

CAI-Wisconsin Chapter

# Community LEADER

*News for the New American Neighborhood*

***In this issue***  
***Insurance Premiums***

***Reserve Studies***

***Cold Weather***

***Traits of Good Board Members***

***And Much More...***



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**community**  
ASSOCIATIONS INSTITUTE

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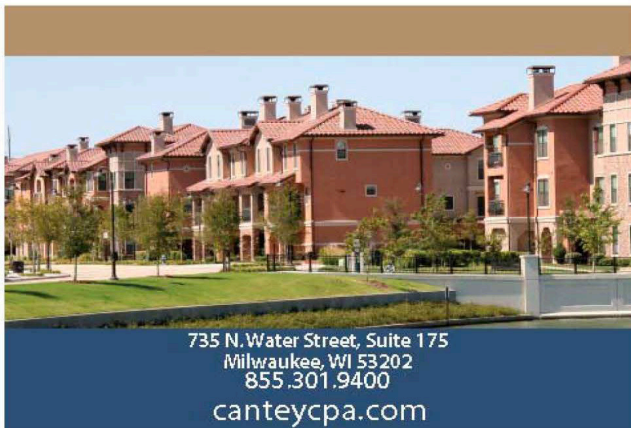
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CAI-Wisconsin Chapter

# Community LEADER

*News for the New American Neighborhood*

## Inside This Issue

2	LEADERSHIP DIRECTORY
3	PRESIDENT'S MESSAGE
4	LEARNING FROM DISASTER
6	INSURANCE PREMIUMS
10	THE IMPORTANCE OF RESERVE STUDIES
11	FREQUENTLY ASKED QUESTIONS RESERVES
12	ARE YOU READY FOR COLD?
14	CONDO CORNER
16	CAI-WI NEW MEMBERS
18	TRAITS OF GOOD BOARD MEMBERS
19	WISCONSIN FACTS AND FIGURES
20	CLASSIFIEDS



# Leadership Directory

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# President's Message



It's that time of year that we all scramble to wrap up the many projects we got started back in Spring and turn our attention to planning for 2022. Now is the time to think about the things we can and need to do to protect, maintain and enhance the properties we call our communities. Managers should help boards with budgeting for the next year and include funds for

reserve studies and capital improvements that will help mitigate future large un-necessary expenses. Vendors should help in the process by making suggestions to the managers/Boards of things they can do to be proactive in maintaining the properties. A well thought out, executed plan is part of our fiduciary responsibility to the residents of the communities we all serve.

In September we had the annual CAI-WI trade show. Although it was rescheduled a few times due to the Pandemic I was pleased with the turn-out of exhibitors and attendees. The event was held at the beautiful new

Brookfield Conference Center by Brookfield Square. We were one of the first events held at the venue and the staff did a great job. I also want to thank the Trade Show committee and our management team at WAM for putting on a great event! We tried a different approach this year to help get the word out about CAI-WI and our trade show. We had radio ads on a number of popular radio stations in Milwaukee and also had ads running on a billboard by State Fair park. Hard to quantify the response, but the important thing is we are building awareness of our organization. Thanks to all who attended!

Enjoy this beautiful time of the year.

Sincerely,  
*Todd Sarauer*, CMCA, AMS, PCAM  
 CAI-WI President

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*All sponsorships include 2 Lunch attendees and recognition in the golf program, on the website, and in the Community Leader Magazine.*

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# LEARNING FROM DISASTER:

## A LOOK AT BOARD BEHAVIORS

*By John Hershey, AIA, NCARB, LEED AP, RS, CAI Educated Business Partner*

First and foremost, my deepest condolences and compassion go out to all those who lost loved ones or were impacted by the Champlain Towers South collapse in Surfside, Florida. We all continue to learn more and more about how that happened, but the truth is we simply wish it had not happened at all.

One good way to honor those who lost everything is to reflect on our own understanding and behaviors and face opportunities to improve. What can we do to prevent this from happening again? While not at all intended to suggest blame – that is not my message here – there are common problematic behaviors that we should all address right away.

Buildings and property require maintenance. Community associations need to have boards and community managers that take a firmer stance on maintenance needs. I have witnessed boards that avoid maintenance reality many times. Too many. I serve on boards myself, I get it. We are volunteers and at the end of a long day it is hard to steel yourself to be the one to push for unpopular but necessary action items but we really need to get better at it or acknowledge that we are being negligent in our passivity.

That's the first behavior I'll flag here; too often, boards, HOAs, and even management companies avoid detailed assessments of the state of their properties. There are many reasons for this but primarily there is concern that disclosure leads to liability. There is a worry that there will be maintenance needs that are not within the budget. There may be someone on the board with some expertise that will feel threatened

if another professional is hired to review their property. Maintenance as a topic triggers the residents to complain, etc. Not knowing the detailed status of a property does not make it safer or less prone to decline. Postponing maintenance simply creates a bigger problem down the road. Do you really know what your property needs in the next 5 years, the next 10?

The next behavior is that of prioritizing cosmetic property improvements over “ugly” maintenance. This is another area of avoidance and where the budget really should lead. “Ugly” maintenance can be disruptive and lead to resident complaints as compared to the new garden improvements which the residents will love. Visually attractive property is a pleasure to come home to and the optics of these improvements serve as a good reminder to residents of an attentive management company and board. If these cosmetics come at the cost of necessary “ugly” maintenance there needs to be some tougher conversations in board meetings.

There is an opportunity to make sure the boards represent a diversity of life stages. There are numerous studies to show diversity on teams leads to better problem solving and better business. On boards, this could mean different views of investment and progress or more openness to change. Board members that are motivated to hold assessments flat need to be balanced with those that prioritize improvements. And for goodness sakes, if there is a bully on the board that needs to be addressed as it prevents open communication.

Finally, community management companies need to help their

managers improve influencing skills and become more assertive in board meetings. Managers might be doing a great job serving the residents, but are they serving the property? Community Association Managers can approach board issues with a more objective lens, with experience of what other properties have done right or wrong. I would also push here for more physical visits to the properties they manage so they are as familiar with the property as a resident as that carries weight when discussing property needs. Property maintenance and protecting property value should be part of a community association manager job description if it isn't already. Management companies should work to offer more continuity with staffing against properties because history with a property enables better relationships with the board and more impact. Association managers in board meetings should have a stronger voice and company support to do so.

Most boards, HOAs, and most CAMs do not have backgrounds that enable comprehensive and holistic expertise in structural property maintenance. This is why property assessments should be done regularly and comprehensively by outside experts. Experts that offer this service are doing so because they have a passion for extending the useful life of existing structures and properties and will tell you what you need to know.

*John M. Hershey is president of J. Hershey Building Consultants with over 30 years of experience in design, property evaluation, and construction management.*

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# INSURANCE PREMIUMS

## PROPERTY INSURANCE VALUES FOR COMMUNITY ASSOCIATIONS NO CRYSTAL BALL REQUIRED

By Austin Engelhardt, ASA, CPCU



Determining sufficient property insurance coverage for a community housing association can be challenging. It is important to understand which type of coverage is necessary (expressed by the Master Policy through the association declarations and bylaws) but also as important to determine accurate value limits of the property coverage policy. In this article, we will focus on the latter.

Overstating the insurable value will lead to excessive insurance premium payments. Over the course of the coverage timeline, overpayment of insurance premiums will negatively affect the fiscal management of the organization.

Understating property values can leave the association and its unit owners in fiscal crisis in the event of a loss. In addition, undervalued

property may subject the policy holder to inadequate claim payments. Insurance companies can often impose penalties for insufficient property limits – through margin & average clauses and strict coinsurance requirements.

We will dive further into how to make sure that property is insured to value and the steps needed to get there.

### **Where Did the Current Property Values Come From?**

Understanding how the current insurable values were derived can provide some insight to how accurate they may be. Below are some common starting points for establishing replacement values.

**Unknown – “The values were established before my time and carried over year to year”**

Not a great starting point of determining the accuracy of the current coverage limits.

### **Trended Original Construction Cost**

Depending on the age of original construction, this may be good or bad – the use of trend/inflation factors are helpful, but not for a significant period of time.

### **Online Cost Estimating Software**

When used properly (with accurate data inputs), this can be a powerful tool to accurately estimate building replacement cost. Be sure that the online application offers valuations specific to your geographic location.

### **Local Construction Company**

Typically a great resource for a “snapshot in time” value. Use with caution, as labor and material rates will fluctuate over time. A good understanding of coverage exclusions is also necessary (excavation, site prep, etc.).

### **Broker/Agent Assistance**

Assuming your insurance rep is knowledgeable on current construction costs, this may be a viable source. Always remember, the onus of accurate property values falls back on the insured.

### **Insurance Carrier Recommendation**

May be a reasonable approach, assuming accurate and complete property data - often recommendations presented after account has been “flagged”.

### **Independent Property Appraiser**

An experienced insurance appraiser can offer an unbiased analysis of association assets and determine

# INSURANCE PREMIUMS CONT.

reasonable insurance replacement values. Conducting a thorough appraisal will result in a credible representation of insured risk to the insurance provider.

By understanding where the current values came from, you can increase your level of confidence and reduce insurance to value concerns.

## Common Valuation Mistakes

Proper insurance coverage starts with a comprehensive property schedule and accurate valuation of the underlying risk exposures. By conducting a yearly inventory of your insurable assets, your association can remain proactive (pre-loss) in your risk management efforts. Below are some common missteps when developing insurable property values.

- Reporting interior/net usable square footage vs. exterior gross square footage
- o Can lead to significant

undervaluation

- Excluding attached garages and basements
- o Will require separate analysis and valuation methodology
- Omitting specific property types
- o Site Improvements (lighting, fencing, signage, playground equipment)
- o Common space furniture and equipment
- o Swimming pools, tennis courts, etc.
- o Maintenance buildings and associated equipment
- o Clubhouse furniture and equipment
- Non-reporting of significant renovations or property upgrades/additions
- Inaccurate perpetuation procedures
- o Not applying yearly value update factors
- o Overuse of trend/inflation factors
- o Long gaps between reappraisals (typically every 3-5 years)
- Choosing an appraisal firm

inexperienced with residential community insurance valuations

- o Non-certified USPAP compliant
- o Lack of understanding of local material and labor rates

## Deciding if an Appraisal is Right for Your Organization

Ask yourself today if your association's property is fully insured to value in the event that disaster occurs. Unfortunately for some, this question is answered much too late – often after a substantial property loss has already occurred. By taking a proactive (pre-loss) approach to ensuring accurate property values, the coverage will perform as intended with no gaps in the protection it was designed to provide.

Often the need for a 3rd party appraisal is discovered through open conversations with your insurance agent or broker. Be honest with your representative,



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# INSURANCE PREMIUMS CONT.

and more importantly, be honest with yourself. If a detailed analysis of your association's assets hasn't been conducted recently, ask these questions.... Is my property schedule complete? Are the assigned property values adequate? What would happen if the cost to replace one of my damaged buildings ends up being higher than what we have it insured for? Is my property data providing an accurate representation of my risk? Am I providing enough property data to ensure I am receiving the best premium rates?

If you are having trouble answering any of these questions, you are probably overdue for an appraisal. The benefits of completing an appraisal will often outweigh the initial capital cost and may provide premium savings that pay for the service after just a few years.

A recent appraisal conducted on a southeast Wisconsin residential community saved them over \$7,000 on their renewal premium. A disagreement over replacement value between the association and the insurance company prompted the decision to complete an independent appraisal. Not only did the analysis uncover deficiencies in the property data, but the premium savings alone will have paid for the appraisal after less than two years.

## The Insurance Appraisal Process

The appraisal process commences with a pre-inspection analysis of the subject property. The appraisal scope is discussed and agreed upon between the appraiser and the insured. A detailed review of the statement of values is conducted and specific properties are identified for incomplete property data and/or questionable values. Aerial imagery is typically examined and cross-

matched to the property schedule, with any additional structures identified and reviewed with the insured. The onsite inspection is then scheduled, typically with maintenance or facilities personnel. Finally, access challenges are resolved before the site visit is conducted.

The onsite appraisal involves a physical inspection of the property – both interior and exterior. Calculation of *exterior gross* square footage is determined by the use of as-built blueprints or field measurements. The appraiser will collect construction information and finishes as well as pertinent insurance underwriting data. Details of insured contents and equipment is noted, and inventory of site improvements is completed via physical inspection.

After the site inspection is complete and all relative data has been collected, the valuation phase of the appraisal will begin. Detailed analysis of the collected data is conducted using costing sources specific to the property and construction type. Adjustments are made using current and location-specific methodologies to ultimately develop the conclusions of value for the buildings, contents, and site improvements.

then completed and reports are prepared. The appraisal findings are discussed and any 3rd parties (agents, attorneys, board members, insurance carriers, etc.) are updated with the appraisal findings. Finally, any changes or updates to the property coverage are completed through the assistance of the association's insurance agent or broker.

Depending on the size and number of buildings present in the community, the appraisal process can take anywhere from a couple days to a few months to complete from pre-inspection analysis to final report delivery.

## Closing Statements

The current "hard" insurance market that we find ourselves in places greater emphasis on accurate property values and underwriting data. Today's insurance carriers are increasing their underwriting efforts and sophistication of their property analytics. Everyone's heard the expression "trash in, trash out", right? From an insurance underwriting perspective, we can change this expression to "bad property data in, bad rates out". Conduct a thorough review of your property schedule and consult with an insurance expert to make sure your association's assets are properly protected.

*Austin Engelhardt has been assisting residential community associations with property insurance services for over 20 years. Austin is the only known appraiser working exclusively in the insurance industry to carry both an Accredited Senior Appraiser (ASA) and Chartered Property Casualty Underwriter (CPCU) designation.*

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## Fast Fact

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# THE IMPORTANCE OF RESERVE STUDIES:

## WHAT WE CAN LEARN FROM THE CHAMPLAIN TOWERS COLLAPSE

In the wake of the tragic collapse of the Champlain Towers Condominium in Surfside, Florida, many people want to know how such a thing could happen. The dangers of aging infrastructure have been a concern for a while now, but little has been done to regulate how property owners prepare for, fund and conduct these repairs. Prudent community association boards make sure all repairs, maintenance and modernizing are properly funded by the reserve budget and executed at the right time.

### Reasons for Infrastructure Neglect

Reserve budgets often account for obvious and visible aspects of a condominium association, such as a lobby, a clubhouse or a pool. These areas are more likely to be maintained on a regular basis because everyone can see them. In many cases, their needs for maintenance are easily apparent.

However, infrastructure repair needs are often neglected because they're not as visually apparent. Subsurface utility piping and roofing are not viewable day to day, so they are often forgotten until there is a dire need for repairs.

There are other reasons why infrastructure repairs are often ignored:

- Higher fees - It can be an uphill battle to get agreement on implementing additional assessments and increasing reserve contributions, especially when members don't understand the value of that investment.

- Reliance on short-term fixes – It may seem easier to just make small fixes to immediate problems when they arise because these are often less expensive and less disruptive in the short term.

### Cost of Neglect

In reality, ignoring or deferring repairs of building infrastructure can have the opposite effect on these common concerns.

1. The most dangerous result of ignoring aging infrastructure is a catastrophic failure. The building collapse in

Surfside is an extreme example of how neglected infrastructure can fail. More often, these failures are less dramatic but still create an emergency situation that requires immediate remedy. For example, failure to replace aging elevator control systems will inevitably result in emergency repairs and a major inconvenience to residents. A reserve study can identify potential infrastructure problems before they get out of hand.

2. Deferred maintenance and underfunded reserves have a negative impact on property values. It may seem like a good idea to set reserve budgets to reflect replacement needs of aesthetic elements of an association because appearance helps sell a property. In reality, when infrastructure problems are ignored and not budgeted for, conditions can deteriorate to the point that they lower property values.

3. An unexpected increase in fees to cover emergency expenses leaves owners angry and unprepared financially. This can lead to strained relations between boards and owners, as well as a tarnished reputation for the management company. A reserve study recommends appropriate, gradual increases to reserve contributions to cover impending infrastructure projects, which is more affordable and reasonable to owners over time.

4. Avoiding infrastructure repairs leads to higher expenses for maintenance overall. Instead of completing roof repairs annually, it may cost less and be less disruptive over time to invest in replacing roofs in a timely manner. Plus, a reserve study can help identify preventative maintenance activities that extend useful lives of building components and minimizes the total cost of ownership while greatly reducing the risk of unexpected repairs.

### Reserve Study Considerations

Associations should consider working with a firm that specializes in reserve study consulting services

for community associations. These firms understand the complex nature of residential communities and have the necessary expertise to assess the condition of your property and to develop reliable funding recommendations. These firms also staff engineers with related qualifications. Hiring a firm who utilizes licensed professional engineers (PE), reserve specialists (RS) and professional reserve analysts (PRA) ensures you are partnering with the most qualified individuals in the industry. Experienced and highly-trained engineers are able to identify issues that a less-experienced person would not notice.

A reserve study provides a non-invasive, visual inspection. The report will document visually apparent structural conditions that are abnormal and/or a potential safety hazard. A reserve study will provide guidance as to conditions that warrant invasive inspection or a complete structural engineering analysis. At that point, it is necessary to schedule further invasive inspections conducted by an expert specific to the component in question. Associations should schedule a reserve study update every 2-to-4 years to stay current on ever-changing conditions and funding needs.

Keep residents informed about the importance of reserve studies and capital planning as the board has a fiduciary responsibility to maintain community infrastructure. Once a reserve study is completed, explain the findings and recommendations to residents as they are more likely to understand the reasoning behind your community's capital repair and reserve funding needs.

Learn more about the impact of aging infrastructure from the report *Breaking Point: Examining Aging Infrastructure in Community Associations*, sponsored by the Community Associations Institute.

# FREQUENTLY ASKED QUESTIONS:

The recent highly-publicized Surfside tragedy has motivated many property managers to contact us with questions about reserve studies for aging infrastructure. Below are answers to the most common questions we receive.

## Do reserve study firms conduct structural inspections?

Yes, but only non-invasive, visual inspections. For a reserve study, a qualified engineer will document visually apparent structural conditions that are abnormal and/or a potential safety hazard. Any further invasive inspection must be conducted by an expert specific to the component in question if conditions warrant. The reserve study will provide guidance as to conditions that warrant invasive inspection or a complete structural engineering analysis.

## Does a reserve study include necessary preventative maintenance recommendations to ensure we avoid structural issues as our building ages?

Yes. Reserve studies provide recommendations to repair, replace and maintain your property components. It is typical to include expenditures to maintain structural components, such as concrete facades, garage floor systems and vaulted/elevated concrete structures. If there are areas of concern (including but not limited to spalling, settlement and water infiltration), the reserve study will document these conditions and recommend further evaluation by an expert specific to the component. As your community approaches a near-term structural repair, hiring a professional to monitor the changing conditions of the structure will help to ensure you know when to conduct the related capital project.

## We have major structural repairs on the horizon. Should we have a reserve study now or wait until the repairs are complete?

A project of this magnitude can have a significant impact on capital planning. We typically recommend conducting the reserve study only after the scope of work for structural repairs has been determined because it ensures the accuracy of the study's recommendations. However, it may be beneficial to complete the reserve study prior to completing structural repairs to bring to light other near-term capital projects that you may or may not be aware of. This will help your association understand its upcoming financial obligations and helps minimize the risk of not being able to fund upcoming projects.

## Who should we hire to do a reserve study?

Choose a firm that specializes in conducting reserve studies because it will best understand the complex nature of your community. These specialists have the necessary expertise to assess the condition of and complete a lifing analysis for each of your association's common elements. The condition assessment and lifing analysis are critical to ensuring your reserve funding recommendations support your long-term capital needs. Furthermore, firms that specialize in reserve studies commonly employ staff engineers with related qualifications. Hiring a firm who utilizes licensed professional engineers (PE), reserve specialists (RS) and professional reserve analysts (PRA) ensures you are partnering with the most qualified individuals in the industry.

## What are the limitations of a reserve study?

A reserve study will not provide an exact recommendation on how and when to complete a capital project. As a budgetary tool, the reserve study puts capital projects on your radar. Nobody knows for certain when a future capital project will need to be completed, and the reserve study should not be the sole documentation that drives the timing of structural repairs. Associations should hire a specialist to conduct regular inspections to document the rate of deterioration and develop a scope of work and timeline for repair. Furthermore, the reserve study is based on visual observation and is non-invasive in nature. Whereas a supplemental inspection by a specialist can deploy invasive testing, if warranted, to determine a precise scope of work.

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# ARE YOU READY FOR COLD WEATHER?

Fall is the time to prepare for winter—cold and wet conditions not only make you miserable, but they can damage your home. Some winterizing can wait, some can't. Make a list of what needs to be done, and tackle the time-sensitive tasks first. Here's a simple checklist from the association to help you get a jump on winter.

## Indoor Winterizing

- Examine doors and replace weather-stripping as needed.
- Examine window caulking and reseal where needed.
- Examine and repair vents where needed.
- Clean chimneys and flues.
- Remove items near heat vents.
- Place nonskid runners or door mats outside to help keep water, sand and salt out of the house.

## Outdoor Winterizing

- Cut back tree branches and shrubs that hide signs or block light.
- Examine outdoor handrails and tighten if needed.
- Turn off electrical breakers for outdoor equipment.
- Close hose bibs.
- Clean out gutters and downspouts.
- Clear yard drains.
- Spray outdoor locks and hinges with lubricant.
- Stake driveway and walkway edges that may be difficult to find under deep snow.

## Assemble, stockpile or refresh winter supplies:

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# WELCOME TO CONDO CORNER



Welcome to Condo Corner, a new forum where you can share a story or ask advice on a pertinent issue in your Association. Our crew of CAI-WI industry professionals - comprised of committees, managers, and contractors – are standing at the ready to answer your question. Forward your submission to the email below to be considered for the next issue!

Hello Condo Crew --

I am on my condo board and really need some help with our monthly board meetings. Our meetings are really getting out of control and we need some pointers as to how to get them to be focused and productive. We are spending up to three hours at these meetings where very little gets accomplished while we listen to owners complain about their neighbors, offer their “feedback” on every agenda item, and venture way off topic on things that don’t even belong in a condo meeting. I’m worried that some of the directors are going to quit because of the chaos and, truthfully, I might be one of them.

Nancy L.

Dear Nancy --

We understand your frustration and want you to know that you are not alone in experiencing this issue. Often,

unit owners and even Board Members forget that these are official business meetings - not social gatherings or think tanks. Here are a few pointers to running a more focused and productive Board Meeting:

- Location - Choose a neutral location which feel less “cozy” and more business-like. Many Boards meet in someone’s unit - in the living room or around a kitchen table. This lends itself to a more casual, social atmosphere that can quickly turn a business meeting into a coffee klatsch.

- Education - In many situations, unit owners - and even Directors - don’t even know how a business meeting is supposed to run. You may consider sending an informational piece about the structure of meetings to make sure that unit owners understand their role at a Board Meeting.

- Stay on Track - Have a clear, written Agenda and stick to it. Designate one member, or your property manager, as the task master during the meeting. That person’s role is to keep the conversation focused on the agenda item at-hand.

- Prepare - Board Members need to come to the meeting prepared. This means, they have read the agenda packet in full and done any research

needed to understand the matters listed within. The meeting is a time to make decisions.

- Consider adding time limits to agenda items and making sure that if anything new is to be discussed, it requires a motion and second. If no motion and second, then NO DISCUSSION.

- Consider having an attorney come to a meeting and helping the association or board follow parliamentary procedure (eg. Robert’s Rules of Order) so that meeting don’t take more than 90 minutes.

- Last Resort - If all other attempts have failed, the State of Wisconsin, does not actually require that condominium board meetings be open to members. While, having closed meetings is highly discouraged, it is an option. At a minimum, you may consider offering a virtual link to the meeting, where members can login to view the meeting but are not able comment verbally. If you do choose this option, you will want to consider beefing up the other avenues that unit owners have to voice concerns and give feedback so that they do not feel that their voice is not being heard.

We wish you all the best with your future meetings and hope that you will let us know if you see improvement.

The Condo Crew

Do you have a question for our Condo Crew? Submit your question to [leslie@wamllc.net](mailto:leslie@wamllc.net) for an opportunity to have it answered by our panel of condo pros in the next issue.

***\*Please note that we cannot and do not provide legal advice. If you desire legal advice, please consult with an attorney who specializes in condominium or HOA law.\****



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# TRAITS OF GOOD BOARD MEMBERS

Do you have what it takes to be a good board member? Chances are you do.

If you have a mix of some of the following traits and skills, consider running for a seat on the board. We'd love to have you.

**Respect.** If you can give others respect and expect it in return, you can help keep board discussions civil, productive and on point. We're looking for people who can lead by consensus, not by command.

**Good listening.** People want to be heard. Can you listen to board members and residents with sincere interest? You may have a few ideas of your own, but everyone benefits by sharing and discussing.

**Thick skin.** Sometimes, residents—even other board members—can be

mean and insulting. Are you good at turning a conversation around and finding out what's really bothering people?

**Egos aside.** If you can give others credit, the board will operate better as a team.

**Agenda aside.** Members who come to the board looking to help only themselves are a problem. A board is more productive when members don't have a personal punch list. Are you able to look after the community, not just your own interests? Are you willing to compromise?

**Skill.** An association is a business. So having board members with accounting, organizational behavior and team building backgrounds can help. Someone with a financial background, for example, might make

for a good treasurer.

The ideal board comprises a mix of management styles, professional skills and temperaments. If you know people with some of these traits or relevant skills, ask them if they'd be interested in joining the board. Some people don't think about running for a seat unless asked.

You don't have to know everything when you join, but you should be familiar with the governing documents and the responsibilities of the job. Fellow board members and managers can help you with the transition and train you on board responsibilities, current work, projects and hot issues.

Leaders can come from different places and backgrounds. There's no one mode that fits all. Share your knowledge and passion with the community.



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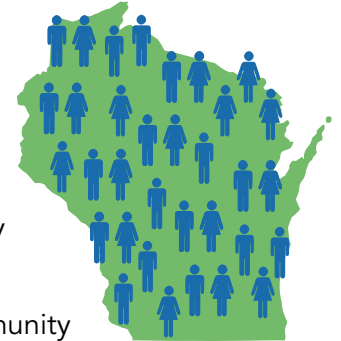
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# Wisconsin Community Associations facts & figures

» Approximately **739,000** Wisconsinites live in **308,000** homes in more than **5,300** community associations.

» These residents pay **\$1.4 billion** a year to maintain their communities. These costs would otherwise fall to the local government.



» **25,000** Wisconsinites serve as volunteer leaders in their community associations each year, providing **\$22.7 million** in service.

» The median home value in Wisconsin is **\$173,600**. Homes in community associations are generally valued at least **4%\*** more than other homes.

» By **2040** the community association housing model is expected to become the most common form of housing.




**94** percent say their association's rules protect and enhance property values (71%) or have a neutral effect (23%).


**74** percent of residents oppose additional regulation of community associations.

**89** percent of residents rate their community association experience as positive (70%) or neutral (19%).

**64** percent always or usually vote in national elections and 76% always or usually vote in local and state elections.

9.28.20

 Community associations are private entities, not governments. Residents vote for fellow homeowners to provide leadership—making decisions about operation, administration and governance of the community.

 Assessments paid by association members cover the costs of conducting association business—such as common area maintenance, repair and replacement, essential services, routine operations, insurance, landscaping, facilities maintenance as well as savings for future needs.

CAI supports public policy that recognizes the rights of homeowners and promotes the self-governance of community associations—affording associations the ability to operate efficiently and protect the investment owners make in their homes and communities.



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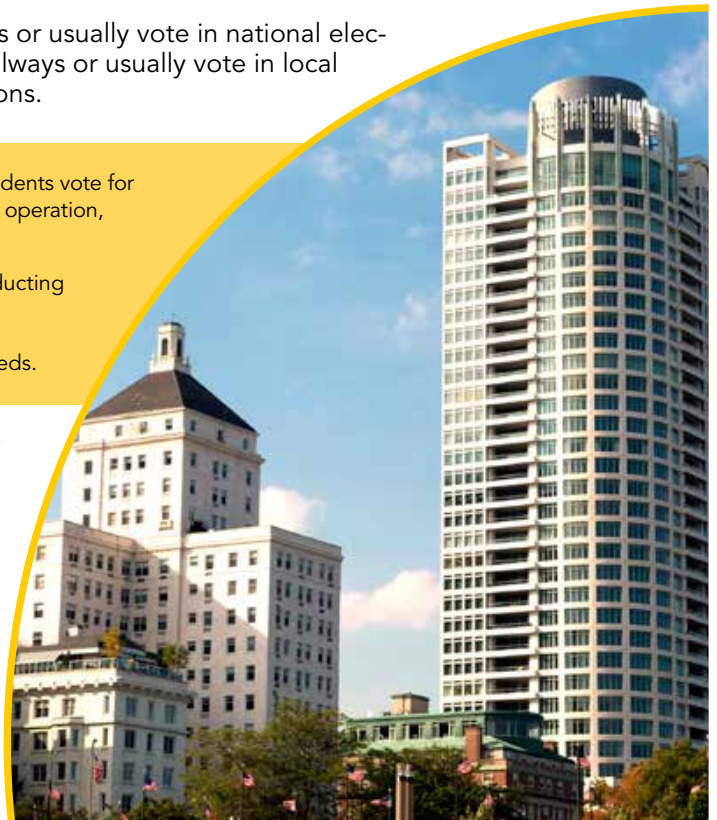
#### SOURCES

Community Associations Fact Book 2019.  
Published by the Foundation for Community Association Research - foundation.caionline.org. Note: Statistics published are estimates generated from seven public/private data sources; including the American Communities Survey.

Home Sweet HOA: 2020 Homeowner Satisfaction Survey.

Community Next: 2020 And Beyond, 2018.

\*Clark, W. & Freedman, M. (2019). The Rise and Effects of Homeowners Associations. *Journal of Urban Economics*, 112, 1-15.



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