

CAI-Wisconsin Chapter

COMMUNITY LEADER

News for the New American Neighborhood

DIFFUSING THE ANGRY HOMEOWNER BOMB

Navigate Hostility in Condo Annual Meetings

REJUVENATION PRUNING

Prolong the life of trees and shrubs on your property.

TIME MANAGEMENT: WORKING SMARTER, NOT HARDER

Learn how to effectively prioritize tasks, make the most of your time, and achieve your goals efficiently.

BE PREPARED FOR WINTER

Winterize Vacant and Unoccupied Units



Volume XXII, Issue 4 - Winter 2023
www.cai-wi.org | 414-788-0640 x1

LEADERSHIP DIRECTORY

2023 BOARD OF DIRECTORS

President

Sara Moker, CMCA, AMS, PCAM
Elite Properties, Inc.
700 Larry Ct.
Waukesha, WI 53186
Phone: (262) 373-1777
sclark@eliteprop.org

Treasurer

Dan Miske, CCAL
Husch Blackwell, LLP
511 N. Broadway Ste. 1100
Milwaukee, WI 53202
Phone: (414) 978-5418
Daniel.Miske@huschblackwell.com

Director

Chad Emrath, CMCA, AMS, CPO
Ogden & Company
1665 N. Water St.
Milwaukee, WI 53202
(414) 270-4173
chad@ogdenre.com

Director

Daniel Corwin
Alliance Association Bank
3033 West Ray Road, Suite 200
Chandler, AZ 85226
(888) 734-4567
daniel.corwin@allianceassociationbank.com

Director

Tom Holton
Holton Brothers, Inc.
1257 Terminal Rd.
Grafton, WI 53024
(262) 377-7887
tom@holtonbrothers.com

Director

Erica Joyce
Mid State Insurance
7105 W Mequon Road
Mequon, WI 53092
Phone: (262) 643-4674
ericaj@midstateis.com

Director

Michael Leach, CMCA, PCAM
Sentry Management
224 N. 76th St.
Milwaukee, WI 53213
Phone: (414) 540-0004
mleach@pmcwi.com

Director

Dan Merritt
Glen of Brookfield Home Owners Association
15340 Huff Way
Brookfield, WI 53005
Phone: (262) 309-5665
dmerritt33us@yahoo.com

Director

Ryan Maloney
Robertson Ryan & Associates
20975 Swenson Drive, Suite 175
Waukesha, WI 53186
Phone: (414) 221-0346
rmaloney@robertsonryan.com

Director

William Rheingans
Stillwater Condominiums
N24W24210 Saddle Brook Dr
Pewaukee, WI 53072-5869
(262) 232-8484
wrjeomgams@gmail.com

Director

Carissa Pezewski, CMCA, AMS, PCAM

Director

Samantha Hoppe

Local Contact/Staff

Chris Ruditys
Wisconsin Association Management
11801 W. Silver Spring Dr., Ste. 200
Milwaukee, WI 53225
Phone: (414) 778-0640 Ext. 1
info@cai-wi.org

Mikki Suchomel, Account Executive
Wisconsin Association Management
11801 W. Silver Spring Dr., Ste. 200
Milwaukee, WI 53225
Phone: (414) 755-3353
mikki@wamllc.net

Tina Conley, Assistant Account Executive
Wisconsin Association Management
11801 W. Silver Spring Dr., Ste. 200
Milwaukee, WI 53225
Phone: (414) 755-3353
tina@wamllc.net

Maiya Whelan, Marketing Director
Wisconsin Association Management
11801 W. Silver Spring Dr., Ste. 200
Milwaukee, WI 53225
Phone: (414) 755-3354
maiya@wamllc.net

KAREN SKORIC, C.P.A.

THE CONDO ACCOUNTING FIRM

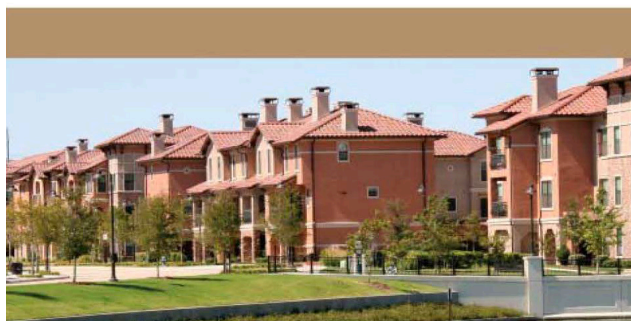
MARK CANTEY & ASSOCIATES, P.C.

Annual Accounting Services

Audits
Reviews
Compilations
Tax Returns

Monthly Accounting Services

Serving over 900 associations annually
and over 40,000 units daily



735 N. Water Street, Suite 175
Milwaukee, WI 53202
855.301.9400

canteycpa.com

2023 CAI-WI COMMITTEES

Education & Programs:

Sandra Chapman (Chair)
Emily Foy
Ryan Maloney
Matt Martin
Carissa Pezewski, CMCA, AMS, PCAM
Christy True, CMCA, AMS

Conference & Tradeshow:

Shari Engstrom (Chair)
Lydia Chartre, CCAL
Samantha Hoppe
Nicole Mahsem
Julie Metzger, CMCA, AMS
Angela Snyder, CMCA

Golf Outing:

Eric Swanson (Chair)
Christy True, CMCA, AMS (Co-Chair)
Dan Corwin
Emily Foy
Jennifer Gannon
Colleen Gerschke
Brian Henry
Megan Konecny
Lisa Rollins

Legislative Action:

Shawn Anderson (Chair)
Sally Balson
Mike Leach
Ryan Maloney
Dan Merritt
Todd Walter

Magazine & Membership Directory:

Julie Metzger, CMCA, AMS (Chair)
Carissa Pezewski, CMCA, AMS, PCAM
Karen Skoric
Constantine Diskos

Communication & Outreach:

Michael Leach, CMCA, PCAM (Chair)
Steve Cousino
Tom Engblom
Billie Jo Fatheree
Garrett Maloney
William Rheingans
Laura Windpassinger

Special Events:

Angie Rosploch, CMCA (Chair)
Shari Engstrom
Julie Peterson, ARM, CMCA, AMS
Mark Schultz, CMCA

CAI-Wisconsin Chapter

COMMUNITY LEADER

News for the New American Neighborhood



- 5 President's Message
- 6 Diffusing the Angry Homeowner Bomb
- 8 Rejuvenation Pruning
- 11 Time Management: Working Smarter, Not Harder
- 15 Be Prepared For Winter
- 16 2023 Winter Social Recap

Upcoming Events

2024 Annual Conference & Tradeshow

April 12th | 9:00am-5:00pm
Brookfield Conference Center

2024 CAI-WI Golf Outing

June 24th | 9:00am-5:00pm
Ironwood Golf Course

REGISTER TODAY!
www.cai-wi.org



A Community Presence



Specializing in Community Association Management since 1982



Wisconsin's most trusted community association management firm specializing in:

- Day-to-Day Association Administration
- Financial Management and Bookkeeping
- Property Maintenance and Repair
- Industry Support and Education



10520 N. BAEHR ROAD, SUITE Q
MEQUON, WI 53092
(262) 238-1480
WWW.HUNTMANAGEMENT.COM

PRESIDENT'S MESSAGE



CAI-WI Members,

It's hard to believe 2024 is already here!! I would like to give a big THANK YOU to all our members for their support this past year. Our members showed great support to each other by attending events, joining committees and discussions and making sure that we work as a team to continue our success as a Chapter.

The WI Chapter Board of Directors and Committees have also worked very diligently to ensure a prosperous year ahead. We look forward to all we have planned in 2024!

As the new year begins, please continue to look at our website for upcoming events and seminars in 2024. Our Annual Tradeshow is just a few months away and will be here before you know it — Make sure to register soon. I can't wait to see all of you there as we celebrate CAI's 45th birthday.

I look forward to hopefully building more relationships with our members in the upcoming year. I hope you all had a safe and happy Holiday Season!

Sincerely,

Sara Moker

CMCA, AMS, PCAM

CAI-WI President

A celebratory poster for CAI-Wisconsin's 2024 Annual Conference & Birthday Celebration. The poster features a light blue background with colorful confetti and streamers at the bottom. On the left, a dark blue vertical banner contains the text 'Save the Date' in a yellow script font and '4.12.24' in a white sans-serif font. The main text in the center reads 'CAI-Wisconsin's 2024 ANNUAL CONFERENCE & Birthday Celebration' in a mix of blue serif and script fonts. Below this, the location is listed as 'Brookfield Conference Center, 325 South Moorland Rd Suite 200, Brookfield WI 53005'. On the right side, there are two balloons (one dark blue, one light blue) and the CAI-Wisconsin logo, which includes the text 'WISCONSIN CHAPTER community ASSOCIATIONS INSTITUTE' and a stylized crown icon.

DIFFUSING THE ANGRY HOMEOWNER BOMB: NAVIGATING HOSTILITY IN CONDO ANNUAL MEETINGS

by Emily Foy, Elite Properties, Inc

Introduction

In the challenging landscape of Condo Association management, there are moments when Board members must make tough decisions that may not be well-received by homeowners. Whether it's navigating the current inflation craziness by increased dues, implementing a special assessment, or an unsatisfactory response to a concern on landscaping, these decisions can lead to frustration and hostility among homeowners. When faced with an angry vocal group during an Owner's meeting, it's crucial for the Board to have effective strategies in place to diffuse tension and ensure a more productive discussion.

Here are three key tips to help you navigate and manage hostile homeowners in a Condo Association meeting.

Active Listening and Empathy

One of the most powerful tools in diffusing anger is active listening. When homeowners feel heard and understood, it can defuse tension and create an environment conducive to constructive dialogue. Start the meeting by acknowledging the concerns raised by homeowners, even if you don't necessarily agree with them. Demonstrate empathy and understanding, expressing that you recognize their frustration and are committed to finding solutions.

Encourage homeowners to voice their opinions and concerns openly, allowing them to feel heard and validated. Avoid interrupting or becoming defensive, as this can escalate tensions further. By actively listening and empathizing, you lay the groundwork for a more collaborative and respectful discussion.

Implementing an owner questionnaire that is sent out with annual meeting packets prior to the meeting, helps the Board navigate some of the current concerns of the owners that might come up. It also helps the Board have a more empathetic and organized response to owners prior to the questions being posed in an open forum.

Transparency and Communication

Hostility often stems from a lack of information or perceived secrecy surrounding Board decisions. To mitigate this, prioritize transparency in your communication. Clearly communicate the reasons behind each decision, detailing the factors that led to the Board's choices. Providing a transparent overview of the decision-making process can help homeowners understand the necessity of certain actions, even if they may not agree with them.

Additionally, be proactive in disseminating information to homeowners before it becomes a point of contention. Regularly update residents on upcoming decisions, changes, or challenges the association may be facing. This preemptive approach fosters a culture of transparency and can prevent surprise and frustration among homeowners. I have found the faster that the Board can approve minutes and make them available to owners following the Board meeting, the better.

Management supplies a current software portal to keep newsletters, minutes, financials, evidence of insurance, reserve studies, and any pertinent updates that may be relevant for the owners. In this day and age, we hope that owners have email addresses to give them access to this information. Other alternatives may be to post the newsletters or minutes on the bulletin Board in a common area or mailing out information that the Board feels would be beneficial to owners, despite the cost of a mailing against the Association's budget.

Some Boards of Directors have found success by including Association report(s) from committees, select pages from a new reserve study, a budget detailing year-to-date financials, or relevant condominium literature as a great way to prepare owners for what has happened throughout the year, and what would be discussed at the meeting.

Establishing a Constructive Atmosphere

To turn a potentially hostile meeting into a more productive one, focus on establishing a constructive atmosphere. Encourage homeowners to contribute to the discussion in a positive and solution-oriented manner. Emphasize the shared goal of maintaining and improving the community for everyone.

Moderate the discussion to ensure that it remains respectful and on-topic. Establish ground rules for the meeting, such as allowing each person a specific amount of time to speak and emphasizing the importance of addressing issues constructively during an open forum at the end of the meeting. By steering the conversation toward solutions rather than grievances, you create an environment where homeowners feel their concerns are being addressed, and the Board can work collaboratively to find resolutions.

Conclusion

Handling a group of angry homeowners at a Condo Association meeting is undoubtedly challenging, but with the right strategies, it can be a constructive and transformative experience. Active listening, transparency, and the establishment of a positive atmosphere are essential tools for diffusing tension and fostering productive dialogue. By implementing these tips, Condo Association Boards can navigate difficult situations with professionalism and ultimately strengthen the relationship between the Board and homeowners.

EMILY FOY, CMCA, AMS is a Condominium Property Manager with Elite Properties, Inc. She currently sits on the Education Committee for CAI-WI.



BAY PROPERTY SERVICES

SERVING ALL OF DOOR COUNTY

Locally owned & operated
since 1990

6214 STATE HWY 42
EGG HARBOR, WI 54209
T: 902-868-3935

www.BayPropertyServices.com

Assessing community
priorities is complicated

NO NEED TO GO IT ALONE

Our easy to understand
reserve studies help your
board make smarter,
more confident
decisions that support
your community's
financial health.



For your reserve study proposal, contact us at
(800) 221-9882 or visit reserveadvisors.com.

PROFESSIONAL COMMUNITY ASSOCIATION MANAGEMENT

Management Packages

Financial Management
Board Assisted Management
Full Service Management

Forest Green Advantage

Knowledgeable Managers

Our managers are members of CAI and IREM providing
you with current industry specific information

24/7 Emergency Service

Our After-Hours Answering Service will direct owners to
an on-call manager for assistance.

Online Website Included

Your community website with a document library, event
calendar, owner ledger, maintenance requests are all in-
cluded in our management packages.

No additional office fees

All fees are included in the management fee, association
pays for actual postage and color copies if requested.

Conveniently Located: 8575 W. Forest Home Ave, #140, Greenfield, WI 53228



FOREST GREEN
Realty & Management

Call Us: 414.425.3134 Email Us: kcapps@forestgreenrealty.com

Visit us online: www.forestgreenrealty.com

REJUVENATION PRUNING CAN PROLONG THE LIFE OF YOUR SHRUBS

by Julie Metzger, Villani Landshapers

Before Pruning



Rejuvenation pruning (sometimes called dormant or winter pruning) has many benefits to the trees and shrubs on your property. Once the thermometer edges above 30 degrees, crews can begin pruning from late November through March. The primary goal of rejuvenation pruning is to extend the life of the plant and promote its health during the growing season. Controlling the size and maintaining the appearance of the plant material is also important for many property managers, and rejuvenation pruning will help manage plant growth.

After Pruning



An experienced landscape team will know just where and how to make pruning cuts so the plant responds the best and doesn't suffer any damage or disease. It's also essential to know which species of trees and shrubs respond best to rejuvenation pruning and how much to prune from each. Different species of shrubs need to be pruned at different times of the year. Summer flowering shrubs, such as hydrangeas, roses, and spirea, are best pruned in the late winter/early spring before they bud. Spring-flowering shrubs, such as lilacs and weigela, are best pruned soon after they have flowered for the year.

When pruning shrubs, landscapers carefully perform cuts that reduce the height of the plant material and thin out older or thick canes to promote new growth from the inside resulting in a fuller looking shrub. On trees, crossing or rubbing branches are removed and thinned out.

Performing rejuvenation pruning during the late winter and early spring has many advantages. The plant material is dormant, so the pruning can be performed more aggressively without damaging the plant. Landscapers may remove from one-third to one-half of the existing branches on trees and shrubs. The next year, another third of the older branches can be removed. Following rejuvenation pruning, the shrub will grow from its roots, becoming a youthful, compact plant with maximum bloom. Should you wish to lower the height of a shrub below a window, now is the time. Prior to work commencing, homeowners should be advised that this is a severe pruning and ought not to be alarmed.

At this time of year, the plant hasn't leafed out yet, making the structure much more accessible to pruners and giving them a much better idea of the plant's structure. Managing the size and shape of a shrub at the beginning of the season usually means there is less need for in-season pruning as well.

A healthy spring and summer for the trees and shrubs on your property begins with late-winter rejuvenation pruning.

JULIE METZGER, CMCA, AMS is the Director of Client Services at Villani Landshapers and can be reached at julie@villani-landshapers.com

THIS MARKET IS OUR HOME.

F3

BROKERAGE | MANAGEMENT | CONSULTATION

252 E Highland Ave.
Milwaukee, WI 53202

FOUNDERS 3
REAL ESTATE SERVICES

414.271.1111
www.founders3.com

Setting new standards, exceeding expectations

Our reputation as an industry leader is built on a team approach that allows us to not only meet but exceed the needs of Condominium and Homeowner Associations.



**PROPERTY
MANAGEMENT**

262-661-4284 • info@mpcpm.com



2023 Platinum Sponsor



YELLOWSTONE
LANDSCAPE

Excellence
IN COMMERCIAL LANDSCAPING

Reliable Solutions | Beautiful Properties | Lasting Impressions

NOW IN MILWAUKEE!

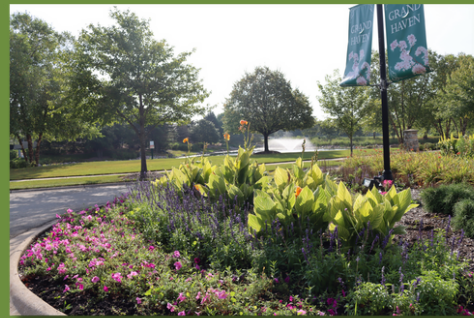
Local Locations:

Chicago, IL | Northbrook, IL | Wauconda, IL
Roselle, IL | Plainfield, IL | Milwaukee, WI

Landscape Maintenance
Landscape Enhancements
Interiorscapes
Commercial Tree Care
Irrigation & Water Management
Snow & Ice Management

CONTACT:

Araseli Kelly, CMCA,
Business Development Manager
224.575.0588
akelly@yellowstonelandscape.com
yellowstonelandscape.com



TIME MANAGEMENT: WORKING SMARTER, NOT HARDER

by Tom Engblom, Ph.D., CMCA, AMS, PCAM, ARM, CPM

Simplifying effective time management is closely connected to learning and managing your habits. Author and motivational speaker, Dr. Mike Murdock, said, "The secret of your future is hidden in your daily routine."

Everyone has (24) twenty-four hours in a day, a (7) seven-day time frame or week (52) fifty-two weeks a year. So then why are some individuals more productive or efficient than others? The simplified answer is time management. Time management is a set of skills and techniques that can help you effectively prioritize tasks, make the most of your time, and achieve your goals efficiently.

Time management is merely the process of organizing and planning how to divide your time between different activities prioritizing what is needed versus what is wanted. Moreover, if you get it right following your matrix, you will end up working smarter, not harder; to get more done in less time even when time is tight, and pressures are high.

Initially, one should have a clear set of goals to accomplish the task - a motivational factor of sorts. By clearly defining your short-term and long-term goals while breaking them down into smaller, manageable tasks will help you stay focused and you will prioritize your time effectively. Rank your tasks or goals by the most important and urgent tasks, prioritizing them accordingly. This will model you to administer important tasks or goals first and avoid wasting time on less important ones.

In my personal schedule, if a meeting, event, or activity is not scheduled in the Outlook calendar it won't happen and deviations won't be adjusted. Time blocking is a tool that involves scheduling dedicated time for specific tasks and avoiding multitasking, which can lead to inefficiency and distractions. By creating hourly, daily, or weekly schedules that includes answering emails, phone calls, driving, reports etc, allocates adequate time for each task. Planning takes time but your mindset will grow with your schedule if properly administered.

Continued on page 12

The **service** you deserve
The people you **trust**

ELITE
PROPERTIES INC.

Condominium
Associations

HOA Management

Maintenance
Services

Property Sales

262.373.1777 • eliteprop.org



Creating a Stronger Bank for All of Us

We appreciate your business and are excited about the increased strength and new possibilities that we can offer you as we continue to transition our CIT Community Association Banking division into First Citizens Bank.

The products and services you rely on will remain the same, with a new look.

Beginning in May, you'll see the First Citizens Bank brand when you visit our website, and our representatives will have a new email address. In June, you'll see many of your products and services transition to the First Citizens brand. The remaining products will transition in July, and we anticipate everything will be complete in August. Your routing and account numbers are not changing.

In the meantime, please keep banking as usual – and count on us for customized banking solutions that can help your business thrive.

We'll send you updates with additional details as we transition over the next few months. We look forward to continuing to provide you industry-leading service and solutions as First Citizens Bank.

Your Community Association Banking Team

TIME MANAGEMENT: WORKING SMARTER, NOT HARDER CONTINUED...

This involves understanding your goals, breaking them down into actionable steps, and determining which tasks will have the greatest impact on achieving those goals. Every week your schedule should be reviewed and updated by the day, week, month, and year. It is advantageous to review your calendar before the start of each week, but also every day as it embeds a mental note or calendar. A critical factor to your schedule is to avoid multitasking. While it may seem efficient, multitasking can decrease your productivity. If you disagree, a simplistic test is available to reflect that it will take you twice as long to complete multiple jobs/tasks while creating (50%) fifty percent more errors. Instead, focus on one task at a time, complete it, and then move on to the next one.

It's important to take regular breaks to recharge and refocus. Short breaks can increase productivity and prevent burnout using the Pomodoro technique. The Pomodoro Technique is a probably the first time-management method developed by Francesco Cirillo in the late 1980s. It uses a kitchen timer to break work into intervals, typically 25 minutes in length, separated by short breaks. Each interval is known as a pomodoro, from the Italian word for tomato, after the tomato-shaped kitchen timer Cirillo used as a university student. Potentially after each break reward yourself with treats of your desire to provide motivation or merely to release your endorphins creating a positive result.

BrightView

Let us grow with you

CALL TODAY
 414-248-3442

Custom Landscaping
 & Snow Removal Services.

This paragraph emphasizes two favorite and efficient methodologies. The first premise is learning merely to say (NO) which is always difficult to express personally and professionally but something everyone must enforce and learn to initiate. It is essential to set boundaries and learn to say no to tasks or commitments that don't align with your priorities or goals disrupting your workflow. This allows you to protect your time and focus on what truly matters. The next concept is to delegate and outsource. Learning to delegate tasks to others or handing-off certain tasks can save time so you may focus on more important matters. Recognize that you don't have to do everything yourself. By outsourcing certain activities to free up your time for more important responsibilities, you can lower your stress level.

For successful time management, learn to minimize distractions. Identify common distractions, such as social media, phone, television, radio, or excessive email checking and find ways to minimize them. This will help you stay focused and make the most of your time. Lastly, procrastination can consume valuable time and lead to unnecessary stress. Find strategies that work for you, such as breaking tasks into smaller, more manageable steps, setting deadlines, to maintain focus and productivity.

Regularly evaluate your time management strategies and seek opportunities for improvement. Reflect on what worked well and what didn't. Be open to adjusting your approach as needed. It is important to find a system and technique that works for you and be consistent in applying them. Experiment with different techniques and strategies until you find a routine that helps you stay organized and accomplish your tasks efficiently. While there is no one-size-fits-all secret to time management, these are a few key principles that can help in managing your time effectively.

"Time is really the only capital that any human being has, and the only thing can't afford to lose." – Thomas Edison

THOMAS ENGBLOM is the Vice President Regional Account Executive Midwest for First Citizens Bank. He can be reached at (312) 209-2623 or Thomas.Engblom@firstcitizens.com

HUSCH BLACKWELL

Unmatched Insight on Insurance Issues

Insurance. Do you have what the law requires? Unless you have amended your documents in the last 10 years, you likely don't. Husch Blackwell can help you fix that. More than 950 condominium and homeowners associations across Wisconsin trust Husch Blackwell to handle their legal matters with leading strategies, creative solutions and personal service.

Discover unique condo law insight at associationalert.biz



Daniel J. Miske

Partner | CCAL
414.978.5311
daniel.miske@huschblackwell.com



Lydia J. Chartre

Partner | CCAL
414.978.5418 | 608.234.6082
lydia.chartre@huschblackwell.com

huschblackwell.com

BE PREPARED FOR WINTER: WINTERIZE VACANT AND UNOCCUPIED UNITS

Winter is upon us! Homeowners, property managers, and board members need to be prepared!

Help minimize operating costs by maintaining and repairing any damage to a unit while it is unoccupied. Some of these costs can be prevented by winterizing vacant or unoccupied units. Losses attributable to the improper winterization of these units can cost an association hundreds to potentially thousands of dollars.

A “vacant” unit is a unit without any occupants and is generally the result of foreclosure or abandonment. Occupants still remain in an “unoccupied” unit but either rent the property or only use the property seasonally. In either case, no one is in the unit to detect any potential problems or repair any damage that could arise due to lack of winterization. Any pipes, fixtures or appliances inside a unit can freeze or burst if it contains water and temperatures dip below freezing.



Ogden & Company, Inc. AMO® is Wisconsin’s largest full-service real estate organization, serving Milwaukee since 1929.

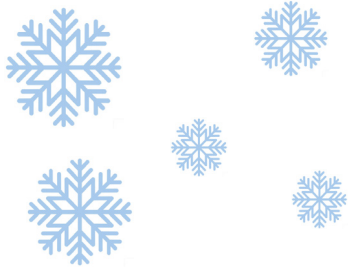


This could occur with any plumbing pipes, sprinklers, drains, washing machines, dishwashers, hot water heaters, and tanks or bowls for a toilet.

Winterizing a unit includes maintaining heat in the unit, turning off the water supply for individual appliances, and draining the water lines before shutting off water. It is in the interest of owners, property managers, and board members to prevent the costly expense of repairing improperly winterized vacant or unoccupied units. While oftentimes mortgage lenders take the responsibility for winterizing the units they are foreclosing on, it is not in the Association’s best interest to rely on the mortgage lender, as other Association property (neighboring units and common areas) is also at risk. To help manage these risks, below are some additional items to consider:

- Develop a winterization policy, including rules about keeping units heated to above a certain level, often stated in your condominium documents.
- Make sure the board has the ability to enter a vacant unit to inspect it and make any needed repairs and proper maintenance pursuant to the association’s governing documents, as it is not in the best interest of the Association to wait until an actual emergency arises before entering.
- Check the status of utilities in vacant units.
- Notify owners of the importance of maintaining heat during the winter months; and
- Verify with the association’s insurance company what types of property damage is covered or not covered specifically related to vacant units.

Angela Snyder, Director of Condominium Management
 angelas@ogdenre.com · 414.270.1381 · ogdenre.com



Winter Social RECAP



The 3rd Street Market Hall was the site of this year's Winter Social. On Friday, November 3rd, there were over 70 attendees that came to socialize with industry friends – new and old! This diverse venue offered plenty of food options at varied restaurants, a large, centralized bar and seating area. You could even try your hand at bags and shuffleboard!

A special thank you to **Wintrust Community Advantage** for sponsoring the bar! We look forward to 2024 and all the opportunities it brings to continue to strengthen our friendships and our communities!



Save the Date

CAI-WISCONSIN

Annual
**GOLF
OUTING**

MONDAY
JUNE | 2024
24



Ironwood
Golf Course
Sussex, WI



Solving Conflict

5 STEPS TO IMPLEMENTING AN ALTERNATIVE DISPUTE RESOLUTION PROGRAM

Most community associations will face some form of conflict. Many turn to alternative dispute resolution and consensus building to foster greater understanding and improve communication. This constructive, people-centered strategy is far less costly than the traditional justice system and promotes harmony rather than discord among neighbors.

Alternative dispute resolution does not replace the legal system. It's intended to make the legal system work more efficiently because it will separate and examine all of the substantive, procedural, and psychological issues that comprise a dispute, leaving a clearer picture of what should legitimately be left to the courts and what issues would be impossible or inappropriate for the courts to resolve.

Follow these five steps to implement an alternative dispute resolution program in your community:

- 1. Develop a policy of proactive conflict management.** Community association board members and managers should obtain training in negotiation and mediation. Publicize the association's commitment to preserve relationships through constructive conflict resolution. Modify association documents to mandate alternative dispute resolution prior to legal proceedings.
- 2. Maintain strong communication with members.** Studies show that most conflict results from poor communication. Contact members at the first hint of a communication breakdown. The earlier the association intervenes, the fewer financial, social, and emotional costs it will incur.
- 3. Involve those closest to the problem.** A satisfactory and timely resolution means working with the individuals directly involved in the conflict.
- 4. Seek reasonable solutions.** Association boards and managers must blend the elements of business, government, and community. Their resolution strategies must be technically and legally sound, workable, and socially responsible. If the board and manager overemphasize legal issues, they can turn minor problems into major battles. Do not overlook the human factor when making a decision.
- 5. Supplement—don't replace—the legal system.** Litigation often is a legitimate approach to resolving a dispute, but litigants frequently misuse the legal system by expecting it to work out their problems for them. The truth is that the justice system can only address specific issues from a legal standpoint. This is why litigation often is an ineffective means of resolving disputes over the long term. A dispute comprises many dimensions. What is repeatedly identified as the cause of the conflict—and the issue that ends up in court—really is a smoke screen for the true dispute. Consequently, after the issue is decided in court, the root cause of the conflict remains.

» Learn more about alternative dispute resolution in **Conflict Resolution: How ADR Helps Community Associations.** www.caionline.org/shop

LEGAL DISCLAIMER: This document was developed by Community Associations Institute (CAI). Community associations are governed by state law, which can vary widely from state to state. Please note that the content contained in this document is intended to be used for general educational and informational purposes only. Although we try to keep the information contained in these documents up to date, it may not reflect the most recent developments, and it may contain errors or omissions. CAI has not compared or reviewed this document relative to the law in any state and does not warrant or guarantee that the contents of this document comply with the applicable law of your state. The contents of this document are not intended to be a substitute for obtaining advice from relevant experts. Community associations should seek the advice of relevant experts before taking any actions.

Rough Winter?

Pave your way to a Smooth Spring

Seal Coating

Crack Filling

Crack Routing

Car Stops

Striping

Grading

Asphalt Paving

Asphalt Resurfacing

Pulverizing

Milling

Petromat

Stonework

Excavation

Asphalt Patching

Infra-Red Patching

Curbing

Concrete Work

Color Concrete Stamping

Culvert Pipe

Drain Tile

Snow Plowing

Call or Email PLM Paving for a free estimate

262-691-3964 or sales@plmpaving.com

www.plmpaving.com



Our Coverage Options

Master Insurance Policy

Property & Liability Coverage

Condo Unit Owners Coverage

Hired and Non-Owned Auto Liability

Ordinance or Law Coverages

Water/Sewer Back-Up

Crime Coverage

Earthquake or Flood Coverage

Directors & Officers Coverage

INSURING CONDO ASSOCIATIONS

FOR OVER 35 YEARS!

MID-STATE IS A PROUD
**CAI MEMBER
BUSINESS PARTNER!**

(262) 241-0550

WWW.MIDSTATEIS.COM

AGENCY@MIDSTATEIS.COM

7105 W MEQUON RD,
MEQUON, WI 53092



• WINDOW CLEANING
• HOUSE WASHING
• PRESSURE WASHING
• GUTTER CLEANING
• SNOW REMOVAL

DEMARK'S
WINDOW & PRESSURE CLEANING

Free Quotes
(262)894-2057



Innovating community association banking solutions is our business, so you can focus on growing yours.



Alliance Association Bank®



One of Forbes' "America's Best Banks" Year After Year



Diane White, CMCA
Vice President
(312) 823-2181
dwhite1@allianceassociationbank.com



Joanne Haluska, CMCA, AMS
Senior Managing Director, Central Region
(216) 314-9100
jhaluska@allianceassociationbank.com

Bank on Accountability® | allianceassociationbank.com

Alliance Association Bank, a division of Western Alliance Bank, Member FDIC. Western Alliance Bank ranks high on Forbes' "America's Best Banks" list year after year.



PROUD TO BE YOUR ASSOCIATION BANKING PARTNER

Wintrust Community Advantage is one of the Midwest's leading financial service providers to condominium, townhouse, and homeowner associations. Everything a community association or property management company needs to manage its finances is our specialty.

We offer a complete suite of financial solutions and services to assist associations in managing their cash and operations, such as assessment collections, a variety of lending options, reserve investments, disbursement services, and account management services. If your members would rather pay assessments online, we can facilitate that. If you'd rather take out a loan for a new roof instead of depleting your reserve funds or issuing a special assessment, we can tailor a lending solution for your situation.

WINTRUST COMMUNITY ADVANTAGE YOUR ASSOCIATION BANKING PARTNER

Constantine Diskos | Relationship Management Officer
850 W. North Shore Dr. | Hartland, WI 53029
201 S. Hough St. | Barrington, IL 60010 (Main Office)
847-304-5960 | cdiskos@communityadvantage.com
communityadvantage.com

Talk to us about your community association's financial needs. We can help.

We offer:

- Financing for building repairs and capital improvements.¹
- Competitive fixed rates with terms up to 15 years.
- Access to multi-million-dollar FDIC deposit insurance coverage with ICS® and CDARS®.²



Contact our Regional Relationship Manager today!
Martin I. Klauber, VP
Cell: **847.322.3149**
Toll free: 800.233.7164
MKlauber@popular.com



POPULAR
ASSOCIATION BANKING

www.popularassociationbanking.com



1. Subject to credit approval. 2. Terms and conditions apply. CDARS and ICS are registered service marks of IntraFi Network LLC. © 2024 Popular Bank. Member FDIC.

Wintrust Community Advantage is a division of Barrington Bank & Trust Company, N.A., a Wintrust Community Bank.



CLASSIFIED ADVERTISING

Accounting

Karen Skoric, CPA
 735 N. Water Street, Suite 175
 Milwaukee, WI 53202
855-301-9400
canteycpa.com

Attorneys

Husch Blackwell LLP
Lydia J. Chartre, Esq. CCAL
 511 N Broadway, Suite 1100
 Milwaukee, WI 53202
 33 East Main Street, Suite 300
 Madison, WI 53701
(414) 978-5418 • (608) 234-6082
lydia.chartre@huschblackwell.com
www.huschblackwell.com

Von Briesen & Roper, s.c.
Brian Seidl
 411 E Wisconsin Ave Suite 1000
 Milwaukee, WI 53202
(414) 276-1122
brian.seidl@vonbriesen.com
www.vonbriesen.com

Banks/Financial

Alliance Association Bank
 Top 10 - Forbes Best Banks
Diane White, CMCA
 312-823-2181
dwhite1@allianceassociationbank.com
www.allianceassociationbank.com

First Citizens Bank
Thomas Engblom, PhD, CMCA, AMS, PCAM
 312-209-2623
Thomas.Engblom@firstcitizens.com

Wintrust Community Advantage

201 S. Hough St.
 Barrington, Illinois 60010
(847)304-5960
cdiskos@communityadvantage.com
www.communityadvantage.com

Popular Association Banking

Martin Klauber
 Cell: 847-322-3149
 Toll free: 800-233-7164
MKlauber@popular.com
www.AssociationBankers.com

Paving

PLM Paving & Concrete
 W225N3178 Duplainville Road
 Pewaukee, WI 53072
800-776-7164

Landscaping/Maintenance

Brightview
Mike Reyes
 1578 S 38th St. 100 Milwaukee, WI 53215
(414) 248-3442
mike.reyes@brightview.com
www.brightview.com

DeMark's
Taylor Pegelow
 722 N Grand Avenue Waukesha, WI 53186
(262)722-0750
taylor@demarks.com
www.demarks.com

Yellowstone Landscape
Araseli Kelly, CMCA
 23940 W Andrew Road, Plainfield, IL 60585
224-575-0588
www.yellowstonelandscape.com

Insurance

MidState Insurance
Erica Joyce
 7105 W Mequon Rd Mequon, WI 53092
(262)241-0550
ericaj@midstateis.com
www.midstateis.com

Reserve Studies

Reserve Advisors
Henry McKenna
 735 N. Water Street, Suite 175
 Milwaukee, WI 53202
800-221-9882
henry.mckenna@reserveadvisors.com
www.reserveadvisors.com

Property Management

Elite Properties
Sara Moker
 700 Larry Ct, Waukesha, WI 53186
(262)373-1777
selark@eliteprop.org
www.eliteprop.org

Founders 3
Patricia Lux
 252 E Highling Ave, Milwaukee, WI 53202
414-249-2132
plux@founders3.com
www.founders3.com

Forest Green Realty & Management
Kirsten Capps
 8575 W Forest Home Avenue
 Greenfield, WI 53228
414-425-3134
kcapps@forestgreenrealty.com
www.forestgreenrealty.com

Hunt Management
Terry Handel
 10520 N. Baehr Road, Suite Q
 Mequon, WI 53092-6710
262-238-1480
thandel@huntmanagement.com
www.huntmanagement.com

MPC Property Management
*Setting New Standards,
 Exceeding New Expectations*
262-661-4284
www.mpcpm.com

Ogden & Company, Inc.

Management, Sales, Maintenance and More!
Angela Snyder
 Director of Client Relations
angelas@ogdenre.com • 414.270.1381
 1665 N. Water Street, Milwaukee, WI 53202

Prospect Management Company

*Professional Management for Condominium
 and Homeowner's Associations*
Milwaukee Area: 414-540-0004
Madison Area: 608-709-1325
www.pmcwi.com • help@pmcwi.com
 224 N. 76th Street, Milwaukee, WI 53213

2023 Annual Sponsors

PLATINUM



PROPERTY
MANAGEMENT



First
Citizens
Bank



PAVING AND CONCRETE

Parking Lot Maintenance, Inc.

HUSCH
BLACKWELL



YELLOWSTONE
LANDSCAPE



DEMARK'S
WINDOW & PRESSURE CLEANING



GOLD



WINTRUST
COMMUNITY ADVANTAGE

von Briesen
von Briesen & Roper, s.c. | Attorneys at Law

SILVER



BRONZE



KAREN SKORIC, C.P.A.
THE CONDO ACCOUNTING FIRM
MARK CANTEY & ASSOCIATES, P.C.





**11801 W. Silver Spring Dr.
Suite 200
Milwaukee, WI 53225**

YOUR COMMUNITY ASSOCIATION'S DISPUTE RESOLUTION SOLUTION

The challenges condominium and homeowner associations encounter can be complex and unpredictable. von Briesen's Community Associations Section has the experience and knowledge in resolving disputes whether it be negotiation, mediation, arbitration and, if necessary, litigation. We have successfully resolved disputes involving covenant enforcement, breach of fiduciary duties, contracts, property damage, fair housing and discrimination, assessment enforcement, quiet title and construction defects. Our creative and collaborative approach positions us to be your community association solution.

Think of us as your hardest working neighbor.



Attorney Brian J. Seidl
brian.seidl@vonbriesen.com
(608) 661-3964



Attorney Ryan T. Duffy
ryan.duffy@vonbriesen.com
(414) 287-1259

von Briesen

von Briesen & Roper, s.c. | Attorneys at Law
vonbriesen.com

