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October 2019

Volume 6, Issue 2

The Presidents Report



We are finally getting a little reprieve on the Summer heat now, and signs of Fall are peaking around the corner. We have wrapped up two coffee talks, and held our summer social at Valhalla Winery in the first three quarters. In addition, we have an upcoming Board Training and our Annual Business Summit Luncheon to finish out our 2019 year. Community management has seasons too, just like we have with our weather and our lives. We have to change gears now and head into different challenges. And just like the weather and life, to be successful we need to anticipate what is to come, prepare appropriately, and deal with the realities.

No one likes surprises. And while there are always things that happen, we as community management professionals, volunteers and business partners are challenged to continue to learn, improve processes and be better tomorrow than we are today.

This is the focus of our group: to learn, share, improve, and focus on getting better. Our board understands the significant responsibilities that each of us has and are constantly finding ways that we can provide opportunities to learn and improve. We live in an age of immediate communication and gratification. Unfortunately, doing something quickly to cross it off a list or sweeping issues under the carpet is unacceptable. We all need to focus our time and efforts to develop ways of getting more things done correctly the first time, and communicating the results clearly and effectively. Add value in everything you do.

One of the challenges we all face in our businesses and endeavors is to develop trust in people around us. I recently picked up a book called "The Speed of Trust." I've found this book to be very helpful to me in my life. My take away from the book is that if you can develop relationships with people around you it will require you less time to get things done, which actually allows you to get more done. And if you don't have trust from people around you everything takes more time as you'll spend all your time dotting "i's" and crossing "t's."

This year our board has been working on gathering data and getting information out to association volunteers. Our commitment is to provide as many opportunities to learn, grow and improve. While we are proud of the progress our group has made in promoting the importance of community management, we still have only a smaller percentage of all the associations in our marketing area on our mailing lists or participating in training and learning opportunities.

We encourage you to follow along during the year through our website at www.CAISWVA.com or through our CAI Southwest Virginia FB page to be familiar with upcoming events and if you are not on our current email list, feel free to sign up on our website.

Thanks,

John Byers CMCA, AMS

CAI Southwest Virginia, President

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May 2020 Newsletter

The deadline for the submission of advertising, articles, announcements or other newsletter content for the May 2020 newsletter is March 31, 2020. Additional information in the Newsletter Content Policy on page 14.

UPCOMING EVENTS

OCTOBER 2019

Board Training Class

Wednesday, October 23, 2019

South County Library, Roanoke, VA

RSVP Required

DECEMBER 2019

2019 Business Summit &
Annual Meeting

Friday, December 13, 2019

Blue 5 Restaurant, Roanoke, VA

RSVP Required

NOTICE MEMORANDUM

Annual Meeting & Business Summit Committee:

Treana Gibson-White

Chrissy Greene

Continuing Education Committee:

Treana Gibson-White

Legislative Action Committee (LAC):

Jerry Wright

Membership Committee:

Treana Gibson-White

Chrissy Greene

Clarifying the Manager's Role

If your association employs a highly-qualified professional community manager, we think residents should know what the manager has—and has not—been hired to do. The manager has two primary responsibilities: to carry out policies set by the board and to manage the association's daily operations.

Some residents expect the manager to perform certain tasks that just aren't part of the job. When the manager doesn't meet those expectations, residents naturally are unhappy. Since we want you to be happy, we're offering a few clarifications to help you understand what the manager does.

- ✎ The manager is trained to deal with conflict, but he or she will not get involved in quarrels you might be having with your neighbor. However, if association rules are being violated, the manager is the right person to call.
- ✎ While the manager works closely with the board, he or she is an advisor—not a member of the board. Also, the manager is not your advocate with or conduit to the board. If you have a concern, send a letter or e-mail directly to the board.
- ✎ Although the manager works for the board, he or she is available to residents. That doesn't mean the manager will drop everything to take your call. If you need to see the manager, call and arrange a meeting. If a matter is so urgent that you need an immediate response, call the association emergency number or 911.
- ✎ The manager is always happy to answer questions, but he or she is not the information officer. For routine inquiries, like the date of the next meeting, please read the newsletter or check the association website.
- ✎ The manager is responsible for monitoring contractors' performance, but not supervising them. Contractors are responsible for supervising their own personnel. If you have a problem with a contractor, notify the manager, who will forward your concerns to the board. The board will decide how to proceed under the terms of the contract.
- ✎ The manager inspects the community regularly, but even an experienced manager won't catch everything. Your help is essential. If you know about a potential maintenance issue, report it to the manager.
- ✎ The manager does not set policy. If you disagree with a policy or rule, you'll get better results sending a letter or e-mail to the board than arguing with the manager.
- ✎ The manager has a broad range of expertise, but he or she is not a consultant to the residents. Neither is he or she an engineer, architect, attorney or accountant. The manager may offer opinions, but don't expect technical advice in areas where he or she is not qualified.
- ✎ Although the manager is a great resource to the association, he or she is not available 24 hours a day—except for emergencies. Getting locked out of your home may be an emergency to you, but it isn't an association emergency. An association emergency is defined as a threat to life or property.

NEWS

MERCERTRIGIANI

Media Contact:

Patricia C. Hassard

Marketing and Public Relations Manager

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E-mail: pathreeds@msn.com

Immediate Release**Trigiani Completes 10-Year Term Chairing VA Common Interest Community Board**

RICHMOND, VA (May 30, 2019) . . . Community associations attorney Lucia Anna (Pia) Trigiani will conclude her 10 consecutive years of service under three governors as chair of the Virginia Common Interest Community Board (CICB), a governor-appointed board charged with licensing and certifying common interest community managers throughout the state. Trigiani's term ends on June 30 when the governor will appoint her replacement.

A principal and partner with MercerTrigiani law firm, she is a leading authority on common interest community ownership community associations. Trigiani served as the first chair of the newly created 11-member board when she was appointed to a three-year term by Gov. Timothy M. Kaine in July 2008 and re-appointed to the board for two, four-year terms by succeeding governors Bob McDonnell and Terry McAuliffe. She was elected chair by her colleagues each year since 2008.

"The appointment of Pia to the initial Common Interest Community Board was a superb one. Not only did she bring years of experience with DPOR, the home agency of the CICB, Pia was and remains, one of the "go to" attorneys and advisors in Virginia for HOAs and others with interests in community associations. She knows her way around the legislative and political process, has written or influenced a good deal of the law governing common interest communities through her leadership of the CICB. Her intelligence and savvy led the CICB through its early days and the first decade as she exercised a gentle but guiding presence for the board," states **Scott E. Sterling, fellow CICB member and** assistant to the president at IDI Group.

Trigiani also has served in leadership positions within the Virginia legal and national industry communities. She was named 2017 president of the Virginia Law Foundation and served as 2011 president of the Virginia Bar Association. She also was recognized by the Community Associations Institute (CAI) with the 2010 Award of Excellence in Designations recognizing her significant contributions in advancing the industry's programs and ethical standards through her service as the first chair of the Virginia Common Interest Community Board.



NEWS

MERCERTRIGIANI

Media Contact:

Patricia C. Hassard

Marketing and Public Relations Manager

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E-mail: pathreeds@msn.com

A member of the CAI College of Community Association Lawyers since 1994, Trigiani's industry leadership includes serving as 2000 president of the Washington Metropolitan Chapter where she was named Educator of the Year seven times and serving on the National Government and Public Affairs Committee from 1996 – 2008. She also is a past member of the CAI Virginia Legislative Action Committee, Foundation for Community Association Trigiani, a graduate of Saint Mary's College, received her law degree from the T.C. Williams School of Law of the University of Richmond in 1983.

About MercerTrigiani

MercerTrigiani is a boutique real estate law firm that provides corporate, litigation and public policy legal counsel to condominium, property owner, real estate cooperative and timeshare owner associations, real estate developers and individual owners located throughout Virginia and Washington, D.C.

For more information on MercerTrigiani or the practice of community association law, visit www.MercerTrigiani.com, or call 703/837-5000. Research and Virginia Real Estate Board.



Bioengineered Living Shorelines

the Newest Erosion Control Solution

J. Wesley Allen, Environmental Scientist and Regional Manager at SOLitude Lake Management

When development companies design community associations with lakes and stormwater ponds, they envision them as beautiful aquatic resources to attract homeowners, connect with nature and enhance the surrounding property. Without proper management, however, these waterbodies can quickly become eye-sores that produce harmful algae and bad odors, lead to damaged and eroded shorelines, and result in displeased community members.

Most aquatic management professionals will tell you that when a property manager calls about an issue at their waterbody, it's often past the point of a quick fix. This is regularly the case when we arrive onsite to look at an erosion issue on a lake or pond embankment. Rather than finding a few problematic patches of rock or soil, we discover steep, unstable banks, deep washouts and extensive bottom muck caused by years of sedimentation.

Erosion is a natural process caused by wind, rainfall, poor design, cultural impacts like mowing and recreation, or simply an aging aquatic ecosystem. These erosion issues are all exacerbated by human disturbance. Unfortunately, erosion can also negatively affect your lake, stormwater pond, canal or coastline by causing loss of habitat and property value, nutrient loading, reduced storage volume and waterbody depth, and excess runoff. When topsoil is displaced, stormwater pipes and structures can be exposed and damaged. Overtime, erosion can lead to the formation of trenches and gullies that pose a serious danger to the public.

There are many ways to correct erosion with rip-rap, bulkheads, and other hard armoring systems; in certain situations, they may be the preferred option. In my experience, however, reestablishing the embankment utilizing vegetation, whether turf grass for recreation or native vegetation for habitat, has always been an excellent way to halt erosion and enhance community waterbodies. There are several best management practices that can help stop erosion and establish vegetation, but a lot of them have a shorter life-span or planting restrictions. Fortunately, there is a new solution available for both the immediate and long-term stabilization of shorelines and hillsides.

Bioengineered living shorelines are the latest technology in erosion control. These patented woven systems offer an innovative, environmentally-friendly solution to immediately stop shoreline and embankment erosion and create a natural foundation for vegetation. The most effective systems available are designed using a combination of ecofriendly, biodegradable burlap sock-like fabric and heavy-duty knitted mesh. The socks can be filled with local pond muck and sediment, which is why many property managers choose to pair this solution with proactive hydro-raking projects. After the woven mesh systems are filled, they are then secured to the embankment and can be immediately sodded, planted with native beneficial buffer plants, or seeded through the mesh and fabric layers.

As an Environmental Scientist, I've utilized several different shoreline restoration techniques over the years, but this innovative system is certainly creating some excitement! It provides immediate stabilization while effectively filtering and buffering run-off water, removing harmful contaminants and benefiting waterways and water quality, all the while providing a seamless planting platform and long-lasting erosion control. Restored banks and hillsides can be walked on within just a few days, making bioengineered shorelines a fast, aesthetically-pleasing and long-lasting solution for most properties.

Depending on your waterbody and specific erosion issues, goals and budget, your lake management professional may recommend other natural restoration tools. Lakes and ponds that experience heavy water movement may be suitable candidates for erosion control using logs comprised of coconut fibers. Installed in areas with direct water flow, these biodegradable logs can help redirect water movement while reducing erosion along delicate banks. Coconut “coir” logs are biodegradable, compact and excellent solutions for properties in need of a truly custom erosion control approach.

Whether you decide to move forward with a complete shoreline restoration or are several years away, it’s imperative to properly budget and integrate proactive management strategies that protect your banks and hillsides, while preserving the water quality of your aquatic resource. Cultivating a beneficial vegetative buffer with flowering native vegetation will help stabilize soil during rainstorms. Deep-rooted flowering plants can also help pull excess nutrients from stormwater runoff, preventing the growth of nuisance weeds and algae in the water resource. Undesirable nutrients can be further combated with the professional application of naturally-occurring nutrient remediation products, which permanently “lock up” and prevent nutrients from fueling aquatic weeds or algae.

Just like lawncare, lake and stormwater pond management is an ongoing commitment that requires different approaches throughout the year. While no two waterbodies are the same, each and every aquatic ecosystem is susceptible to shoreline erosion and can benefit from custom management plans that integrate buffer management and nutrient remediation, as well as other sustainable tools like hydro-raking, aeration, biological augmentation, and regular water quality testing. Whether your waterbody is in its prime or has seen better days, contact your lake management professional to restore and prolong your water resources—starting with the shoreline.

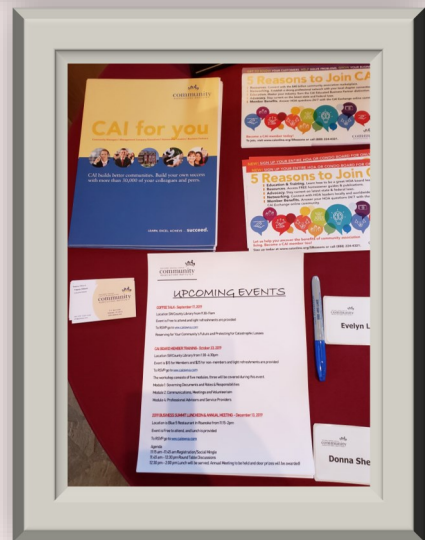
J. Wesley Allen is an Environmental Scientist and Regional Manager at SOLitude Lake Management, an industry-leading environmental firm. He has nearly two decades of experience leading high-profile shoreline stabilization and wetland restoration projects. This article is the second in a series featuring new break-through technologies that will revolutionize the management of lakes, stormwater ponds, wetlands and fisheries in 2019. Learn more at www.solitudelakemanagement.com/knowledge

Erosion Control Before



Erosion Control After





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Board Leadership Development Workshop

LEARN HOW TO BE AN EVEN MORE EFFECTIVE BOARD OF DIRECTORS.

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 4: Professional Advisors and Service Providers

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.



WHEN:

Wednesday, October 23

1:30 pm – 4:30 pm

WHERE:

South County Library

6303 Merriman Road

Roanoke, VA 24018

COST:

\$15 member

\$25 Non-member

Light Refreshments

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2019 Business Summit & Annual Meeting



Event Sponsor

Business Summit & Annual Luncheon is the new form for how CAI Southwest Virginia will be giving our annual sponsors the platform to pitch their business to members or non-members that are seeking to inspire and equip local community associations with the tools needed to better enable those involved in community associations to lead and serve their organizations. This year's Business Summit includes our members and non-members, along with our annual sponsors who each will have a booth provided as part of their sponsorship. There will be round table introductions of each annual sponsors including: BB& T, Beveridge & Associates, Chadwick, Washington, Moriarty, Elmore & Bunn, P.C., DMA Reserve Specialists, Exterior Source, Miller Dodson Associates, Solitude Lake Management, wrap up of our 2019 events, what's ahead in 2020, Lunch, mix & mingle and more!

Schedule of events:

11:15 am -11:30 am Registration

11:45 am - 12:30 pm Round Table Discussions

12:30 pm - 2:15 pm Lunch will be served, Annual Meeting to be held and door prizes will be awarded!

***Please Note: Free, ample parking will be available at the Parking Garage on Church Street (121 Church Ave SW, Roanoke, VA 24018). You may park at any garage in downtown Roanoke please bring your parking ticket with you for validation.

Register at www.CAISWVA.com

No cost event!

See You Later, Summer!

It's that time of year—you've exchanged your swimsuit for sweaters and scarves just in time to roll up your sleeves and prepare your home for cooler weather. As we watch Summer fade into the sunset, consider adding the following items to your winterization checklist, and ensure your home is in tip-top shape for the Fall and Winter seasons.

- ⇒ Update your window treatments. Summer's venetian blinds and sheer curtain panels won't keep the frigid air from creeping in on a cold night. Consider switching to a denser curtain fabric for the winter months to keep your home feeling cozy and keep heating bills low.
- ⇒ Schedule appliance check-ups. Your HVAC system, air ducts and hot water heater should be checked by a licensed professional to ensure all elements are in good shape for the change in weather—especially if any appliances worked overtime during summer months.
- ⇒ Don't forget the attic. Check for leaks in the roof, possible cracks in attic windows and insufficient insulation. With the help of a licensed professional or advice from your local home improvement store staff, you can shield your attic from harsh weather.
- ⇒ Replace weather stripping. Doors and windows need extra help to hold heat inside your home. Inspect all door and window perimeters for cracks or tears in your current weather stripping. You also can add a second layer of protection with temporary weather stripping applied ovetop your existing seals.
- ⇒ Deep clean and declutter. Thoroughly clean your home's nooks and crannies inside and out. Ensure electrical cords, outlets and air vents are dust- and clutter-free; tidy up garages and storage areas; and clear any debris from your home's exterior, especially around vents and drains.

Extinguishing the Flames

Most in-home fires are caused by ordinary things like a stove burner, candle, space heater or extension cord. Mental lapses, poor judgment and carelessness make these things dangerous. Thankfully, by exercising good safety habits and taking simple prevention steps, you can cut down on deadly and damaging fire risks.

First, always be sure your smoke alarms are working. Test them monthly and replace those that are more than 10 years old.

- ▶ **Cooktops.** Never leave the kitchen while something is cooking on the stove. Keep combustibles, such as curtains and wall hangings, at least three feet from the stove.
- ▶ **Space heaters.** Keep them at least three feet away from drapes and bedding, and plug them directly into outlets, not extension cords. Don't use space heaters while sleeping.
- ▶ **Wood stoves and fireplaces.** Empty ashes in a metal container and store them outside away from combustibles for at least a week before disposing of them in the trash. Be sure your chimney is inspected and cleaned annually. Keep any combustibles at least five feet away from the stove or fireplace.
- ▶ **Electrical equipment.** Replace undersized or frayed extension cords. Never run an extension cord under a rug. Call an electrician if circuit breakers regularly trip or if your electrical box has a warm cover. Don't use light bulbs that exceed a fixture's recommended maximum wattage.
- ▶ **Appliances.** Ensure combustion chamber covers are in place on water heaters. Clean all lint from a dryer's back service panel and from the vent line. Replace vinyl vent lines with smooth, metal ducts.
- ▶ **Smoking.** Don't smoke in bed. Use large ashtrays on tables. Soak ashtrays under the faucet before throwing cigarette butts in the trash.
- ▶ **Candles.** Use tip-proof containers. Burn candles only while you're awake and in the same room. Keep candles at least three feet away from combustibles.
- ▶ **Matches and lighters.** Store out of the reach of children.

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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 May 2020 newsletter – March 31, 2020

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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