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**FLORIDA
COMMUNITY ASSOCIATION
JOURNAL**

THE OFFICIAL PUBLICATION OF FCAP

May 2015

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WHITEWASH JOB**

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Journal Notes

PROTECTING YOUR INVESTMENT

Boards of directors for community associations are tasked with a fiduciary duty to care for their communities. This duty encompasses a lot of individual components, interconnected operating systems, and vital infrastructure. It is simply the nature of things that these elements, even as they start their life, are already degrading and breaking down, and Florida's salt air only adds to the speed in which this breakdown occurs. Being a board member is not a job for the faint of heart.

Recognizing how difficult the job can be and with a desire to help boards of directors for community associations to protect their investment, this month's *Florida Community Association Journal* seeks to focus in on one

area that a board of directors must give attention to. The focus for this month is taking care of your building's painting and waterproofing needs. In Kathy Danforth's article on page 8 "Painting: No Time for a Whitewash Job," Christina Chacon, a manager with Castle Group, shares how an engineer explained "that the paint is protection, which we especially need with our exposure to salt in the air." Additionally, she wisely comments, "Expect the unexpected" when it comes to the timeline for the project, as well as additional repairs. These are just a couple of words of wisdom on how a community can advance with a painting and waterproofing project.

In another article by Donny Morelock on page 16, he shares, "Always remember the biggest, ongoing enemy to your property is moisture/water penetrating the envelope of your building." Furthermore, Morelock provides some key steps for how a community can decide whether it needs to hire an engineer or construction consultant. Both these articles are good jumping off points for learning how to protect the investment you have in your community.

As always, we are grateful for our readers and want to hear from you on what steps you are taking to protect your investment—your community.

Michael
Editor

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THE OFFICIAL PUBLICATION OF FCAP

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Painting

NO TIME FOR A WHITEWASH JOB



BY KATHY
DANFORTH

Blue Condominium in Miami, a 36-story, luxury condominium near the ocean, faced its first exterior painting in 2013. Though the painting and restoration job was originally slated to take four to six months, the completion will be closer to 18 months. With the right people on the job, however, the project is a success because the community is confident that they are getting the work that needed to be done completed the right way.

PAINTING PROJECT POINTERS

- Have up-to-date professionals on your team: an engineer or owners' representative, if the project size warrants it, and a lawyer for contract review.
- Don't go strictly by lowest price in contractor selection. You can't afford a substandard contractor.
- Expect the unexpected. Arrange your contracts and finances in preparation for going above and beyond the original scope.
- Communicate like a Chicago voter—early and often.

Senior Property Manager Christina Chacon with Castle Group recalls, "The planning really started four years ago. The association hired an engineering firm to represent the owners and develop a scope of work and guidelines. There were other issues to address in addition to the painting, so this was the time to do it—stucco delamination, leaks, water ponding on catwalks, and modifying the pool grate system to improve drainage. Because of the size of the project, the board wanted someone with expertise to create specifications, protect the owners' interests, and make sure the work was done the right way."

After developing specifications, the engineer answered questions from the board and management. Chacon shares, "The engineer explained that the paint is protection, which we especially need with our exposure to salt in the air. The parking garage had not been painted previously—that omission was a way the developer saved money—but we've found that the paint makes the garage brighter as well as protects the concrete."

Contractors were recommended by the engineering firm, board members, and Castle Group, with 13 contractors attending a meeting on site prior to bidding. "The engineer checked bids and references, and the board, management, and the engineer held interviews with the four contenders with the lowest bids. We asked a variety of questions: Will you be able to meet payroll between payments? What is your prior experience with this type and size of project? How many employees will be on the job? New construction is quite different

*Photos courtesy
of Castle Group*

*Omar Alam, Pistorina and Alam;
Christina Chacon, PM, Castle Group;
Christopher Keller, APM, Castle Group;
Tom Seilkop, CRW of South Florida; and
Juan Lopez, Chief Engineer, Castle Group*





from restoration work, so we were looking for a company with experience working around residents on site. Some contractors said that they would have more than 20 employees on site, but the contractor we selected said he would use about 14 employees, which we knew was appropriate for the size of the project. We asked how they would address specific repairs and typical painting. The contractor with the lowest price bombed in the interview and could not give good answers. It's very important not to just look at price; making sure they have the right expertise for your project and property and have worked on a residential property of your size before is essential," Chacon explains.

During the project, both the paint manufacturer and the engineer reviewed work before each payout. "The paint supply company representative provides a certificate that paint is the proper type and applied correctly," Chacon notes. "That protects both the contractor and the association should the paint fail prematurely, and it provides back-up if you have to use the warranty."

"For each payment period, the contractor charges according to the percentage of completion, with 10 percent retainage until completion," Chacon explains. "Our engineer validated the amount of work done, and on occasions when there was a disagreement, the payout bill was revised.

"The engineer also inspected for broken stucco prior to painting and marked it for removal, protecting the association from paying for stucco that did not need removal. It's not good practice to allow the contractor to mark their own stucco to remove," advises Chacon.

During a painting project, there may be more revealed than concealed. "It's amazing what you will find when you start these projects!" Chacon observes. "That's the unfortunate part. Issues are hidden, and when contractors start to dig, they come out. That's why it's important to have a trustworthy team able to identify these concerns and address them."

Blue Condominium found a number of items to address that were not in the original agenda of tasks. "We needed to add drains in the garage to alleviate ponding water, repair additional expansion joints, and replace caulking around the windows. Originally, our engineer felt that we wouldn't have to replace the caulk until the next painting, but when the project was in progress, they found replacement was needed now," says Chacon.

"We also found that the waterproofing on our second floor was delaminating. We needed to fix that to avoid damage to the lobby and offices underneath, but the

cost was another \$250,000. Since we had a contractor who is versatile at restoration and is able to do more than paint, we've been able to make the additional repairs without bringing in another contractor," she adds.

"For any change orders, the engineer reviews the work proposed and the price. This expertise goes a long way because you have someone who is in the business every day and knows a fair price. The general contractor is here, so who would be better able to do it? But, our engineer did come to the table with the contractor to explain why a price was unfair. It was very beneficial to have someone who knows the business and is able to fight on your behalf," observes Chacon.

"Expect the unexpected," Chacon advises. "We had a number of delays just from nature—wind and rain are a big factor on a building this high. We found areas of stucco that were too thick and building them up with a different material was very time-consuming. Once you've discovered something, there's an opportunity as well as an

PLANNING, CONTRACTOR SELECTION, AND PROJECT IMPLEMENTATION ALL REQUIRE AN EXCHANGE OF INFORMATION, ESPECIALLY WHEN THE SCOPE OF WORK CHANGES.

obligation to address it and do it correctly. That not only takes time but money as well."

Chacon strongly recommends that communities be prepared financially. "Anticipate additional costs, especially on large properties. Luckily, these additional costs haven't been a problem because we prepared by securing a construction line of credit. Be creative and have a plan!"

Chacon says they would have written their engineer's contract differently had they known how the project would develop and be extended. "Our engineering contract was a flat fee for the original



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time frame, but after that, it has been on an hourly basis. When things are itemized, it runs up the cost. Additional items were added and we needed their expertise, but you can protect yourself financially at the beginning by negotiating a flat monthly fee for the duration of the project. In writing contracts, prepare for the worst-case scenario!" Chacon suggests.

Meanwhile, for those who are most impacted by the process and the results—the residents—communication and consideration are essential. "Luckily, our residents have been extremely patient because they realize what's going on," Chacon relates. "We've communicated since the beginning so they knew the expectation, and we've explained delays. We try to give advance notice of anything that affects them: we would tell residents if we would be working on their balcony line and there might be a lift outside the window, or if stucco would be flying and belongings would need to be brought in to keep them clean. When you communicate, people can expect the situation; that's better than being surprised."

"So much about a project depends on the contractor," Chacon notes. "This crew has been professional and was used to working in a residence, which is much different than working at new construction. They were trying to be courteous."

Regular communication with the contractor enabled minimizing the impact on the residents as well as satisfactorily dealing with project issues. "The owner of the restoration company came into my office every day to let me know what was going on and any difficulties.

There were biweekly progress reports with the board, on-site and corporate property management, and our engineer. That was an opportunity to express concerns and figure out solutions for all parties. There was a lot of documentation, communication, and photos," says Chacon.

Planning, contractor selection, and project implementation all require an exchange of information, especially when the scope of work changes. "This project has gone as well as it has due to so much communication," according to Chacon. Finding more repairs that needed to be done in the course of the project has been an opportunity to prevent future damage; for Blue Condominium, a project well done is money well spent. ■

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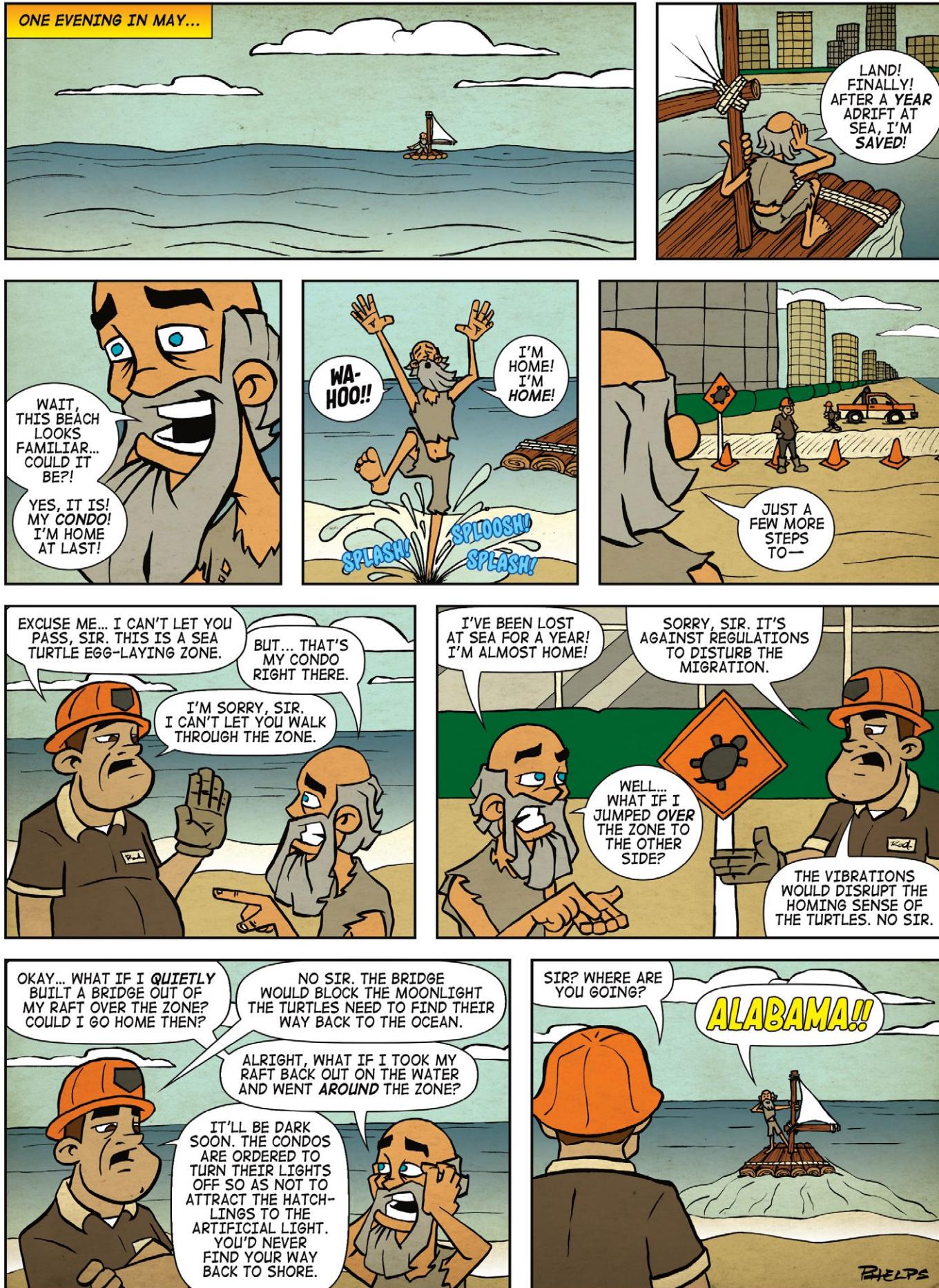
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Painting and Waterproofing Your Property

HOW TO GET STARTED



BY DONNY
MORELOCK

IMPORTANCE OF PAINTING AND WATERPROOFING

The painting and waterproofing of your building(s) is arguably the single most important, budgeted item that any board or management company has to deal with. In this article, I will try to simplify the process and help you decide which direction to go.

Always remember the biggest, ongoing enemy to your property is moisture/water penetrating the envelope of your building.



Photos courtesy
of Donny Morelock

DONNY MORELOCK, OWNER AND PRESIDENT OF CPR (CONCRETE PAINTING & RESTORATION)

Donny Morelock is Owner and President of CPR (Concrete Painting & Restoration) of Tampa Bay and Bradenton/Sarasota, Florida. Morelock brings more than 30 years of business ownership and expertise specializing in customer service in the painting, waterproofing, and restoration field. His motto is "NDC" No Dissatisfied Customers. He believes in offering a great product at a fair price. Morelock and CPR provide a family atmosphere with a blend of accountability. He has served on several charity organization boards in the past and believes in giving back to his community. Contact him at Donny@CPRPainting.net or (727) 939-9393.

ENGINEER/CONSTRUCTION MANAGER VS. PAINT COMPANY SPECIFICATION

It is important to note that in all cases, a detailed paint manufacturer specification will be needed to start the process. The warranty given will come from the paint manufacturer in writing and should include both labor and material. It will usually be seven years or ten years depending on the quality of the material specified. I encourage everyone to always get a price for both the seven years and the ten years so you can make an informed decision based on the amortized cost of each.

Is It Necessary to Hire an Engineer or Construction Consultant?

The answer will depend on several things of which I have listed some below:

- Is this the building(s) first repaint?
- Are you experiencing any severe waterproofing issues with the building?
- Are there any significant wood or concrete issues that need to be addressed?
- Have you had several warranty issues since the last repaint?

If the answer to any of the questions above is "yes," then I would encourage an engineer/construction consultant be hired. I would like to point out that if none of the above scenarios are evident on your property, then it may not be necessary or frugal to include this in the budget. Most re-paints are done with the specifications being written and adhered to by a reputable paint company only.

I would highly recommend that you disqualify any painting/waterproofing company who does not want to work with or highly discourages any third-party accountability. I prefer there to be additional accountability. I believe, when warranted, it helps protect both the owners and contractor.

INFORMATION NEEDED TO MAKE INFORMED DECISIONS

In most cases, the paint and waterproofing material used in new construction is of builder's grade and is not designed to last the normal repaint cycle of 7–10 years. This is not to say there is anything wrong with this approach or product. However, managers and board members should know this going into the decision making process. It is equally important to know the following information on remedial



repainting of buildings, and in most cases, the management and board members should have access to pertinent information from the last time the building was repainted.

With this knowledge, the following things should be considered on all painting and waterproofing projects:

- All caulking should be inspected and, if needed, should be removed and replaced with a high-

quality urethane caulk. The Florida sun is very hard on anything that allows elasticity for waterproofing. All stucco should be inspected. It is typical of all stucco to show some signs of cracking, however the size and severity of this will help to decide whether a normal elastomeric patch followed by a high-quality sealer and paint will work or will a high-build product designed to bridge these stucco cracks be needed to fully waterproof the envelope of the building.

- A determination needs to be made on whether the building(s) need any additional repairs such as wood repair, concrete restoration, or waterproof membrane installation.

INITIAL STEPS TO GETTING STARTED AND ACTION PLAN

1. Determine the Time Frame to Get Your Building(s) Painted and Waterproofed

- First Repaint = five to seven years
- Remedial Repaints = Current need and indicated length of time from last time painted

2. Decide Whether You Need a Paint Specification Only

3. Decide on a Paint Manufacturer

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4. Decide on Which Contractors You Want to Bid Your Project

- Experience and years in business
- Provided references (Call them)
- Reputation in your marketplace
- General Contractors License. This applies if you think there might be additional wood or concrete restoration as part of your project
- I would suggest three bidders on smaller projects and four on larger ones

5. Set a Pre-Bid Meeting with All Involved (Paint company or engineer/construction consultant will do this for you)

- Make this mandatory to bid your project. If you are not important enough or if they are not big enough, then you will not want them to bid.
- Make sure the paint company rep, the manager, and a minimum of two board members are in attendance.
- Go over the entire scope of work. Answer questions from contractors.
- Agree to send an addendum by a specific date if anything changes during this meeting. (This is common as you actually walk the property during the pre-bid meeting.)
- Inform the contractors of whether or not they are providing a port-a-potty.
- Inform everyone of when the project is expected to start.

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- Inform the contractors how and when they are to deliver the bid. It should go directly to the board/manager and should be sealed in an envelope by a specific date. This is usually two to four weeks depending on the complexity of the requested bid.

6. Select a Contractor (a Process of Elimination)

- Many state the decision is not based on price. However, everything has a value and the manager/board has a fiduciary responsibility to be value conscious. With that said, price may be the easiest component to narrow on your list of contractors. I would suggest eliminating the highest and lowest bidder only if there is significant difference in them being high or low.
- Availability of the contractor to start and complete the project in your time frame.
- Call references that closely match your job scope.
- Reputation.
- “Customer service philosophy” What is their position on this? I believe that in the construction industry if the project is big enough, there will be a problem! I further believe it is how the contractor reacts to this problem that differentiates them in their field!

- Agree on the terms of the contract and sign it.
*Always include the warranty!

7. Set a Pre-Production Meeting

- It is important to have the manager, at least two board members, the job superintendent, and the owner/management of the

- contractor at this meeting.
- Go over who the board liaison is and exchange phone numbers with the job superintendent and field management.
 - Instruct the contractor where they can park their work vehicles, trailer/storage container, and port-a potty.
 - Go over where any equipment being used for the job is to be parked or stored when not in use.
 - Go over daily cleaning of the jobsite.
 - Go over the approved hours of operation. Can they work on Saturdays?
 - Possibly go over scheduling a Saturday to get the entry doors painted that could not be accessed during normal production.
 - Agree on how and when to do final punch lists. (Every two buildings, etc.) This is important to ensure timely draw payments to the contractor as agreed.
 - Last but not least—go over how to handle any problems on the job. This will be important in ensuring that the contractor handles every problem with concise communication and immediate action.

IN SUMMARY (PPI = NDC)

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FCAP AWARDS

FCAP is excited to announce the addition of a new recognition program—the FCAP Awards to our Family of Services. Readers are already familiar with the Readers' Choice Awards, which are given to outstanding service providers.

We are expanding that program to include individuals, boards, committees, employees, etc. that serve Florida's community associations. Here are the details on the newly expanded awards:

"Celebrating Positive Community Living"

COMMUNITY SPIRIT AWARD (NEW IN 2015)

Description: This award is presented to an individual or group that demonstrates care and concern for their community manifested in outstanding service to either their community association or the community at large.

Examples of those efforts include organizing food drives; bringing residents together to do charitable work; helping those in the community who need assistance; leading civic, scout, sport, or church groups; volunteer work within the community; positive or inspirational management, board, or committee leadership, etc.

Eligibility: Managers, board members, committee members, residents, and employees of community associations, with special recognition available for management companies.

COMMUNITY IMPACT AWARD (NEW IN 2015)

Description: This award is presented to those individuals who have made a positive impact on the operation, quality, safety, efficiency, or financial viability of their community association.

Examples of these efforts include innovative budgeting efforts and cost-control programs, implementation of neighborhood watch or other security programs, raising money for playground equipment or other community needs, implementing community health programs, implementing energy-saving programs, etc. Almost any area of management or oversight can be included.

Eligibility: Managers, board members, committee members, residents, and employees of community associations, with special recognition available for management companies.

READERS' CHOICE AWARDS

Description: Now in its third year, this award is presented to service providers that demonstrate through their commitment to the community associations they serve an exemplary level of proficiency, reliability, fairness, and integrity.

Eligibility: Vendors that provide services or products to the community associations of Florida.

For more information or to nominate an individual, committee, manager, management company, or service provider, please visit www.fcapgroup.com/nominate.

ASSESSMENTS, ACCOUNTS RECEIVABLE, AND COLLECTIONS

by Mitch Drimmer, SNAP
Collections by AFS

Uniform Collection Policy

Your governing documents, bylaws, rules and regulations, or assessment notice should clearly state when a payment is due and when a payment is late.

If your due date is the first day of the month and a 10-day grace period is given, when a payment is made on the 11th, the payment is 11 days late, not one day late. The owner should be charged the late fee and late interest as stipulated in the governing documents of the association. The only exception would be if the 10th falls on a weekend or bank holiday.

Late fees are a revenue source for the association and should be included on the revenue/income section of your budget. Interest on late payments should also

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be charged as per the governing documents and statutes. If the governing documents are silent in regards to interest, the association may charge the maximum rate allowed by law, which is currently 18 percent. Check your governing documents for the specific language on collecting interest on late payments. Some documents use "shall" be charged and some use "may" be charged.

Charging the late fees and being consistent with your policy gives owners a clearer understanding of the consequences of late payments. When owners have to make a choice between paying their assessment or another bill, they will pay the bill with the consequences (late fees and interest). If the association does not charge late fees and interest, there is not as much incentive to pay on time. The governing documents must clearly authorize late fees.

If contacting a delinquent owner, never leave a telephone message. Do not send a postcard reminder to pay. Reminder notices should be inside sealed envelopes.

If the documents do not clearly state a uniform collection policy, the board of directors should create one and stick to it; otherwise, they will be considered arbitrary and unfair. Selective enforcement of the

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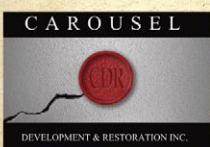


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FCAP SERVICE MEMBER PROFILE *FLCAJ Reader's Choice Award Winner Gold Level*



Glenn Remler

The Sherwin-Williams Company has not only grown to be the largest producer of paints and coatings in the United States, but is among the largest producers in the world. Sherwin-Williams has been voted by JD Powers as the Highest Ranked Paint Retailer for 2013 and 2014 and as the Highest in Customer Satisfaction for 2014 among exterior paints. Glenn Remler, Sales Account Executive for Condominium/HOA, serves the South Florida area: property managers, engineers, restoration, and area paint contractors. Glenn has recently been nominated to the CAI Gold

Coast Board of Directors. Sherwin-Williams South Florida District has more than 70 stores, 40 specialized sales representatives, and a manufacturing plant located in Winterhaven, FL to service their area. They provide complementary: color renderings, paint specifications, CEU classes, custodian reports, and more to provide you that peace of mind your property needs from their supplier!

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For more information about FCAP membership, visit www.fcagroup.com or call (561) 277-8152.



Photos courtesy
of Lynn Barber

Heat-Seeking Annuals



BY LYNN
BARBER

Annuals provide a great opportunity to color-up your landscape, front porch, and lanai, whether in the ground or in containers. Most Florida annuals last one season, not one year. There are both warm and cool season annuals. This article focuses on warm season annuals, which are so named because they are damaged by frosts and freezes.

You need to know your site conditions because these elements will help you make plant selection decisions that will save you time and money. Consider whether the planting area is in the sun, shade, or part sun and



LYNN BARBER, AGENT, UNIVERSITY OF FLORIDA/IFAS EXTENSION, HILLSBOROUGH COUNTY

Lynn Barber, Agent, University of Florida/IFAS Extension, Hillsborough County, is responsible for educating residents on the nine principles of the Florida Friendly Landscaping™ program. These principles include right plant right place, water efficiently, fertilize appropriately, mulch, attract wildlife, manage yard pests responsibly, recycle, reduce stormwater runoff, and protect the waterfront. Barber is past president of the Florida Association of Natural Resource Extension Professionals and has received numerous awards for programming, publications, and television and radio segments. As a Master Gardener, she has given back thousands of hours in environmental horticulture education to the community.

part shade. Is the soil texture clay loam, sandy loam, sand, or sandy clay? Is the area well drained, wet, or in between? What is the size of the landscape bed you want to utilize? Once you have this information, you can make good plant selection decisions because if you purchase first and make these determinations later, the plants will not survive or thrive. That will cost you time and money to purchase replacements.

For plant selection, you may need to do a little homework on the plants you want; such as their mature size, whether they are warm season plants or cool season plants, need sun or shade, preferred soil type, etc. Just because plants are sold at a certain time of year does not mean they will thrive at that time of year in your landscape, which is why a little research on your part may be worth it dollar and time-wise. This is easier than it appears. Access the University of Florida website edis.ifas.ufl.edu, and you can type in specific plants and many other topics to review the information you seek.

Site preparation is also important. Add two to three inches of organic matter to the soil surface. This can be peat, compost (processed worm,



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mushroom, cow manure), or a potting soil mixture. Top the compost with a controlled-release fertilizer according to the label and mark your calendar when the next application will be needed.

Dig the hole for the plant so 10 percent of the container size is above ground level. Water the plant before and after it is planted. Space the plants according to their mature size, not how they look the day you plant them. Water as needed until the plants are established, which means you can see shoot growth. (It also means root growth, but it's hard to see that when roots are below the ground!) Microirrigation works well for watering annuals, and be sure to direct the water to the roots and soil, not to the leaves or flowers.

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Mulch the area so it is two to three inches deep when settled and pull the mulch away from the base of the plants. Mulch retains soil moisture, and this could damage the plant and attract insects or disease. Mulch moderates the soil temperature, reduces runoff and erosion, improves the soil structure, suppresses weeds, and enhances the beauty of the landscape.

I selected five warm season annuals that do well in north, central, and south Florida. They include Caladium, Coleus, Pentas, Shrimp plant, and Wax begonia.

Caladium: This is a fast-growing bulb that can reach a height and spread of one to two feet. It prefers slightly acidic to slightly alkaline soil pH of 6.0–7.2. Any soil texture works well. Soil moisture should be well drained. Caladium has medium-drought tolerance and low-to-no salt tolerance. Different varieties prefers partial shade, full shade, or full sun.

Coleus: This is a fast-growing plant that can reach a height and spread of one to three feet. It prefers slightly acidic to slightly alkaline soil pH of 6.0–7.2. Any soil texture works well. Soil moisture should be medium drained. Coleus has a low-drought tolerance and low-to-no salt tolerance. It prefers full sun and performs well in partial shade/partial sun. Propagation from cuttings is very easy.

Pentas: This is another fast-growing annual that can reach a height of two to four feet and a spread of two to



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three feet. It prefers slightly acidic to slightly alkaline soil pH of 6.0–7.2. Any soil texture works well. Soil moisture should be well drained. Pentas has medium-drought tolerance and medium salt tolerance. It prefers full sun and performs well in partial shade/partial sun. This annual attracts butterflies and hummingbirds.

Shrimp plant: This is another fast-growing annual that can reach a height of two to six feet and a spread of two to four feet. It prefers acidic to slightly alkaline soil pH of 4.5–7.2. Any soil texture works well. Soil moisture should be wet. Shrimp plant has medium-drought tolerance and low-to-no salt tolerance. It prefers full sun and performs well in partial shade/partial sun. This annual

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attracts butterflies, birds, and hummingbirds. Propagation from cuttings is very easy.

Wax begonia: This is a slow-growing annual that can reach a height and spread of a half to one foot. It prefers slightly acidic to slightly alkaline soil pH of 6.0–7.2. Any soil texture works well. Soil moisture should be well drained. Wax begonia has low-drought tolerance and low-to-no salt tolerance. It prefers partial shade/partial sun.

For more information on annuals, please see the University of Florida publication, *Gardening with Annuals*, by Sydney Park Brown, at edis.ifas.ufl.edu/mg319, from which this article was adapted. The University of Florida has Gardening Calendars available online for three regions in the state. These calendars contain month-by-month information on what to plant, when to prune, fertilize, etc. To view the calendar for your area of the state, see edis.ifas.ufl.edu/ep451 for the North Florida Gardening Calendar, edis.ifas.ufl.edu/ep450 for Central Florida, and edis.ifas.ufl.edu/ep452 for South Florida.

As always, follow the landscape or architectural control procedures in your deed restrictions before making changes. For more information about the nine principles of the Florida-Friendly Landscaping™ Program or for assistance with gardening-related questions, contact your local Extension office and/or visit the University of Florida website solutionsforyourlife.com or edis.ifas.ufl.edu. ■



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Eligibility: Managers, board members, committee members, residents, and employees of community associations with special recognition available for management companies.



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PARK PRIVATE RESIDENCES

Communication is the common ingredient that spells success or failure for life in a community from parties to rules enforcement to replacing balconies. While there has been a revolution in the way many people communicate, not everyone has proceeded in the same direction or at the same pace. This leaves associations trying to serve all of their residents with the task of adding on new means



BY KATHY
DANFORTH



of reaching people while still maintaining more familiar methods. The 2014 winners of the Communications and Community division of the Communities of Excellence have successfully spanned the broadening field of communication to reach all of their owners.

STONEYBROOK WEST MASTER ASSOCIATION

Stoneybrook West Master Association of Winter Garden, winner of the Communications and Community division for larger communities, is a 1,226-home association with the majority of residents under age 50. With this demographic, they have been able to focus on electronic communication while also maintaining their previous methods in their quest to reach everyone.

"We have approximately 1,400 e-mail addresses that I send a monthly newsletter to as well as a weekly e-mail with community activity updates," says Jazz Cannon, Lifestyle Director. "The community manager consistently sends updates, and the residents are happy that he is communicating directly with them. Another improvement is the monthly report sent by the HOA president. It's phenomenal because he talks about every challenge and how we're working on it, and every improvement and how great the community is looking. We're using Constant Contact so I can see who reads the e-mails, and everybody wants to read what he has to say."

The association tried Twitter but found it was not as effective as Facebook. "Facebook is used by 75 percent of our residents, and it is used for updates to activities but is not used for business matters. There have been no problems with postings; our residents are very responsible," Cannon reports. "We recently hit 700 'likes' so we received a congratulations from Facebook!"

"The website was started when the developer was still in control 13 years ago," according to Cannon. "A new website is being reviewed by the board and will be launched very soon. This will be more user friendly and informative, with a link to the management company portal for payments, documents, work order requests, and information that is only available to residents. We have added realtor tabs and explain changes we have made to allow realtors better access to our





Plantation Park

property if they are selling a house in the community. We will also have an advertising section where residents can upload items for sale, as well as surveys relating to events and town center improvements." The website will continue its "How Should It Look" section, which features the right and wrong way to comply with community standards.

By switching to e-mail for many communications, the association was able to save \$21,000 per year in mailing costs, which was used to purchase LED signs. "Those are always effective," says Cannon. "They are used to announce board meetings, architectural review committee meetings, and events." In addition to having the monthly calendar e-mailed to residents, paper copies are printed and are made available in the lobby. "We can hand out a physical copy that shows all the information for events whenever someone has questions," Cannon states.

For emergency situations, every method of communication will be utilized. Two scanners coordinated with the police and fire departments, weather radios, and a weather antenna are located in the community, and all security and management personnel and the board vice president have a one-touch, Nextel phone for instant emergency communication. Mass e-mail, LED signs, Facebook, and the website are updated with an urgent message as needed. For good times and bad, communication is the key.

PLANTATION PARK PRIVATE RESIDENCES

Plantation Park Private Residences, with 320 homes, is the winner in the smaller communities division of Communications and Community.

With a large rental population, communication with both owners and the residents on site is a high priority. Communication starts at orientation for new residents, where they are acquainted with the amenities and learn the basic rules of the community.

Manager Christopher Gullion reports that the main methods of communication in the community are the newsletters, bulletin boards, and the community app. Bimonthly newsletters are a prime messenger of what's going on in the community, and they are posted on the bulletin boards. The five bulletin boards serve as very practical ways to get messages out—from meeting agendas to finding a bridge partner. "The bulletin boards are checked every day," observes Gullion,

"because they are located right by the mailboxes. Newsletters, official notices, and social functions are posted. A lot of our older folks who may not use the community app will see information there."

Plantation Park is one of the first condominiums to use a smart device app. "Residents can get information on news and events, find local restaurants, make payments, find their car, connect to the website, receive COA alerts, and more," according to Gullion. "It's a simple way to keep up with what's going on, and we encourage all the residents to use it."

The community does maintain a Facebook page but dropped Twitter. The website has been optimized for tablet and smartphone use and provides association information



as well as other local area items of interest. The community channel is another source of information on community activities and issues.

Though the United States Post Office conveyed most information five years ago, the community has diversified and amplified the way it reaches out to residents. Multiple means of communication combined with responsiveness to what messages work will keep Plantation Park in touch with all residents as technology continues to evolve. ■

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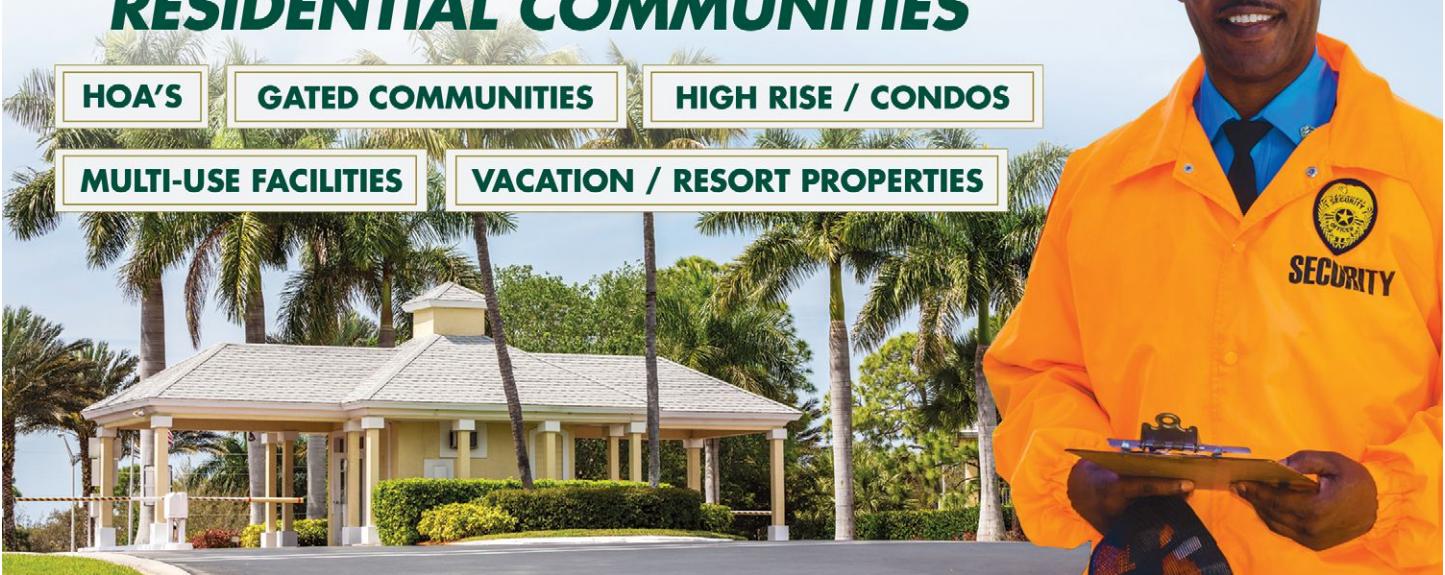
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BY ADIA
WALKER

On June 17, 1975, four individuals came together in the city of Cocoa Beach, Florida, to establish what was then known as the Space Coast Condominium Association (SCCA). The four original board members, Richard T. Angle, George E. Harrington, Louis C. Rhode, and Leslie E. Shumway, founded the association with five ambitious goals:



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"The SCCA was originally formed in 1975 to provide the already huge population of condominium associations along the central east coast of Florida with an outlet for education and vetting concerns and issues specific to communities along the Space Coast," says Roger Kesselbach, President of the association. "It provided a unified voice for hundreds of volunteer boards to the Florida legislature."

Over the decades, the SCCA has expanded their membership beyond just condominiums to include cooperatives, mobile homes, timeshares, and homeowner associations. Modifying their name to the Space Coast Community Association, the SCCA, now proudly represents nearly 19,000 residential units in

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Brevard, Indian River, and South Volusia counties.

"The SCCA is a grassroots organization," says Kesselbach. "This is very important because it makes us much more in touch with the actual problems that face our members." He explains that all of SCCA's board and committee members are required to live or own property within a member association so that they are directly connected at a grassroots level.

During the last 40 years, the SCCA has worked hard to make contributions to regulated housing in Florida. According to Kesselbach, some of the highlights include:

- Participated in rewriting of the condominium law for the state of Florida during a series of workshop

meetings undertaken by the Department of Business and Professional Regulation (DBPR) in Tallahassee.

- Recommended an overhaul of the approach to education undertaken by the DBPR and by the Division of Condominiums. Defined the approach of structuring a CD with the content and the search capability needed by the user.
- Addressed the Florida Bar on the Unlicensed Practice of Law and recommended what should be included.
- Recommended to the Division of Condominiums the conditions for termination of a condominium.
- In 2008, SCCA, working in cooperation with several allied organizations, introduced and got sponsors for two bills to solve some condominium and homeowners' association problems. Although the governor vetoed the HOA bill, the extensive condominium bill was signed into law.
- Participated in and made recommendations to the Condominium Advisory Council in 2005.
- Became a member of the Community Associations Institute Florida Legislation Alliance and served for 10 years writing and critiquing proposed legislation.
- During a period of more than 20 years participated in projects of the city of Cocoa Beach. One of the first ones was a study of the Florida DOT analysis of projected traffic levels. SCCA demonstrated that the DOT conclusions were incorrect.

In addition to these efforts, the SCCA has provided educational opportunities to hundreds of community associations and businesses

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to help them become more aware of what associations need in order to maintain their communities. From 1996 to early 2010, a man by the name of Harry Charles served as the SCCA President, providing what Kesselbach terms "stalwart and focused leadership" to the association. It was Charles who led SCCA to amend its Articles of Incorporation in 1997 to formally take on the responsibility of providing leadership for all different types of community associations.

Kesselbach, a retired business owner within the telecommunications field and a Past President of his own condominium association, was recruited by Charles in 2004 to assist with website repair and other technical issues for SCCA. After completing these projects, he learned that Charles was seeking retirement and looking for a replacement. He was nominated for the position at the next annual meeting and accepted with pride.

"I do this type of work because I feel the residents of this fine state need to have a voice in what goes on within the state as well as their own communities," says Kesselbach. "Also, we at SCCA believe that a well-educated association is a much more pleasant and a smoother running association. We are a non-profit organization—we don't do this for the money. All of our board members are volunteers. Everything we do, including the work with all our vendors, is geared toward helping the communities. It's a win-win situation, and I'm extremely happy with the outcome."

To help promote these concepts, SCCA holds a variety of events for their members, including general membership meetings, a president's

forum, certification programs, and an annual trade show.

"The general membership meetings are custom tailored for community association living and are on a wide range of topics that are needed to run an association smoothly and follow all Florida Statutes pertaining to the particular type of association," says Kesselbach. "They are open to all of our members, as well as any unit owner at the member communities."

"We also run certification programs for all board members and legal updates as the statute changes with each Legislative session" Kesselbach continues. "The president's forum is very candid and restricted to leaders only. It's basically a big think tank." The attendance for

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this monthly forum runs between 40–55 association leaders; topics are varied and generated by the attendees.

The SCCA began hosting annual trade shows 17 years ago; the event features the association's business associate members who work closely with SCCA to meet the needs of the member associations. Kesselbach describes it as a "one stop see all" event, with representation from law firms, management companies, the DBPR, and an assortment of other vendors. "We also have short teaching programs to help our members learn about specific things they need in their everyday running of their associations," Kesselbach says.

"This year's show will be slightly different from past shows with it being our 40th Anniversary we will be hosting one separate room showing the history of our organization (SCCA) and the changes on the Space Coast's demographics."

In addition to the special showing at the annual trade show, the SCCA is also holding an anniversary luncheon at the Cocoa Beach Country Club, with recognition from the local communities. With more than 250 member associations, 200 business associate members, and countless contributions to community living in the Space Coast region, the SCCA has a lot to celebrate as it looks back on 40 years.

To learn more about the SCCA, visit www.scca-online.org or send an e-mail to Kesselbach at president@scca-online.org. ■

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Adding Recreational Amenities to Your Community



BY TRIMMER DETTOR

With an ever-growing focus on healthy living and exercise, you are likely experiencing increased interest from your residents in adding new recreational amenities to your community. In order to be prepared, we will walk you through the steps you will need to take in order to intelligently consider these requests. Today, we will focus our discussion on planning for the addition of a new, asphalt (hard) tennis court. However, the process outlined here for building a new tennis court is applicable if you are interested in adding other recreational amenities including basketball courts,

pickleball courts, bocce courts, shuffleboard courts, and putting greens. Let's cover the necessary steps that are crucial to turning the dream of a new tennis court at your community into a reality.

The first component in the planning process is to determine if you have enough space to build a new court. The standard dimension of a new tennis court is 60 feet wide by 120 feet long, or 7,200 square feet. So, using your facility's property survey, see if you have 7,200 square feet of space to build your new court. In addition to having this space, the court will need to be set back from property lines by 10–20 feet or more depending on your local zoning regulations. Therefore, your second step in planning is taking your



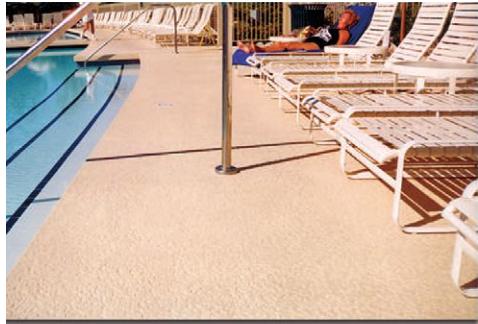
TRIMMER B. DETTOR, VICE PRESIDENT AND OWNER, FAST-DRY CORP.

Trimmer B. Dettor, Vice President and Owner of Fast-Dry Corp., grew up playing tennis and building courts. His father started Fast-Dry Corporation in 1981, and the company has grown into a full-service operation to include tennis court construction, resurfacing, and supplies. Trimmer joined Fast-Dry Corporation in 2002 and was responsible for all aspects of the day-to-day operations of the tennis court supplies division. In 2010,

Trimmer switched over to the construction side of the business where he currently is an account executive and runs the hard court division. For more information, e-mail trimmer@fast-dry.com, call (800) 432-2994, or visit www.Fast-Dry.com.

site plan, with the new court sketched in, to the local zoning authorities to get preliminary approval for the location. If the planned location for your new court meets regulations, then it's time to focus on the court specifications.

What type of court surface, hard or soft, is right for your community? What other key elements do you want to add to enhance the playing experience for your residents? You will need to consider fencing, shade, lighting, seating, court accessories, and drinking water. We recommend working closely with a local tennis court builder to review your options and develop your court specifications.



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Once your specifications are set, your tennis court contractor should be able to provide a very accurate budget for the court, fencing, lighting, and accessories. We recommend working with experienced tennis court contractors that are also state licensed General Contractors and have at least one Certified Tennis Court Builder on staff. Be sure to closely check references and take the time to visit some recent projects completed by your tennis court contractor.

Once the specifications and cost for the tennis court are known, it's time to get clarity on the other costs you will incur to complete the

project. Here are some of the additional items and costs you will need to consider:

DESIGN AND ARCHITECTURAL FEES

- Fees associated with acquiring updated, certified copies of your site survey
- Local municipality permit fees
- Electrical fees (if you are adding lights)
- Fire code fees are possible, if you are adding a shade structure or windscreens
- Based on a budget figure of constructing a standard, asphalt tennis court with lights valued at \$60,000, you can expect to pay +/- \$2,000 in permit fees (typically the builder will pull the permit and bill the owner direct)



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SITE WORK

- Soil testing, site preparation, grading, and drainage—site contractors are responsible for providing the tennis court contractor with a “ready to build” site with the four corners of the court area clearly marked, including finished elevations.
- Plumbing work may be required to run water from your existing system to the court.
- Electrical work may be required to run electric lines from your existing panel to the courts for lighting.
- Electrical work may be required to increase available power for lighting.
- Finished landscaping will be required outside the court.

POST-CONSTRUCTION MAINTENANCE

- Regardless of the type of court surface chosen, some post-construction maintenance and repairs will be required.
- Your tennis court contractor should be able to provide daily, weekly, monthly, and annual maintenance budgets for each type of court they build.

If you follow the process outlined above, you should be able to compile a fairly accurate budget for adding a new tennis court at your facility. You will then be armed with the information your residents need to make an informed decision about whether to move forward with the project. ■

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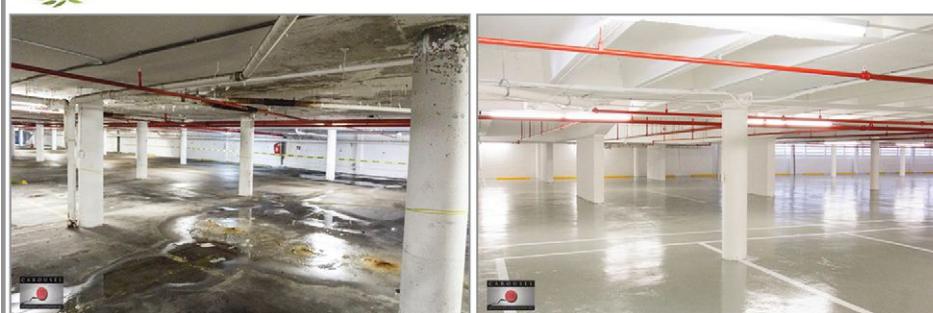


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Social Media

NO EXPECTATION OF PRIVACY!



BY MICHAEL J.
GELFAND, ESQ.

Now you see it—everyone will see it! The explosion of social media, Facebook, and other social networking sites creates new issues, or problems, even for community associations. Can a Florida community association director, manager, or even the association control the deletion of a social media posting? The photograph or comment that seemed so cute, which in retrospect was not, may have to be preserved if there is a claim involving a subject of the posting.



MICHAEL J. GELFAND, ESQ., SENIOR PARTNER OF GELFAND & ARPE, P.A.

Michael J. Gelfand, the Senior Partner of Gelfand & Arpe, P.A., emphasizes a community association law practice, counseling associations and owners how to set legitimate goals and how to effectively achieve those goals. Gelfand is a Florida Bar Board Certified Real Estate Lawyer, Certified Circuit and County Civil Court Mediator, Homeowners' Association Mediator, an Arbitrator, and Parliamentarian.

He is the Director of the Real Property Division of The Florida Bar's Real Property, Probate & Trust Law Section, and a Fellow of the American College of Real Estate Lawyers. Contact him at Michael@flcaj.com or (561) 655-6224.

Expect your community counsel to be asking about your social media presence because postings intended to create a sense of community can also go too far! [Note: this issue may also apply to you personally!]

Interestingly, posting rules are evolving not because of official records requests to associations, but in discovery of facts in personal injury lawsuits. In a recent Florida appellate decision, the appellate court ruled that photographs posted on Facebook were discoverable by the defendant in a personal injury lawsuit. The facts of *Nucci v Target Corporation*, 40 Fla. L. Weekly D 166 (Fla. 4th DCA, January 7, 2015), indicate that Maria Nucci sued Target for injuries she sustained after she slipped and fell on a foreign substance on the floor of a Target store.

Before taking Nucci's deposition, Target's attorney viewed 1,285 photographs on Nucci's Facebook page. At the deposition, Nucci objected to disclosing her Facebook photographs. Two days after the deposition, Target's attorney saw only 1,249 photographs on Nucci's Facebook page, indicating that Nucci had taken some pictures down.

Target moved to compel inspection of Nucci's Facebook profile and other electronic media, argued that Nucci by filing her claim had put her physical and mental condition at issue. Nucci argued that she had a reasonable expectation of privacy regarding her Facebook information and that Target's examination would invade her right to privacy. The trial court compelled production of not only the Facebook photographs, but also screenshots of all her cellphone pictures for the two years prior to the accident until the present!

The Florida appellate court denied Nucci's petition to overturn the trial court order compelling production of photographs from her social networking sites. "If a photograph is worth a thousand words, there is no better portrayal of what an individual's life was like than those photographs the individual has chosen to share through social media before the occurrence of an accident causing injury," the court stated. "Such photographs are the equivalent of a 'day in the life' slide show produced by the plaintiff before the existence of any motive to manipulate reality."

The court continued explaining that photographs posted on social network sites such as Facebook are not protected by a right to privacy. Once a person posts a picture, which can be copied and shared with others, the expectation that the information is private is no longer reasonable.

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This decision provides at least two important lessons for Florida communities and those involved in the communities. First, if an association, its officers, directors, managers, or employees find themselves in litigation, social media postings likely will have to be preserved just like other items of potential evidence. Second, and perhaps more important in the long run, whatever is posted on social media may have unintended audiences, and caution should be exercised before posting, especially for the association's pages and sites.

CONSTRUCTION: OWNER LIABILITY FOR OBVIOUS DEFECTS AFTER ACCEPTANCE

Associations often hire contractors to repair association property. What happens if the design of the work is defective and causes an injury? Can the association hold the contractor liable for negligent design? The answer for Florida communities depends on several factors.

Recently, a Florida appellate court outlined these factors when letting stand a jury's finding that a contractor was not liable for negligent design of a project and the design was accepted by the owner. Though the facts may seem complex, the situation presented in *McIntosh v. Progressive Design and Engineering, Inc.*, 40 Fla. L. Weekly D 160 (Fla. 4th DCA, January 7, 2015), indicated that the city of Pembroke Pines asked the Florida Department of Transportation (FDOT) to install traffic signals at an intersection. Progressive Design and Engineering was hired to design the traffic signals. The design plans were approved by the FDOT.

McIntosh's father was killed when exiting a mobile home park at the intersection. The claim was that traffic signals for the intersection were improperly designed. Although the jury found the design company negligent in its design of the traffic signals, the jury found that the design was accepted by the FDOT and therefore, the trial court entered judgment for the design company, finding no liability.

The Florida appellate court affirmed the judgment for the design company. The court explained that under the Slavin Doctrine, a contractor cannot be held liable for defects in the work if: (1) the defect is patent and (2) the owner has accepted the work. What is patent? The court explained that the "test for patentcy is not whether or

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not the condition was obvious to the owner, but whether or not the dangerousness of the condition was obvious had the owner exercised reasonable care."

The appellate court pointed out that an FDOT employee actually discovered the potential design defect before the accident. Additionally, the work by the design company was completed and accepted by the FDOT before the accident. The Slavin Doctrine exists, as the court explained, because it would be unfair to hold contractors responsible for patent defects after the owner has accepted the improvements.

This decision illustrates the importance of proper inspection of work before acceptance. For many jobs, this necessitates having an engineer's inspection.

Otherwise, once an association accepts control over the work, the association may not be able to hold a contractor liable for defects in the work. Do not forget that an added benefit of an engineer's inspection is that the officer signing a payment check will have a better comfort level that the work was properly completed and the money paid.

LEGISLATIVE UPDATE: PART I

It is time for the annual, midsession Florida Legislative Update. It seems like it was only yesterday that the legislative session began. Actually, it has been just a few weeks, but for the extremely short calendar, the legislative session is nearing its halfway point and many proposals are intended to impact Florida communities.

With conflicting priorities between the Governor and House and Senate leaders, the success of many matters is too close to call. As we observed year after year, brace yourselves for last-minute issues creating new controversies and shifting allegiances all of which affect which bills become laws. One bill has passed and become law. HB 7029 (tabled)/SB 720/HB corrected a mistake in drafting last year's changes to condominium association assessment collection rights in §718.116(6), now ensconced in Florida Chapter Law 2015-2.

Otherwise, many issues currently on the agenda in Tallahassee and their related bills, some of which are inconsistent, you can check at Online Sunshine: www.leg.state.fl.us and are summarized in topic order as follows:

- **Construction Claims.** HB 87/SB 418 would provide significant limitations on pursuing claims for construction defects.

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- **Development.** HB 791/SB 348 would cure issues in bulk buyer transactions, which impact transition/turnover of condominium association control. HB 791/SB 748 would make permanent bulk buyer provisions, and specifying duties and obligations. HB 579/SB 562 would further revise the comprehensive plan process, including a state review.
- **Elections.** HB 1211/SB 748 would authorize electronic voting. HB 791/SB 748 would confirm that electronic duplicates of proxies are valid.
- **Employees.** HB (No House Bill)/SB 126 would prohibit an employer from requiring an applicant or current employee to provide access to that person's social media account.
- **Estoppel Letters.** HB 611/SB 736 would significantly limit an association's time to respond to an estoppel letter request, would cap the fees with a base at \$100, allowing certain additional fees, and imposing other significant requirements.
- **Financial Reports.** HB 4021/SB 796 would require all community associations to provide owners financial reports regardless of the association's size or revenues. (No House Bill)/SB 1454 would permit the Division of Condominiums to audit a condominium association's financial statements if the association refused to provide a statement after two written requests by the Division.
- **Foreclosures.** HB 791/SB 748 would limit the documentary stamp tax due upon a deed in lieu of foreclosure to an association to the amount of assessments, not the fair market value of the property. HB 975/SB 1066 would require payment of all assessments accruing after a foreclosure

judgment. HB 791/SB 748 would clarify the amounts due from a purchaser at a foreclosure sale.

- **Homeowners Associations.**

HB 1263/SB 1308 would impose the long-anticipated annual fee, proposed at \$2 per residential parcel; mandate an annual report by managers and associations; change transition/turnover deadlines based on community size; allow disputes to be heard in the Division of Condominium's arbitration section regarding restrictions, maintenance, assessments, and records; allow a three-day rescission for the sale of a parcel after delivery of official records; and authorize state education programs. HB 791/SB 748 would finally provide a formal name "Homeowner Association Act" to Florida Statutes Chapter §720, and includes within the definition of "governing documents" a homeowner association's rules.

- **Meetings.** HB 791/SB 748 would allow posting of notices on condominium association property that is not a common element.

- **Notaries.** HB 663/SB 436 would require notaries to keep a journal of their efforts. HB 523/SB 520 6R would allow electronic sealing of documents.

- **Real Property Taxation.** HB 447/SB 1206 addresses communities that straddle county lines by providing that the common property in each county is separately assessed, not divided along subdivision parcels.

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- **Recalls.** (No House Bill) / SB 1454 would require the Division of Condominiums to monitor a recall if for the third time.
- **Reserves.** (No House Bill) / SB 1018 would raise the threshold for reserve funding of a component to \$100,000.
- **Service Animals.** HB 71 / SB 414 while addressing public accommodation requirements to permit service animals, also provides for penalties for misrepresentations as to an animal status or need.
- **Termination.** HB 643/SB 1172 would provide additional rights to owners who would have their condominium unit rights terminated, and clarifying and adding additional procedures.
- **Tenancies.** HB 305/SB 656 would remove “transitory occupancy” from the Landlord-Tenant Act. HB 779/SB 524 would reinstate significant provisions of the now lapsed federal extension of tenancies after a foreclosure for up to 90 days after notice is provided by the new owner. HB 4009/(No Senate Bill) would remove “vacation rentals” and “transient apartments” from public lodging regulations in Florida Statutes §509.
- **Vehicles.** HB 381/SB 786 would extend towing authority held by condominium associations to cooperative and homeowners’ associations, and allow the towing of vessels left on property improperly for more than 10 days. ■

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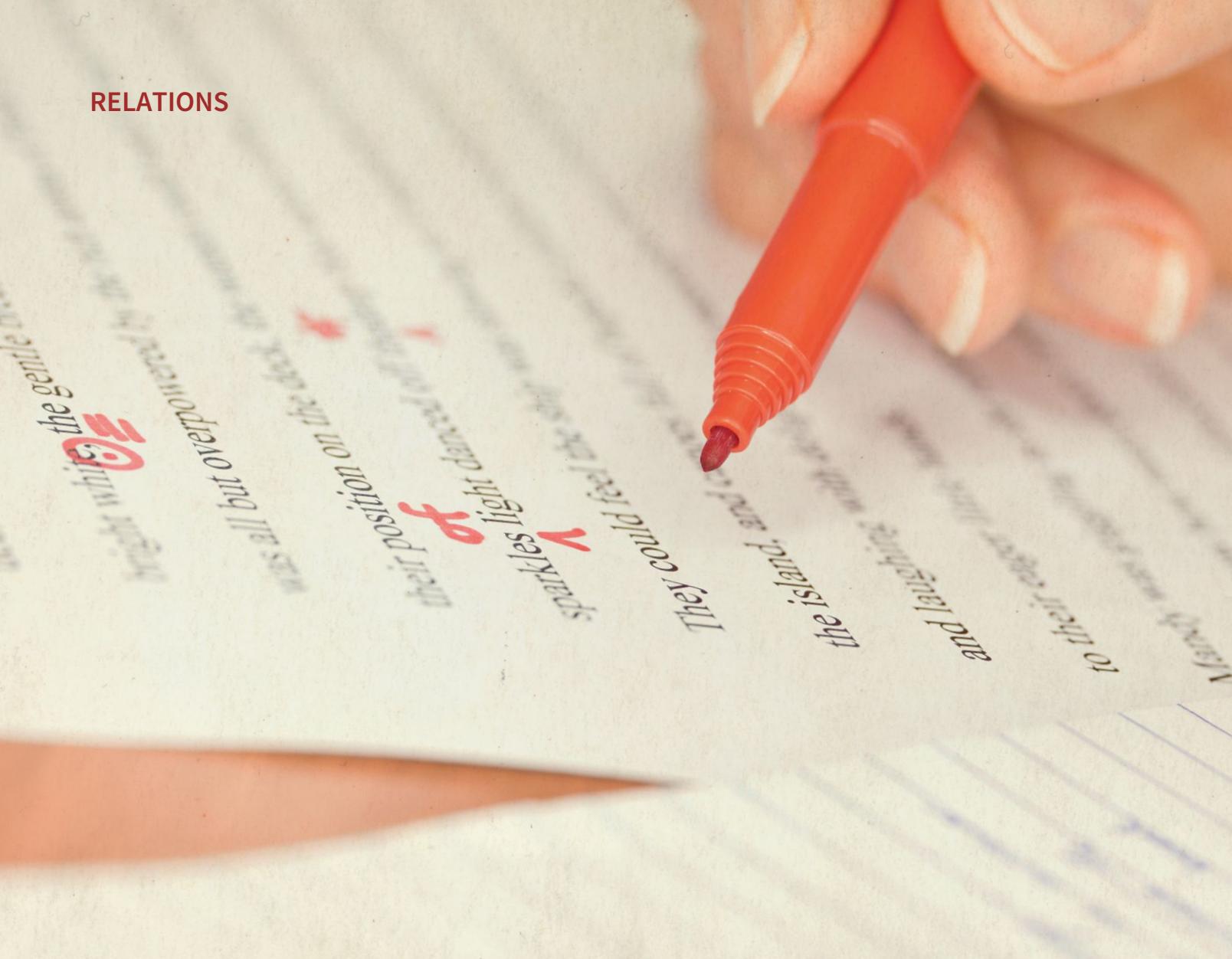
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Effective Business Communications, Part Four



BY BETSY BARBIEUX,
CAM, CFCAM

We have reviewed quite a list of communication basics:

- Professionalism
- Manners
- Dress (These first three categories were covered in the February *FLCAJ*)
- Grammar (See the March *FLCAJ*)
- E-mail and paper letter etiquette (See the April *FLCAJ*)

All of which may be for naught if your written correspondence, whether e-mail or paper letters, is not properly punctuated. Abbreviations or texting

shortcuts should always be avoided. Let's review the basics of punctuation.

PUNCTUATION

Period (.)

- **Use at the end of a sentence.** The letter to the delinquent owner was mailed yesterday.
- **Use after all initials and most abbreviations.** The request for access to records was sent in by Ray Holmes, Ph.D., who lets everyone know he is Dr. Holmes.
- **Use between dollars and cents.** The balance on the owner's account is \$541.26.

Question mark (?)

- **Use after a direct question or an abbreviated question.** What time did you say the annual meeting started? And was it in the Regency Room? Towers Room?

Exclamation point (!)

- **Use after an exclamatory sentence or expression to indicate strong emotion.** That is a disgusting statement she made about you!

Comma (,)

- **Use after an introductory expression.** Whichever course of action you decide, we will support you in every way we can.
- **Use after an introductory phrase containing a verb form.** Having just received a telephone call from the Clerk of the Court, I am writing to inform you that the clerk needs additional funds in order to record your Claim of Lien.
- **Use after an introductory word, such as for instance, in brief, on the contrary, or for example.** In brief, I believe it would be to your advantage to settle your delinquent balance out of court.
- **Use with a parenthetical expression or a name in direct address.** The Clerk, I believe, has raised their recording fees. It would seem the Clerk, the Honorable John Smith, has the authority to do so.
- **Use in a series where there are three or more similar expressions with the last one joined by the word and or or.** We could meet with you anytime next Monday, Tuesday, or Wednesday.
- **Use to indicate omission of "and."** A long, complicated mediation procedure has finally ended in an impasse.
- **Use when joining two adjectives.** A long, complicated arbitration was finally decided by the arbiter in favor of the association.
- **Use with a quotation.** An earlier letter from the attorney stated, "We are appealing the arbitration decision and requesting a trial in the contested access to records."
- **Use in an address or date.** This letter will confirm our telephone conversation on November 5, 2014, regarding the letter we received from the Division of Condominiums. The correct address for the Division is 1927 Monroe Street, Tallahassee, Florida.
- **Use between independent clauses.** I would appreciate an immediate reply to this letter, but in the meantime, I will contact the Division of Condominiums.
- **Use to indicate omission of understood words.** A partial down payment of \$1,000 is due immediately; the remainder, to be due 10 days before closing.
- **Use with contrasted expression.** A good witness states only the facts, not hearsay evidence, at all times.



BETSY BARBIEUX, CAM, CFCAM, FLORIDA CAM SCHOOLS

Betsy Barbeau, CAM, CFCAM, guides managers, board members, and service providers in handling daily operations of their communities while at the same time dealing with different communication styles, difficult personalities, and conflict. Effective communication and efficient management are her goals. For more than 15 years, Barbeau has educated thousands of managers, directors, and service providers. She is your trainer for life! Barbeau is the author of *Boardmanship*, a columnist in the *Florida Community Association Journal*, and a member of the Regulatory Council for Community Association Managers. For more information, contact Betsy@FloridaCAMSchools.com, (352) 326-8365, or www.FloridaCAMSchools.com.

Semicolon (;

- **Use between independent clauses.** I have a copy of Mr. Smith's rental agreement; the original is in his possession.
- **Use when used with a conjunctive adverb such as *accordingly, however, nevertheless, or consequently* (use the semicolon before and the comma afterwards).** The Judge has agreed to your serving with me as co-receiver; consequently, I am enclosing for your signature the necessary papers to effectuate the appointment.
- **Use in a series that already includes commas.** The Petitioner, Joe Blow, is 75 years old; his health has been failing; and communications between counsel and the Petitioner have been impaired.
- **Use before an introductory expression with words such as *for example, that is, namely, and for instance*.** I discussed a very important matter with the Judge; namely, the method of accomplishing the settlement of the arbitration proceeding.

Colon (:)

- **Use before an introductory expression when an illustration, list, or an explanation is used.** In light of the decisions made by the Florida Supreme Court in 1996 regarding the unlicensed practice of law by

CAMs, legislators overturned several of the prohibited activities: namely, the preparation of a Notice of Intent to Lien and an Estoppel Certificate.

- **Use after an introductory expression.** I am enclosing the following checks for deposit into the reserve account: Check #2345, Check #987, and Check #687.

Quotations ("__")

- **Use with a complete quotation.** Section 718.111(1)(a), Florida Statutes, clearly states: "An officer, director, or manager may not solicit, offer to accept, or accept anything or service of value for which consideration has not been provided for his or her own benefit or that of his or her immediate family, from any person providing or proposing to provide goods or services to the association."

- **Use with an incomplete quotation.** Part of Section 718.111(1)(b), Florida Statutes, addresses fiduciary duty and the board member's failure to perform "shall be liable for monetary damages," which puts a board member's personal assets at risk.

- **Do not use with a lengthy quotation.** Indent the quoted paragraphs five spaces from the left and right and omit quotation marks. Harassment is unwanted conduct related to a relevant, protected characteristic, which has the purpose or effect of violating an individual's dignity

The Haber Slade Attorneys at Law website features a blue header with the firm's name and a gold footer with contact information. A photograph of six attorneys in professional attire is displayed in the center.

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The advertisement for John Hosford Roof Consultants, Inc. features a background image of a roof. It lists services like Roof Inspections, Expert Witness, Moisture Tests, Reserve Study Analysis, Specifications & Details, Project Management, Hurricane Inspections, and Comprehensive Reports. It also highlights John Hosford's experience as a registered roof observer with over 47 years in the industry. Contact information is provided at the bottom.

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or creating an intimidating, hostile, degrading, humiliating, or offensive environment for that individual.

Whether your association has one employee or dozens, you must include in your Employees' Handbook policies as required by your EPLI policy.

- **Or type a quotation mark at the beginning of each quoted paragraph, but use a closing quotation mark only at the end of the last quoted paragraph. Use single quotation marks to enclose any quotations within the quotation.** "While many associations may only have one or two employees, they have dozens and hundreds of residents, a few of which could become the 'third party'. Visualize an angry resident charging into the association office (more than once), yelling at the manager, threatening bodily harm, calling her names with so much venom that the veins in his neck pop out. This angry resident might be considered a 'third-party' harasser. The association could face some risk here and the board needs to act immediately.

"Apparently, this type behavior happens enough that the insurance industry has created a policy to cover various employment risks. It is called an Employment Practices Liability Insurance (EPLI) policy."

- **Properly arrange the order of quotation marks with other punctuation marks. Always type the comma and the period inside the closing quotation mark; type the colon and semicolon outside the closing quotation mark. Place other punctuation marks inside or outside the closing quotation mark according to the sense of the sentence.** "The Seller," as referred to in the Warranty Deed, is said to have full power and authority to sell the particular piece of property referred to therein.

The papers were clearly marked "Rush"; however, they were not sent by overnight mail.

You will have to ask your attorney, "What is to become of the property when my husband dies?"

The attorney answered your original question, "What is to become of the property when my husband dies?"

Parentheses ()

- **Use to enclose numbers, figures expressed in words, and to set off parenthetical or supplementary material.** Sixty (60) days prior to the annual election, a First Notice of Election is to be delivered (not mailed) to owners. The estimated cost per envelope is forty-nine cents (\$.49)

Apostrophe ('')

- **Use to indicate possession; the omission of letters in a contraction; and to indicate plural of abbreviations, letters, figures, and words; expressions of time; or measure.** Mr. Huggins' maintenance department is operating at its peak capacity. He indicated he couldn't function so efficiently if it wasn't for his CAM's superior knowledge of the facilities. Their next deadline is 5 o'clock Monday afternoon when the final 100' of road are coated.

Punctuation can be tricky. Double check your work before you hit send or put that letter into an envelope. ■

INDUSTRY NEWS



Tom Harman

EVERGLADES SECURITY SOLUTIONS' TOM HARMAN

Tom Harman brings numerous years of government and security experience to Everglades Security Solutions. Prior to joining Everglades, Harman spent several years in the security industry in the Washington, D.C. market running the operations team for clients in five states. He relocated to Florida in 2012 and worked in business development for a national security firm. His law enforcement experience included working with the U.S. Secret Service and he retired as a United States Park Police officer in Washington, D.C. His experience in law enforcement includes coverage of high level individuals, such as President Clinton and the King of Jordan. Harman holds a bachelor's degree from the University of Mary Washington and an MBA from the University of Phoenix. He brings a high degree of professionalism to the security industry and looks forward to serving his clients with Everglades. ■



Practice of Law

ALLOW YOUR ATTORNEY'S EXPERTISE TO SHINE



BY MICHAEL
UNGERBUEHLER

The services provided by licensed community association managers, or CAMs, are critical to the success of community associations in Florida. Depending on the management agreement between an association and its CAM, the CAM may be involved in overseeing all aspects of an association's operations. This, of course, leads to the proverbial 'million-dollar' question of what work a CAM does that might fall under the practice of law.

As has been extensively discussed and commented upon, the Florida Legislature amended Section 468.431(2), Florida Statutes, to revamp the definition of "community association management" and the services provided by CAMs that would not be considered the practice of law. The intent of this article is not to be the latest to weigh in, but, instead, to draw attention to certain work CAMs may perform that tends to border on—or actually turn into—the practice of law.

Given that the collection of delinquent assessments continues to remain such a significant concern for associations, this seems to be a good starting place. The 2014 amendment to Section 468.431(2) included as part of "community association management" the determination and calculation of monies due to an association. At first glance, this would seemingly not involve the practice of law—plugging numbers into pre-prepared forms and completing simple math. One would rightfully expect that such activities would not require a law license. In fact, most attorneys will claim that they became attorneys because they're "bad at math and prefer words."

However, when it comes to determining the extent of a new owner's liability toward a prior owner's delinquency, such a determination ought to involve a legal analysis in order to ensure that the entire amount of money the association is entitled to collect is being properly pursued. First, the association's governing documents must be



MICHAEL A. UNGERBUEHLER, THE ASSOCIATION LAW FIRM

In 2008, Michael A. Ungerbuehler teamed up with Paul E. DeHart III at the Association Law Firm to exclusively focus his practice on providing legal services to community associations. Their vision is simple: to offer communities in Florida a better and more affordable community association legal product. Ungerbuehler has significant experience handling association legal matters, has drafted and revised governing documents and other corporate papers, handled collections and covenant enforcement activities, provided general corporate advice to client board members, engaged in mediations and arbitrations, and handled association-related litigation matters through trial and appeal. For more information, visit www.AssociationFirm.com, call (407) 992-8812, or e-mail info@AssociationFirm.com.

analyzed to determine whether they have control over recent changes in the statutes. Next, the facts by which the new owner acquired title to the property must be analyzed to determine whether the new owner's liability for the prior owner's delinquency must be limited in any manner. These analyses are not the mere plugging of numbers into a form and performing simple math. Instead, such analyses require the application of legal precedents and arguments to the facts in order to make a proper determination.

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Thus, in such instances, those analyses involve the practice of law and go beyond the intent of the amended language of Section 468.431(2).

A related issue involving the collection of assessments is the preparation of statutory pre-suit forms. Chapters 718 and 720, Florida Statutes, were amended to include prescribed forms for intents to lien and intents to foreclose. However, the statutory forms fail to consider any unique provisions of an association's governing documents that may require a modification to such forms. Equally important, the statutory forms do not take into consideration application or specific requirements of the Federal Fair Debt Collection Practices Act. If any of these statutory forms are not properly prepared, it may jeopardize the association's position in a subsequent lien foreclosure lawsuit.

Another aspect of the 2014 amendment that initially appears straightforward but could involve the practice of law regards the drafting of pre-arbitration demands. Section 718.1255, Florida Statutes, requires that a petition for arbitration include a copy of the demand sent to the owner that gives written notice "of the specific nature of the dispute," or the petition must be dismissed. To the extent, then, that a pre-arbitration demand required interpretation of an association's governing documents and/or an analysis of the relevant facts to determine the "specific nature of the dispute," such would involve the practice of law. Moreover, if any such demand failed to properly recite the nature of the underlying dispute, the association's arbitration would be dismissed.

One of the most common areas in which CAMs invariably end up delving into the practice of law involves the negotiation of contracts.

Monetary provisions are almost always going to be business decisions of the client, and, thus, within the purview of a CAM's work. However, despite the 2014 statutory amendment, the negotiation of performance terms necessarily involves the practice of law. The inverse to performance is failure to perform (or deficient performance), which ought to lead to a breach of contract and remedies as a result.

Ensuring that an association's interests are properly protected with respect not only to performance, but also to its remedies for a failure to perform requires analysis of the contract's contemplated transactions and facts relevant to the association and the other party. Moreover, it requires application of legal precedents to ensure that the proper provisions are included while others that may render a contract unenforceable are excluded. Such work goes far beyond the intent of the statutory amendment and indeed involves the practice of law.

But, the negotiation and review of contracts does not end just at performance issues, it involves a review of the entire document in order to safeguard against ambiguities and to properly address all of the anticipated and expected outcomes. In order to avoid ambiguities, the language used must be as precise as possible while still leaving room for flexibility in carrying out the terms. Far too many contracts interchangeably use differing words to refer to the same concept or thing (think of

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how many contracts you have looked at that will refer to the document as the “contract” then the “agreement” then, perhaps, some other term). Each instance of inconsistency in word choice is a potential ambiguity. Each ambiguity is a possible conflict that may result in a lawsuit (thereby incurring attorney’s fees and costs).

*Coral Lakes Community Association v. Busey Bank, N.A., No. 2D08-5062 (Fla. 2d DCA, February 19, 2010), is the obvious choice for one of the more recent examples of why the negotiation and drafting of contracts is so critical in protecting an association’s interests. As the Coral Lakes court stated, “The HOA could have protected itself if, in the drafting of its Declaration, it had included language...” In the January 2015 edition of *FLCAJ*, an article was written regarding the importance of contractual language. Negotiation of a contract without legal review simply creates potential risk to the association; in most instances, the expense of legal review of a contract will outweigh the consequences of not having done so.*

Community associations are best served when all involved in operating the association’s affairs carry out their roles using their expertise. CAMs play such a critical role in the viability of associations, but it’s important to remember that legal counsel also plays a vital role and should be called upon for expertise in addressing legal aspects of the association’s affairs. ■

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Open Jobs

BOCA RATON

Part-time manager for a Boca Raton condominium, 25 hours per week. Good CAM management skills and people skills required. Must have computer experience, including Outlook and Word. Knowledge of accounting principles and 718 necessary. Job #11420

CLEARWATER

Portfolio manager for associations in the Clearwater, Belleair, and Largo areas, immediate opening. At least 1–2 years of experience as a community association manager required. Must possess excellent communication skills, strong supervisory experience, as well as the ability to multitask. Must be proficient with Microsoft Office, including the ability to create annual budgets utilizing a detailed Excel program. Preparation of meeting notices, attendance at day and/or evening meetings. CMCA or higher designation would be a plus. Job #11948

DAYTONA BEACH

CAM for a well-maintained, high-rise association in Daytona Beach Shores. Must be a self starter. Will manage and support 2 maintenance staff members, as well as office functions of this owner occupied building, including collections and payments. Job #12114

FORT LAUDERDALE

CAM manager needed for an association in Fort Lauderdale. Must have 2–3 years of community association management experience. Outstanding customer service, communication, and interpersonal skills required. Will plan, direct, recommend, and implement policies and procedures to ensure the services required to maintain the common elements are provided in a first class manner. This is a leadership position responsible for overseeing the operational, administrative, financial, human resources, maintenance, and security functions of the community. Job #12052

Job Filled!

Donna McIntyre recently accepted the position of community association manager at Colony Reef Club in Saint Augustine!

From Lisa

Our website, **CondoJobs.com**, is a very effective tool for our recruiting service. It works very well for associations and management companies that are searching for managers and for managers searching for jobs. We currently have 175 open CAM positions in Florida. The website is updated daily, as needed, often more than once a day. New jobs are posted as they come in and jobs are removed as they are filled. If a job is posted on our website, it is listed by the employer as open. There is also other valuable information at **CondoJobs.com**, including the latest salary and information survey.

Lisa Pinder



Resident manager for a beautiful, ocean-front, high rise in Fort Lauderdale. Great communication skills required. Must have the ability to assist staff in determining maintenance issues and be able to direct the staff to ensure the building is properly maintained. Knowledge of Florida statutes, financial reporting, budgeting, and QuickBooks is required. Will also consider live-off managers. Job #12106

FORT MYERS

Portfolio manager for associations in the Fort Myers area. Must have experience in managing a multiple site portfolio. Must be detail oriented with strong written and verbal skills and have knowledge of financial reporting. Must have a minimum of 5 years experience. Must be able to work independently with little or no supervision. Attendance at evening association meetings is required. Job #12112

JACKSONVILLE

Experienced portfolio manager who is a results-oriented individual for single family homes, condominiums, and homeowners associations in the Jacksonville area. Excellent presentation skills, solid business and financial skills, and a positive, can-do attitude with a focus on service are essential. Must possess a strong work ethic, have excellent interpersonal

skills, and possess the ability to effectively prioritize, manage, and achieve results while handling multiple tasks and projects. Job #11967

MIAMI

Superstar manager for a luxury country club in the Doral area. Strong hospitality and country club background preferred. Must be bilingual in Spanish. Great communication skills and computer skills necessary. Must be professional, energetic, positive, reliable, organized, and a team player. Job #11993

Professional manager needed for an association in the South Beach area. Must have extensive luxury experience. Hospitality experience would be helpful. A good, stable work history is required. Job #11687

NAPLES

Condominium manager for a luxury high rise in Naples (Pelican Bay area). Prefer high-rise and project management experience. Position requires supervision of a staff of 15–20, professional communication skills (verbal and written), good computer skills (Excel, Word, and BuildingLink), budgeting, and financial review. Strong management and administrative skills are important. Job #12081

PENSACOLA

General manager for a large community in the Pensacola/Fort Walton Beach area. Will provide leadership and management skills to ensure the community is maintained in accordance with the wishes of the board, covenants, and bylaws of the association. Will establish a great working environment that provides for a stable work force and possess a strong skill set that provides management, client services, and supervisory skills. Strong managerial background with at least 5 years of experience. Job #11108

PUNTA GORDA

Association manager for a 55+ waterfront community with a marina in the Punta Gorda area. Must have previous CAM management experience. The

Job Filled!

Gulf and Bay Club in Sarasota has hired William Lutes as their new CAM manager!

Featured Job of the Month

Association manager for an ocean-front condominium in Lauderdale by the Sea. Must have 5+ years of community association management experience and knowledge of the care of older buildings. Requirements:

- Knowledge of maintenance and the ability to perform minor service and repairs.
- Organized with effective written, oral, and interpersonal skills.
- Ability to prioritize and complete tasks.
- Prepare budgets and review monthly statements.
- Proficient computer skills, including Microsoft applications.

Job #10736

ability to enforce the rules is required. Experience with QuickBooks and accounting principles is necessary. Salary, 75 percent medical insurance, vacation, and sick time. Job #10038

SAINT AUGUSTINE

Portfolio manager for condominiums and homeowners associations in the Saint Augustine area. A minimum of 5 years of experience is required. Must be detail oriented with strong written and verbal skills and have knowledge of financial reporting. Responsibilities also include budget preparation, enforcing community restrictions, vendor management, and assuming a leadership role in various capacities including director and resident meetings. Job #12103

SARASOTA

CAM manager needed for a timeshare resort condominium in the Sarasota area. Resort management experience and computer software proficiency required. Social and interpersonal skills needed to work with the resort owners and guests. Will supervise a staff of 8 as well as oversee contracted housekeeping and grounds maintenance services. Position includes financial management of an annual operating and reserve budget of \$1.2 million. Will report to the board of directors. Job #12113

VERO BEACH

Portfolio manager sought for associations in Indian River and Saint Lucie Counties. Must be experienced with facilities management, finances, problem solving, and customer service. Job #10261

WEST PALM BEACH

Community association manager for a condominium in South Palm Beach. Seeking an experienced, service-oriented individual with strong technical skills in association management, maintaining financial records and accounts, contractor oversight, and staff supervision. Must have strong people skills, problem solving abilities, and work ethic. At least 5 years of experience. Computer proficiency, including the ability to operate QuickBooks, TOPS, Microsoft Word, Excel, and Outlook. Job #11372

Part-time manager for an association in Royal Palm Beach, 20 hours per week. Must have several years of CAM experience. Will be responsible for the day-to-day operations of the association, getting bids, and supervising staff and vendors. Job #12108

Featured Job of the Month

Senior manager for an association in Apollo Beach and an association in Parrish. Must be a motivated individual who has at least 5 years of experience. A real estate license is preferred. Will assist in the oversight and development of the other association managers in the region. Qualifications: Meeting goals, motivation for the team, presentation skills, performance management, building relationships, emphasizing excellence, negotiation of vendor agreements, results driven, planning, and managing operations. Job #11575

We are now working to fill 175 open community association manager positions in Florida. You may view a current list of open jobs on our website at CondoJobs.com. Managers may also download a membership kit at CondoJobs.com.

This service is free for associations and management companies that need managers. If you are looking for a manager, please call me at (561) 791-0426 so I can assist you in your search. We honor all requests for confidentiality.

For more information: CondoJobs Recruiting Service, 1128 Royal Palm Beach Boulevard, #223, Royal Palm Beach, FL 33411; Phone: (561) 791-0426; Fax: (561) 791-0934; Email: Lisa@CondoJobs.com; Website: CondoJobs.com; Connect with CondoJobs on Facebook! Follow CondoJobs on Twitter! ■

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- J. — 1 job in Punta Gorda area
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MEETING NOTICES

ALLIANCE OF DELRAY RESIDENTIAL ASSOCIATIONS

Next Meeting: The next meeting will be held on May 6. All meetings take place on the first Wednesday of the month from September to May between 9:30–11:30 A.M. at the South County Civic Center on Jog Road. For more information on any of these events, call (561) 495-9670, e-mail rschulbaum@hotmail.com, or visit www.allianceofdelray.com.

AVENTURA PROPERTY MANAGERS ASSOCIATION

For more information, please contact Harry Thal at (305) 932-4239 or e-mail harry@portovitanorthtower.com.

BREVARD COMMUNITY ASSOCIATION MANAGEMENT (BCAM)

Next Meeting: On May 10, “The Silent Destroyer” will start with a buffet at 11:45 A.M. It will be held at the Holiday Inn from 12:30–2:35 P.M. followed by a roundtable from 2:45–3:45 P.M. For more information, please call Arlene Ring, President, at (321) 345-1132 or (321) 751-3449 ext. 129, e-mail aring@bcamonline.com, or visit www.bcamonline.com.

THE BROWARD COALITION OF CONDOMINIUMS, HOMEOWNERS ASSOCIATIONS, AND COMMUNITY ORGANIZATIONS, INC.

Come join The Broward Coalition the second Friday of each month from September–June at 11:00 A.M. Location: Sunrise Lakes 4 Clubhouse at 10102 Sunrise Lakes Blvd., Sunrise, FL. For additional information on the Broward Coalition, please contact Patti Lynn at pattilynn7177@gmail.com or Mary Macfie at marymacfie333@gmail.com, call (954) 336-3335, or visit www.browardcoalition.org.

BROWARD CONDOMINIUM AND COOPERATIVE ASSOCIATION

BCCA meets the first Monday of the month at the Hallandale Public Library, at 6:00 P.M. For more information, please call (954) 963-5900.

BUILDING ASSOCIATION MANAGERS (BAM)

The next meeting will be held on May 11. For more information, please e-mail David Elder, Administrative Manager, at Info@BAMVolusia.com, call (386) 265-3352, or visit www.buildingassociationmanagers.com.

BUILDING MANAGERS INTERNATIONAL

Save the Date! BMI will be celebrating their 50th anniversary on July 17–18. The National Convention will be held at the Sheraton Cypress Creek Hotel in Ft. Lauderdale, which is where BMI was founded. There will be many fun events with Donna DiMaggio Berger, Esq featured as a guest speaker. Building Managers International is an organization of community association managers dedicated to improving the education and professionalism of licensed community association managers in the state of Florida. To obtain an application, please call (941) 426-1433 or e-mail to nh.bminational@gmail.com. For more information, visit BMI at www.bmintl.org.

BUILDING MANAGERS INTERNATIONAL Collier

The Collier Chapter meets on the second Wednesday of the month (except July, August, and December). Meetings

are held at the Vanderbilt Country Club at 8250 Danbury Blvd in Naples. Look for information on the tradeshow in October. For more information, contact Ronda Ward at (239) 430-2640 or e-mail ronda@BMICollier.com.

BUILDING MANAGERS INTERNATIONAL

Northeast, Pinellas, and Surfcoast (Daytona Beach)

For more information on any of these chapters, please contact Nancy Hill at (941) 426-1433.

BUILDING MANAGERS INTERNATIONAL

Palm Beach

The Palm Beach Chapter meets the fourth Tuesday of the month. For more information, please e-mail Rick Brooks at rtb12Oaks@comcast.net.

BUILDING MANAGERS INTERNATIONAL

Southeast

For more information on the Southeast Chapter, contact Mark Braun at braunm1@hotmail.com or call (305) 895-5486.

BUILDING MANAGERS INTERNATIONAL

Southwest

The Southwest Chapter meets the fourth Wednesday of each month at the Sahib Shrine in Sarasota. For more information, please e-mail Nancy Hill at southwestbmi@gmail.com or call (941) 426-1433. Visit BMI at www.bmintl.org.

COMMUNITY ASSOCIATION LEADERSHIP LOBBY (CALL)

The Community Association Leadership Lobby is the leading organization working to enhance the quality of life and protect property values for Florida's community association residents. CALL advocates on behalf of more than 4,000 member communities, including condominiums, homeowners associations, mobile home communities, and cooperatives throughout the state. For more information, visit www.callbp.com.

COMMUNITY ASSOCIATIONS INSTITUTE

Central Florida Chapter

Next Meeting: On May 7, “Social Media & Community Broadband” will be held from 11:00 A.M.–1:30 P.M. at the Crowne Plaza in Downtown Orlando. There will be an “Insurance Panel” at the same location on June 4. For more information, contact Tracy Durham, Chapter Executive Director, at exdir@caicf.org, call (407) 850-0106, or visit www.caicf.org.

COMMUNITY ASSOCIATIONS INSTITUTE

Gold Coast Chapter

For more information on the Gold Coast Chapter, please contact Kathy Sheibel at (561) 350-5890, e-mail ksheibel@cai-goldcoast.org, or visit www.cai-goldcoast.org.

COMMUNITY ASSOCIATIONS INSTITUTE

Jacksonville Metropolitan Chapter

Next Meeting: On May 14, the lunch presentation will take place at 11:30 A.M. at Maggiano's Little Italy in St. John's Town Center in Jacksonville, FL. For more information on chapter events, please contact Stephanie Peluyera, Chapter Executive Director, at cajaxmetrochapter@gmail.com or visit www.jaxmetrocai.com.

COMMUNITY ASSOCIATIONS INSTITUTE

North Gulf Coast Chapter

Save the Date! The Annual Charity Golf Tournament will be held May 7 from 10:30 A.M.–5:30 P.M. at the Santa Rosa Golf & Beach Club. For more information, please contact Emily Jennings, Chapter Executive Director, at ejennings@mcai.org, (850) 797-3472, or visit www.mycai.org.

COMMUNITY ASSOCIATIONS INSTITUTE

South Gulf Coast Chapter

Save the Date! The 23rd Annual Golf Tournament—4 Man Scramble will be held on May 8 at the Cypress Lake Country Club in Ft. Myers. Registration begins at 7:30 A.M. with a scramble tee-off at 8:30 A.M. For more information on SGCC, please contact Robert Podvin, CED, at (239) 466-5757; fax (239) 466-1818; or e-mail caisgcc@comcast.net. Visit SGCC on the Web at www.southgulfcoastchaptercai.com.

COMMUNITY ASSOCIATIONS INSTITUTE

Southeast Florida Chapter

Next Meeting: On May 26 from 7:30–9:30 A.M., the Broward Hot Topics Breakfast will be held at the Jacaranda Country Club. Mark your calendars for the October 3 trade show at The Signature Grand in Davie, FL. For more information, please contact Jill Proietti at (954) 816-0661, e-mail jillproietti@bellsouth.net, or go to www.cai-seflorida.org for more information about upcoming events and activities.

COMMUNITY ASSOCIATIONS INSTITUTE

Suncoast Chapter

Next Meeting: On May 14, the Pinellas Breakfast program “Insurance” will be held from 9:00–10:00 A.M. at the Marriott Hotel in St. Petersburg. On May 28–29, the PCAM Case Study will be held at the Hilton Hotel in Downtown St. Petersburg. For more chapter information, please contact Laura Hagan at (727) 345-0165, e-mail lhagan@suncoastcai.com, or visit the website at www.suncoastcai.com.

COMMUNITY ASSOCIATIONS INSTITUTE

West Florida Chapter

Save the Date! The CAI Spring Golf Tournament will be held on May 8 at 8:00 A.M. Shotgun Start, Scramble Format with a 12:30 P.M. Lunch & Awards Banquet. The CAI Social & Networking event will be held on May 28 from 5:00–7:00 P.M. For more information on events, visit www.caiwestflorida.org, e-mail karin@caiwestflorida.org, or call (941) 927-1910. (Please pre-register online for all events.)

COMMUNITY ASSOCIATION MANAGEMENT PROFESSIONALS (CAMP)

Next Meeting: On May 6, the dinner meeting at the Courtyard by Marriott will be “Terminating Employees & Covering Your Assets” from 5:00–8:30 P.M. For more information about CAMP, call (954) 284-7700 or visit www.campfl.org.

COMA

The Naples Chapter meets the last Wednesday of every month from January–May and September–November at the Quarry Country Club in Naples; the Fort Myers Chapter meets the third Tuesday of every month at The Plantation Golf & Country Club in Fort Myers. For more information on COMA, contact Bonnie Schinke, (239) 331-6079, e-mail b.schinke@cmgflorida.com, or visit the website at www.COMAofFL.com.

EXECUTIVE MANAGERS ASSOCIATION

The next meeting will be held May 19 at the Deerfield/Boca Raton Double Tree by Hilton at 5:30 P.M. Please visit

the website at www.emaflorida.com for more information about our organization and to download an application for membership. For additional information, contact Diana Zayas-Bazan, president, at (954) 937-0385 or e-mail DianaZayas.EMADirector@gmail.com.

FLORIDA KEYS CONDOMINIUM MANAGERS AND ASSOCIATES

For more information of FKCM, please contact Kris Gustinger at (305) 852-0103 or e-mail her at LMPropMgmt@gmail.com with any further questions.

FLORIDA RESIDENT-OWNED COMMUNITIES, INC. (FLAROC)

FLAROC is devoted to supporting and advocating for the benefit of resident owned manufactured home communities, those who serve on the boards of directors of these communities, and those people who enjoy the lifestyle that these communities offer. For links and meeting information, visit www.flaroc.com. For other information, call (850) 270-2225 or e-mail george@flaroc.com.

KENDALL FEDERATION OF HOMEOWNER ASSOCIATIONS

For more information, please contact Michael Rosenberg, KFHA President, at (305) 439-3571 or e-mail kfhanews@gmail.com, or visit the website www.kfha.org.

MANAGERS OF GULF COAST, INC. (MOGCI)

Managers of Gulf Coast, Inc., (MOGCI), is a non-profit organization focused on providing education, networking opportunities, and informative forums for community managers. MOGCI schedules breakfasts throughout the year to provide a platform for local charities and continuing education classes for managers. Sign in at 7:30 A.M. and breakfast at 8:00 A.M. All events are held at the Wave Restaurant at the Ramada Venice Resort. For more information, e-mail info@mogci.com or visit www.mogci.com.

M.B.A. PRODUCTIONS, CORP.

M.B.A. Productions, Corp. meets at Tradition Town Hall, Port St. Lucie, on the third Tuesday of each month at 9:00 A.M. For information and registration, call Diane Lombardino at (561) 339-2454 or e-mail dvlombardino@aol.com.

MID FLORIDA RESIDENT-OWNED COMMUNITIES (MID FL. ROC)

Mid Florida ROC conducts meetings on the last Tuesday of every month from October through April, excluding December. For further information, contact Frank Deopere, President, at (352) 742-0030, e-mail Frank@mid-fl-roc.com, or visit www.mid-fl-roc.com.

PALM BEACH COMMUNITY MANAGERS ASSOCIATION

Next Meeting: On May 27, “The Continuum” will be held at the 2770 Condominium at Palm Beach, “Owner Renovations” will be held June 24 at the Beachpoint Condominium in Palm Beach. For more information on PBCMA, call (561) 753-0881 or visit www.pbcma.org.

PROFESSIONAL COMMUNITY MANAGERS ASSOCIATION

PCMA holds a CAM members only meeting on the third Monday of each month. Manager discussions of common experiences and issues regarding the condominium, cooperative, or homeowner association environment. Continuing education included in yearly dues and Advanced Certified Community Property Manager (CCPM) designation offered. Coaching, counseling, and camaraderie for managers in an informal setting. For more information, contact Fred Bez, President, at (941) 383-2254 or e-mail gulfshorebk@verizon.net.

ROC (RESIDENT-OWNED COMMUNITIES) FORUM

The ROC holds monthly meetings from October to April on the second Friday of the month. For more information, contact Ed Mosakowski, President, at Ed@roc-forum.com or visit them on the Web at www.roc-forum.com.

SPACE COAST COMMUNITIES ASSOCIATION

Next Meeting: "Survivor: Florida Disaster Preparedness and Recovery Seminar" will be presented on May 16 at the Comfort Inn & Suites in Cocoa Beach. For more information, please call Roger Kesselbach, President, at (321) 868-1790, e-mail rk-scca@cfl.rr.com, or visit the website at www.scca-online.org.

SOUTHWEST CHAPTER OF FLORIDA RESIDENT-OWNED COMMUNITIES, INC. (SWC-FLAROC)

SWC-FLAROC membership is open to communities in Lee, Charlotte, and Collier Counties. We meet the third Wednesday of every month from September through April. For more information, contact (850) 270-2225 or www.flaroc.com/chapters/southwest-chapter.

TREASURE COAST COMMUNITIES ASSOCIATION

For more information, visit the website at www.tcca.info.com.

To change your group's information, please call Michael Hamline at (800) 443-3433 or e-mail mhamline@fcapgroup.com. ■

TRAINING OPPORTUNITIES

This section is available for current *FLCAJ* advertisers with training opportunities for community managers or directors. The training offered must be free to attendees and scheduled within 60 days of the current issue date. All content is subject to publisher's approval and space availability. For a full list of all courses, please visit the respective websites of each company.

May 4 • 4:00–5:00 P.M.

- *Understanding Collections and Foreclosures*
- Presented by Becker & Poliakoff, P.A.
- 1 East Broward Blvd., Suite 1800, Ft. Lauderdale, FL
- To register, e-mail npare@bplegal.com or call (954) 985-4119

May 5 • 6:30–8:30 P.M.

- *Condominium Association Board Member Education*
- Presented by Kaye Bender Rembaum
- 1200 Park Central Blvd., South, Pompano Beach, FL
- To register, e-mail Seminars@KBRLegal.com or call (954) 928-0680

May 6 • 3:00–5:00 P.M.

- *2015 Legal Update*
- Presented by Becker & Poliakoff, P.A.
- Huntington Centre Corporate Park, 2901 SW 149th Avenue, Suite 140, Miramar, FL
- To register, e-mail classes@bplegal.com or call (954) 985-4119

May 11 • 1:00–3:00 P.M.

- *Dealing with Difficult People*

- Presented by Becker & Poliakoff, P.A.

- 1 East Broward Blvd., Suite 1800, Ft. Lauderdale, FL
- To register, e-mail npare@bplegal.com or call (954) 985-4119

May 13 • 6:00–8:30 P.M.

- *Homeowner Association Board Member Education*
- Presented by Kaye Bender Rembaum
- 9121 N. Military Trail, Suite 200, Palm Beach Gardens, FL
- To register, e-mail trisha@kbrlegal.com or (561) 241-4462

May 16 • 9:30 A.M.–12:30 P.M.

- *Condo/HOA/Coop Board Member Certification*
- Presented by Becker & Poliakoff, P.A.
- 1 East Broward Blvd., Suite 1800, Ft. Lauderdale, FL
- To register, e-mail npare@bplegal.com or call (954) 985-4119

May 19 • 6:30–8:30 P.M.

- *Fair Housing Act Seminar*
- Presented by Kaye Bender Rembaum
- 1200 Park Central Blvd., South, Pompano Beach, FL
- To register, e-mail Seminars@KBRLegal.com or call (954) 928-0680

May 21 • 9:30–10:30 A.M.

- *Understanding Collections and Foreclosures*
- Presented by Becker & Poliakoff, P.A.
- Huntington Centre Corporate Park, 2901 SW 149th Avenue, Suite 140, Miramar, FL

- To register, e-mail classes@bplegal.com or call (954) 985-4119

May 27 • 9:30–11:30 A.M.

- *Condo Construction Projects Gone Wild*
- Presented by Becker & Poliakoff, P.A.
- 1 East Broward Blvd., Suite 1800, Ft. Lauderdale, FL
- To register, e-mail npare@bplegal.com or call (954) 985-4119

May 27 • 6:00–8:30 P.M.

- *Condominium Association Board Member Education*
- Presented by Kaye Bender Rembaum
- 9121 N. Military Trail, Suite 200, Palm Beach Gardens, FL
- To register, e-mail trisha@kbrlegal.com or (561) 241-4462

May 27 • 6:00–7:00 P.M.

- *Fair Housing Act Seminar*
- Presented by Kaye Bender Rembaum
- 9121 N. Military Trail, Suite 200, Palm Beach Gardens, FL
- To register, e-mail trisha@kbrlegal.com or (561) 241-4462

Jun. 9 • 6:30–8:30 P.M.

- *Covenant Enforcement in a Community Association*
- Presented by Kaye Bender Rembaum
- 1200 Park Central Blvd., South, Pompano Beach, FL
- To register, e-mail Seminars@KBRLegal.com or call (954) 928-0680

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ZONE 1 **ZONE 2** **ZONE 3** **ZONE 4** **ZONE 5** **ZONE 6**

	ZONE 1	ZONE 2	ZONE 3	ZONE 4	ZONE 5	ZONE 6
Allied Appraisal	●	●	●	●	●	●
Association Financial Services	●	●	●	●	●	●
Association Reserves	●	●	●	●	●	●
Dreux Isaac & Associates, Inc.	●	●	●	●	●	●
E/G of Florida	●	●	●	●	●	●
Frank H. Furman, Inc.	●	●	●	●	●	●
GAB Robins North America, Inc.	●	●	●	●	●	●
Gonzalez & Co., LLC, CPA	●	●	●	●	●	●
Herbie Wiles Insurance		●				
Herbig Insurance Group	●	●	●	●	●	●

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Florida Management Companies by Zone

Zone map on page 68

	ZONE 1	ZONE 2	ZONE 3	ZONE 4	ZONE 5	ZONE 6
Aegis Community Management Solutions	●	●	●			●
Allied Property Group, Inc.						●
Allied Property Management						●
Associa	●	●	●	●	●	●
C&S Management, Inc.				●	●	
CADISA, Inc.						●
Campbell Property Management						●
Castle Group	●	●	●	●	●	●
Command Management, LLC						●
CSI Management Services				●	●	
Don Asher & Associates		●	●			
Elite Property Management Services		●	●			●
Greystone Management		●	●			
GRS Management Associates, Inc.		●			●	●
KW Property Management	●	●	●	●	●	●
Lang Management Company, Inc.						●
Leland Management	●	●	●			
Management & Associates				●		
MAY Management Services, Inc.	●	●				
Pinnacle Association Management, LLC		●				●
Qualified Property Management, Inc.					●	
RealManage		●	●			
ResortQuest	●					
Sentry Management, Inc.		●	●	●	●	
Soundview Property Management		●				●
Towers Property Management		●				



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