



# COMMUNITY RESOURCE

INSIGHT & EDUCATION FOR COMMUNITY ASSOCIATIONS

JULY / AUGUST  
2023

*This Issue*

Arizona 2023  
Legislative Session  
and Passed  
HOA Bills



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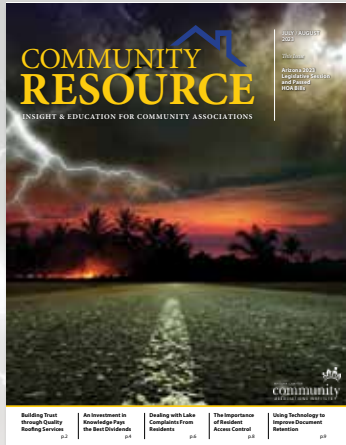
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# CAI

## ARIZONA CHAPTER

JULY / AUGUST 2023



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# Community Managers and Educated Business Partners: Building Trust through Quality Roofing Services

By RENCO Roofing

Community managers play a crucial role in ensuring the smooth operation and maintenance of residential and commercial properties within Homeowners Associations (HOAs). When it comes to roofing services, partnering with educated and reliable business partners who are members of the Community Association Institute (CAI) can make a significant difference in the world of HOAs. This article explores how being a member and an educated business partner can enhance the trust and quality of roofing services provided to HOAs.

## **Putting the Customer First:**

At the core of the CAI business partners' approach lies a strong commitment to putting the customer first. This customer-centric philosophy is integral to the success of board members and community managers in helping the community thrive. Educated business partners understand the importance of satisfying not only the homeowners but also the board members, property managers, and even renters. They have a deep understanding of how to effectively communicate with different stakeholders within an HOA, ensuring that information is shared appropriately and accurately.

## **Creative Problem Solving:**

While roofing may seem like a straightforward trade, it presents numerous challenges that require creativity and problem-solving skills. Educated business partners in the roofing industry encourage their teams to tackle these challenges head-on, finding effective solutions that address the root cause of any roofing issues. They recognize the importance of continuous improvement and invest in technology and processes to provide clients with complete and accurate information, ensuring the best possible outcomes for the HOA.

## **Upholding Standards of Workmanship and Customer Service:**

An educated roofing business partner within the CAI is committed to upholding the highest standards of workmanship and customer service. They diligently educate their clients, including

board members and property managers, on building codes and standards to ensure that any proposed roofing solutions comply with regulations. In instances where an installation or product fails, they have well-established processes in place to rectify mistakes and take care of the clients promptly. Each type of roof has a dedicated team of installers and quality control individuals, ensuring a robust quality control process.

## **Exemplary Customer Service:**

Business partners who are members of CAI understand the importance of exemplary customer service in the HOA world. They go the extra mile to assist customers throughout the process of maintaining and repairing their roofing systems. This includes promptly addressing any issues that arise and providing comprehensive education on different types of roofs to community managers, board members, and homeowners. By offering one-on-one interactions and collaborating with HOAs, these business partners become trusted resources. They can help an HOA navigate budget limitations, long term planning and scheduled repair and replacement. The trusted roofing partner also understands you need to maintain the life of the asset. Providing maintenance and repair options can extend the life expectancy of your Association's asset.

## **Roofing checklist for an HOA:**

HOAs play a vital role in approving roofing projects within their communities. By working closely with educated business partners who are members of the CAI, HOAs can ensure that the following key factors are thoroughly checked before approving any roofing project:

1. **Compliance with Architectural Guidelines:**  
HOAs require approval to ensure that the new roof will conform to the community's architectural guidelines. This helps maintain the overall aesthetic and protect the value of the homes within the community.
2. **Structural Integrity and Safety:**  
HOAs need to verify that the roofing project will not com-



promise the structural integrity of the homes or pose any safety risks during the installation process. Both the structure of the roof, along with the safety of everyone involved in the roof installation process, are of paramount concern for CAI members.

3. Contractor Qualifications and Insurance:

It is crucial to check whether the contractor is licensed, insured, and qualified to perform the roofing project. This ensures that the work will be done professionally, and that the HOA is protected from liability. It also ensures that all necessary construction and roofing standards and guidelines will be followed and abided by.

4. Contractor Reputation:

HOAs should assess the reputation of the roofing contractor as a contractor with a good reputation signifies reliability and trustworthiness. They have expended much time and resources to earn their reputation and will do what it takes to keep it in good standing. CAI Business partners have invested in being a part of the association and they work diligently in caring for HOA's.

5. Project Timeline and Budget:

The HOA needs to determine the timeline and budget of the roofing project. Working with a CAI business partner that has experience with notifying homeowners, building in additional time for weather and other unexpected delays that

can arise and letting you know when material costs change, is critical. A CAI business partner can also provide the necessary knowledge on where to allocate roofing funds to help ensure that the integrity of the roof is maintained, within a specified budget. Managing HOA roofing projects within budgetary constraints and triaging emergent roofing needs, takes an experienced roofing partner. A trusted roofing partner can help you properly plan for the maintenance and planned replacement of roofs.

6. Warranty:

Helping the HOA evaluate the differences between products and warranty types is another way a trusted CAI business partner can assist your association. Giving insight into the difference between product and workmanship warranties, and how each applies to your association can help a board plan for their long-term roof needs.

Being a member and an educated business partner within the Community Association Institute brings added value to the roofing services provided to Homeowners Associations. These partners prioritize the customer, demonstrate creative problem-solving skills, uphold the highest standards of workmanship and customer service, and provide exemplary customer care. By fostering trust, effective communication, and continuous improvement, educated business partners contribute to the success and satisfaction of HOAs, ensuring the longevity and quality of roofing systems within these communities.



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# An Investment in Knowledge Pays the Best Dividends



By Mark Beatty

You might be familiar with that quote from Benjamin Franklin, but when was the last time you stopped and thought about the impact of those words?

I invite you to pause and think about some of the important decisions you've had to make. Did having the correct information and education on a certain topic help or hurt your decision-making process?

That leads us to our topic today. Over the years, I have experienced something a little confusing and probably a little misguided when it comes to asphalt preservation projects, particularly as it relates to the asphalt's appearance.

The prevailing view for many when it comes to managing asphalt pavements is that if there are no signs of visual distress, or if it's minimal, no maintenance is needed.

The truth is quite the opposite and it's a very important topic for community boards and managers to understand. The mindset that no maintenance is needed for pavements that appear to be in good condition is deeply flawed. When you think about it, the reason why it does need attention makes perfect sense.

Let's compare this mindset to some situations that we are more familiar with.

If a board member says that the streets or parking lot are in good shape, and no maintenance needs to be done, ask them the following:

- Because your car's engine isn't making any type of grinding noise, do you skip an oil change?
- Since nobody has told you that you stink, do you wait to shower until they do?
- Since you don't have a toothache, is there no need to regularly clean your teeth?

Asking these questions is probably not recommended in the acclaimed best-seller *How to Win Friends and Influence People*, but they will probably make the point that just because you can't see issues doesn't mean they aren't developing.

With streets often identified in a community's reserve study as the costliest asset to own, waiting to react once visible issues are identified will cost homeowners the very most over time. This strategy is known as the "worst-first" approach, and it is the wrong route and the costliest to homeowners.

Maybe the best analogy for managing the streets of a community would be the comparison to managing a fleet of vehicles. Let's say you manage a fleet of FedEx or UPS delivery vans. What would your strategy be for getting the maximum life out of the delivery vans at the lowest possible cost?

The strategy would be to put a maintenance plan in place that is aggressively proactive to best ensure the vehicles are prepared to avoid costly repairs or replacement.

Let's say that you have 50 vans in your fleet and two need major repairs. Let's also say that you have a fixed budget for the year with enough funds that would only allow for the major repairs on the two vans or maintenance on the other 48 vans; what should you choose?

Skippping all the maintenance for a year on the 48 vans and fixing the two with major repairs would probably work for a year. However, now you have set yourself up for premature replacement or major repairs on the other 48 vans in the future. This is an example of managing with the worst-first approach. It works in the short term but becomes the costliest over time.

When it comes to asphalt-paved streets and parking lots, the majority of the oxidation damage surprisingly occurs within the first four years after the pavement is installed. Oxidation leads to the hardening of the asphalt, making it more susceptible to cracking and deterioration. Oxidation of the pavement begins at the time of construction and continues throughout the life of the pavement. Understanding this encourages a proactive maintenance strategy while the pavement is still in good condition.

**Mark Beatty** is on the Advisory Board for the International Pavement Management Association and consults with public agencies and HOAs throughout the U.S. Mark serves as the Sr. Vice President at Holbrook Asphalt Company.

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## Dealing with Lake Complaints From Residents: A Guide for Community Managers

By Brendon Donnelly

Managing a community involves a lot of moving parts, and for most community managers, dealing with complaints from residents is one of their least favorite responsibilities. When left unmanaged or improperly managed, lakes and stormwater ponds can be a common source of these complaints. Nuisance weeds and algae, bad odors, fish kills, muck, erosion, and other eyesores are just a handful of the issues that can affect aquatic ecosystems and aggravate the people who live around them. And while finding solutions can be simple, getting homeowners on the same page can be one of the most challenging parts of the job.

When lake and pond problems begin developing, complaints are usually first raised by the people living near the main inflow of the waterbody where excess nutrients, pollutants, and debris first enter the system. This area may be more prone to water quality imbalances that fuel nuisance growth and degrade the ecosystem. It's important for communities to get ahead of these imbalances early before they create bigger problems, but homeowners who are not experiencing weeds and algae downstream, or who do not live on waterfront properties, may not support the use of funds towards lake and pond maintenance or may not agree with the solutions that have been chosen by community leaders.

Often, this stems from a lack of understanding. Most people are unfamiliar with the science behind freshwater management and are not aware of the far-reaching impacts lakes and stormwater ponds have in residential communities. Some people don't even

realize that stormwater facilities exist in their communities in the form of dry basins. It's up to community managers to close this education gap. This involves teaching residents about the important functions of stormwater ponds, the value they provide to every homeowner, and why investing in their health is an investment in the community as a whole.

An excellent place to start is by educating board members who can disseminate knowledge and resources to the rest of the community. Decision makers not only need to understand how community waterbodies work to collect stormwater runoff, but they should also be aware of the potential legal and safety issues that can arise from poorly managed systems. Clogged stormwater equipment can result in flooding that endangers residents and can cause significant damage to landscaping, outdoor amenities, and community infrastructure. Crumbling shorelines create hazards that can lead to falls and accidents. Warm, stagnant water can become a breeding ground for annoying, disease-carrying mosquitoes. With the support of a lake management partner, community managers can better educate board members and residents.

Once most residents are on board, disagreements over management styles are still common, with some residents in favor of all-natural and "do-it-yourself" remedies like beneficial bacteria or hand-pulling weeds. These can be helpful solutions when used as part of a comprehensive management program, but they





are not always effective in addressing more systemic issues like erosion and sediment build-up, and can end up costing communities valuable time and funds in the long run. Though it can be difficult to resist the pressure to provide instant gratification to complaining residents, it's important to prioritize effective long-term solutions like dredging.

Every waterbody fills with organic material over time, reducing its capacity to hold and filter stormwater runoff before releasing it downstream. Though this is a natural process, it can occur much faster in lakes and ponds that are not proactively managed. During dredging projects, hundreds to thousands or millions of pounds of nutrient-rich muck, sediment, and debris are removed from the waterbody to restore depth and create a clean slate for a healthier, more balanced ecosystem. Though dredging lacks the 'wow' factor of painting the clubhouse or replacing tennis courts, it can have a significant impact on the health and safety of community waterbodies.

Unfortunately, many communities are far past due for dredging. This is often due to a lack of awareness; however, in some cases, previous leadership may be to blame for ignoring growing sedimentation problems and leaving them for the next community manager to deal with. This can cause significant financial strain to residents, as dredging costs can be high and communities may have to raise dues to fund the urgently needed work. However, ignoring the problem may result in exorbitant damage that leads to the downfall of a community. In fact, it has become increasingly common for residents to take legal action against previous property managers for neglecting this important duty.

Community managers that find they have inherited a neglected waterbody should not be deterred – they have the unique oppor-

tunity to become champions of their community by educating stakeholders about the importance of proper pond management and the value it adds to every home. By addressing issues effectively and promoting the benefits of well-managed lakes and ponds, they can avoid being a scapegoat and instead become the champion that their community needs.

Closing the education gap also includes teaching residents about environmental stewardship and the personal impact each individual has on local waterbodies. Reducing the use of lawn and garden fertilizers, properly disposing of trash and pet waste, and bagging grass clippings and yard debris can help prevent pollutants from exacerbating water quality issues. As residents become more informed and involved in the maintenance of their community waterbodies, the more they will come to appreciate the dedication of community leadership.

Ultimately, the key to successfully fielding resident complaints is by becoming an educator. When residents understand the complex science behind lake and pond management, they are more likely to support proactive maintenance strategies that prevent water quality issues, algae, weeds, and other problems – before they can become a source of complaints. Community managers that embrace this role can bring communities together, improve the desirability of their association, and cement their reputation as a trustworthy and capable leader.

**SOLitude Lake Management** is a leading environmental firm specializing in the sustainable management of lakes, stormwater ponds, wetlands, and fisheries.

# The Importance of Resident Access Control

By Tiffany Johnson

As the owner or manager of a multifamily community, your residents' safety and security are of the utmost importance. One of the key ways to ensure their safety is by managing access to the property effectively.

Not only does proper access control keep unwanted persons off the property, but it can also help reduce theft and damage, provide a full access report that shows who went through gates at various times, and save property staff time by enabling them to easily manage things through a web portal.

## What is resident access control?

Resident access control for multifamily properties refers to the **process of managing and controlling access to various areas within the property**, such as the building entrances, amenity areas, parking lots, and other common spaces, for the residents who live there.

It involves creating a secure and convenient system that allows residents to access the areas they need while preventing unauthorized access from outsiders.

## The evolution of access control for multifamily properties

In many multifamily properties, access control is typically managed through the use of physical keys or keycards, which are issued to each resident upon move-in. However, this **traditional method of access control has several drawbacks**, including the potential for lost or stolen keys, the need to manually issue and manage access credentials, and the difficulty of revoking access for former residents.

To address these challenges, many multifamily property owners and managers are turning to **modern access control solutions**, such as cloud-based access control systems, that offer greater flexibility, convenience, and security.

These solutions leverage technology to provide a more streamlined and automated approach to managing resident access control.

## Why is managing resident access important?

Resident access control is crucial for multifamily properties for several reasons including enhancing security, providing liability protection, increasing protection, increasing privacy, providing resident convenience, and cost-effectiveness.

### Enhanced Security

The safety and security of residents are a top priority for any multifamily community. With access control, property managers can limit unauthorized access and monitor who is entering and exit-

ing the premises. This can help to deter criminal activities such as theft, burglary, and vandalism.

### Liability Protection

Multifamily property managers have a legal responsibility to provide a safe living environment for their residents. Access control systems can help to prevent unauthorized visitors from entering the property, which can reduce the risk of accidents or injuries that can result in lawsuits and liability claims.

### Increased Privacy

Residents value their privacy and the security of their personal information. Access control systems can ensure that only authorized personnel have access to sensitive areas of the property, such as the mailroom or fitness center.

### Convenience

Access control systems can make it easier for residents to access common areas such as gyms, pools, and parking garages without the need for physical keys. This can save time and provide a more seamless living experience.

### Cost-Effective

With access control systems, property managers can avoid the cost of replacing physical keys and rekeying locks. Instead, they can simply revoke access to a lost or stolen keycard, fob, or mobile credential.

Resident access control is an essential aspect of multifamily property management that helps to ensure the safety, security, and privacy of residents while also providing convenience and cost savings for property managers.

Overall, the ROI of implementing resident access control can be significant in terms of increased property value, reduced operating costs, improved security, and increased efficiency for property staff.

## In summary...

Managing resident access control for multifamily properties can be a complex and challenging task. However, with the right tools and expertise, property managers can overcome these challenges and implement robust access control systems that improve security, reduce costs, and enhance tenant satisfaction.



**Tiffany Johnson** is a Phoenix-based writer fascinated with multifamily development and how real estate and proptech blend together. After hours, she can be found exploring a new running trail, spending time with her little ones, or enjoying a Dr. Pepper.



# Keep the Baby AND the Bathwater – Using Technology to Improve Document Retention

By Eric LeeShanok



Most HOAs know they're legally required to retain documents, and they do a great job of keeping a literal paper trail. Too often, this turns into stacks of Bankers Boxes being passed around board leadership or tucked away at the management company. Meanwhile, the digital files are scattered across personal computers, file servers, and email accounts. The HOA is one accidental deletion or over-enthusiastic spring cleaner away from losing important documents they are required to retain.

Fortunately, technology offers practical solutions to streamline these processes and ensure compliance. With a bit of strategy and forethought, these tools can make your digital record-keeping just as thorough as your physical records.

## Centralized Document Management Systems

Imagine stacks of paperwork piling up in your office, making it challenging to find what you need. A centralized document management system can be a game-changer. By using sharing platforms like SharePoint, you can securely store and manage essential documents such as governing documents, financial records, and meeting minutes in one organized place. This simplifies document retrieval and provides authorized personnel with easy access, reducing the risk of misplacing or losing important records.

## Automated Document Capture

Manual data entry and paper-based organization can be time-consuming and error-prone. Technology offers automated document capture solutions that can save you valuable time. Optical Character Recognition (OCR) technology can scan and convert physical documents into searchable digital formats, making it a breeze to locate specific information when needed. This automation not only streamlines document management but also reduces reliance on physical storage space, resulting in cost savings.

## Robust Data Backup and Recovery

Data security and integrity are paramount. Technology provides robust solutions for data backup and recovery. Automated backups of electronic records can be scheduled regularly to ensure that critical information remains intact in the face of hardware failures or unforeseen circumstances. It's essential to store backed-up data securely off-site, whether in encrypted cloud storage or a separate physical location. This ensures data availability and compliance with retention requirements.

An important consideration is your Recovery Point Objective (RPO). This is the time from your last data backup until an incident occurred. Can you afford to lose a day's worth of data? A week's? Only an hour's? Savvy HOAs and management companies have a defined RPO, but in our experience, very few have actually tested their backups to make sure it's achievable.

## Document Retention Policies and Schedules

Consistency is key when it comes to document retention. Technology helps community managers establish and enforce clear document retention policies and schedules. Document management systems can be configured to automatically apply retention periods to different types of documents, eliminating the need for manual tracking and reducing the risk of accidental deletion or premature disposal of crucial records. Transparent policies and schedules promote accountability and compliance within the organization.

## Secure Access Controls

Maintaining privacy and confidentiality of HOA records is paramount. Technology offers various access control features to protect sensitive documents. Implementing secure login systems, multi-factor authentication, and role-based access controls ensures that only authorized individuals can view or modify confidential documents. Granular access controls minimize the risk of unauthorized data breaches and align with compliance requirements such as GDPR and CCPA.

## Ready to Embrace Technology?

Document retention may not be the flashiest part of community management, but it is critical. Embracing these technological advancements allows HOAs and management companies to serve their communities effectively while reducing costs and ensuring regulatory adherence. Plus, tech-enabled retention gives much better peace-of-mind than hoping you can dig out a file from your stack of Bankers Boxes!

**Eric LeeShanok** is the founder and president of LeeShanok Network Solutions, a Managed IT and Cybersecurity company serving HOAs and management companies in the greater Phoenix and Tucson areas since 1997.

# Arizona 2023 Legislative Session and Passed HOA Bills

The 2023 Legislative Session is the longest in the State's history and is scheduled to adjourn on July 31st at 204 days with a record number of 1,672 bills introduced, 345 bills passed and 143 bills vetoed. With respect to homeowner association ("HOA") related bills, there were 21 introduced. Six HOA bills passed and fifteen failed. Among those that passed, CAI negotiated and drafted proposed language for several bills moving the LAC from a position of oppose to neutral. The details of the seven bills that passed are described below.

SB 1023, Residential Picketing: Offense, sponsored by Senator Kavanagh. This law states that a person commits residential picketing, a class 3 (lowest) misdemeanor, if the picketing or demonstrating is directed at a person at their residence or dwelling place with the intent to harass, annoy or alarm another person and the person picketing intentionally engages in picketing or otherwise demonstrates at the person's primary residence or dwelling. This does not apply to an individual's residence or dwelling place used as the individual's primary place of business. Supported.

SB 1049, Homeowners' Associations: Betsy Ross Flag, sponsored by Senator Kavanagh. Homeowners' associations and condo associations cannot prohibit the outdoor display of any historic version of the American flag, including the "Betsy Ross flag" (defined), without regard to how the stars and stripes are arranged on the flag.

SB 2607, Board Members: Condominiums; Planned Communities, sponsored by Representative Parker. Deems that the members of a COA or HOA board are removed from office effective midnight of the 31st day if the board fails to call, notice, and hold a special meeting 30 days after the receipt of a petition calling for the removal of a member of the board and all statutorily outlined requirements are met.

HB 2251, Condominiums; Insurance Coverage: Claims, sponsored by Representative Kaiser. Provides that each unit owner, as an insured person under the COA's master property insurance policy, has the right to report a loss under the COA's master property insurance policy, with respect to the unit owner's interest in the common elements.

Removes the authority of the COA board to determine that the property insurance insure against fire and extended coverage perils.

Requires, prior to reporting a loss under the COA's master property insurance policy, the unit owner to report the loss to the COA.

Stipulates the unit owner to allow the COA 10 business days to provide the unit owner with a copy of its written decision stating whether the COA will be reporting a claim to the master policy. States that if the COA decides not to report a claim under the

master policy, then the COA must provide the reason for the decision.

Stipulates that a COA to maintain property insurance that includes the units, if required by the condominium documents. Requires the COA to annually inform each unit owner in writing of both the unit owner's responsibility for the COA's insurance deductible for all property and liability coverage and the amount for each deductible.

Authorizes the COA to determine the amount of the liability insurance.

Requires a unit owner to give a COA 10 business days to provide for how the portion of repairs for which the COA is responsible will be accomplished and funded, rather than 5 business days. Removes, for a COA that decides not to report a claim to the master policy, the requirement that the COA provide for how the portion of repairs for which the COA is responsible will be accomplished and funded.

HB 2298, Planned Community Authority: Public Roadways, Sponsored by Representative Carter. Requires, by June 30, 2025, an HOA to call a meeting of the membership on the question of whether to continue to regulate public roadways if: a) the declaration for the HOA was recorded before January 1, 2015; b) it is after the period of declarant control; and c) the HOA that regulates any roadway for which the ownership has been dedicated to or is otherwise held by a governmental entity.

Stipulates that, if the number of owners voting at the meeting constitutes a quorum and a majority votes to continue regulating public roadways, the HOA retains its authority to regulate those public roadways.

Requires, for an HOA that retains its authority to regulate the public roadways, the board of directors of the HOA to record a document in the office of the county recorder confirming that the HOA will continue to regulate public roadways. 4.

Provides that an HOA no longer has authority to regulate the public roadways and any existing regulations expire if: a) the vote on the question of whether to continue to regulate public roadways fails; or b) the HOA does not hold a vote as required. Exempts one-way streets or privately owned roadways from the requirements relating to the regulation of public roadways.

HB 2301, Homeowners' Associations: Political Activity, Sponsored by Representative Carter. Clarifies that a COA or HOA may not prohibit door-to-door political activity on property that is normally open to visitors, including the solicitation for candidates or ballot issues or the circulation of political petitions. Permits a COA or HOA that restricts vehicular or pedestrian access to the condominium or planned community is exempt from the prohibition of a COA or HOA restricting or prohibiting door-to-door political activity.



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