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# REAL PROPERTY MANAGEMENT

## MESSAGE FROM THE CEO

SANDI CRNKO



**W**ELCOME TO 2010 and Happy New Year to all. As we embark on a new year, we reflect at our successes of the previous year. While many of you have struggled both personally and professionally, together we have begun to weather the financial storm. In 2010, we will continue to partner with you to offer you and your Association the best support and services for your community.

As you know, one of our primary functions in managing your Association is to be of assistance by educating the Board and the unit owners. We frequently find that owners do not fully understand the division of responsibility between the Owners and the Association and the service we provide to you.

The common area maintenance tends to be the most confusing and is defined as all the property which is not specifically designated to a home or unit. The Association is responsible for the maintenance of those common areas. In today's financial struggles, the challenges you face to keep fees low and still provide your owners and community with the same quality you desired when you purchase your home, are astounding. It is costly to maintain the areas as you and your owners' desire and if your community has entrance features, ponds, gazebo, etc., these can



become more costly to the bottom line. If you are fortunate enough to have a pool and/or club house, the costs continue to rise with utilities, insurance, security, etc.

If you need to further reduce your community costs, your Community Manager can help to isolate areas to reduce or temporarily reduce costs such as irrigation or pool hours. Perhaps there are sources of incomes that could be reviewed and put into place to help offset expenses also. This is especially ideal in areas where not all owners' utilize the facilities such as work out equipment, pool, clubhouse use, etc.

As 2010 progresses, we will be hosting several classes that will be free to Board members designed to assist you in your task of planning and working with our Community Managers. We hope you will take advantage of them and visit our facility.

Together we can weather any financial struggles.

# WHY ASSOCIATIONS PAY TAX



**C**ondominium and Homeowners' associations are most often referred to as Common Area Interest Realty Associations (CIRA's). Tax law for CIRA's is unique in that they are the only organization that may choose between filing two tax forms (1120, or 1120-H) each year, every year. For the purpose of the IRS, they are not considered tax-exempt organizations primarily because they are

servicing only their members and are not serving the "community", as defined by the IRS in Revenue ruling 80-63. Thus, they are required to pay federal tax on non-exempt function income only (i.e. interest/investment income). Per CIRA's Internal Revenue Codes, they are not required to pay tax on exempt function income (i.e. member assessments/maintenance fees, etc.) The IRS requires that CIRA's file a federal tax return annually. They are not required to file State or City tax returns as the State of Ohio and its municipalities consider CIRA's tax-exempt. They are **ONLY REQUIRED** to file a federal return.

## 2009 RPM AWARDS

### AIMEE MYERS

\*Aimee is a Senior Property Manager. She makes time to help her fellow co-workers when they have questions, helps with the social committee activities and looks for the positive side of most situations, while maintaining great relationships with her developers and home owners.

\*Aimee received this year's "Team Player" award!!

### DIANA HOLTZLEITER

\*Diana is a member of our Customer Service Team and our receptionist. Diana is unquestionably a "can do" person. She is always willing to take new tasks and projects when asked and always gives 110% when completing them. And she always does it with a smile and positive outlook.

\*Diana received this year's "Outstanding Performance" award!!

At the annual holiday party, three exceptional employees were awarded for their outstanding service and commitment to RPM and its' customers.

### SHERI BURKE

\*Sheri is our Corporate Controller and the head of the Accounting Department. She handles many aspects of the day to day operations of RPM and always strives for efficiency and accuracy. She is generous with her time for anyone who has questions and needs something done right away!

\*Sheri received the honor of "Employee of the Year"!!

Congratulations to each of our award winners. RPM is better because of you and we appreciate your hard work and dedication!



## RPM PROFILES... SYLVIA BAYLESS

Sylvia has been with RPM as a Property Manager since November 2004. She also leads our Associa Cares team, providing ideas and management of charity functions to collect monies for Associa Cares!

**WHAT MADE YOU GET INTO THE PROPERTY MANAGEMENT FIELD?** I was in an accounting department of a property management firm and it just kind of happened. I left the accounting department side because the other side seemed more interesting! And it is!

**WHAT IS THE MOST DIFFICULT PART OF YOUR JOB?** Learning to manage a variety of personalities. I do this by trying to look at things from their perspectives.

**WHAT IS THE BEST PART OF YOUR JOB?** When I help a Board realize their goal or when I help them to reach a goal based on a recommendation that I have made to them.

**WHAT IS YOUR FAVORITE TV SHOW?** American Idol, like everyone else in the world.

**DO YOU SING? PLAY AN INSTRUMENT?** Yes I sing, well no I don't. No (play an instrument) - it would be cool to do so though.

**LIST ONE THING THAT COULD MAKE YOUR JOB AS A PROPERTY MANAGER EASIER AND WHY?** If I was more organized. RPM and Associa give me all the tools to do my job - but organizing tasks and managing time better would help me feel more productive.

**DO YOU HAVE A FAVORITE SPORT? TEAM?** No - sports are fine - I just don't care about them.

**WHAT DO YOU LIKE TO DO IN YOUR OFF TIME?** Shop! What for? It doesn't matter, clothes, household items, furniture. Anything you have bought lately that you are excited about? A bedroom suite.

**TELL ME SOMETHING ABOUT YOURSELF THAT WOULD SURPRISE PEOPLE ABOUT YOU.** I am kind of an open book. I don't really have secrets like that. What you see is what you get!

# CORPORATE BOWL-A-THON



Split Happens



Incredibowls



STORY BY: FAITH DESMET, LEGAL ADMINISTRATOR

**A**SSOCIA HEADQUARTERS HELD its First Annual Bowl-a-Thon on Friday, November 20, 2009. Representatives from 9 vendors participated in the friendly competition, along with 65 Associa employees, friends, and family. The prize for highest scoring team went to Split Happens, and the prize for best costume went to the Incredibowls. The Bowl-a-Thon raised over \$6,000 for Associa Cares, and a Second Annual Bowl-a-Thon is already in the works!

The highest scoring team was Split Happens (pictured above, far left). The best costume was The Incredibowls (second picture above). Associa Cares was established as a 501(c)(3) non-profit charity to

assist families and communities in crisis as a result of natural and man-made disasters. Through the support of Associa employees and clients, Associa Cares seeks to assist those in neighborhoods across America who are in financial crisis through no fault of their own -- including victims of natural or man-made disasters.

While Associa and its companies generously donate time and money to various national and local charities across the country, Associa Cares offers the opportunity to partner with an organization dedicated primarily to disaster relief.

For more information on Associa Cares, please visit [associacares.com](http://associacares.com)



## WHAT CAN RPM'S MAINTENANCE DEPARTMENT DO FOR YOU AND YOUR ASSOCIATION?

Our maintenance department can provide a wealth of information and assistance to both homeowners and Associations. We hope to be able to assist in any way we can. As always, we are happy to provide bids on any job you need completed. We have always made repairs for individual owners, at their cost, but are developing a more elaborate handyman service program for them as well. There are a whole host of things that we can do for you, here are just a few. Please contact Andy or Deb for assistance.

### FOR ASSOCIATIONS

- Erect structures
- Building repairs
- Painting
- Janitorial
- Preventative Maintenance Needs
- Lawn care services and maintenance
- Irrigation repairs
- Flower installation and maintenance
- Pond services
- Trash removal
- Hydrant inspections and repairs
- Gutter Inspection and cleaning

### FOR OWNERS

- Interior Repairs
- Exterior Repairs (for owner responsibility items)
- Leasing services
- Home Watch Services
- Home Winterization
- Lawn Maintenance

# 2009 HOLIDAY FAMILY GIVING EVENT



**F**or the 3rd year, RPM worked with the Community Kitchen in Columbus to support a local family for the holidays. RPM's employees

liberally gave, providing toys and gifts to each family member, as well as boxes of food and household items. A full holiday meal was provided as well!

We placed bins at a few of our community clubhouses and want to acknowledge the amazing generosity of the residents at two of those communities, Alkire Park and Blendon Park. Dozens of items were given from each of them.

Special thanks to Judy Pratt at RPM for managing the project and team wonderfully (and for the snacks while we wrapped the presents too!). Thanks to all those who wrapped and delivered the gifts as well!

By providing others with joy during the holiday season, we hope our efforts provide a glimpse of hope for the future.

## ICE DAMS

Ice Dams are a common occurrence in the colder weather states. While most of your governing documents cover whose responsibility it is, this information may be helpful for clarification to you and your owners. If you have questions or need assistance, please contact our Service Department or your Community Manager.

Proper use of Ice & Water Barrier Products, plus insulation and ventilation, help prevent ice dams - a major culprit when it comes to roof leaks.

**WHAT IS AN ICE DAM?** A ridge of ice that forms at the edge of a roof and prevents melting snow from draining off the roof.

**WHAT CAUSES AN ICE DAM?** Ice dams form when indoor heating rises through the ceiling into the attic and warms the roof surface.

**HOW DO THEY FORM?** Snow on the heated part of the roof melts and flows down until it meets the part of the roof that is below 32 degrees. At that point, the water freezes into an ice dam.

**HOW DO ICE DAMS LEAD TO WATER DAMAGE?** Water backs up behind the dam and, as it sits on the roof, works its way under the roof covering and flows into the attic. From there it can seep through insulation, ceilings, walls and other areas where it can cause damage.

**HOW DO YOU PREVENT AN ICE DAM?** Keeping a consistent attic temperature can help prevent ice dams. Insulation and ventilation are key components of maintaining the proper conditions in the attic and on the roof deck.

 **Associa**<sup>®</sup>  
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