



Professional services *tailored* to your community

Achievements and Accolades

Congratulations to Aimee Myers and Vicki Smith who have earned their AMS designations from CAI.

Wonder what the AMS is?

AMS—Association Management Specialist
The second level in CAI's career development track for community association managers.

The AMS designation demonstrates a higher level of commitment to your career and the community association industry. An AMS designation is recommended for managers who want to enhance their career opportunities by increasing their knowledge and expertise. www.caionline.org

Great Job!

Congratulations to those employees who completed their 25 courses in the Associa University.

At the July 1st staff meeting, the following people were honored with plaques showing their achievement.



Sheri Burke
Sandi Crnko
Carissa Hillegas
Dawn McCoy
Richard Sharnsky

Jeff Comerford
Jennifer Elswick
Ann Huston
Aimee Myers
Jeanne Waal

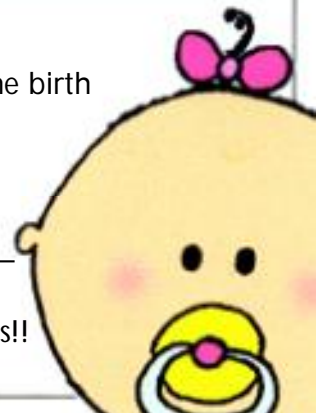
RPM's Commitment to the Industry

Being involved with CAI has many benefits. Not only are our managers well trained through their courses, but CAI membership helps to keep us abreast of changing laws, trends and attitudes in property management.

RPM feels that it is important to be heavily involved in the local Central Ohio chapter, even going so far as to run for the Board of Trustees. Our CEO, Dwight Penn, sat on the initial Board of Trustees when the chapter began. Since then, President Matt Steele and now Senior Property Manager Sandi Crnko have each been elected and served in these offices as well.

Congratulations to Rica Shepherd on the birth of her daughter Amiaya Jayna.

Y
Born on June 28th—
weighing in at a
whopping 5lbs. 9ozs!!



5 Ways to Avoid A Discrimination Claim

Brian Sanchez, Attorney
HindmanSanchez P.C.

Today's fair housing laws impose many obligations on homeowner associations as well as prohibit many seemingly reasonable actions by associations. And while there are many pitfalls, implementing the following practices will help you avoid stepping into what can be a snake pit of liability:

1. Adopt a policy for handling requests for reasonable accommodations and reasonable modifications in your community. Such policy will provide both the association and owners with a road map of the process for handling such requests.
2. If you receive a request from a disabled individual in your community, do not hesitate to contact your lawyer. It may sound self-serving, but, fair housing laws contain many pitfalls for the unwary. An attorney can help you identify the association's legal obligations and duties in each particular case.
3. Enforce your covenants in a consistent manner. Picking and choosing who you will enforce your covenants against is never a sound practice, but it can be fatal in a fair housing setting.
4. Engage the individual alleging discrimination or seeking an accommodation in an interactive dialogue. This can be achieved by inviting the person to the next board meeting or through written correspondence such as letters and e-mails. Work with the individual to create a solution to the situation that meets all parties' needs.
5. Be professional at all times when addressing individuals alleging discrimination or seeking an accommodation. The topic of discrimination is often emotionally charged. Keep your emotions in check, as you may say something you later regret that exposes the association to liability.

Changes in Personnel—It Happens!

Meg Kitchin, PCAM, AMS, CMCA
Regional Director, Mid Atlantic Management Corporation
Association Times, February 2008

We all know how disruptive it can be to client services when there is a change in Manager's. Whether a Manager resigns, is transferred or worse yet, terminated, there will be a period of transition for the affected clients. As professionals, we must do our best to make sure that the transition is as seamless as possible to our valued clients.

How do you begin to train a Manager that is new to a client? While training never really seems to end, here are two things vital to successful training:

1) **Property Knowledge**

What is the type of ownership of the community (i.e., condo vs. townhome), how many homes are in the community and what are its physical qualities?

2) **Financial Information**

What is the current fee level and how often is it assessed? What is the Association's fiscal year? When was the last time the reserve study was updated and how does the Association stand financially?

3) **Board Members**

What are the Board members names and titles? How long have they been on the Board and when do their terms expire? It is also important that you give the Manager a little insight into the personalities of the Board members. It will be very comforting for a new Manager to know that Mr. Smith always twitches that way and it is not just because of his or her presence.

4) **Maintenance Responsibility**

It is very important that the new Manager gain a working knowledge of the maintenance responsibilities of that Association. It can be difficult to explain why a work order was issued for a roof leak when the Association does not maintain roofs.

5) **Meet with Major Service Providers**

Do take the time to have a Manager meet with the Association's contractors. Remember, it is the work of these contractors that help make us look good (or even bad) so encourage that Manager to build a trustworthy, respectful working relationship with the contractors.

6) **Learn the Resolutions/ Rules for the property**

Much like the maintenance responsibility chart, it is vital that the Manager familiarizes him or herself with the Association's rules and regulations.

7) **Meeting Protocol**

While managing Associations is what we do, we all know that no two Associations are run alike. The new Manager should be given some insight into how the meetings are run. Does the Board President run the meeting or does he or she prefer that Management leads the agenda? Are the minutes taken by the Secretary or is there a Recording Secretary paid? Is a timed agenda used or are they vehemently opposed to using them? No information is too much to prepare the Manager for that first meeting.

8) **Conduct Complete Property Inspection**

Prior to the Manager's first Board meeting, a comprehensive inspection of the property should be conducted. The Board will be very impressed if the Manager is able to express a knowledge of the property, or better yet, can bring something to the Board's attention first.

9) **Insurance Requirements**

What type of insurance policies does the Association maintain? What is the insurance responsibility of the homeowner? Is the insurance schedule updated? Insurance is **not** something that can slip through the cracks.

10) **Update and Maintain the Emergency Contact List**

The emergency contact lists need to be updated immediately upon the departure of the prior Manager. As its name indicates, the information on the list needs to be reliable in the case of a true emergency.

While this list is by no means all inclusive, knowledge of these ten things will place the Manager on the right path for a successful Manager transition.

Be Prepared for Disasters

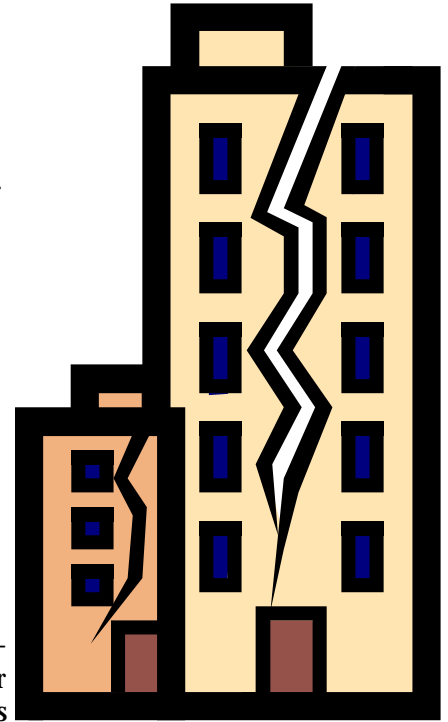
www.caionline.org

If you think hurricanes, wildfires, tornadoes and floods won't happen to you or that you don't need to insure against these disasters, you're among the nearly half of U.S. homeowners and renters who lack the insurance coverage to deal with potential losses, according to the National Association of Insurance Commissioners (NAIC).

In a recent NAIC national survey, about 48 percent of homeowners and renters said they did not have an inventory of their possessions. Of those who reported having a checklist, 32 percent had not taken any pictures and 58 percent had no receipts validating the cost of their possessions. In addition, 44 percent of respondents acknowledged that they had not stored their inventory in a separate location.

Here are some tips from the NAIC to help you prepare for disasters:

- Take an inventory of your valuables and belongings. This should include taking photographs or a video of each room. This documentation will provide your insurance company with proof of your belongings and help to process claims more quickly in the event of disaster.
- To enable filing claims more quickly, keep sales receipts and canceled checks. Also note the model and serial numbers of the items in your home inventory.
- As you acquire more valuables such as jewelry or antiques, consider purchasing an additional floater or rider to your policy to cover these special items. These types of items typically are not covered by a basic homeowner's or renter's insurance policy.
- Remember to include in your home inventory those items you rarely use such as holiday decorations, sports equipment and tools.
- Store copies of all your insurance policies in a safe location away from your home that is easily accessible in case of disaster. You may want to store your policies and inventory in a waterproof, fireproof box or in a safe location such as a bank safe deposit box.
- Consider leaving a copy of your inventory with relatives, friends or your insurance provider and store digital pictures in your e-mail or on a website for easy retrieval.
- Know what is and is not covered by your insurance policy. You might need additional protection depending on where you live. Make sure your policies are up to date. Contact your insurance provider annually to review and update your insurance policy.
- Keep a readily available list of 24-hour contact information for each of your insurance providers.
- Find out if your possessions are insured for the actual cash value or the replacement cost. Actual cash value is the amount it would take to repair or replace your home and possessions after depreciation, while replacement cost is the amount it would take to repair or replace your home or possessions without deducting for depreciation. Speak with your insurance provider to determine whether purchasing replacement coverage is worth the cost.
- Speak with your insurance provider to find out if your policy covers additional living expenses for a temporary residence if you are unable to live in your home due to damage from a disaster.
- Appraise your home periodically to make sure your insurance policy reflects home improvements or renovations. Contact your insurance provider to update your policy.



For more information, visit www.InsureUonline.org

RPM Profiles... Will Phillips

Will is one of the service technicians employed by RPM. He has been with us for nearly a year and a half. He is well liked by a variety of Boards and is a great carpenter!



What made you become a maintenance tech and in property management?

My brother worked for RPM so I knew of the company and I am good with my hands—have always been.

What is the best part of your job?

A sense of accomplishment.

What is the worst?

Public relations.

Do you sing?

Yes—but I have the worst voice! One only a mother could love!

Do you play an instrument?

No.

List one thing that would make your job as a tech easier?

Better communication and descriptions.

What is your favorite tv show?

I don't really watch tv.

Have a favorite sports team?

I was a strength conditioning coach for 5 years so I am not a sports fan like the average fan, but I like sports.

What do you like to do in your time off?

I have gutted a house and remodeled it. I work out 5 days a week, run 25 miles a week and work on self defense. I also like to go shooting.

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