

Spring 2019 Edition

# Consensus

**Central Virginia Chapter of CAI**

*Serving Central Virginia and vicinity*

**CVC-CAI Mission Statement: The Central Virginia Chapter provides education, networking, resources and advocacy for community associations and the professionals and volunteers who serve them.**



**Community Associations Day  
Trade Show & Expo 2019**

April 12, 2019  
[www.cvccai.org](http://www.cvccai.org)

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### Announcement Policy

Submission of announcements for publication in the CVC-CAI Consensus newsletter is subject to the following guidelines:

1. Subject must be industry related and involve education, certification, changes in employment, promotions, Chapter related news, unusual event news, member related news or similar activities.
2. Only CAI affiliated community association volunteer leaders, management company representatives, individual managers, business partners and other industry related sources will be permitted to submit announcements.
3. Announcements are limited to no more than 60 words per announcement submitted.
4. Announcements must be submitted by the deadlines set for the submission of articles.
5. Second-hand, forwarded or anonymous announcements will not be published.
6. Publication is subject to space availability.
7. The CVC-CAI reserves the right to edit the announcement.
8. Announcements of activities older than 3 months will not be published.

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## Consensus

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INSTITUTE

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Greetings, hope this note finds everyone off to a great start in 2019. As 2019 CVC-CAI Board President, I am excited to be working with a great team. Our goal for 2019 is to increase awareness of the Central Virginia Chapter for CAI. We'd like to see more Community Volunteers, Community Managers and Business Partners join us for social networking, educational training and Community Associations Day Trade Show & Expo. The chapter also has a Facebook page that we are encouraging folks to join. Please like us at Central Virginia Chapter CAI.

As a business partner or community manager, we would love for you to spread the benefits of belonging to the Central Virginia Chapter of CAI. The 2019 Community Associations Day Trade Show & Expo is scheduled for April 12 2019 at the Omni Hotel. It is a great day of industry educational speakers, lunch

and networking. Please be on the watch for the announcement of our "Summer Celebration" taking the place of the golf tournament. Our Social Committee is excited to announce a fun day planned for members and their families to enjoy food, games and live music. It is also a chance to meet the Board and committee members that volunteer their time to the chapter. I look forward to seeing you at one of our many events.

Marcy Peacock, CMCA®  
CVC-CAI Chapter President



2019 Central Virginia Chapter CAI Board of Directors

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## **2018 COMMUNITY ASSOCIATION OF THE YEAR**

The Ford's Colony at Williamsburg Homeowners Association (FCHOA) was honored to accept the 2018 Community Association of the Year Award at the Central Virginia Chapter's Annual Meeting last fall. The

FCHOA was recognized last year for its special outreach in communications, new resident welcoming, volunteerism, and governance. The FCHOA is in the Very Large category with 3000 units and a \$6 Million operating and reserve budget. The association is professionally managed by Realtec Community Services (RCS). The general manager and assistant manager are onsite. With private roads, the association is responsible for the administration, maintenance, security, and recreation aspects of the gated community. RCS employees a staff of 67 full time positions with additional seasonal help each summer. A 7 member elected board of directors is advised by 13 standing committees appointed by the board. More than 120 volunteers are engaged in committees. The Activities Committee also includes individual representatives of 65 clubs and special interest groups leading the energetic lifestyle of the neighborhood.

The FCHOA hosted a webinar for CAI last year on communications. The webinar is available on the CAI website. It features the FCHOA's approach to a full color newsletter format for print media. Advertising offsets expenses in significant net revenue each year. The newsletter is also considered a primary marketing feature for the real estate community. Each monthly issue is delivered to the residents and posted on the association's website. The Communications Committee also uses email for urgent news and a weekly What's Happening in Ford's Colony update on community news, meetings and internal events. Social media is featured on Facebook with postings administered by the Committee. All of the above is noted in the June 20, 2018 webinar and can be found at <http://cai.mycrowdwisdom.com/diweb/catalog/item/eid/acdc6d22-e404-4c8e-8a18-c6cb3c4572ea>; *How to Reach Your Community: Social Media, Newsletters, Websites, and More.*

New residents are welcomed into the committee in a number of touch points. We use our website to feature a Moving Here tab to provide useful information. Volunteers make an appointment to visit residents in their home. A friendly face to welcome new residents can have an immediate impact, encourage neighborliness, and is a great way to invite volunteerism. We know that our residents will be volunteering in church, school, charity and community. We look forward to starting the conversation with our welcoming. The Newcomers Club is one of our most popular features with monthly meetings featuring local guest speakers and several ongoing activities such as wine and dines and card games to incorporate both internal fun and local around the town restaurants and events. Caring Neighbors also play an important role as a resource to new residents with offerings from high chairs to wheel chairs and a friendly card for unfortunate circumstances.

The FCHOA has long been an advocate for the education, resources, and networking in CAI and our local Chapter in particular. We are CAI members and align with its professional members in the legal, insurance, reserve study and auditing disciplines. We encourage our vendors and service providers to be members. RCS staff includes 3 Professional Community Association Managers (PCAM<sup>®</sup>) and 6 Certified Managers of Community Associations (CMCA<sup>®</sup>). Staff members volunteer for the Central Virginia Chapter, including Audrey Miller now serving as a CAI-CVC Board member. All 7 FCHOA board members and 13 committee chairs are members of CAI. Our memberships enhance our knowledge and ongoing discussions on key across all areas of our business. The managers are not the gatekeepers of information. We know that our volunteers are reading Common Ground and Consensus magazines as we are. We need to be ready for their questions and suggestions. We are in this together.



## **PREVIEW OF ANTICIPATED LEGISLATION**

By: Susan Bradford Tarley,  
Esquire, CCAL  
Tarley Robinson, PLC

We know it is March in Virginia because we are starting to talk about the new common interest community laws that will affect our industry on July 1, 2019. The current status of most of the legislation mentioned in this article is that the bills have passed both the Senate and the House and await signature by Governor Northam. We are not aware of any controversy surrounding any of the bills awaiting the Governor's signature so we believe that these bills will be signed by the end of March with an effective date of July 1, 2019.

Home-based businesses – (HB 1853) – This bill has been signed by Governor Northam and is effective July 1, 2019. This bill amends Va. Code Ann. § 55-513.2 of the Property Owners' Association Act ("POAA"). If your community is in a locality that classifies home-based child care services as an accessory or ancillary residential use under the property's zoning classification, such use shall be permitted unless it is expressly prohibited or restricted by the declaration or by the association's bylaws or rules.

Reserves – (SB 1538) – This bill has been signed by Governor Northam and is effective July 1, 2019. It amends Va. Code § 55-514.1 of the POAA and Va. Code Ann. § 55-79.83:1 of the Virginia Condominium Act ("Condo Act"). This bill requires the Board of Directors or Executive Organ to provide a copy of the budget or a summary of the budget to owners prior to the start of the fiscal year. It further requires that the budget or summary include a statement of the amount of reserves recommended by the reserve study and the amount of current cash for reserves.

Governor Northam has not yet signed the bills noted below. Signature is expected by March 26, 2019.

Notice for POAs – (HB 2694) – This bill adds electronic notice to Va. Code Ann. § 55-510 of the POAA as a permissible form of notice provided the owner has agreed to electronic notice. It further provides that if the electronic notice is returned as undeliverable, then the association must send it by U.S. Mail.

Proxies for Condos – (HB 2647) – This bill amends Va. Code Ann. § 55-79.77 of the Condo Act. This bill deletes the language that proxies must be signed by someone who is authorized to sign a deed on behalf of the unit owner, and replaces it with a statement that proxies are void if not signed on or behalf of the unit owner. It also states that when more than one unit owner owns a unit, any unit owner can object to the proxy at or prior to the meeting and the proxy shall be considered revoked.

Transition – (SB 1756) – This bill amends Va. Code Ann. § 55-79.74 of the Condo Act and Va. Code Ann. § 55-509.2 of the POAA. It requires the developer or declarant, as applicable, to provide an inventory and description of stormwater facilities on the common elements or common areas for which the association is responsible. The developer or declarant can satisfy this requirement by delivering a copy of the final site plan or final construction drawings showing stormwater facilities as approved by locality and any applicable recorded easements or agreements.

Disclosure Packets and Resale Certificates – (HB 2385) – This bill amends Va. Code Ann. § 55-79.97 of the Condo Act and Va. Code Ann. § 55-509.4 of the POAA. It adds language to impose the applicable 3-day or 6-day deadline, as applicable, for cancellation of the purchase agreement if the disclosure packet or resale certificate isn't complete. (HB 2019) – This bill amends Va. Code Ann. § 54.1-2350 by adding more information to the cover page for disclosure packets and resale certificates. The section pertaining to a statement about the purpose for which assessments may be used now requires including whether or not the assessments are for the purpose of the construction or maintenance of stormwater facilities. This bill also amends Va. Code Ann. § 55-519 requiring additional language concerning stormwater facilities to the disclosure form for residential closings.

Common Interest Community Board – (HB 1962) – This bill adds language to the enforcement authority of the CICB permitting it issue orders against managers or associations requiring that affirmative action be taken. (HB 2081) - This bill changes the fee structure for manager licenses and association annual reports by deleting the formula included in the current law and replacing it with language that permits the fee to be established by the CICB.



## **VOLUNTEERS – TIME TO CELEBRATE!**

By: Bethany Halle, AMS®, PCAM®  
President, Community Solutions  
Reality Based Management Services

You've managed to secure volunteers for your association, whether serving on the Board or a Committee. That's fantastic! Now, what can you do to make their job easier? In my experience, there are three easy methods.

### **DIRECTION AND EDUCATION**

Make certain that you provide clear direction including aspects of education. This can include a Board workshop held every year; providing information about the association's governing documents, the various ongoing projects, budget constraints, federal and state statutes, and any other crucial items pertinent to your association. This can be provided in combination by your community manager, the association's attorney and even an experienced Board member. Another idea is to provide a charter to the various committees. This highlights a basic job description and responsibilities along

with providing a budget that may or may not be included.

### **COMMUNICATION**

Make certain to keep your volunteers informed. Board and committee meetings are obviously an excellent method, but sometimes there is a lengthy duration between meetings. As a Community Manager, providing regular updates via a group email, which can be set up easily, goes a long way of keeping everyone in the loop. People like to know what's going on, so they're not blindsided. This is especially true for members of the Board of Directors.

### **PROVIDE A VOICE**

Volunteers like to be heard and their voices and opinions valued. For Committee Chairs, providing a report at the Board Meetings is helpful to everyone, allowing for continued direction and suggestions from committee members. If you have a newsletter, offer the committees and someone from your Board an opportunity to provide an article on a regular basis. Make certain you also recognize your volunteers at social gatherings if possible and during the annual meeting every year. Appreciation goes a long way toward satisfaction.

There are many other methods of providing an enjoyable and valuable experience for everyone and that is certainly the key when working with volunteers.



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## **2019 WINTER NETWORKING SOCIAL**

By: Stacey McDowell  
Exterior Source

The turnout for the Winter Networking social at the Wine Lofts in Glen Allen was outstanding! We had a great mix of association managers and business partners. The wine, beer and appetizers were a great hit. A special thank you to Exterior Source, National Cooperative Bank and Ruston paving for sponsoring.

As new board members join the board of directors, we are always looking for ways to help improve the chapter. Please forward your exciting ideas to [sdramer\\_cvcai@verizon.net](mailto:sdramer_cvcai@verizon.net). I look forward to seeing you all at the next CVC-CAI event!



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## **MEMBERS' BYOB THIS SUMMER**

By: Michele Mulligan, Esq.  
Golightly Mulligan Morgan PLC

It may be cold as you're reading this, but believe it or not, summer and the pool season is right around the corner. Are you ready? Do you have your pool rules up to date? And did you know about the change in what is permissible according to the laws on alcoholic beverage control?

During the 2018 General Assembly session, a bill was introduced and passed that amended Section 4.1-201 of the Virginia Code specifically adding language permitting community associations to allow homeowners to bring alcohol onto the premises. This law went into effect July 1, 2018. The bill's patron, Delegate Richard "Rip" Sullivan, said about his "BYOB Bill"

Virginia neighborhood swim clubs have a long-standing summer tradition of members bringing a picnic dinner to the club, perhaps including a beer or a bottle of wine. For decades, community swim club members throughout Virginia believed they were well within the law. But it was recently discovered that they – and I – had been breaking the law the whole time. The problem has now officially been solved....

The language specifically reads that it is not prohibited for

*Any private swim club operated by a duly organized nonprofit corporation or association from allowing members to bring lawfully acquired alcoholic beverages onto the premises of such club and consume such alcoholic beverages on the premises of such club.*

Out the outset, it should be noted that the alcohol must have been lawfully purchased. Therefore, for example, if a homeowner is under the age of twenty-one, they could not have lawfully purchased alcohol and this exception would in no way change

that age restriction.

The applicability of the statute is also limited to a private swim club operated by a non-profit association or association. Therefore, a swim club that is open to the public, or that is operated for profit, would not be permitted this exception. These restrictions would not impact most community associations, but they still are worth mentioning. Additionally, one note of caution. The language in this statute says only that members of a private swim club may be permitted to bring their own alcohol to the pool, but it does not say that guests may bring alcohol. Therefore in order to comply with the letter of the law, guests of members should not be permitted to bring alcohol.

This amendment follows a 2011 change in the law no longer requiring a banquet license for private meetings or private parties limited in attendance to the members of a common interest community and their guests, provided (i) the alcoholic beverages shall not be sold or charged for in any way, (ii) the premises where the alcoholic beverages are consumed is limited to the common area regularly occupied and utilized for such private meetings or private parties, and (iii) such meetings or parties are not open to the public.

It appears the General Assembly is continuing to recognize that community associations should be granted some relaxation of the typical treatment of group functions and activities. However associations should still establish policies that will place reasonable restrictions on the consumption of alcohol so all members are aware of their rights and responsibilities should a community association decide to permit a BYOB or private party.



## **INCREASING VOLUNTEER AND BOARD OF DIRECTORS INVOLVEMENT IN YOUR COMMUNITY!**

By: Nicole Geldert  
The Wyndham Foundation

If you are involved with a Homeowner's Association in any way, you are aware that a big part of their success lies within the community's volunteers. Various community residents and homeowners dedicate a large portion of their time to serve in one or more capacity for the overall betterment of their neighborhood. These volunteers play an important role that can have a direct effect on the community's property values. You can find volunteers on the Recreation Committee, Pool Committee, Modification Committee, Budget & Finance Committee, Neighborhood Committee, various community clubs, community sports leagues and teams, Board of Directors, and many more!

Just as it is important to obtain volunteers, it is just as important, if not more important, to keep these volunteers. As they continue to serve on your committees and Board of Directors, their knowledge continues to grow and they become well versed in making good decisions and suggestions for the growth of their community.

There are lots of ways that a community can go about encouraging more involvement from their volunteers and Board of Directors. Once you get the momentum going, be sure to continue these practices to reach your community's full potential!

**Communication:** Communicate often and in several different ways to both current and potential future volunteers. Not everyone communicates the same, and not everything will capture the attention of everyone. It is important to keep the lines of communication open and continually explore new ways to capture the attention of the community.

**Praise:** It feels good to receive recognition for something you have worked hard on. Even those who are selfless appreciate acknowledgement for their contributions. Extending recognition to your volunteers will go far. Try doing this with your community newsletter, at events, in meetings, in one-on-one conversations, and in every day discussions with others.

**Show Importance of Their Impact:** People want to feel like their input is making a difference. Be sure to show your volunteers, just how they are having a positive impact on their community by sharing photos, positive

feedback from their neighbors, and sharing data. This will serve to be motivational and keep the momentum going.

**Offer a Diverse Set of Opportunities:** Offering a diverse set of volunteer opportunities will capture the attention of a wider volunteer base and you'll have a greater chance of capturing volunteer engagement in places they are truly passionate about. There may be residents who are interested in volunteering but are unsure of how to help. Providing a variety of opportunities will help give this population an opportunity to have an impact on the community.

**Make it Personal:** Be sure to know your volunteers by their name and build a relationship with them. Getting to know and relating to them on a personal level will strengthen your rapport and increase their desire to contribute. Introducing residents to other neighbors they may not already know will help grow a strong sense of community. People are more likely to get involved if they know each other and there is a strong sense of camaraderie.

**Add Excitement:** Creating fun and memorable events brings several positive benefits to your community. This is a fantastic way to get residents out of their home and mingling with their neighbors. You'll see this have a positive impact on the sense of community in your neighborhood in more ways than one. When volunteers feel connected to their neighbors and community, they feel a strong sense of pride and motivation to contribute to further positive growth.

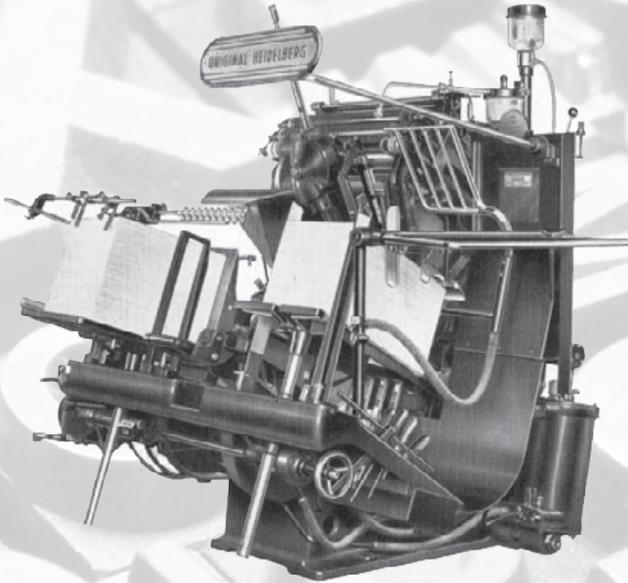
**Host a Volunteer Appreciation Event:** Don't forget to say "Thank you!" Verbal praise is always important, but be sure to make a formal effort to recognize volunteers as well. Adding an annual volunteer appreciation party or event to your calendar will not go unnoticed and will make volunteers feel appreciated, valued, and coming back. You can get creative with this and host a themed event, provide light hors d'oeuvres and drinks, give away small gifts, or even host something off site. The possibilities are endless and gives your volunteers something to look forward to each year.

Increasing the volunteer involvement in your community doesn't have to be dreadful. Start by following the suggestions above and have fun with it. You'll be sure to see an increase in the volunteer involvement in your community.

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**Qualifications:** The ideal candidate must have a bachelor's degree in accounting or finance plus five - seven years' relevant experience. A Master's Degree in Accounting or Finance with a CPA highly desirable. A working knowledge of G.A.A.P. is essential with a background in public accounting preferred. Excellent communication and people skills are essential. Must be able to demonstrate proficiency in member management software programs, preferably Jonas and have excellent IT skills including the Microsoft Office Suite, especially Excel.

**Requirements:** The Director of Finance is expected to attend Board of Directors meetings, Finance Committee and other relevant Committee meetings and community-wide events which will require some evenings and occasional weekends. The Director of Finance must work closely with Senior Management, the Board of Directors and Committees as well as members of the community. Supervisory experience is required to manage Finance Staff, Information Technology activities, Assessment Coordinator/Staff and Member Services staff.

**Salary and Benefits:** The salary for the position is negotiable, based on qualifications and experience. Excellent benefits package including, but not limited to, generous vacation and sick leave, medical and dental insurance, group life insurance and 401(k) plan with employer match.

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## **MEET STACEY DRAYER, CHAPTER EXECUTIVE DIRECTOR**

Stacey Drayer is the Chapter Executive Director (CED) for the Central Virginia Chapter of Community Associations Institute. As the CED, she oversees the day to day operations and special events for the Chapter. Stacey works directly with the Board of Directors to ensure all chapter goals are met. For years she volunteered on the Virginia Leadership Retreat Committee and saw the annual event grow to see outstanding attendance and sponsorship numbers. Stacey interfaces with chapter members as a hub of information regarding event registration, membership and chapter volunteer opportunities. All in all, Stacey is essentially the heart of the Chapter.

When Stacey isn't pulling reports or implanting Chapter events, you can find her on the beach with a fruity cocktail in hand. She loves spending time with family and watching her two boys grow into men. If you haven't met Stacey in person, make sure to introduce yourself at our next event!

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## **SOLITUDE KICKS OFF ANNUAL CAMPAIGN TO HELP BRING CLEAN WATER TO DEVELOPING COMMUNITIES**



March 14, 2019 – In recognition of World Water Day (March 22), SOLitude Lake Management is pleased to announce the commencement of a new annual giving

campaign aimed at providing impoverished families across the world with better access to clean water. For over two decades, SOLitude has been focused on improving access to clean, healthy water in the U.S. through sustainable management solutions. The annual campaign now allows SOLitude, and their clients, partners and local communities, to make a valuable impact throughout the rest of the world—with just the click of a button.

For every 30 new followers SOLitude receives across social platforms in 2019, the company will help provide an individual with a lifetime of access to clean water through charity: water. This non-profit organization is dedicated to introducing clean water resources to people in developing countries. Charity: water's donation structure is unique. The organization contributes 100% of financial contributions directly to impactful water projects and covers all operational and administrative expenses with a separate donor fund. Through this year's campaign, SOLitude's aims to change 100 lives with access to clean water.

Water is a necessity in life, but many water quality problems plague aquatic resources throughout the world. Harmful Algal Blooms can produce toxins that cause respiratory illnesses and may lead to the death of fish, wildlife, livestock and other valuable food sources. Nutrient loading caused by pollution can fuel invasive weeds that choke out native crops and vegetation. Unbalanced aquatic ecosystems can become breeding grounds for destructive insects, mosquitoes and bacteria. Through an array of comprehensive service offerings, SOLitude is dedicated to transforming our nation's unhealthy waterbodies into clean, long-lasting resources for communities to use for drinking water, irrigation, fishing and hunting, recreation and enjoyment of nature. This new initiative

will allow SOLitude, along with the company's supporters, to spread the company's mission of improving water quality throughout the rest of the world.

“We are proud to cultivate healthy, beautiful water resources in our local communities each day and are honored to establish a more global impact through the restoration of water resources in developing countries,” Director of Marketing Tracy Fleming said. “We believe that small actions can have an extraordinary ripple effect, and are encouraged by the profound impact that charity: water has had throughout the world.”

Historically, SOLitude's environmental giving campaigns have centered around Earth Day and Arbor Day. In years past, for every new social media follower in the month of April, SOLitude would plant two trees through the National Forest Foundation's tree planting program. The new direction of SOLitude's outreach campaign will align with the company's mission to make water a more healthy and beautiful part of our world, and will advance the month-long efforts to a year-long impact. Additionally, the SOLitude team remains committed to completing community clean-ups, habitat restoration projects and other environmental efforts in honor of Earth Day and all year long through The SOLution.

The SOLution is a company-wide program that encourages the company and all employees to strive to “create a better world” through volunteerism, community outreach, sustainability and environmental consciousness. Since the program began in 2012, SOLitude has donated more than \$335,000 in goods and in-kind services and contributed 13,000 volunteer hours to our local communities across the country. To participate or share a non-profit's goals for consideration in The SOLution, visit [www.solitudelakemanagement.com/solution](http://www.solitudelakemanagement.com/solution).



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The Central Virginia Chapter of CAI is partnering with Richmond Animal Care & Control (RACC) as this year's community outreach program.

The RACC was established as the first city pound June 5, 1902 and since then it has served as the only open admission public shelter in the

City of Richmond. They provide humane care for more than 3,000 stray, injured, abused and relinquished pets a year that require immediate care. As an open admission shelter RACC takes in every animal in need in the City of Richmond, including animals that are severely injured or behaviorally unsound. They believe that every life is worth trying to save and are committed to putting work behind those words.

RACC professional Animal Control staff investigate animal cruelty, enforce humane laws, and issue pet licenses/permits. These services include the enforcement of city ordinances related to animals, removal of killed or injured animals/wildlife, impoundment of stray pets, and investi-

gation of animal-related neglect, cruelty, nuisance and bite cases.

Their budget from the city covers basic operational needs at the shelter but does not allow for extensive emergency medical surgery or treatment rendered for each animal in need.

That is where the RACC Foundation comes into play. The RACC Foundation is a 501(c)3 non-profit dedicated to RACC to support the costs of critical emergency care, provide a part time trainer/behaviorist, and increase marketing and outreach efforts through fundraising and volunteer coordination. Together, RACC and The Foundation are passionate about saving lives and excited to share the many inspiring stories of compassion towards our City's most vulnerable animals.

Their wish list would include:

- New/gently used towels and blankets
- Dog treats
- Nylabones
- Cat toys
- Meat flavored baby food (turkey or chicken).

The Central Virginia Chapter will be collecting these items at each of their events—look for the donation box!

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