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New Law Addresses Suspension of Common Element Privileges as a Means of Collecting Delinquent Condominium Assessments

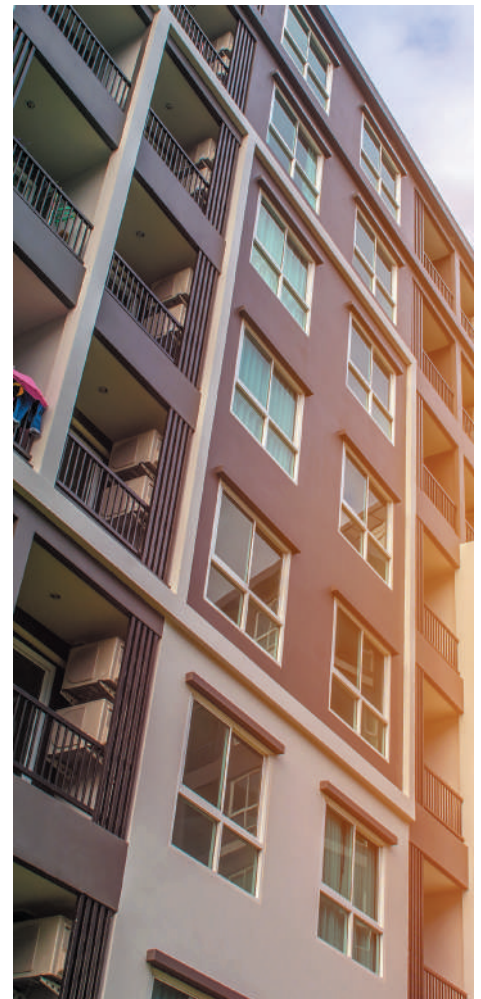
The Maryland legislature recently made it easier for condominium associations to amend their declarations to authorize the suspension of common element parking and recreational facilities of unit owners whose delinquent condominium assessments are more than 60 days in arrears. The new law allows condominium associations to amend their declarations to include such suspension authorization by approval of 60% of the total eligible votes of a condominium. Under prior law, a minimum of 80% or greater was required for such an amendment.

This lowering of the threshold for amending a declaration to include authority to suspend common element privileges of unit owners with delinquent condominium assessments is important because Maryland's highest court

recently held that a condominium may only suspend common element privileges if such authority is expressly contained in the condominium declaration. Suspension provisions contained in bylaws, or suspension rules based on rule making authority in bylaws, are not sufficient. The declarations of many condominium associations in Maryland do not contain language that authorizes suspension and, therefore, those associations cannot lawfully suspend common element privileges for failure to pay assessments without amending their declarations to provide express authority.

This article provides background leading to the enactment of this new legislation and sets forth the details that must be followed by a

continued on page 6



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President's Message

Greetings, colleagues!

It's hard to believe the upcoming year will mark the 40th anniversary of the formation of the Chesapeake Region Chapter of the Community Associations Institute. We can all be proud of how far it has come—the obvious result of hard work and much dedication. Now with over 1,000 members, we are in a critical position to have a powerful impact. Our members, and the many communities they represent, need our help and resources to feel supported, strengthened, and educated through the combined efforts of our membership. It is our goal to be transparent, organized, and viewed as a progressive, professional CAI chapter. Growth promotes leadership, and vice versa. There is a growing excitement around our current growth, and I feel very positive about the coming contributions of our high caliber community managers and overall leadership improvement capabilities in our Chapter as we move into 2019.

One of the ways we will accommodate our growth and presence is to move into a dedicated chapter office as our home base in Columbia, Maryland. Our new headquarters will enable us to have classroom facilities with state of the art audio and visual equipment, space for events, meetings and homeowner programs, workspace for members, storage, all with handicap accessibility. Completion is scheduled for some time in February and we will keep you posted!

Keeping up with trends and technology is becoming more important than ever. We will be improving our online presence to ensure that we as a chapter are communicating together as effectively as possible. The way we want our Chesapeake Region CAI community to view our collective brand should be reflected in our website and overall communications.

Quality education programs and support for the growth of our chapter will be of primary focus in 2019. The better educated our membership is, the stronger our communities become over time. We have an interesting line-up of educational programs on the calendar for 2019, but more importantly, we'd like to hear from you regarding your needs and suggestions for future programming. Supporting each other during growth is key to our success. I am proud of this chapter and can't wait to see how much we can accomplish this year.

*Regards,
Allen Mott
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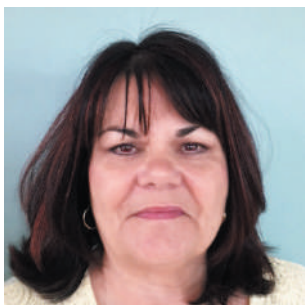
★★★★★

We would like to welcome the following new members to the Board:

Vicki E. Eaton, CMCA, AMS, LSM, PCAM, Manager, Community Association Services, Inc., AAMC

B.K. Swartwood, CMCA, AMS, PCAM, Manager, Comsource Management, Inc. AAMC

Gail Windisch, CMCA, AMS, PCAM, Manager, Tidewater Property Management, AAMC



Vicki E. Eaton, CMCA, AMS, LSM, PCAM, Manager, Community Association Services, Inc., AAMC

Vicki E. Eaton has been in association management for 16+ years serving in several different capacities: General Manager for a large developing community; Senior

Portfolio Manager for a mixed portfolio consisting of high-rise, mid-rise, garden condominiums, homeowner associations, and active adult communities. She is currently General Manager for a large scale community which includes condominiums, townhomes, single family homes, commercial retail spaces and apartment buildings.

As a community manager she has obtained her CMCA®, AMS®, LSM®, and PCAM® designations. Vicki was the 100th recipient of the LSM® designation, receiving it at the 2018 Annual Conference. Her involvement with the Chesapeake Chapter of CAI includes chairing several committees: The Education Committee from 2014–2018 and the Newsletter Committee from 2012–2013. She has been an active member of the Expo Committee since 2011 and has served on planning committees for Homeowner and Breakfast Seminars, as well as being a speaker at several Breakfast Seminars over the years. Vicki has also presented at the 2017 and 2018 Annual CAI National Conference and Expo.



B.K. Swartwood, CMCA, AMS, PCAM, Manager, Comsource Management, Inc. AAMC

B.K. Swartwood holds the professional designations of PCAM, AMS and CMCA. She is currently employed by Comsource Management and manages a large-scale

developing property in Odenton, MD. She has been a part of CAI since 2004 and participated within the Chesapeake Chapter serving in many capacities since 2005 which includes: Past President & President Elect; Board Secretary; Chapter Breakfast Seminar Presenter; Past Chair of the Newsletter Committee & current member; Member of the Expo Committee; By-Law Review Committee member; Holiday Social Committee member; Past Nominating Committee member; Membership Committee including the Mentor Program and contributed articles for publication in the Beacon Newsletter.



Gail Windisch, CMCA, AMS, PCAM, Manager, Tidewater Property Management, AAMC

Gail has been in the Community Association Management industry for over fifteen years, having served in multiple positions within Tidewater Property Management, Inc. working her way to her current

position as the Senior Director of Operations. Gail earned her CMCA® (Certified Manager of Community Associations) designation in 2015, her AMS® (Association Management Specialist) designation in 2016 and, most recently, obtained her PCAM® (Professional Community Association Manager) designation in 2018. She is also the Co-Chair of the Newsletter Committee of the Chesapeake Chapter and has attended multiple CAI events, seminars and National Conferences. Gail was also named top 25 finalist in 2016 and top 10 finalist in the nationwide Manager of the Year Contest. In addition to her professional responsibilities and accomplishments, she enjoys spending time with her daughter, son and husband; plays volleyball on competitive leagues and coaches a junior's club volleyball team.

We would like to welcome back the following re-elected Board members for 2019:

Rod Clark, The Towers Condominium

Ruth Harlan, Carroll Vista Community Association

Continuing Board Members:

Maura Hancock, CMCA, AMS, PCAM, Condominium Venture, Inc. AAMC

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condominium association in order to amend its declaration to include the express authority to suspend parking and recreational facilities of unit owners with delinquent condominium assessments, to the extent such authority does not already exist.

Background

Suspension of a unit owner's privileges within a condominium community can be a strong incentive to make timely assessment payments. In Maryland, a condominium association may only suspend a unit owner's use of communally held common elements facilities for failure to pay assessments if the specific suspension in question is expressly authorized in the recorded condominium declaration. In the case of *Elvaton Towne Condominium Regime II, Inc. v. Rose*, 453 Md 684 (2017) ("Elvaton"), the Maryland Court of Appeals struck down a condominium policy that suspended a delinquent owner's right to use the pool and parking facilities. The court reasoned that Section 11-108(a) of the Maryland Condominium Act only permits a condominium association to restrict a unit owner's use and enjoyment of the common elements if such restriction is expressly authorized by the condominium declaration. *Elvaton*, 453 Md. at 701-06. In *Elvaton*, the declaration did not expressly authorize suspension of pool and parking privileges; instead, the suspension policy was based solely upon the association's general rule making authority under governing documents, which was insufficient. *Elvaton*, 453 Md. at 705-06. If not spelled out in the declaration, then such a suspension constitutes "an impermissible taking" and an unlawful "revocation" and "infringement of [an] owner's property rights." *Elvaton*, 453 Md. at 703-06.

For many condominium associations who relied on the suspension of common elements as an incentive for unit owners to pay past due assessments, the ruling in *Elvaton* presented a problem because the declarations of many condominium associations in Maryland do not expressly authorize such suspensions. Instead, their suspension policies were adopted based on the asso-

ciation's general rule-making authority or provisions in bylaws, which the *Elvaton* cases found unlawful. Therefore, in order to continue such policies, it would be necessary to amend the recorded declaration to specify suspension authority. Traditionally, amending a declaration for this purpose has been difficult, if not impossible, because Maryland required a minimum of 80% of eligible unit owners' votes or a greater amount if specified in the declaration in order to adopt such an amendment. In some older declarations, the threshold could be as high as 90% or higher.

The New Law

In response to the *Elvaton* case, the Maryland General Assembly, in 2018, passed a law making it easier for condominium associations to amend declarations to add language authorizing the suspension common element privileges of unit owners who fail to pay assessments. Under the new law, effective October 1, 2018, an association need only obtain the vote of 60% of the total eligible voters of the condominium in order to amend the declaration that adds a provision authorizing the condominium association to suspend the use of common element parking or recreational facilities by a unit owner whose assessments are more than 60 days in arrears. MD Condo Act §11-103(d)(2). Declarations containing such provisions must also provide unit owners with specified notice and opportunity to be heard. MD Condo Act §11-103(d)(1)(ii). A suspension of common element parking or recreational facilities may not be implemented unless a condominium association mails the unit owner a demand letter giving them at least 10 days to either pay the delinquent assessment or request a hearing to contest the suspension. Moreover, if a unit owner requests a hearing, the condominium association must provide notice and hold a hearing in accordance with the dispute resolution procedures set forth Section 11-113(b)(2) and (3) of the Maryland Condominium Act.

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ANNUAL INFRASTRUCTURE INSPECTIONS: THE PLANNING PROCESS

It goes without saying that one of the main responsibilities a community association manager has is to perform infrastructure inspections of their property. If you manage a community that is gated or has private roadways this responsibility can extend beyond a basic property inspection of a home's exterior to items commonly referred to as site elements.

A successful inspection process starts with an annual review of your property's reserve study which will typically list the development's site elements. Physical assets such as pavement, walking paths, bridges, catch basins, curbs, sidewalks, fencing, gates, light poles, ponds, signs, entrance monuments, and mailbox stations are generally some of the main things classified as site elements in an association's reserve study. The routine site inspection of your Association's site elements is essential for future operating and reserve budgetary consideration.

Prior to your inspection determine if you will need the help of subject matter expert to evaluate the condition of your site elements. Involving a trusted business partners/engineering firm in your inspection process will prove wise if you have to go to your Board for additional repair/replacement funding. Involving a subject matter expert

will also give you a new perspective on the state of your property and ensure you meet your fiduciary obligations to the Board.

Often times Associations may have a designated committee that is focused on annual site element inspections (especially during the transition of developer controlled common areas). Involving the right committee or resident board member in your inspection process will prove to be a good investment of your time and help you build support if an additional investment of Association resources is needed for repairs.

For example, if you have a large community with a dozen or more site elements, establishing a Building & Grounds or Transition Committee will help you. Such a committee will lend credibility to your work and improve the planning process when future infrastructure repairs are considered. Make sure to clearly state in the committee's charter what their role is in the process. Setting the expectation and goals upfront will keep your relationship with the committee on the right path and provide you with the support you need.

In closing be proactive, review and update your inspection list annually. Keep a regular inspection cycle for your community and its infrastructure on the books. Review your reserve study if you're not sure what site elements you need to inspect and don't be afraid to raise your hand if you need help. Involving a subject matter expert and/or the right committee may actually increase your credibility with your Board. CAI also offers a great introductory course entitled M-201: FACILITIES MANAGEMENT which covers overseeing the maintenance of common areas as well as using checklists and reports for your planning.

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Wellness Management—

Tips for a Healthier Lifestyle



“The body heals with play, the mind heals with laughter, and the spirit heals with joy”.

American Indian Proverb

It's Monday morning and some of us are already counting down the minutes until Friday evening. How do we create a more balanced life with so many obligations and responsibilities? Are we truly taking time to disengage from life's increasing demands both personally and professionally? The question we ask ourselves repeatedly is how do we create a productive professional life while caring for our personal lives? Left unchecked, the balance shifts in the wrong direction and we start to experience mental and physical exhaustion. Left untreated, burnout sets in.

Through several modifications in our day, those overwhelming feelings can be reduced. The goal is to increase productivity, improve focus, decrease stress, and bring joy back to everyday living. This can be accomplished through adjustments to how we rest, what we use to fuel, relevant exercise regimens, thoughtful planning, and taking time out for optimum living.

- The average person requires 7–8 hours of sleep per night. This sounds like an ideal or luxury for those juggling a demanding lifestyle. Sleep allows our bodies to rest and repair. Without the proper sleep, we start our morning without the energy we need to conquer the day. It takes 48–72 hours to makeup one night of disrupted sleep. Over a period of months or years, poor sleep habits wear us down. There are techniques that can help us when we just haven't slept or rested enough.
- Breathing techniques throughout the day allow us to slow down, take a moment for ourselves, and give us a chance to stop and focus. Brendon Bourchard, professional coach and motivational speaker suggests setting a timer on your phone 3–4 times a day to stop everything and take 10 deep breaths. This may sound silly, but these small breaks of controlled breathing increases oxygen to the body and allows us to calm our mind with renewed energy to focus. Another great practice is evening meditation prior to bed. For beginners, listening to a guided meditation will help those that are unfamiliar with this incredibly peaceful practice.

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- Nutritious food provides the fuel for the brain and body to function properly. You would not expect your car to drive if you don't refill your gas tank. Don't expect your body to perform without it's required fluids, protein and other essential nutrients. Keeping healthy snacks and bottled water available whether in the car, at your desk, and especially at home will help avoid the quick stops for fast food and vending machine binges.
- Exercise programs should be tapered to individual needs. For general wellness, a consistent cardiovascular exercise program should include 20 minutes, 5 times a week of your favorite activity. This can be running, walking, cycling, or playing in the park as if a child. The mind will appreciate the endorphin release and the body will be stronger and less vulnerable to injury.
- Disengage from electronics. This is a difficult challenge in a highly demanding, customer service-based industry. We are constantly checking our phones, emails, and voicemails to make sure we are responsive to client's needs. This comes at a cost to you and your wellness. Set boundaries in your day to protect your top priorities. Create a work schedule with time blocks throughout the day to return and respond to messages. In the evening, plug your phone in and leave it. Utilize the phone's "do not disturb" function to alert only in case of emergencies from chosen contacts.
- Ask for help! This is one of the biggest stress and time savers. We simply can't do it all alone. If you can assign works tasks or utilize an assistant, delegate time consuming tasks. If you are able, hire a cleaning service. This way, your off time is not spent cleaning up messes from the week. An uncluttered home creates a sense of peace and a reduced sense of chaos. This allows time for more enjoyment.

We cannot care for others if we don't care for ourselves. Take time to rest, eat, plan, and exercise. When you form a habit of prioritizing these wellness tips, the results are a more productive and fulfilled life. Be well!

*Written By: Adrian Blakeney, Business Development Executive
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Spring Landscape Checklist: Tips to Recover Curb Appeal

Spring can be an exciting time to be outdoors. Warmer weather is calling, chirping birds fill the air, and flowers are beginning to bloom. But when you take a closer look, your landscape may leave you feeling a little deflated: leaves and other debris are scattered across the turf and beds; perennials have died back to the ground; mulch has washed away, and snow stakes are haphazardly still in place.

Here are some tips to ensure you quickly regain the beauty of the landscape that winter may have taken away.

- **Post Snow Walkthrough**—This can be done with or without your snow provider present; however, you will want to keep detailed notes and/or pictures.
 - * Inspect property for damage
 - * Storm Drains
 - * Curbs/Curb Stops/Speed Bumps
 - * Turf/Flowers/Plants
 - * Excessive standing ice melt chemical or aggregate material (such as sand or gravel)
 - * Ensure snow stakes have been removed
 - * Staged contractor snow removal equipment and materials should be removed from site
 - * Onsite snow removal equipment (snow blowers/shovels) should be cleaned and stored
- **Landscape Assessment**—The early bird gets the worm! It's best to schedule a meeting early in the year with your landscape provider to ensure that you have a clear schedule for timing of spring services. Be prepared to discuss the following items:
 - * Spring Cleanup, Edging & Mulching Services
 - * Winter/early Spring ornamental tree & shrub pruning
 - * Seasonal Color (annual flower installation or touch-up-planting)
 - * Turf Fertilizer and Weed Control
 - * Expected commencement of Mowing Services

- * Irrigation Services
- * Spring Startup: System will be pressurized, and inspected for any damage that may have occurred over the winter
- * Ensure that you know whether the clock is programed and set to run, or is turned off until needed once warmer/drier weather arrives

- **General Site Inspection**—Spring is a great time to assess the grounds for projects that can quickly improve curb appeal. If your landscape provider is not bringing these to you proactively, they would be happy to if you express an interest. High value areas to focus on include:

- * Front Entrance, Signage, and Amenities (power washing, new plant installation, or re-design)
- * Property Fence & Wood-line Clearing
- * Improved drainage for standing water or gutter drains

As the weather warms and the flowers begin to bloom, these tips will ensure you gain control of your outdoor space, and enjoy everything that Spring has to offer! A clean community landscape is a great step towards maintaining high curb appeal, and property value.

*Written by: Tim Bishop
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PLATINUM SPONSOR SHOWCASE SOLITUDE LAKE MANAGEMENT

3 TIPS TO MANAGE NUISANCE PLANTS & ALGAE WITHOUT PESTICIDES

Each year, a variety of factors can lead to undesirable plants and algae in community lakes and stormwater ponds. Luckily, property managers have several natural options to help mitigate against undesirable growth.

Limit Sunlight

If a stormwater pond receives full sunlight during the growing season, this directly impacts plants and algae by increasing water temperatures and providing the light necessary for photosynthesis. To prevent sunlight from penetrating the water column and stimulating the growth of deep submersed plants and benthic algae, water levels can be increased. Proactive hydro-raking can help maintain existing water depths and prolong the need for dredging by removing unconsolidated muck and organic debris from the bottom of a lake or stormwater pond. Likewise, blue or black pond dye can be applied to reflect sunlight. Pond dye can enhance the aesthetics of a waterbody while simultaneously absorbing sunlight before it can penetrate the waterbody and fuel excessive plant growth.

Introduce Aeration

Algae and nuisance weeds flourish in stratified waterbodies. A stagnant, sun-warmed layer floating on top of colder, deeper water can serve as a perfect habitat for undesirable species. Circulation with a diffused aeration system breaks this stratification and allows the water to mix more evenly, resulting in more consistent temperatures and less warming in the sunlit portions of the water. Aeration is also effective at preventing oxygen depletion and fish kills, improving beneficial bacteria levels, and preventing the release of excess nutrients from the sediment. And cutting-edge technologies like nanobubble aeration are becoming available to help restore water quality faster and for longer periods of time.

Prevent Nutrient Loading

Phosphorous is the most important nutrient contributing to excess vegetation in lakes and stormwater ponds, and it can enter the water column in runoff containing lawn fertilizers, grass clippings, pet droppings, and waste from faulty septic systems. A number of nutrient reduction strategies should be considered if water quality tests reveal nutrient levels are too high. A professional lake manager can apply beneficial bacteria to the waterbody to utilize nutrients that would otherwise be available for plant and algae growth. Water quality can



Photo Caption

Nuisance algae: Pesticide applications can be a safe and effective strategy to reduce nuisance aquatic weeds and algae, but the most sustainable alternative is proactive management.

also be amended by using products that bind with phosphorous to keep it from becoming fuel for nuisance plants. Additionally, strategically planting desirable buffer vegetation around the shore of the waterbody can help to intercept phosphorus before it enters the water and is absorbed by unwanted vegetation.

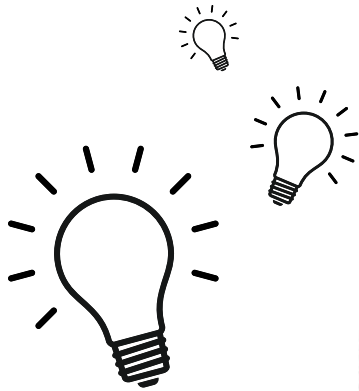
To learn more about these solutions as well as new industry technologies and innovations for the enhancement of water quality, contact your lake management professional. Learn more about this topic at www.solitudelakemanagement.com/knowledge.

Written by: Gavin Ferris
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TIPS FOR MANAGERS



Something as simple as good communication skills can help aid each to do and be a better manager. As Association Managers, we will find ourselves dealing with difficult situations and people from time to time. Here are a few “tidbits” to keep in mind.

- **Pay Attention**—Sometimes it can be really difficult to pay attention, especially when you are in a difficult situation or dealing with a very difficult person. Try to view the situation as an opportunity for personal growth. Every challenge, no matter how small or big, presents that opportunity.

- **Listen**—First and foremost, be sure to listen. As you listen, are you “hearing” what they are saying? Ask questions, repeat back information to ensure you are hearing them correctly. Don’t ever assume you know what the other person is going to say or what their motives may be.
- **Understand**—Make sure you make every effort to understand the other person’s point of view, whether or not you agree. You may indicate that you appreciate or understand their issue which is not the same as agreeing with what was said.
- **Body Language**—Make sure your body reflects confidence. Stand up/sit up straight, look people in the eye and above all relax. Your body should say “You have my undivided attention. I am not only listening to you, I am hearing you”.
- **Tone**—When speaking or giving a reply, keep your voice calm using a pleasant but firm tone. Wait to speak. If need be, taking a deep breath will help you pause.

Remember, we are in the driver’s seat of our own success. Sharpening communication skills is a good way to be prepared for any of the curves, bumps and lumps on this journey as an Association Manager.

Written by: B.K. Swartwood, CMCA, AMS, PCAM
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SAVE THE DATE!

2019 Chesapeake Chapter Golf Outing

Date: Wednesday, June 19, 2019

Location: Waverly Woods Golf Club, Marriottsville, MD

Time: 10:30 AM — Registration opens
12:00 NOON — Shotgun Start



Details on Sponsorships and Registration to follow soon!

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.

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

Register at www.caimdches.org/education.aspx

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**Friday,
November 8, 2018**
Hampton Inn by
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**Saturday,
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Fenwick Inn
Ocean City, MD



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AMG is a top quality, multi service landscape and concrete maintenance company that employs certified experts and skilled, highly trained professionals in their fields of expertise to help clients with a vast array of services, which include:

Landscape Services

High quality landscape maintenance service for commercial and residential properties, lawn mowing/trimming/edging, assessments to provide a comprehensive turf management program designed specifically for each lawn to maximize nutrient needs for every season, fertilization scheduling and applications, aeration and over-seeding to help lawns absorb more nutrients and oxygen, while increasing turf thickness and improving the health and look of the lawn, tree and shrub care by horticultural experts and a certified arborist, leaf removal and weed control through the use of pre-emergents, regular weeding, and other specialized treatments.

New Additional Service Added

AMG have added irrigation services to their wide repertoire of landscape services that they can now offer to customers. Please call AMG for additional details on this new service.

In addition, AMG offers virtual landscape designs tailored to their clients expectations to help them achieve their dream landscape, which include the design and installation of patios, pavers, retaining walls, tree/shrub positioning and planting, sod installation, and outdoor lighting designs and implementations to help create that soft-scape look and accentuate desired landscape features, as well as providing additional security measures for that peace of mind. Problematic drainage and landscape soil erosion issues can be resolved through a variety of construction options that include, retaining walls, properly placed downspouts and resurfacing methods to name a few. It all begins with a free proposal simply by requesting one. The number to call for a free proposal is: **410-768-4720**.

Snow Removal Services

Employing a wide variety of snow removal equipment including snow plows, dump trucks, salt spreaders, bobcats, 4 wheelers, snow blowers and multiple crews of snow removal experts, AMG can respond quickly and efficiently to snow and ice removal from parking lots, roads and sidewalks, salt and ice melt applications and snow relocation, as needed, over the areas winter weather months.

Asphalt and Concrete Services

AMG offers a full suite of commercial and residential asphalt and concrete services whether it be new installation or repair work on existing projects, they can provide the expertise to complete the work on asphalt paving installation, repair, resurfacing, patching, parking lot restriping, crack repairs, seal coating, curb and gutter installation, sidewalk projects or ramps to satisfy ADA compliances, to the highest standards. Please log onto the Atlantic Maintenance Group website to see a full listing of provided services. AMG's website is: www.atlanticmaintenancegroup.com.

Painting and General Contracting Services

Atlantic Maintenance Group is the team their clients trust with their landscaping and snow removal needs. AMG now offers their same high quality service, their clients have come to expect, with painting and general contracting services for commercial and multifamily properties in a multi-state area. These services include exterior/interior painting, surface preparation, priming, project inspection with thorough materials clean up once the job is complete.

Additional Services

Include wall paper hanging, virtual designing, paneling, vinyl wall covering, dry wall installation and repair, experienced carpentry repairs, caulking needs, siding, gutter, power washing, custom cut seamless gutters, tenant renovation and demolition, and roofing.

Whether it be renovation or repairs, AMG provides unparalleled service and follow-through on every job they undertake. They will also work around their customers schedule to make the process convenient with minimal impact.

For a free quote, please call Atlantic Maintenance Group at: **410-768-4720** or email: info@amgmd.com.

For a full listing of services, please view the website at: www.atlanticmaintenancegroup.com.

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Tips For Board Members

All so often our personal email inboxes can quickly fill up with junk mail, advertising, and those special emails from friends and family. Thus, trying to locate a particular email for Board business and perhaps just sorting thru all those emails can become very time consuming. Additionally, having a separate Board email for Association business helps to ensure that personal and possibly embarrassing information is not mistakenly divulged. For example, if the Board of Directors faced any type of litigation, Board members may be required to provide access to their email for subpoena and/or discovery purposes. By having a dedicated Association business email address, you will not have to divulge your personal email address or information. Similarly, it is also extremely important not to use your business email address for Association board business for the same reasons previously stated. If some type of litigation were pursued, your employer would most likely not like the fact that the company would be required to give access to all of their emails and proprietary information.

Once the separate email is created, make sure to share it with the management company, other members of the Board and perhaps even the vendors and homeowners. However, sharing the email with homeowners could become a complaint receiving email, so be cautious. For that reason there could be a general Board mailbox on a website or a separate email address for suggestions, concerns, and for committees. Of course someone needs to monitor these separate emails, so be sure a person is designated to do as such. One or two board members could be responsible for checking the general emails to monitor Board business, or to alleviate confusion, it may be ideal to have all communications from owners and vendors to flow directly to the management company. Committee members would also be responsible for checking their emails and should have a separate account created for Association business as well.

In summary, it doesn't cost much, if anything at all, to create a separate email address to use for Association Board business. Not only is it a good idea to do this for the reasons stated above, but by having a dedicated email address that ties to the community looks more professional and projects a sense of organization to the current and prospective members of the community, as well as the vendor contacts.



*Written By: Connie Phillips
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C O M M U N I T Y



What does “Community” mean? As defined in Webster’s Dictionary, it’s explained as “a unified body of individuals. People with common interests living in a particular area. An interacting population of various kinds of individuals living in a particular area”. Let’s explore these definitions further.

The importance of these definitions and of this message is that, in order to maintain its strength as a community, and as an association, the Community needs each individual member. Simply, the members are the families, men, women, and children, the professionals, students, and retirees. Together all of these individuals bring strength and leadership to your community.

As Community Managers, it is important to remember the above meanings as we go about our daily routines; tasks which include looking at balance sheets and income statements, or communicating with contractors and Association members. We must remember all of these individuals that make up that community. Without the individual members (residents), the Community Association is nothing more than a charming group of homes with no identity or personality; a faceless, impersonal business of landscaping, snow removal, and lifeguards. Basically, without the individuals, the Community in each Association would be non-existent.

To organize and govern a community, the Association does not select from across the country or even the state. The Association draws upon the vast experience and wisdom of the community residents. A Board of Directors, which is supported by numerous committees, make up the volunteers that lead the way for the community association. Those

volunteers are involved in the everyday tasks of shaping the community into the unique and vibrant being that is “your” community. Individually, each person is important, but together, they are the Board of Directors, the Budget Committee, the Communications Committee, the Covenants Committee, the Design Review Committee, the Environmental and Beautification Committee, the Facilities

Committee, the Live/Work Committee, the Pool Committee, the Social Committee, the Swim Team Committee and any other Committee that helps to benefit the membership of your Association.

In a word, each committee is invaluable, but perhaps more importantly, they are all eager for more of you, the individuals, to come and join them. A great day at the pool, a tree planted by the park, a party celebrated at the club house, or a festival for all to enjoy; these are the results of the volunteer community committees. Without volunteers, the Community Association is simply just something outlined in the documents with no character.

Wouldn’t it be great if you were involved in writing your own role and part in your Community Association? If the answer is yes, look to your Management Company or Board of Directors to find out how you can become an integral part of your Community Association.

*Written by: Gary M. Simon, CMCA, AMS, PCAM
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MEMBERS IN THE NEWS

Congratulations

to

Nichol Means,

from Worman's
Mill Community
Conservancy, Inc.

**for receiving
her CMCA in
December 2018.**

Toepfer Construction Co., Inc. is excited to announce that we have been approved by the Community Association Managers International Certification Board (CAMICB) to teach Disaster Planning Essentials for 2 continuing education credits towards your CMCA Certification.

Goldklang Group CPAs, PC, the area's leading CPA firm specialized in providing audit and tax services to Common Interest Realty Associations (CIRAs), is proud to announce the promotion of Sheila M. Lewis, CPA and Mathew T. Stiefvater, CPA to Associate Principal. Both Sheila and Matthew are members of the Virginia Society of CPAs and the American Institute of Certified Public Accountants (AICPA).

Community Management Corporation, an Associa company, is proud to announce that its managed community, Piney Orchard Community Association, has won the Associa Green Award for 2018. This is the second time that Piney Orchard has won the sought-after award, winning in 2015. Piney Orchard Community Association is the largest planned community in Anne Arundel County, Maryland. As the Associa Green Award winner, Piney Orchard Community Association, will be presented with a grand prize of \$2,500 to go toward the funding of a future green project.

The Falcon Group would like to announce Ms. Kimberly Frederick, RA as a new Senior Architect hire in Falcon's Rockville, MD office. Ms. Frederick has over 20 years' experience in designing and managing projects within the multi-family residential, commercial, retail, education, hospitality and industrial markets.

2019 SEMINARS LOCATED ON THE EASTERN SHORE

BREAKFAST SEMINAR

Friday, February 1, 2019

*Wrestling with Short-Term Rentals and the
Challenges Community Associations Face*

Location: Clarion Resort Fontainebleau Hotel, Ocean City, MD

Cost: \$15 Per Person
(Includes Full Breakfast Buffet and Seminar)

Breakfast & Registration: 8:30–9:30 AM

Seminar: 9:30–11:30 AM

Friday, April 26, 2019

*You Don't Know, What You Don't Know, Until You
Discover—You Don't Know!" A Roundtable Program!!*

Location: Clarion Resort Fontainebleau Hotel, Ocean City, MD

Cost: \$15 Per Person
(Includes Full Breakfast Buffet and Seminar)

Breakfast & Registration: 8:30–9:30 AM

Seminar: 9:30–11:30 AM

A GREAT
EVENT!

BOARD LEADERSHIP DEVELOPMENT WORKSHOP

Friday, NOVEMBER 8, 2019

Location: Hampton Inn by Hilton, Rehoboth Beach, DE

Member: \$100

Non-Member: \$135

Time: 8:30 AM–5:30 PM (Lunch is provided)

Saturday, NOVEMBER 9, 2019

Location: Fenwick Inn, Ocean City, MD

Member: \$100

Non-Member: \$135

Time: 8:30 AM–5:30 PM (Lunch is provided)



Welcome New Members!

New Chapter Members: October–December, 2018

Ms. Kathy Bestany
Swan Point at Lake Elkhorn

Mrs. Joann Biele
Hickory Crest Townhomes

Mr. Matthew Bikle
Property Management People, Inc.

Ms. Ann Black
The Council of Unit Owners of Kingsgate
Condominium, Inc.

Ms. Nancy Blose
Carroll Vista Community Association

Ms. Nancy Blose
Carroll Vista Condominium I, Inc.

Mr. Nick Bonvegna
The Gatherings at Lyndwood Land Condominium
Association

Ms. Beth Brittingham CMCA, AMS, PCAM
Community Management Corporation

Mr. Richard Brucki
Mann Properties, Inc.

Ms. Frank Canastar
The Gatherings at Lyndwood Land Condominium
Association

Ms. Jerry Carr
Hickory Crest Townhomes

Mrs. Katheleen Cleaves
Swan Point at Lake Elkhorn

Ms. Ann Marie Conlon
Chapel Green Home Owners Association

Miss Rebecca D Cook
Symphony Village at Centreville Homeowners
Association Inc.

Ms. Karen Cooper
Gates Hudson Community Management

Mr. Dina Cotter
Chapel Green Home Owners Association

Mr. Dave Culler
The Gatherings at Lyndwood Land Condominium
Association

Mr. Sean Danus
Swan Point at Lake Elkhorn

Mr. William Davis
The Gatherings at Lyndwood Land Condominium
Association

Mr. Al Delacuesta
Symphony Village HOA, Inc.

Mrs. Elizabeth Dembeck
Professional Community Management

Mrs. Rita Dore
WPM Real Estate Management

Ms. Carrie Ehart
Raine & Son, LLC

Mr. Robert Fischer
The Gatherings at Lyndwood Land Condominium
Association

Ms. Jennifer Flynn
Distinguished Programs

Mr. Eric Fredland
Grand View at Annapolis Towne Centre

Ms. Mary Gears
Chapel Green Home Owners Association

Ms. Dianne Good
The Gatherings at Lyndwood Land Condominium
Association

Ms. Ruby Halligan

Ms. Lee Hanna
Swan Point at Lake Elkhorn

Ms. Carrie Hecox
The Council of Unit Owners of Kingsgate
Condominium, Inc.

Mr. Bill Hicks
Chapel Green Home Owners Association

Mr. Benjamin Hurley

Ms. Meg W Josetti
All Clean Power Washing

Miss Dawrin Keeter
The Gatherings at Lyndwood Land Condominium
Association

Ms. Regina Kegel
Edgewater House

Ms. Bonnie Kidd
The Gatherings at Lyndwood Land Condominium
Association

Mr. Mark King
Gap View Village Homeowners Association, Inc.

Mr. Keith Ludlow
Gap View Village Homeowners Association, Inc.

Mr. Caleb Masters
Montego Bay Civic Association

Ms. Maureen McComick
The Gatherings at Lyndwood Land Condominium
Association

Sharon McGlaughlin
Standard Striping

Dr. Scribner Messenger
The Council of Unit Owners of Kingsgate
Condominium, Inc.

Mr. Harold Michels
The Council of Unit Owners of Kingsgate
Condominium, Inc.

Mr. Allan Misch
The Gatherings at Lyndwood Land Condominium
Association

Russell Moore
Property Management People, Inc.

Mr. Dante Nania
Planned Companies

Mr. Jason Ordene
White Flint Station Condominium

Mr. James Pearce
Hickory Crest Townhomes

Dr. Karen Pell
Hickory Crest Townhomes

Sheridan Phillips
Edgewater House

Ms. Judy Porter
Swan Point at Lake Elkhorn

Mr. Jean Rothenburger
Chapel Green Home Owners Association

Mr. Mark Rozental
English Towers Condominium Association

Lael Savoy
The Gatherings at Lyndwood Land Condominium
Association

Mr. Michael W Settle

Ms. Patricia Snead
Homeland Condominium Association

Mr. Theo Stone
Hickory Crest Townhomes

Mr. John Stottlemire
Carroll Vista Community Association

Mr. David Michael Tarlecki

Jean Vanderpool
The Gatherings at Lyndwood Land Condominium
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Ms. Danielle Whitaker
EmpireWorks—Reconstruction and Painting

Mrs. Ramona Williams

Ms. Renee Wines-Hocker
The Council of Unit Owners of Kingsgate
Condominium, Inc.

Ms. Marilyn Witt
The Gatherings at Lyndwood Land Condominium
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Mr. Mark Zawodny
Swan Point at Lake Elkhorn



2019 Educational BREAKFAST SEMINARS

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The Chesapeake Region Chapter of Community Associations Institute announces its breakfast seminar schedule for 2019. Homeowners, Board Members, Managers, Management Companies and Service Providers are invited to attend these seminars, which are designed to help you effectively manage and work with a community association and its service providers. Cost includes the seminar and a full breakfast.

Mark your calendar now! These programs are an excellent educational venue, as well as a terrific place to network with colleagues and prospective clients.

All seminars are at Michael's Eighth Avenue in Glen Burnie, MD. To download the Breakfast Seminar Brochure, visit www.caimdches.org

"AVOIDING BURNOUT...FINDING BALANCE" WAS HELD ON FEBRUARY 20, 2019. PLEASE VISIT OUR WEBSITE FOR HANDOUTS ON THIS PROGRAM!

Wednesday, March 20, 2019

"Simple Math—Proactive Management + Effective Maintenance = A Healthy Community"

Community associations come in all sizes. They vary in age, amenities provided and in their maintenance obligations. Careful planning for future repairs and replacements is not only in the best physical and fiscal interests of the community association, in some states it is required by law. Did you know that Community Association Managers are also "Asset Managers"?

This seminar is going to address some misconceptions regarding the role of the Community Manager and how their role has evolved into one that needs to do some "Big Picture" planning. Managers need to work together with their Community Association Boards to establish and implement a Maintenance Plan so that the community (the asset) flourishes and grows in value.

Determining what falls under Preventative Maintenance vs. Deferred vs. Corrective Maintenance is the first step towards establishing a plan. Then, you have to properly implement the plan. This program will go through each of these critical steps using real life examples, sample schedules and photographic evidence. Some tips on how to get your Boards on board will also be shared.

Wednesday, April 17, 2019

"You Don't Know, What You Don't Know, Until You Discover—You Don't Know!" A Roundtable Program

Please come and join this interactive Roundtable Program that will provide you with tools, tips and information that you will be able to utilize when dealing with problems or issues that may arise with your clients or Association.

There will be 12 different topics, one assigned to each table. There will be an **"Expert" Facilitator** at each table.

Attendees will have the opportunity to sit at three different table topics during this program, approximately 35 minutes per topic. The industry expert will briefly introduce the session topic and then the table participants will shape the session content based on their own specific needs and questions.

The goal of this roundtable is to provide information and tools that will help you, as a manager or homeowner volunteer, to work through those issues related to the roundtable topics being offered.

Please note: As a professional courtesy, we ask that no Business Partners sit at a competitors table. Business Partners are welcome to sit at other tables with topics that are not your industry segment.

There will be a table on each of the following subjects:

- Fire Safety
- Elevators
- Solar panels
- Electric cars
- Security systems
- Irrigation & Plumbing Systems
- Storm Water Management/Bio-Retention Ponds
- HVAC
- Mold and Hazardous Materials
- Paving Projects—Repairs and Replacement
- Request for Proposal—Are You Prepared?
- Roofing—Repair/Replacement and material options

Wednesday, May 22, 2019

"Community Associations and Information Technology—the Good, the Bad and the Ugly"

This session is an interactive panel discussion led by industry experts with unique perspectives on the benefits and risks of using technology in community association activity.

Join your peers to preview findings from the Foundation for Community Association Research's Survey on Technology and Data Security and learn about known and unknown risks arising from increased reliance on technology and social media. How people's expectations have changed since Social Media has become such a significant part of people's lives. Legal risk will be addressed in this seminar.

Wednesday, September 18, 2019

"Public Speaking—Worse Than a Trip to the Dentist?"

Fact: Speaking in front of a group of people is a task that makes the top of the list of things that the average person fears most.

This program will be given by a professional in this industry, and it will be tailored to the needs of the full range of our membership, including Managers, Board Members and Business Providers. It will cover the various types of public speaking and offer outlines for success in addressing both small and larger groups.

Face it.... We ALL need these skills, and we can ALL benefit from improvement.

2019 HOMEOWNER SEMINARS SCHEDULED

**ATTENTION
HOMEOWNERS!**

**The Chesapeake Chapter is offering the following
5 Seminars geared specifically for Board
Members & Homeowners.**

All Homeowner Seminars will be located at Chapter Office
in 8901 Herrmann Drive, Suite B, Columbia, MD 21045

COST: \$20.00 per registrant!

**SAME
LOW PRICE
FOR 7 YEARS!**

Saturday, March 2, 2019

Older Communities Competing in Today's Market

Registration: 9:00–9:30 AM

Seminar: 9:30–11:30 AM

Instructors: Sari Mcleod, Complete Management Services & Marianne Gruntowicz, Realtor, Long and Foster

Saturday, April 6, 2019

*Unity in the Community—Partnering with your
Business Partners*

Registration: 9:00–9:30 AM

Seminar: 9:30–11:30 AM

Instructors: Noni Roan, Regional Account Executive, Mutual of Omaha Bank & CondoCerts; David Vaughn, Manager, D.H. Bader Management Services, Inc.; Nicole Williams, Attorney, Rees Broome, PC

Saturday, May 4, 2019

A Year in the Life of a Board Member

Registration: 9:00–9:30 AM

Seminar: 9:30–11:30 AM

Instructors: Ruth Harlan, Board Member, Carroll Vista Community Association and a Past President of the Chesapeake Chapter & Rod Clark, Board Member, The Towers Condominium and the Chesapeake Chapter

Saturday, October 12, 2019

*Before You Sign on the Dotted Line...Terms to Look for &
Include in Your Community Association Contracts*

Registration: 9:00–9:30 AM

Seminar: 9:30–11:30 AM

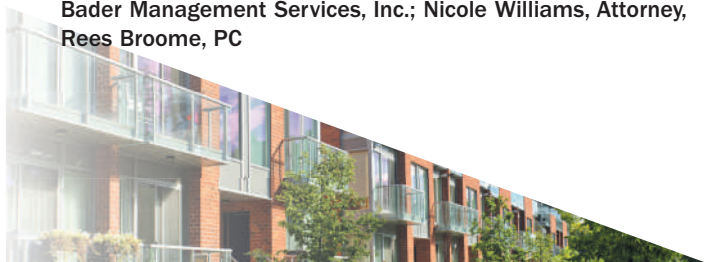
Instructors: Chad Toms, Attorney, Whiteford, Taylor & Preston, LLP & Kathleen Panagis, Attorney, Whiteford, Taylor & Preston

Saturday, November 2, 2019

Who's Running Away With Your Money

Registration: 9:00–9:30 AM

Seminar: 9:30–11:30 AM



PLEASE NOTE: dates may be subject to change.

For more information about each seminar, visit www.caimdches.org and click on the "Education" tab. Contact the Chapter Office for questions: contact@caimdches.org

THE BEACON



BEACON ADVERTISING RATES FOR 2019

Ad reservations are taken on a first-come, first-served basis

Ad Size	Member Price (per issue)	Non-Member Price (per issue)
Full page: 8" x 10" Black & White	\$525	\$625
Half page: Horizontal 8" x 5" Black & White	\$375	\$475
Half page: Vertical 4" x 10" Black & White	\$375	\$475
Quarter page: 3.5" x 4.5" Black & White	\$300	\$400
Business card: 3.5" x 2" Black & White	\$225	\$325
Add color (per ad)	\$175 addl.	\$275 addl.

Advertising Deadline Winter issue: 3/29/19

The size and rate information applies to camera-ready ads. These charges do not include artwork preparation that may be necessary to place ads. Signed contracts must accompany payment. The application form is located on the Chapter website: www.caimdches.org.

Community Association Brain Teaser

Fun For Your Next Lunch Break!



D F S I V D M C M Z U R C H D
L K B U D A F W U A G X O O P
S O A X N O Y X I F F J N S P
S X O A Z D C A N Z A H T X T
T N G P F R U U I F X R R V E
E E O D R A O B M P Z S A C L
R W J I U F J L O E R U C M W
N M D D T E X S D E N B T M F
G N I P A C S D N A L T P G T
G B J G J W E W O P T N S C K
G M A I J O O P C P J P L R F
X C B E U E H I S B F B F H E
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BOARD
CONDOMINIUM

CONTRACT
DOCUMENTS

HOMEOWNERS
INSPECTIONS

LANDSCAPING
MANAGER

POOL
TOWNHOUSE

Attention Managers! 2019 PMDP COURSE SCHEDULE

Chesapeake Region Chapter			Washington Metro Chapter		
Feb. 8	M-380	NEW! Litigation Training for Managers <i>Pikesville, MD</i>	Jan. 31-Feb. 1	M-204	Community Governance, <i>Falls Church, VA</i>
Apr. 11-13	M-100	The Essentials of Community Association Management <i>Pikesville, MD</i>	Mar. 6-8	M-100	The Essentials of Community Association Management <i>Falls Church, VA</i>
Jun. 20-21	M-100	The Essentials of Community Association Management <i>Pikesville, MD</i>	Mar. 21-22	M-205	Risk Management <i>Falls Church, VA</i>
Sept. 5-6	M-205	Risk Management <i>Pikesville, MD</i>	Apr. 11-12	M-350	Manager and the Law <i>Falls Church, VA</i>
Sept. 19-21	M-204	Community Governance <i>Pikesville, MD</i>	May 29-31	M-100	The Essentials of Community Association Management, <i>Falls Church, VA</i>
Nov. 1	M-202	Associations Communications, <i>Pikesville, MD</i>	Jun. 7	M-201	Facilities Management, <i>Falls Church, VA</i>
Questions? Call CAI Direct at (888) 224-4231 (M-F, 9:00 am-6:30 pm EST) www.caionline.org/LearningCenter/Pages/default.aspx			Jul. 19	M-202	Association Communications, <i>Falls Church, VA</i>
			Aug. 21-23	M-100	The Essentials of Community Association Management, <i>Falls Church, VA</i>
			Sept. 20	M-203	Community Leadership, <i>Falls Church, VA</i>
			Nov. 13-15	M-100	The Essentials of Community Association Management, <i>Falls Church, VA</i>
			Nov. 21-22	M-206	Financial Management, <i>Falls Church, VA</i>
			Dec. 6	M-390	Customer Service Meets Current Events, <i>Falls Church, VA</i>



Calendar of Events (as of 1-16-19)

March	2 SAT	Homeowner Seminar—"Older Communities Competing in Today's Market" Columbia, MD	August	13 THUR	(No Board Meeting scheduled)
	12 TUES	GBBR Resale Disclosure Seminar	September	5-6	M206—Financial Management—Pikesville, MD
	20 W	Board of Directors Meeting, Michael's Eighth Avenue, Glen Burnie, MD		11 W	Educational Planning Retreat—Columbia, MD
	20 W	Breakfast Seminar—"Simple Math—Proactive Management + Effective Maintenance = A Healthy Community" Michael's Eighth Avenue, Glen Burnie, MD		18 W	Board of Directors Meeting, Michael's Eighth Avenue, Glen Burnie, MD
	30 SAT	Board Leadership Development Workshop—Doubletree Columbia, MD		18 W	Breakfast Seminar—"Public Speaking—Worse Than a Trip to the Dentist?"—Michael's Eighth Avenue, Glen Burnie, MD
April	6 SAT	Homeowner Seminar—"Unity in the Community—Partnering with your Business Partners" Columbia, MD		19-21	M100—The Essentials of Community Association Management—Pikesville, MD
	11-13	M100—The Essentials of Community Association Management—Pikesville, MD	21 SAT	Board Leadership Development Workshop—Doubletree Columbia, MD	
	17 W	Board of Directors Meeting, Michael's Eighth Avenue, Glen Burnie, MD	24 TUES	GBBR Resale Disclosure Seminar	
	17 W	Breakfast Seminar—"Community Associations and Information Technology—the Good, The Bad and the Ugly" Michael's Eighth Avenue, Glen Burnie, MD	October	12 SAT	Homeowner Seminar—"Before You Sign on the Dotted Line...Terms to Look for & Include in Your Community Association Contracts" Columbia, MD
	23 TUES	GBBR Resale Disclosure Seminar		16 W	Board of Directors Meeting, Columbia, MD
	26 F	Eastern Shore Breakfast Seminar—"You Don't Know, What You Don't Know, Until You Discover—You Don't Know!"—A Roundtable Program—Clarion Resort, Ocean City, MD		22 TUES	EXPO & Business Provider Showcase—Martin's West, Baltimore, MD
May	4 SAT	Homeowner Seminar—"A Year in the Life of a Board Member" Columbia, MD		November	1 F
	15-18	CAI National Conference—Orlando, FL	2 SAT		Homeowner Seminar—"Who's Running Away With Your Money" Columbia, MD
	22 W	Board of Directors Meeting, Michael's Eighth Avenue, Glen Burnie, MD	8 F		Board Leadership Development Workshop—Hampton Inn by Hilton, Rehoboth Beach, DE
	22 W	Breakfast Seminar—"Techno-Dilemmas: How Community Associations Can Manage Risks Associated with	9 SAT		Board Leadership Development Workshop—Fenwick Inn, Ocean City, MD
	June	13 THUR	Board of Directors Meeting, Columbia, MD		14 THUR
19 W		Golf Outing—Waverly Woods, Marriottsville, MD	21 THUR	GBBR Resale Disclosure Seminar	
20-21		M360—Leadership Practices in Building Community—Columbia, MD	TBD	Annual Social/Meeting	
July		17 W	Board of Directors Meeting, Columbia, MD	December	VISIT OUR WEBSITE WWW.CAIMDCHES.ORG
		<i>Please note: Schedule is subject to change</i>			

VISIT OUR WEBSITE WWW.CAIMDCHES.ORG

Please note: Schedule is subject to change