



Community Matters

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September 2018 Volume 5, Issue 2

The Presidents Report



As we head into the Fall and football season, we can confidently say that to date, 2018 has been a very successful year for our Southwest Virginia Chapter of CAI. The Coffee Talk format for our education classes has been well received and well attended. We sincerely appreciate the business partners who volunteer their time to speak and share their knowledge and expertise, but we also very much appreciate the community association volunteers and board members who take time out of their schedules to continue with their commitment to learning about the best ways they can serve their community. It is often thankless work for a time-consuming and sometimes complicated effort. Your dedication is certainly recognized and appreciated.

The year is not yet over, though! We want to be sure that association volunteers attend our upcoming Board Training class, which is being taught by Stephen Moriarty, Esq. and Michael Sottolano of Chadwick, Washington, Moriarty, Elmore and Bunn, PC. This class is being held on October 19th at 1 PM at Townside Property Management in Blacksburg (220 Professional Park Drive, Blacksburg, VA 24060). This class will be incredibly useful to community volunteers, so please mark your calendar.

And finally, we look forward to our Annual Meeting Luncheon and Business Summit, which will be held on November 30th at PM at Blue 5 Restaurant in Roanoke. There will be no cost for CAI members.

Thank you all for your hard work in making this year a great success!

Chrissy Green CMCA, AMS, PCAM
President, Southwest Virginia Chapter of CAI



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February 2019 Newsletter

The deadline for the submission of advertising, articles, announcements or other newsletter content for the February 2019 newsletter is January 31, 2019. Additional information in the Newsletter Content Policy on page 14.



October 2018
BOARD TRAINING
Friday, October 19, 2018
Townside Property Management
Blacksburg, VA
RSVP REQUIRED

November 2018
BUSINESS SUMMIT &
ANNUAL MEETING
Friday, November 30, 2018
Blue 5 Restaurant
Roanoke, VA
RSVP REQUIRED

2018 Committees

Annual Meeting & Business Summit Committee:

Treana Gibson-White
Chrissy Greene

Continuing Education Committee:

Treana Gibson-White

Legislative Action Committee (LAC):

Steve Moriarty
Jerry Wright

Membership Committee:

Treana Gibson-White
Chrissy Greene
Tim Penick

Sponsorship Committee :

Tim Penick

We're Having What Kind of Meeting?

by Laura Otto | Jun 1, 2018 | CAI, Community Associations |

What's the difference between an annual meeting, special meeting, town hall meeting, and board meeting? With so many different types of meetings in community associations, it's easy to get confused. Here's some clarification.

Annual meetings are required by community association governing documents, which specify when they're to be conducted and how and when members are to be notified about the meeting. This is the main meeting of the year when members receive the new budget, elect a board, hear committee reports, and discuss items of common interest.

Special meetings are limited to a topic. The board can call a special meeting at any time, and they must notify all members in advance. The notice will specify the topic so interested members can attend. Special meetings give the board an opportunity to explore sensitive or controversial issues—like an assessment increase. Members do not participate in the meeting, unless asked directly by a board member, but they have a right to listen to the discussion.

Town hall meetings are informal gatherings intended to promote two-way communication; full member participation is essential to success. The board may want to present a controversial issue, explore an important question like amending the bylaws, get a sense of members' priorities, garner support for a large project, or clarify a decision.

Board meetings are where most association business is conducted. Board members set policy, review operations, resolve disputes, and plan for future initiatives. Often, the health and harmony of an entire community is directly linked to how constructive these meetings are.

Executive session is the only time residents can't listen in on the board's discussions. By law, the topics that the board can discuss in an executive session are limited to a narrow range of sensitive issues. Depending on what state you live in, once the sensitive matters have been discussed, the board must adjourn the executive session and resume an open session before voting on an issue. Check with your association attorney for specifics on when to go into and how to run an executive session.

Don't forget to tune into our YouTube channel for the latest news about CAI's events.

For more information about this topic check out CAI's *Meetings & Elections*, available for purchase at CAI Press.

Laura Otto is CAI's Associate Editor. She writes and edits top-notch content for CAI's flagship bimonthly magazine, *Common Ground*[™], CAI's newsletters, website, and blog. 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. She currently resides in Alexandria, Va., with her husband and two small children.

Support Biological Lake and Pond Management with “Probiotics”



Water Quality:

Over time, organic runoff builds up as muck at the bottom of lakes and ponds. As part of a proactive management plan and in conjunction with water quality testing, biological augmentation can be used to naturally and sustainably limit the accumulation of materials while improving the water quality and beauty of the waterbody.

Beneficial Bacteria:

Beneficial bacteria acts much like a natural probiotic for your lake or pond, aiding with the efficient decomposition of organic materials and excessive nutrients, which can help prevent the development of nuisance algae and vegetation and facilitate the growth of healthy organisms.



Erin Stewart is an experienced Aquatic Biologist with SOLitude Lake Management, an environmental firm providing a full array of superior lake, pond, wetland and fisheries management services and solutions. She can be reached through the website www.solitudelakemanagement.com.

Support Biological Lake and Pond Management with “Probiotics”

By Industry Expert Erin Stewart, Aquatic Biologist at SOLitude Lake Management

There are many sustainable options for the management of lakes and ponds, so it can be difficult to determine which direction to turn when a problem occurs. This is especially true for waterbodies used for recreational activity, irrigation, drinking water storage or any location where pesticides or other traditional management methods may be less desirable or restricted. However, all aquatic resources can benefit from proactive applications of natural and biological products. Beneficial bacteria-based products can be used as a pesticide alternative, or used in conjunction with other products and methods to enhance the efficiency of the treatment.

Bacteria may sound like a bad word in some situations, but these organisms are the foundation of most biological processes within an aquatic resource. Think of them as probiotics or yogurt for your lake, pond or reservoir — they are responsible for breaking down and processing organic material in a process called biological augmentation.

When properly introduced, biological augmentation can help limit the impact of nutrients like nitrogen and phosphorous, which tend to enter waterbodies through runoff containing fertilizers, animal waste and other organic materials. Without proper management, these materials may accumulate as sludge at the bottom of your waterbody, causing noxious odors, promoting nuisance algae and weed growth and expediting the waterbody’s rate of aging. Over time, costly dredging will be required to restore the health and overall volume of the aquatic resource. When beneficial bacteria are in place, they convert nutrients to forms that cannot fuel nuisance plant growth, promote efficient decomposition and prevent the accumulation of organic materials. This, in turn, can help diversify the biological community structure by facilitating the development of “good” algae, diatoms, zooplankton and healthy fish.

Regular applications of these biologicals can be incredibly favorable and help keep beneficial bacteria concentrations and activity high throughout the year. Depending on the particular water quality or vegetation issues within your lake, pond or reservoir, a lake and pond management professional may recommend different forms of probiotic bacteria, including liquid, pellet or powdered applications.

Liquid bacteria blends are considered high-performance due to their ability to rapidly neutralize excessive nutrients that are located within the water column. Liquid blends can help to quickly enhance water clarity and quality. Pellet or granular beneficial bacteria applications contain bacteria that naturally settle to the bottom of a lake or pond to reduce organic materials that cause bottom sludge. In moderate or warm climates, the resulting reduction in accumulated sediment can be significant.

Beneficial bacteria are an excellent solution for the reduction of excessive nutrient rich organic matter that cause bottom sludge and nuisance vegetation, but they don’t have to be utilized independently. When applied by a licensed professional, some biological products can also be used in conjunction with herbicides to aid in the decomposition process of submerged and emergent vegetation.

A professional will determine the rate and frequency of beneficial bacteria and/or herbicide applications by conducting water chemistry tests or considering the targeted issue. However, the best way to achieve your overall lake or pond goals is to ensure the proper products are being utilized. There are many selections available on the market, so it is very important to choose a quality option with field data and science supporting the claims. Always rely on your lake and pond management company for beneficial bacteria recommendations, as well as guidance on strategies to improve aeration, beneficial buffers, water quality and native wildlife populations. Your water will thank you.

Board Training Class

Event Sponsored By:

\$15 members \$25 Non-Members

To Register visit our website at

www.caiswva.com

October 19, 2018

Townside Property Management Blacksburg, VA

1:15 pm – 5:15pm



TOWNSIDE
PROPERTY MANAGEMENT

6 Continuing Education Credits

Education for homeowner leaders just got better. The new CAI Board Leadership Development Workshop teaches you how to communicate with association residents, hire qualified managers and service providers, develop enforceable rules, interpret governing documents and more. It provides a comprehensive look at the roles and responsibilities of community association leaders and conveys information to help create and maintain the kind of community people want to call home.

Community association board members and volunteer leaders step up to take on positions of service and responsibility. They're expected to anticipate issues, solve problems, meet the expectations of their residents and protect property values.

The workshop will teach you how to become a more successful board member and how you can recruit and support new volunteers. You'll learn the role of the board, the president and other leadership positions, and you'll identify effective ways to work with professional managers and service providers.

The workshop consists of five modules, three will be covered during this event.

- Module 1: Governing Documents and Roles & Responsibilities
- Module 2: Communications, Meetings and Volunteerism
- Module 5: Association Rules and Conflict Resolution

COURSE MATERIALS

The workshop includes a toolbox of support materials:

- The Board Member Toolkit, a best-selling book from CAI Press
- The Board Member Toolkit Workbook
- Brochures and publications, such as The Homeowner & the Community Association
- A copy of CAI's award-winning Common Ground™ magazine

In addition to a toolbox of support materials, each student receives a certificate of completion and recognition on the CAI website.

Special Guest Speakers:



Steve Moriarty

Chadwick, Washington, Moriarty,
Elmore & Bunn PC



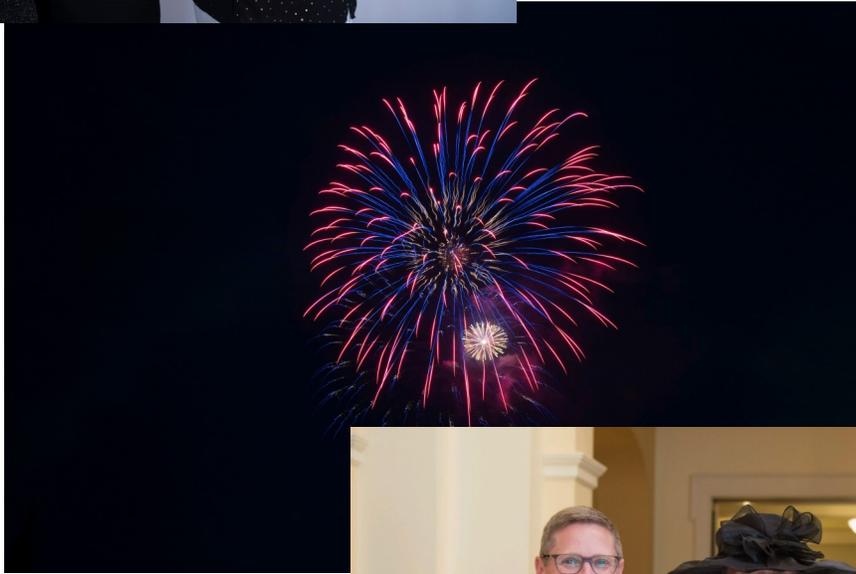
Michael Sottolano

Chadwick, Washington, Moriarty,
Elmore & Bunn PC

Food Sponsored by:







Are You Ready For Cold Weather?

Fall is the time to prepare for winter—cold and wet conditions not only make you miserable, but they can damage your home. Some winterizing can wait, some can't. Make a list of what needs to be done, and tackle the time-sensitive tasks first. Here's a simple checklist from the association to help you get a jump on winter.

Indoor Winterizing

- ⇒ Examine doors and replace weather-stripping as needed.
- ⇒ Examine window caulking and reseal where needed.
- ⇒ Examine and repair vents where needed.
- ⇒ Clean chimneys and flues.
- ⇒ Remove items near heat vents.
- ⇒ Place nonskid runners or door mats outside to help keep water, sand and salt out of the house.

Outdoor Winterizing

- ⇒ Cut back tree branches and shrubs that hide signs or block light.
- ⇒ Examine outdoor handrails and tighten if needed.
- ⇒ Turn off electrical breakers for outdoor equipment.
- ⇒ Close hose bibs.
- ⇒ Clean out gutters and downspouts.
- ⇒ Clear yard drains.
- ⇒ Spray outdoor locks and hinges with lubricant.
- ⇒ Stake driveway and walkway edges that may be difficult to find under deep snow.

Assemble, stockpile or refresh winter supplies:

- ⇒ Batteries
- ⇒ Candles and matches
- ⇒ Ice melt and deicer
- ⇒ Sand
- ⇒ Snow shovels
- ⇒ Generator fuel
- ⇒ Antifreeze



2018 Business Summit & Annual Meeting

Join the Southwest Virginia Chapter of CAI for our 2018 Business Summit & Annual Meeting!
Register on CAISWVA.COM!

WHEN?

Friday, November 30, 2018

WHERE?

Blue 5 Restaurant

The White Room

312 2nd St SW, Roanoke, VA
24011

COST?

FREE! For CAISWVA members

\$15.00 for non-members

Event Sponsored By:



Rules For The Holidays

The holidays are just around the corner, and for many people, that means lots of festivities with friends and loved ones. With all of the merriment that's sure to ensue, it's important that residents who are hosting celebrations are not only considerate of their neighbors, but also take note of the association's rules. A complete listing of our association rules and regulations can be found in our Covenants, Conditions and Restrictions (CC&Rs), but here are a few key items to look up that are particularly pertinent during the holiday season:

Outdoor Decorations: Decking the halls with seasonal ornaments is a great way to bring the holiday spirit home. Many love to spread the joy by decorating the outside of their homes and front yards as well, but before you scurry up that ladder to hang the decorative lights along the side of your roof, take a quick peek at the CC&Rs to find out the guidelines for outdoor decorations, as well as the guidelines for flags and signs if you plan on decorating with those. This will help make sure your outdoor winter wonderland isn't an association violation.

Parties: We hope you all have plenty of chances to eat, drink and be merry this holiday season. If you plan on hosting a large get-together or party, there are a few things you'll want to keep in mind. First, keep the revelry and noise to a minimum, and wind the party down at a reasonable time—you don't want your celebrating to interfere with your neighbors' attempts to get visions of sugar plums dancing in their heads. Check your CC&Rs to find out what the association deems acceptable noise levels and what the quiet hours are, as well as guidelines for hosting parties.

Parking: The holidays bring many people together, and that means extra cars will need to be parked. To make sure your guests are covered, look at the CC&Rs to find out the rules on visitor parking in the association, including where they can park and what kind of parking passes they may need.

Overnight Guests: It wouldn't be the holidays without Uncle Marv and Aunt Ethel bunking in little Jimmy's room. Of course, depending on how long your overnight guests are staying, you may need to let the association know. The CC&Rs will give you a breakdown on the rules for both short-term and long-term guests, so take a look at them before you break out the extra cot.

Excuses, Excuses

Association members who pay their assessments late or not at all come up with some very interesting excuses. Here's half a dozen of the most common, and why it's smart not to use them.

Excuse #1: "I didn't get what I paid for."

"My building hasn't been painted in five years! I'm not paying another cent until some basic maintenance gets done."

"The power was out for three days during the storm. I'm withholding a pro-rated amount from my assessment check."

You have a right to require the association to perform its duties, and various legal channels exist to accomplish this. Withholding assessments is not one of them. Your obligation to pay assessments has nothing to do with the association's obligations to provide maintenance and service. If you withhold your check or pay a reduced amount, you'll become delinquent, and that leads to late fees, and actually makes your situation worse.

Excuse #2: "You didn't bill me."

"I didn't get an invoice."

"You didn't tell me I was behind in my payments."

Many association governing documents neither require the association to send invoices nor provide advance notice of payments due or past due. However, associations are required to send the approved budget to each owner annually and we do just that. When the association approves and sends the budget each year to our members, it contains notice of the amount you must pay annually. If you're ever unsure about the amount or the due dates, just call the management office.

Excuse #3: "You can't do that!"

"These people have no right to make me pay for neighborhood upkeep."

"If they think I'm paying those outrageous late fees and interest, they're crazy."

Actually, the association not only has the authority, it has a duty to all owners to collect assessments. This authority is established in the governing documents and the state's common interest ownership statutes. When you moved into a community association, you agreed to abide by those documents—and that includes paying assessments.

Excuse #4: "I never use the recreational facilities."

"I don't play golf, and it's an expensive game. I shouldn't have to pay to maintain the course."

"I've never been in the fitness center, and I don't plan to ever use it. Why can't you pro-rate my assessments accordingly?"

Admittedly, recreational facilities are expensive to operate and—for some associations—represent a good chunk of the budget. Nevertheless, most declarations specify that even if you don't use the association's amenities you're still obligated to pay for their upkeep.

Many of our residents moved into this community specifically for the recreational amenities; they're willing to pay for them because they take full advantage of the opportunities they provide. Even if you're not using some of the amenities, they make the community more desirable and the homes in the community more valuable. If you're not using the facilities, perhaps you should consider whether this community is the best fit for you and your needs.

Excuse #5: "I paid in full."

Sometimes the association receives a check that says "paid in full" in the memo section—but it isn't. Or the check will arrive with a letter or note, stating the check is "payment in full," or it covers all charges through a certain date. Nice try. If you still have an outstanding balance, we're not going to cash your check. We're going to return it to you. This will put you further behind in your payments and just cause more late fees.

Excuse #6: "The fees are too high."

Assessments reflect the actual cost of maintaining all common elements in the community. If you owned your home outside the association, you would have to pay individually for all the same expenses your assessments cover—trash removal, water, landscaping, and so on. In fact, you're actually spending less on assessments because the association has bulk buying power, and you're getting more because the common areas provide amenities that you likely could not afford on your own.

Legitimate Reasons, not Excuses

When association members lose their jobs or become injured or ill, the association board understands that arrangements need to be worked out for paying assessments. If you have a legitimate reason for falling behind and you need to work out a payment plan, please call the manager. The board considers each situation individually, and will try to accommodate you special circumstances



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Prolong Dredging and Save Your Community Money

Even with proactive management, all stormwater ponds will eventually become impaired due to accumulated sediment from excessive nutrients and runoff. Dredging is an option, but is often the largest single expenditure a community will face. So, when the time does come to remove sediment from your lake or pond, consider hydro-raking as an effective, environmentally-friendly and economical alternative.

WANT TO LEARN MORE? DOWNLOAD OUR FREE GUIDE:

"Mechanical Solutions 101"

www.solitudelakemanagement.com/mechanical-101

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Newsletter Content Policy

All submissions of announcements for publication in the SWVA CAI Chapter *Community Matters* newsletter are subject to the following guidelines:

- All subject matter must be related to industry related news such as education, certification, promotions, employment changes, Chapter related news, other important or unusual event news, member related news or similar.
- Announcements are only accepted by CAI affiliated community association volunteer leaders, managers, business partners and other industry related sources.
- Each announcement should not exceed 60 words.
- Announcements are to be submitted by the deadlines set for article submissions.
- Anonymous, second-hand or forwarded announcements will not be published.
- Publications are subject to space availability.
- SWVA CAI reserves the right to edit announcements.
- Announcements of activities must be within the past 3 months in order to be published.
- The views of authors expressed in articles appearing in the SWVA CAI *Community Matters* newsletter do not necessarily reflect the views of CAI.
- CAI assumes no responsibility for the statements and opinions of the contributors to this publication.
- The publisher is not engaged in rendering legal, accounting or other professional services.
- An acceptance of advertising does not constitute endorsement of the products or services offered.
- We reserve the right to reject any advertising copy.
- Submissions of articles and announcements are welcomed with the understanding that such material is subject to editing for content and for space limitations.
- References to a website, email addresses, telephone numbers, and similar may only be included in advertisements.

ADVERTISING RATE & SPACE RESERVATION FORM

	Size	Width	Height	SWVA—Member Rate	SWVA—Non-Member Rate
<input type="checkbox"/>	1/16 Page	3 1/4"	3/4"	\$25.00	\$31.25
<input type="checkbox"/>	Business Card	3 1/2"	2"	\$50.00	\$62.50
<input type="checkbox"/>	1/8 Page	2 1/4"	3 1/2"	\$75.00	\$93.75
<input type="checkbox"/>	1/3 Page Square	5"	5"	\$100.00	\$125.00
<input type="checkbox"/>	1/3 Page Vertical	2 1/2"	10"	\$100.00	\$125.00
<input type="checkbox"/>	1/4 Page Vertical	3 1/2"	4"	\$87.50	\$109.50

Contact Name: _____

Company Name: _____

Address: _____

Email: _____ Phone: _____ Fax: _____

Please forward your artwork in **JPEG** format. If applicable, please send company logo in separate **JPEG** format.

Deadline for ad and payment to be included in the February 2019 newsletter – January 31, 2019

Please make checks payable to: **CAI SWVA** and mail to P.O. Box 21391, Roanoke, VA 24018

Send ad copy to: **admin@caiswva.com**

Terms and Conditions: The SWVA Chapter of CAI reserves the right to reject any ad that does not meet the publication's standards. We assume no responsibility for lost or damaged copy or artwork. Ad copy and payment must be received by the deadline date to guarantee inclusion. Payment is due with your ad space reservation form sent to the Chapter office above. Location of ads within the newsletter are subject to space limitations.

CAI—SOUTHWEST VIRGINIA CHAPTER
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