

Community MOMENTS



Lisa Paulk

Director of Community Association Management

RealManage Austin

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Message From The President

As we make it through the end of another spring season, I hope all of you are gearing up for a great summer with your families and friends. Our RealManage Ambassadors have been working tirelessly to help your communities get prepared for what is sure to be an exciting summer.

Additionally, we are pleased to announce the acquisition of **GW & Associates** who we welcome to our RealManage family, effective May 1st, 2019. GW & Associates will add 153 communities and 15,400 residents to the RealManage portfolio. With offices in Lawrenceville, GA, this allows us the opportunity to continue growing our brand nationally and welcome 32 new employees!

I hope you have a nice Memorial Day as we honor and pay tribute to those brave men and women who willingly sacrificed their lives in service to our country.

Chris Ayoub
President, RealManage

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EMPLOYEE SPOTLIGHT



Lisa Paulk

DIRECTOR OF COMMUNITY ASSOCIATION MANAGEMENT

REALMANAGE AUSTIN



This month, we are proud to highlight Lisa Paulk, Director of Community Association Management in Austin, TX. Lisa is one of the most knowledgeable and experienced property managers in Austin, with experience across the entire spectrum of the real estate industry. She began her property management career in 1989 managing a portfolio of residential properties, and multi-family units. There she quickly earned her CAM and CAPS certification from the Texas Apartment Association. Shortly afterwards, Lisa gained experience managing residential and commercial condominium associations. Next, Lisa added commercial property management to her resume and obtained her real estate license. In 2008 she began working with condominium developments, adding knowledge of the full life cycle of an association (from dirt to a thriving community) to her list of accomplishments. Lisa's expertise and hands on work ethic put her in high demand from our clients and teammates alike. One of her best qualities however, is her curiosity. Despite her wealth of knowledge and experience, Lisa is never too shy to ask questions and learn. She is driven to always improve... a large part of why she has grown to be one of the best real estate property managers in town.

In Lisa's free time, she is often outdoors and/or corralling her many animals (3 dogs, 1 cat). She loves mountain biking and is a pretty good golfer... she once won the TAA women's longest drive award. When asked what has made her so successful in community management, Lisa recalls the thoughtful words of her "dear old Drill Sergeant Dad" who said, "be honest, be respectful of other peoples time and opinions, and the rest will follow." Excellent advice in keeping with our core values of Integrity, Respect and Selflessness. She noted that he also said to "sit you butt down, focus and grind it out." For all of us in the community management industry, we know it is grit, and hard work that allow us to exceed our clients' expectations.

We are proud to count Lisa among our list of leaders. Lisa, it is a true joy to work with you. Thank you for all you do!

Written by *Benjamin Yeager*
Division President: RealManage Central Texas

Eco-Friendly Solutions for Maintaining Your Community Association Waterbody

A pond or lake in your community is not only an attractive feature but can also have environmental benefits when cared for properly. Quick and easy solutions that may involve chemicals often do more damage than good. In order to have a thriving pond or lake with a healthy ecosystem, associations should implement the best practices for care and maintenance. Green community management is a win-win for your community and the environment. Here are a few helpful eco-friendly solutions for the waterbody in your association:

Treating Waterbody Plant Life

Weeds can appear everywhere, even in water. Two types of weeds that thrive in water are watermeal and duckweed. These weeds prevent the sun from reaching plants that are especially important to fish and other pond or lake life.

Treating the weeds with chemicals can greatly affect the environment. The chemicals will leach, a process of separating from the soil, and infiltrate groundwater. The process isn't immediate; however, it is damaging and easily preventable by not using chemicals to treat your waterbody.

Eco-friendly solutions, like that of ProSkim, remove the weeds in a way that's safe for everyone. ProSkim, for example, acts like a large vacuum that removes the weeds, filters the debris from the water, then returns the cleaned water to the waterbody.



Aquascaping and Fish Stocking Your Waterbody

Once you remove the weeds, do some "aquascaping" by adding native plants. These plants will prevent invasive plants from returning. They will also serve as nutritious food and nesting areas for wildlife.

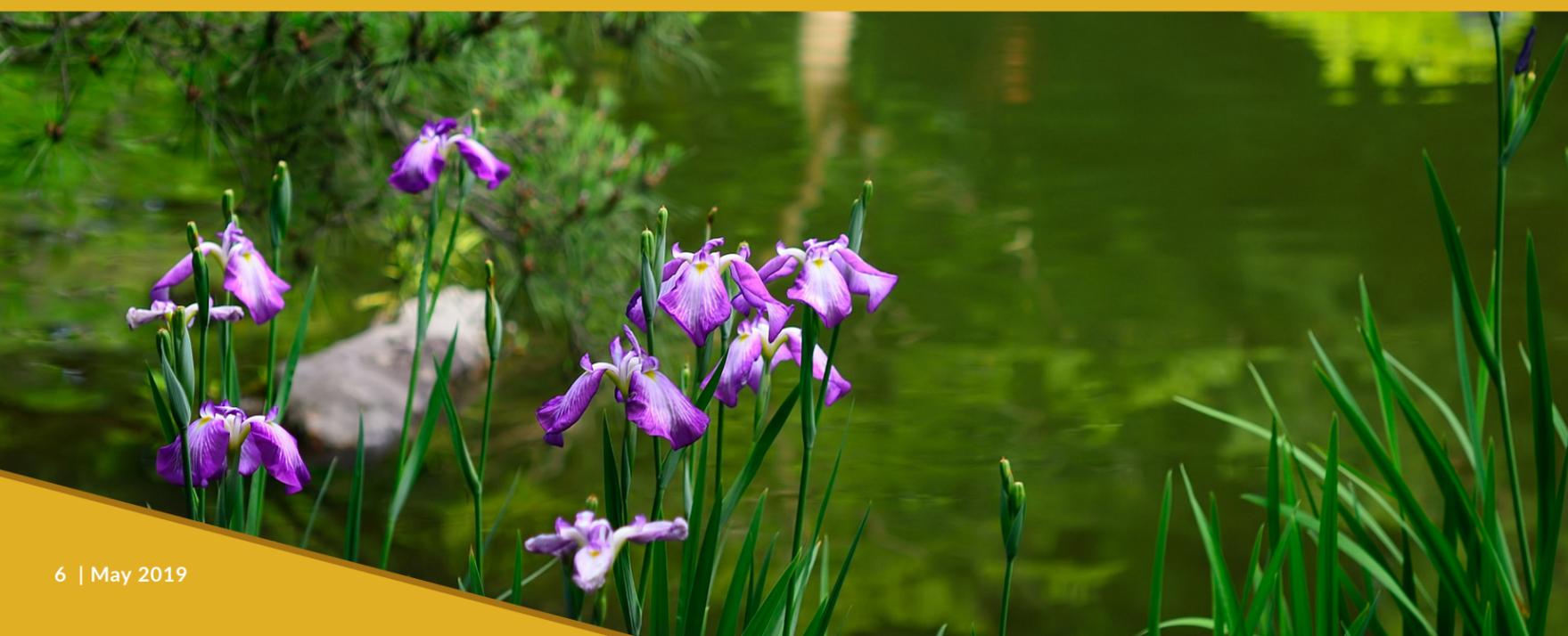
To assist with future weeds, add some Triploid Grass Carp. These natural weed eaters will help control your pesky weed problem and the lake provides them with the perfect home for their long life in water. For ponds and lakes to thrive, fish life is essential. Why not add these helpful carp, while providing them and the lake, with a beneficial partnership.

Add a Fountain to Your Pond or Lake

A fountain in the middle of a pond or lake adds ambiance to your community. Fountains are tranquil and attractive, and they have benefits for your waterbody.

Some of the important work that fountains perform is the aeration process that starves the nutrients algae needs to grow. As part of the aeration, process, the fountain pushes the algae spores deep into the water, away from the sun. The less sun the algae encounters, the less chance of it thriving in your waterbody.

Other benefits of fountains include the removal of bad odors, decreased mosquitoes, and the creation of a better habitat for fish life. The next time you notice a fountain in a pond or lake, know that its work is more than beauty; it is performing important eco-friendly work.



HELP KEEP YOUR COMMUNITY SAFE BY HOSTING SAFETY-FOCUSED SEMINARS

Promoting the safety and security of the community is, of course, a primary mission of any HOA. Ideally, crimes and disturbances should stay far from your community's gates. But, no neighborhood can expect to remain entirely insulated from would-be bad actors and ugly events. Most residents recognize the need to take basic steps to enhance their personal and home security. But many do not know where to start. Here are some ideas for safety-focused seminars your HOA can host to help residents be proactive about safety and to contribute to your community's well-being.

Self-Defense Classes

No one wants to feel unsafe while walking in their own neighborhood. Inviting a professional to teach self-defense classes to your residents can ease fears about muggings and other assaults by giving homeowners a set of skills for fending off an attacker. Empowering your residents with basic self-defense moves can also have the collateral benefit of encouraging more of people to spend time walking outside, which in turn reduces the likelihood of any one of them ever being caught alone and off-guard by an ill-intentioned stranger.

Public Safety Seminar

Invite the local police department to host a public safety seminar at which residents can ask questions about local crime statistics and learn about the topics of immediate and ongoing concern for local law enforcement. These seminars can also build trust and open lines of communication between the community and its police force, making it more likely your residents will speak up if they see something amiss.

Security Staff Open House

If your HOA employs private security or implements other security measures, host an open house for community residents to come see the steps your association takes to promote their security. This could include visiting your security office and learning about how the security team patrols the neighborhood, or taking a walking tour of the community to point out where you have installed surveillance cameras, emergency phones, or other features designed to keep the peace.

Incident Response Training

If your HOA has developed an emergency incident response plan (which it should), consider hosting an event at which you educate and, potentially, train residents in its implementation. Research shows that even simple planning for where to go and what to do in emergencies can significantly improve public safety and health outcomes. Residents also feel more secure, and your association earns trust, when everyone knows there is a plan in place for the next flood, tornado, or incident.

Home Security Education

Sales representatives of home security companies are always willing to educate potential customers about home safety. With minimal effort, your HOA could organize a "security day" with representatives of one or more companies to market their services and provide practical advice about keeping a home secure. Not only can this earn you the thanks of local businesses, it can also help enhance an overall community commitment to security.

Children's Safety Seminar

Parents could always use extra reassurance that the neighborhood where they chose to raise their families takes children's safety seriously. One way for your HOA to demonstrate its commitment to kids' safety is to host a seminar specifically geared toward educating children about "stranger danger" and other topics that will keep them out of harm's way, as well as teaching them how and to whom to report any unusual incident.

HOW TO HOST AN OUTDOOR MOVIE NIGHT IN YOUR HOA

An outdoor movie night is a great way to bring your community together for a night of fun under the stars. Planning the set-up well in advance will help the evening come together without a hitch. Here are several factors to consider for an outdoor movie night in your HOA:

Equipment

Showing a movie on a large scale in an outdoor setting requires four things:

- **A DVD Player**
- **A Projector**
- **External Speakers**
- **White Screen**

There's no need to buy expensive equipment for the event. One of your members may own a projector or a white sheet makes for a useful white screen as well.

Be sure to set-up the equipment before the event and do a test run to ensure the sound and project are working correctly. This will help to prevent young audience members from becoming restless in the event of technical difficulties.

Seating

When choosing a location for your outdoor movie night, consider logistical factors like seating. A large, open area that can accommodate the expected crowd comfortably is a must. Remind members to bring chairs or blankets. Encourage members to choose their seating in such a way that it doesn't block the view of other members.

Snack Bar

Movie night just isn't complete without popcorn! Comprise a small snack committee of two-three members to help serve snacks. Consider investing or renting a popcorn machine for filling the outdoor air with the aroma of hot, buttery popcorn.

Offer healthy snack options too, like raisins or fruit. Fill tubs with ice for bottled water, sodas, and juice. Have a set time for the snack bar so committee members can join their families and enjoy the movie. Close the snack bar shortly before the movie starts.

Rain Date

Sometimes Mother Nature doesn't cooperate. Planning an alternative date in the event of weather, like a summer storm, is a good idea for not disappointing your audience and for keeping everyone safe.

Movie Choice

Perhaps the most challenging task of an outdoor movie night for your HOA is choosing a movie. To appeal to an audience of all ages, something family-friendly is a great choice. No matter what movie you choose to show, there are legal ramifications to consider.

Anyone who shows a movie outside of a private residence is subject to copyright and trademark licensing fees. Title 17 of the U.S. Code protects copyrighted works. Violations of the act can result in hefty fines, with some as high as \$150,000.

HOAs planning an outdoor movie night will need to purchase a license in order to show the movie. It does not matter if there is a fee to watch the movie or a movie is a free event. The association can purchase an umbrella policy that covers a broad spectrum of licensed content.

When in doubt, it is best to ask the association attorney for guidance and to research the best license policy for your plans. One thing is for certain: It isn't worth the risk of expensive fines to show a movie without a license.



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