelines indicate to owners what types of changes will be allowed under normal circumstances.
- Written guidelines are a way to avoid claims of arbitrary or selective treatment of owners.

It is in the board's best interest to establish an architectural guidelines committee. A committee can concentrate its effort and attention on this major task alone. It can also act as a buffer between the requesting owner and the board.

Here is a list of a few things that would qualify for an established set of architectural guidelines:

- List as many details as possible, such as manufacturer, serial numbers, etc., to avoid misinterpretation of the pre-approved list and make it most convenient for your residents to locate the items.
- Paint Colors: Develop a list of approved paint colors an owner can use to paint their home, garage door, front door, etc. Include swatches; if the manufacturer discontinues it, paint from another manufacturer in the same color might still qualify.
- Front/Garage Door Styles: Must the door be solid? Can it have a window? What style/color storm/screen doors are pre-approved? If the style installed by the the builder is discontinued, what replacement styles are pre-approved? List manufacturer and model # of pre-approved styles.
- Windows: What style windows are pre-approved for window replacements? Must they be wood or vinyl? Must they open one specific color?
- Fencing: What style, color and/or height fencing is pre-approved?
- Roofing: What material, style, color and lifespan roofing material is pre-approved?

The more architectural guidelines you establish with pre-approved items, the more convenient the architectural alterations process will be for your homeowners. You might even elect to state that the owner can bypass the ACC approval process altogether if they use one of these pre-approved items, making it not only more convenient, but also more efficient for all parties involved.

St. Patrick's Day Family-Friendly Event Ideas For HOAs

This March holiday centers around all things green and Irish. If your parade and green beer days are behind you and family-friendly events are more your style, then consider these fun options for your HOA. You don't have to be Irish to celebrate St. Patrick's Day with your HOA. Members of all ages will enjoy trying their luck with these engaging activities.

LEBRECHAUN COSTUME PHOTO BOOTH

Encourage members to dress in their best leprechaun costume and provide a photo booth to capture the fun. Add props for the booth using free online printable templates. Photo booths help create social media engagement as members share pictures of them enjoying the HOA event with family and friends.

POT-OF-GOLD COIN TOSS

Provide chocolate-covered coins for children to toss into decorated pots. Plan distances according to age groups and supply prizes to those who get the most coins in the designated pot. Not only is the game fun for children, but it also helps them practice hand-eye coordination.

LUCKY LEPRECHAUN SCAVENGER HUNT

Have members test their luck at finding all items listed on a preprinted card. Hide objects in advance of the event and have cards available at the door. Encourage members to ask others for clues — not answers — regarding the location of objects. A scavenger hunt can increase networking among members and increase networking among members and increase event participation as players seek to complete the list.

DANCE TO IRISH MUSIC

Celtic music and dancing can liven up any St. Patrick's Day event. You don't have to know how to dance an Irish jig to enjoy the sounds of this popular music. Preplan a playlist of Irish music and inquire about any Irish dancers within your HOA. You never know what skills a member may have — and be willing to share — for your St. Patrick's Day event.

SHAMROCK PIPE CLEANER

Visit a local craft store for a supply of green pipe cleaners. Have printed images of shamrocks available as a guide and let participants make their own shamrock to pin to their clothing or simply take home.

TREAT MAKING STATION

A St. Patrick's Day party isn't complete without magically delicious treats. Here are a few ideas, healthy and sweet, for families to create together during the event.

LUCKY CHARMS PARFAIT

Total Time: 15-25 minutes

Source: www.lifeovercs.com

INGREDIENTS

- 1 cup of Lucky Charms cereal for each serving
- 1 1/2 cups Greek yogurt for each serving
- 4 drops green food dye (optional)
- 1 teaspoon mint or vanilla extract (optional)

INSTRUCTIONS

- Pour the Lucky Charms cereal into a large bowl and remove the marshmallows, set them aside.
- Fill the serving dishes with 1 cup of Lucky Charms cereal for each serving. You can also layer the Lucky Charms cereal with the yogurt in alternating layers.
- Wipe out the bowl you used to separate the Lucky Charms and then add your greek yogurt.
- Give it a good stir to remove any lumps before adding the optional food dyes and extracts. Mix in and adjust to taste or color preferences.
- Carefully spoon the yogurt over the top of the cereal and then sprinkle on the marshmallows.



LUCKY CHARMS POPCORN BALLS

Prep Time: 15 minutes

Cook Time: 5 minutes

Source: www.belleofthekitchen.com

INGREDIENTS

- 1/4 cup butter
- 1/3 cup brown sugar
- 2 cups mini marshmallows
- 3 quarts plain popped popcorn
- 1 cup marshmallow cereal (only the marshmallows!)
- Green sprinkles

INSTRUCTIONS

- In a saucepan over medium heat, combine butter, brown sugar, and marshmallows. Stir constantly until mixture is completely melted and smooth.
- Place the popcorn in a large bowl, and then pour the hot mixture over the top of the popcorn. Add in the marshmallow cereal and liberally dust with green sprinkles. Use a large spatula to mix ingredients and combine everything well.
- Grease two clean, plastic, kitchen gloves with cooking spray and begin to shape the coated popcorn into balls (about tennis ball sized). Store in an airtight container when finished.



Here are some additional ideas for treats.

Shamrock Cookie Decorating — Provide pre-baked, shamrock-shaped cookies with lots of green icing and sprinkles.

Ice Cream Toppings — Use vanilla or green mint ice cream and offer a choice of toppings as well as Lucky Charms.

Rainbow Fruit Skewer — Cut up small pieces of fruit and provide skewers for this healthy treat. For extra fun, include pattern cards as a learning tool for children. Use special care with the skewers and encourage safety.



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