

### ***Community Associations Institute/St. Louis County Reference Library***

The St. Louis County Department of Planning was awarded a collection of reference publications on homeowner associations, condominium management, and many other community association topics through the Community Associations Institute's Foundation for Community Association Research. The collection was made possible in-part by a donation from the Law Office of Marvin J. Nodiff.

The Community Associations Institute (CAI) is a nonprofit association created in 1973 to educate and represent the nation's 286,000 community associations – condominium associations, homeowner associations and cooperatives. CAI members include homeowners, associations, and related professional and service providers. The Foundation for Community Association Research, a 501(c)(3) corporation, was founded in 1975 to serve as a catalyst for positive change in the community association industry. The Foundation promotes community association research, development and scholarship by illuminating future trends and opportunities, supporting and conducting research and mobilizing resources.

A listing of available publications, both alphabetically and by subject, is included below. The library collection is available to all residents of St. Louis County between the hours of 8:00 a.m. and 5:00 p.m. at the St. Louis County Department of Planning, 41 S. Central Avenue, 5<sup>th</sup> Floor, Clayton, MO 63105. For more information, or to schedule a time to use the reference library, please call 314-615-2520.

If you are interested in purchasing any of these publications, please visit the Community Associations Institute website at [www.caionline.org](http://www.caionline.org). Once you have navigated to the website, click on the bookstore button on the left side of the screen. If you do not have access to the internet, please contact the CAI by mail or telephone at:

Community Associations Institute  
225 Reinekers Lane, Suite 300  
Alexandria, VA 22314  
Toll free: 1-888-224-4321 (M-F, 9-5 ET)  
Fax: 703-684-1581



## Alphabetical Listing of Publications:

1. [Accounting for Managers](#)
2. [Assessment Collection: Legal Remedies](#)
3. [Be Reasonable! How Community Associations Can Enforce Rules Without Antagonizing Residents, Going to Court or Starting World War III](#)
4. [Before Disaster Strikes: Developing an Emergency Procedures Manual](#)
5. [Bids and Contracts: How to Find the Right Community Association Professional](#)
6. [Boomer Shock: Preparing Communities for the Retirement Generation](#)
7. [Building Community: Proven Strategies for Turning Homeowners into Neighbors](#)
8. [Choosing a Management Company](#)
9. [Communications for Community Associations](#)
10. [Community Association Finances](#)
11. [Community Association Leadership: A Guide for Volunteers](#)
12. [Community Association Legal Counsel: How to Select and Use an Attorney](#)
13. [Community Associations and the Environment](#)
14. [Community First! Emerging Visions Reshaping Americas Condominium and Homeowner Associations](#)
15. [Community Matters Brochure](#)
16. [Conducting Meetings: A Guide to Running Productive Community Association Board Meetings](#)
17. [Conflict Resolution: How ADR Helps Community Associations](#)
18. [Conflicts of Interest: How Community Association Leaders Honor Their Duties](#)
19. [Design Review: How Community Associations Maintain Peace & Harmony](#)
20. [Developer Transition: How Community Association Assume Independence](#)
21. [Drafting Rules: How Community Associations Maintain Peace & Harmony](#)
22. [Enhancing Outdoor Spaces for Community Associations](#)
23. [Everyday Governance: The Community Association's Guide to Flags, Rentals, Holiday Decorations, Hoops, and Other Headaches](#)
24. [Homeowners Associations: A How-To Guide for Leadership and Effective Participation](#)
25. [Increase Income, Not Assessments: 35 Ways to Make Money for Your Community Association](#)
26. [Insurance: How Community Associations Protect Themselves](#)
27. [Landscape Contractors: How to Find the Right Community Association Professional](#)
28. [Meetings & Elections: How Community Associations Exercise Democracy](#)
29. [Member Dues: How Community Associations Collect Assessments](#)
30. [Natural Disasters: How Community Associations Protect Themselves](#)
31. [Neighborhood Watch: What Residents Can Do About Crime](#)
32. [On-Site Managers: How to Find the Right Community Association Professional](#)
33. [Pet Policies: How Community Associations Maintain Peace & Harmony](#)
34. [Playgrounds for Young Children](#)
35. [Property Taxes & Homeowners Associations](#)
36. [Questions & Answers About Community Associations](#)
37. [Reinventing the Rules: A Step-By-Step Guide for Being Reasonable](#)
38. [Reserve Funds: How & Why Community Associations Invest Assets](#)
39. [Risk Management: How Community Associations Protect Themselves](#)
40. [So Now You're on the Board \(Audio Tape\)](#)
41. [Special Assessment: A Novel](#)
42. [Successful Leasing in a Community Association](#)
43. [Surveys: A Guide for Community Associations](#)
44. [The A-B-C's of Parliamentary Procedure](#)

45. The Board President: Roles and Responsibilities in Community Associations
46. The Board Secretary: Roles and Responsibilities in Community Associations
47. The Board Treasurer: Roles and Responsibilities in Community Associations
48. The Complete Book of Home Inspection
49. The Homeowner and the Community Association
50. The Homeowners Association Manual
51. The Road Repair Handbook: The Complete Guide to Fixing Roads and Driveways
52. The Ultimate Guide to Pool Maintenance
53. Tips For Community Association Insurance
54. Tips For Protecting Your Association Finances
55. Trees, Turf & Shrubs: How Community Associations Maintain Common Areas
56. True Stories of Survival and Triumph in Communities Like Yours
57. Volunteers: How Community Associations Thrive
58. What Every Homeowner Needs to Know About Mold (And What To Do About It)

## **Publications by Subject:**

### ***Board Member Resources***

1. [Community Association Leadership: A Guide for Volunteers](#)
2. [Community First! Emerging Visions Reshaping America's Condominium and Homeowner Associations](#)
3. [Conducting Meetings: A Guide to Running Productive Community Association Board Meetings](#)
4. [Conflict Resolution: How ADR Helps Community Associations](#)
5. [Conflicts of Interest: How Community Association Leaders Honor Their Duties](#)
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14. [The Board President: Roles and Responsibilities in Community Associations](#)
15. [The Board Secretary: Roles and Responsibilities in Community Associations](#)
16. [The Board Treasurer: Roles and Responsibilities in Community Associations](#)
17. [Volunteers: How Community Associations Thrive](#)

### ***Building Community***

1. [Be Reasonable! How Community Associations Can Enforce Rules Without Antagonizing Residents, Going to Court, or Starting World War III](#)
2. [Building Community: Proven Strategies for Turning Homeowners into Neighbors](#)
3. [Communications for Community Associations](#)
4. [Community First! Emerging Visions Reshaping America's Condominium and Homeowner Associations](#)
5. [Community Matters Brochure](#)
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7. [Drafting Rules: How Community Associations Maintain Peace & Harmony](#)
8. [The Homeowner and the Community Association](#)
9. [Volunteers: How Community Associations Thrive](#)

### ***Disaster Management***

1. [Before Disaster Strikes: Developing an Emergency Procedures Manual](#)
2. [Natural Disasters: How Community Associations Protect Themselves](#)
3. [Neighborhood Watch: What Residents Can Do About Crime](#)
4. [True Stories of Survival and Triumph in Communities Like Yours](#)

### ***Environmental Issues***

1. [Community Associations and the Environment](#)
2. [Trees, Turf & Shrubs: How Community Associations Maintain Common Areas](#)
3. [What Every Homeowner Needs to Know About Mold \(And What to Do About It\)](#)

### ***Fiction***

1. [Special Assessment: A Novel](#)

## **Finances**

1. [Accounting for Managers](#)
2. [Assessment Collection: Legal Remedies](#)
3. [Community Association Finances](#)
4. [Increase Income, Not Assessments: 35 Ways to Make Money for Your Community Association](#)
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7. [Reserve Funds: How & Why Community Associations Invest Assets](#)
8. [Risk Management: How Community Associations Protect Themselves](#)
9. [The Board Treasurer: Roles and Responsibilities in Community Associations](#)
10. [Tips for Protecting Your Association Finances](#)

## **Finding Professionals**

1. [Bids and Contracts: How to Find the Right Community Association Professional](#)
2. [Community Association Legal Counsel: How to Select and Use an Attorney](#)
3. [Choosing a Management Company](#)
4. [Landscape Contractors: How to Find the Right Community Association Professional](#)
5. [On-Site Managers: How to Find the Right Community Association Professional](#)

## **Insurance & Risk Management**

1. [Insurance: How Community Associations Protect Themselves](#)
2. [Natural Disasters: How Community Associations Protect Themselves](#)
3. [Risk Management: How Community Associations Protect Themselves](#)
4. [Tips For Community Association Insurance](#)

## **Leadership**

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6. [The Board President: Roles and Responsibilities in Community Associations](#)
7. [The Homeowners Association Manual](#)
8. [Volunteers: How Community Associations Thrive](#)

## **Maintenance**

1. [Bids and Contracts: How to Find the Right Community Association Professional](#)
2. [Design Review: How Community Associations Maintain Peace & Harmony](#)
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4. [Landscape Contractors: How to Find the Right Association Professional](#)
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3. [Meetings & Elections: How Community Associations Exercise Democracy](#)
4. [The A-B-C's of Parliamentary Procedure](#)

## **Policies & Rules**

1. [Be Reasonable! How Community Associations Can Enforce Rules Without Antagonizing Residents, Going to Court, or Starting World War III](#)
2. [Communications for Community Associations](#)
3. [Conflict Resolution: How ADR Helps Community Associations](#)
4. [Conflicts of Interest: How Community Association Leaders Honor Their Duties](#)
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9. [Reinventing the Rules: A Step-by-Step Guide for Being Reasonable](#)
10. [Successful Leasing in a Community Association](#)

## **Professional Development**

1. [Accounting for Managers](#)

## **Research & Statistics**

1. [Boomer Shock: Preparing Communities for the Retirement Generation](#)
2. [Surveys: A Guide for Community Associations](#)

## Accounting For Managers

ISBN: 0-07-142174-2  
2004, 225 pages  
Author(s): William H. Webster

How much money will this project cost? Where is it coming from? Can my association get more? If not, why?

As a professional in a management position, accounting will play a hand in virtually every decision you make. *Accounting For Managers* explains the critical accounting concepts you need to understand in this vital area, and then demonstrates their implementation and application in everyday business. The newest addition to Community Associations Press gives you the insights you need to track how money flows through and fuels your organization, including:

- How to speak and understand the language of business accounting
- Financial relationships between and among everyday business activities
- Next-generation systems including Balanced Scorecard, Just-in-Time, and more

Before you truly understand a business—and how to succeed in that business—you must understand its cash flow. Let *Accounting For Managers* give you the knowledge you need to talk intelligently about accounting issues and questions and, just as important, enhance your productivity and value to both your organization and your career.

## Assessment Collection

### Legal Remedies

ISBN: 0-944715-56-7  
2000, 32 pages  
3rd edition  
Author(s): Thomas J. Hindman and Loura K. Sanchez

Community associations are responsible for paying the community's common expenses. In order to do this, the association levies and collects assessment from its members. Although this is a relatively simple process – preparing a budget, funding reserves, and complying with governing documents – actually collecting assessments can sometimes be difficult. Associations have various remedies available to them to collect assessments. This guide discusses the legal remedies currently available and provides suggestion on how to use them.

## Be Reasonable!

How Community Associations Can Enforce Rules Without Antagonizing Residents, Going to Court or Starting World War III.

ISBN: 0-941301-40-0  
1998, 87 pages  
Author(s): Kenneth M. Budd

Community associations enforce rules and restrictions to ensure a high quality of life for residents and to preserve property values - not to harass residents. Rules are there to prevent homeowners from painting their houses pink or storing washing machines in their yards - but

those same rules should not become overzealous or inflexible.

*Be Reasonable* shows you how to write and enforce rules that won't get your association in trouble and won't cause residents to hold recall elections.

*Be Reasonable* is a compendium of expert opinions from over 30 leading community association attorneys, managers and directors combined with information from CAI's award-winning magazine *Common Ground*. You'll learn effective strategies for drafting and enacting reasonable rules, identifying unreasonable rules and restrictions and working with owners. You'll also find out more about reasonable enforcement procedures -- from making exceptions to providing due process. Practical applications are illustrations through discussion of court cases and real-life controversies.

## **Before Disaster Strikes**

Developing an Emergency Procedures Manual

ISBN: 1-57203-015-1

1996, 193 pages, 3-ring binder 8.5" x 11", and 1 3.5" computer diskette

Author(s): Institute for Real Estate Management

This 2-piece set includes a book and a diskette to download key resource material. Learn how to minimize injury, loss of life, or damage to property, or prevent an emergency altogether. This valuable book contains information how to develop emergency plans, teams, and manuals; how to assess security systems; when and how to evacuate; public relations; and how to report and document an emergency situation.

## **Bids and Contracts**

How to Find the Right Community Association Professional

ISBN: 0-944715-93-1

2004, 24 pages

3rd edition

Author(s): Stephen R. Bupp, CMCA®, AMS®, PCAM®

Association boards and community managers often wonder how to write appropriate bid specifications and draft effective contracts. Solid bidding techniques are built on research and hard work. The board and the manager must find a list of quality companies, decide what needs to be done, what to do if a worker is injured on the job, how to ensure the job is done right, how to pay for the work, and who signs the repair contract.

"Bid Specifications and Contract Preparations" provides readers with the information needed to write simple, effective specifications and contracts, ensuring that repairs or maintenance of your common areas will go smoothly. It contains a 27-point Specifications Chart, a checklist that will prevent you from overlooking any aspect of the project, and adaptable samples of specs for a repainting project plus a bid for a preventive maintenance contract.

## Boomer Shock

Preparing Communities for the Retirement Generation

ISBN: 0-944715-78-8

2004, 86 pages

Author(s): Ellen Hirsch de Haan, Esq.; Case Study by Arthur W

The demographic face of America—and of its community associations—is about to change dramatically as Baby Boomers swell the ranks of the over-65 group. They will live longer than any other demographic group in the nation's history, and they will have fewer resources. Find out how your community association can meet the disproportionate demands of aging residents, plan for their long-term needs, find capable board members when the pool of candidates dwindles, deal with senior residents when their capacities diminish, change governing documents to accommodate the needs of aging residents, and much more. A detailed case study illustrates how one pioneering community association successfully implemented all the recommendations in this book. Contains numerous how-to sections, helpful forms, useful appendices, and practical advice.

## Building Community

Proven Strategies for Turning Homeowners into Neighbors

ISBN: 0-944715-77-X

2005

Author(s): Various

"The difference between a community association and a neighborhood housekeeping organization has everything to do with the values and priorities of the people who lead them." —Brent E. Harrington

- Does your association have what it takes to be a community builder?
- Does your association have the rocket fuel that blasts volunteers into action?
- Does your association aspire to civic well-being?
- Does your association engender a sense of community pride?
- Does your association provide leadership and inspiration?
- Does your association promote a sense of shared responsibility among residents?

If you answered No to any of these questions, this book is for you! Build stronger, more active, more caring communities by following the simple advice offered here by the nation's top experts on community associations and the people who lead them.

## Choosing a Management Company

ISBN: 0-944715-76-1

2002, 24 pages

5th edition

Author(s): Michael E. Packard

Management companies' services are retained by community associations to preserve assets, maintain value, establish continuity, and provide professional assistance in management and financial matters. This report will help association boards by guiding them through the selection process in order to choose the most suitable management company for the community.

## Communications for Community Associations

ISBN: 0-944715-59-1

2001, 44 pages

4th edition

Author(s): Debra Lewin

Editor(s): Christopher Durso

Completely revised, updated, and expanded, the latest edition of this classic report contains all-new sections on personal communications, public relations, communicating with policy makers, and communications technology. In addition, chapters on newsletters, meetings, annual reports, directories, and surveys have all been updated and expanded. Give your association a leg up in this all-important area! Build a positive and powerful relationship with your homeowners through the hints and how-to's contained in this report.

## Community Association Finances

Common Sense from Common Ground: A Collection of Articles from CAI's Award-Winning Magazine

ISBN: 0-944715-95-8

2005, 132 pages

Author(s): Various

Does your association know what questions to ask before raising assessments, or how to collect them with electronic funds transfer? If you were short on funds, would you know how to finance a capital improvement project? Can the association treasurer make sense of the financial statement? Does the association need fidelity bonding, and should it apply for tax-exempt status? The answers to these and dozens more questions are answered in *Community Association Finances*, a collection of 31 articles from CAI's award-winning *Common Ground* magazine covering assessments, cutting costs, generating revenue, budgeting, protecting assets, reserves, investing, and taxes.

For more than 20 years, *Common Ground* Magazine has shed light on community association governance, operations and management with articles written by industry pioneers, professionals and volunteer homeowner leaders—all of whom have helped make common-interest living one of the most successful forms of housing in America today.

Frustrating and fascinating, irrational and irresistible, community association living requires a special kind of guidance that can only be found in the pages of *Common Ground*. That guidance is now available in one place, as Common Sense from Common Ground presents some of the magazine's best articles, conveniently arranged by topic.

## **Community Association Leadership**

A Guide for Volunteers

ISBN: 0-941301-36-2  
1997, 35 pages  
3rd edition  
Editor(s): Anne M. Calmes

Another CAI best seller! It will help you accomplish two goals necessary in any association: attracting more residents to association volunteer work and enabling them to perform better by gaining a thorough understanding of committee work and the volunteer's role.

## **Community Association Legal Counsel**

How To Select and Use An Attorney

ISBN: 0-944715-71-0  
2002, 39 pages  
2nd edition  
Author(s): Thomas J. Hindman, Esq., and Loura K. Sanchez, Esq

The correct attorney is essential to a successful community association, and this guide will help you find the right one. The community association field is complex and ever changing, which in turn requires bringing together diverse talents and capabilities. The volunteer, lay-person board is called on to make a significant decision when it retains legal counsel. It is a decision that the association should approach in a deliberate and careful fashion. This practical report will guide the board through the process and provide useful information at each step.

## **Community Associations And The Environment**

ISBN: 0-941301-21-4  
1993, 112 pages  
Editor(s): Kenneth M. Budd

Making your community association more environmentally conscious can actually save you money! This compilation of authoritative articles from Common Ground explains in detail innovative programs of recycling, energy and water conservation, landscaping and reduction of air pollution.

## **Community First!**

Emerging Visions Reshaping Americas Condominium and Homeowner Associations

ISBN: 0-941301-43-5  
1998, 130 pages  
Editor(s): Bill Overton, PCAM®

Associations that focus only on enforcing the rules and managing technical issues are missing the big picture: People and service must come first.

"Community First" breaks new ground by reorienting associations toward a higher mission-enhancement of a sense of community. Some of the industry's most

respected leaders and visionaries describe how the “building community” concept can be adopted and put into practice by developers, lawyers, community association managers, homeowners, public officials, and others. Their perspectives on this growing and evolving industry (and suggestions for its improvement) offer a broader vision of these communities and much food for thought. Their thoughts will stir debate and, where appropriate, create a new standard - a new model - for this important segment of America's future.

Some of the articles featured in this compilation include:

- Putting Community First. By Bill Overton, PCAM
- Community Building Means Going Beyond the Basics. By Ed Boudreau, CPM
- It's All About Service. By Michael Packard, CPM, PCAM
- Leadership in Community Building for Today and Tomorrow, By Barbara Byrd Keenan, CAE
- Reflections on a New Paradigm for the Governance of Common-Interest Communities. By Evan McKenzie
- "Town Hall" Governance for Community Associations. By Charles Fraser
- The Developer as Creator: Fostering Community with People, Place, Product and Program By Stephen Harvill, PCAM
- Building a Sense of Community is Smart Business. By Bob Diamond
- Restoring Community to Community Associations: An Action Plan By Wayne S. Hyatt

## **Community Matters Brochure**

What You Should Know Before You Buy

2005, 8 panels

Community Matters gives the prospective home buyer an idea of what to expect in an association-governed community—before buying. This convenient 8-panel brochure explains the nature, benefits, and obligations of community association living. It addresses governance, rules, assessments, and homeowner expectations and highlights 14 questions potential buyers should answer before buying. Ideal for management companies and real estate professionals, this brochure is available in packages of 100.

## **Conducting Meetings**

A Guide to Running Productive Community Association Board Meetings

ISBN: 978-159618-003-1

2006, 66 pages

2nd edition

Editor(s): MJ Keats

Proper preparation is the key to productive meetings. Do you know the best place to hold a meeting, and how to stay on the agenda? Do you know how to take meaningful minutes and when and how resolutions should be used? Chapters on tape recording meetings and conducting executive sessions answer some common questions about what's practical and what's appropriate. Of particular interest are tips on effective ways to deal with difficult people and situations that arise in community association meetings.

## Conflict Resolution

How ADR Helps Community Associations

ISBN: 0-944715-86-9  
2004, 48 pages  
1st edition  
Author(s): Mary Avgerinos  
Editor(s): CAI

Community associations must resolve conflict through a constructive, people-centered strategy. To reach that goal, many communities turn to alternative dispute resolution and consensus building to foster greater understanding and improve communication.

These alternatives to the traditional justice system have been embraced by attorneys, judges, and an increasing number of community associations not only because they are far less costly, but because they promote harmony rather than discord among neighbors.

In *Conflict Resolution*, you'll learn techniques for avoiding disputes as well as managing them when they come up. The book covers the key ADR techniques such as negotiation, mediation, and arbitration and how to build consensus among divergent groups. A large Appendix provides samples of many useful letters, documents, and agreements.

## Conflicts of Interest

How Community Association Leaders Honor Their Duties

ISBN: 0-944715-94-X  
2004, 28 pages  
Author(s): Tonia C. Sellers, Esq. & Jay S. Lazega, Esq.

Conflicts of interest can arise easily within community associations and can have unpleasant legal consequences. Avoid problems with a copy of this report. Covered are fiduciary duty obligations, conduct of the directors, managerial conflicts, ethics policies, board conflicts and a host of other topics. Also contains sample policies, resolutions, code of ethics and cases.

## Design Review

How Community Associations Maintain Peace & Harmony

ISBN: 0-944715-87-7  
2004, 28 pages  
1st edition  
Author(s): Byron R. Hanke & Richard S. Ekimoto

To be successful, a design review program must be recognized by the community as a benefit—not a burden. The board must clearly communicate the program's purpose and structure. This guide will help associations establish and enforce appropriate design review procedures and requirements. It uses the term, "design review" to describe methods commonly used by associations to preserve and enhance their community. This term is used instead of "architectural control" because it:

- Emphasizes that the process pertains to the design concept as a whole (e.g., signs or landscaping).
- Emphasizes the positive aspects of the review process rather than the negative concept of control.
- Conforms to language used by architectural professionals.

## **Developer Transition**

How Community Associations Assume Independence

ISBN: 0-944715-92-3  
 2004, 30 pages  
 4th edition  
 Author(s): Amanda G. Hyatt

You'll want this report at your side as you go through this most critical phase in your community's evolution! Make this transition the right way and you'll avoid dissent in the community— more importantly, those expensive legal problems! Also contains tips on how to develop leaders within the association, draft legal documents and create effective and productive committees.

## **Drafting Rules**

How Community Associations Maintain Peace & Harmony

ISBN: 0-944715-88-5  
 2004, 34 pages  
 1st edition  
 Author(s): Gurdon H. Buck  
 Editor(s): CAI

Nothing can cause ill will within the community like unclear, unfocused rules. This report will not only help ensure that your rules are easily obeyed and enforceable, it will also provide input for rules you may have overlooked. Covers the legal basis for rule making, offers guidelines, and contains an Appendix with sample community association rules that cover practically everything from rubbish to the swimming pool.

## **Enhancing Outdoor Spaces**

For Community Associations

ISBN: 0-944715-35-4  
 1998, 28 pages  
 2nd edition  
 Author(s): Douglas M. Kleine, PCAM

Improving the look of common areas can increase property values and raise the satisfaction of residents. Why not take a look at the possibilities of doing this? Should you use a consultant? How would you get input and ideas from residents? When is the best time to improve? How would you organize the effort? You'll find the answers to all these questions and more in this useful report.

## **Everyday Governance**

The Community Association's Guide to Flags, Rentals, Holiday Decorations, Hoops, and Other Headaches

ISBN: 978-159618-012-3  
2006, 102 pages  
Author(s): Various

The newest volume in the Common Sense from Common Ground series—this collection of articles from CAI's award-winning magazine covers holiday decorations, flags, home-based businesses, neighbors, noise, window treatment, smoking, renters, skateboarding, basketball hoops, and more! Here's advice and help for dealing with all the little complaints that add up to make governing and managing a community association one of the most challenging endeavors of our times.

## **Homeowners Associations**

A How To Guide for Leadership and Effective Participation

ISBN: 0-9621093-1-2  
1999, 348 pages  
7th edition  
Author(s): John Paul Hanna & Grace Morioca

An essential book for board members and management, this comprehensive book covers all aspects of efficient association management including: adopting a budget, consulting professionals, billing for assessments, planning for reserves, using liens to collect fines, handling construction defects, actions against developers, filing taxes, dealing with disability regulations, managing toxic materials and even the maintenance of roofs, fences and balconies.

## **Increase Income, Not Assessments**

35 Ways to Make Money for Your Community Association

ISBN: 0-941301-46-X  
95 pages  
Author(s): Nancy K. Bianconi

This book is designed to provide members of community associations with the necessary tools to raise funds successfully – and have fun doing it. Instructions are provided for 35 fundraising ideas, all specially designed for community associations. By investing a little time, homeowners can not only keep their assessments from increasing and improve their standard of living, but can also get better acquainted with their neighbors and have satisfaction of a job well done.

## **Insurance**

How Community Associations Protect Themselves

ISBN: 978-59618-008-6  
2006, 56 pages  
Author(s): Clifford Treese & Katharine Rosenberry

What are your community's insurance obligations? How much insurance do you need? What types of coverage are available? What is the difference between

subrogation and transfer of recovery rights? Whether you need to determine if your association has the proper coverage for today or are already considering new options, this report will help you through the process.

## Landscape Contractors

How to Find the Right Community Association Professional

ISBN: 978-1-59618-010-9  
2007, 33 pages  
Author(s): James B. Cranford, AMS, PCAM

This Guide for Association Practitioners covers it all—drafting specifications, performance criteria, warranties and guarantees, maintenance schedules, insurance requirements, and how to communicate with residents. Also includes advice on bidding the contract, selecting the best bid, legal review, environmental concerns, contractor performance evaluation, and provides useful sample specifications and warranties.

## Meetings & Elections

How Community Associations Exercise Democracy

ISBN: 978-159618-002-4  
2005, 66 pages  
Author(s): P. Michael Nagle, Esq.

CAI's standard reference for meetings and elections has been updated and re-released in a new edition that now addresses how technology has changed the way community associations conduct business. How far can an association go in giving notice electronically? When and how are electronic ballots used, and are they always legal? Can a proxy be emailed to the association? Also includes information on quorums, parliamentary procedures, organizing and implementing elections, and a great checklist of election procedures.

## Member Dues

How Community Associations Collect Assessments

ISBN: 978-0-944715-85-7  
2005, 24 pages  
1st edition  
Editor(s): Debra H. Lewin

*Member Dues: How Community Associations Collect Assessments* contains practical new information on how you can set up a payment system that works! Contains helpful suggestions for remittance systems including the use of payment coupon books. Also includes a section on procedures and hints for collecting delinquent payments. Association declaration and state law gives associations the authority to collect assessments.

- Each association should adopt, by resolution, the procedures for assessment collection that cite the association's authority and the penalties for noncompliance.
- Simple, direct, and repeated communication with the owner is the most effective means to facilitate collections.

- Collection problems often stem from a misunderstanding that might be settled easily.
- Treat all owners equally and impartially.
- Pursue all authorized non-legal remedies to collect fees, including suspension of privileges, late fees, and communication with the lender, before initiating legal action.

## Natural Disasters

How Community Associations Protect Themselves

ISBN: 978-159618-013-0

2006, 29 pages

Editor(s): Debra Lewin

The U.S. Citizen's Corp, a FEMA program, has stated that, "Following a major disaster, first responders who provide fire and medical services will not be able to meet the demand for . . . emergency services they have come to expect at a moment's notice through 911. People will have to rely on each other for help . . . ."

Association leaders and managers must develop disaster plans and put them in place before they're needed so that they're able to cope with any disaster. Failure to plan for disaster is failure to fulfill the fiduciary duty that association leaders share.

Natural disasters pose special threats to clustered, attached, and stacked homes in a community association. Find out how to initiate a preparedness project, work closely with residents to analyze the association's needs, develop a workable plan, and familiarize all residents with its execution.

## Neighborhood Watch

What Residents Can Do About Crime

16 pages

How do associations form Neighborhood Watch groups? Find out how to get started, keep residents involved, and gain support from police, local government, and civic organizations. This brochure is perfect for association residents that want to make their neighborhoods safer.

## On-Site Managers

How to Find the Right Community Association Professional

ISBN: 0-944715-84-2

2005, 33 pages

Author(s): Thomas Burgess, PCAM® and Pam Washburn, PCAM®

Has your association grown large enough to consider hiring a full-time manager? How should you go about finding a good one? You'll find answers to both of these questions in this guide. Contains valuable resources for determining job criteria, finding and screening candidates, and investigating leading candidates. Appendices also include a sample employment agreement and the CAI Professional Manager Code of Ethics.

## Pet Policies

How Community Associations Maintain Peace & Harmony

ISBN: 978-0-944715-98-7

2005, 36 pages

2nd edition

Author(s): Debra H. Lewin

Editor(s): Christopher Durso

A new edition of *Pet Policies* is now available that contains practical new information:

- The Clean Water Act—what does it mean for community associations with dogs?
- How to have dog-waste-free common areas—even when residents don't cooperate.
- What associations can do about nuisance barking.

*Pets* has been described by reviewers as "a blueprint for how to deal with one of the most troublesome issues." It offers practical suggestions, helpful alternatives, and information on societal issues that impact your association's approach to pets. Learn how to get the poop scooped and keep the EPA happy.

- Find out how to draft rules that pet owners will follow.
- Read about alternatives to restrictions that really work!
- Find out why more and more pets are exempt from pet rules—and how you can adjust to this growing trend.
- Try the innovative enforcement ideas—*before* you go to court.
- Learn how to live with residents who own exotic and dangerous pets.

## Playgrounds for Young Children

ISBN: 0-941301-49-4

2000, 250 pages

2nd edition

Editor(s): Sue C. Wortham and Joe L. Frost

This book was written about preschool playgrounds, but it applies to community association playgrounds as well. Because this book focuses on all aspects of children's play environments, it is an excellent resource for community associations that want to create a playground, add equipment, or upgrade an existing playground. The chapters on playground safety and maintenance are also extremely relevant and of particular importance to Board members and managers concerned with safety issues.

## Property Taxes & Homeowner Associations

ISBN: 0-944715-69-9

2002, 25 pages

4th edition

Author(s): George R. Grasser

If your association holds title to common areas and facilities there's a possibility they may be taxed twice. You may be surprised to learn that small mistakes in the original subdivision process can go unnoticed for years! Here's what you and your tax accountant can do about it. Your association attorney may be interested in this

publication, too.

## Questions & Answers About Community Associations

ISBN: 1-880039-02-8  
2002, 479 pages  
Author(s): Jan Hickenbottom

For 12 years, Jan Hickenbottom answered homeowners' questions in her *Los Angeles Times* column on community associations. Now collected in one volume, readers can find answers to almost any question about condominiums, homeowner associations, and cooperatives. Although originally written for a California audience, covenant-controlled communities anywhere can benefit from the advice in this book.

This book contains more than 400 pages of questions and answers on such topics as legal issues, the role of the board of directors, operations, finances, governing documents, architectural control, insurance, maintenance, management, meetings, resolving disputes, absentee owners, rentals, and the three "P's"—parking, pools, and pets.

Reader questions range from startling, "Can owners be fined for not voting in an election?" to thoughtful, "Who owns the associations records?" And for each question, Hickenbottom provides a straight-forward, concise answer—frequently quoting experts in community association law, accounting, management, and operations.

## Reinventing the Rules

A Step-By-Step Guide for Being Reasonable

ISBN: 0-944715-75-3  
2002, 64 pages  
Author(s): Lucia Anna Trigiani

The best thing—and the worst thing—about community-association living is The Rules.

- Are your rules reasonable and *necessary*?
- Can you make exceptions and still maintain your duty to the association?
- Are your procedures legal?
- What are the costs of battling with residents instead of being flexible?
- Why are words like "enforce," "penalty," "punishment," and "power," a problem for community associations?

Reinventing the rules is a challenge that must be met in order to put our communities first.

## Reserve Funds:

How & Why Community Associations Invest Assets

ISBN: 978-1-59618-000-0  
2005, 66 pages  
Editor(s): Mitchell H. Frumkin, PE, PP, RS, MBA and Nico F. March, CFM

The USA Patriot Act has changed the financial industry and had an impact on

community associations' investments. This updated GAP explains what associations need to know to comply with new regulations. The revised text also addresses changes made by the AICPA that affect association's auditing and reporting procedures. A new appendix contains dozens of frequently asked questions. Also contains a summary of reserve fund laws state-by-state.

Reserves are essential to the successful operation of a community association—not just an extra expense. This guide contains everything you need to know to establish the right funds and invest them responsibly. (Previously published as *A Complete Guide to Reserve Funding & Reserve Investment Strategies*, GAP 24.)

Useful Charts, Sample Documents, & Appendices:

- Sample Replacement Reserve Inventories
- Flowchart for Selecting Reserve-Inventory Components
- Flowchart of Preventive Maintenance Schedule
- Two Sample Investment Policies
- Representative Components of Replacement Reserve Inventories
- Sample 30-Year Cash Flow Showing Full Funding & Baseline Funding
- Laddered Portfolio Investments
- Investment Income Tax Treatment
- National Reserve Study Standards of Community Associations Institute
- Summary of State Reserve Fund Laws
- Questions & Answers about Community Association Reserves

## **Risk Management**

How Community Associations Protect Themselves

ISBN: 978-159618-004-8

2006, 66 pages

Author(s): Clifford J. Treese, CPCU, ARM, CIRMS

Manage risk by using a five-step decision-making process and implement a risk-management program by engaging in four key activities. Find out when and to whom it's appropriate to delegate risk-management tasks. Learn why insurance alone isn't enough to control risk. Addresses the growing risks for community associations in the Internet age, and how to integrate reserves and risk management programs. (

## **So Now You're on the Board (Audio Tape)**

60 minutes

A perennial favorite now available on audio CD! A perfect gift for the busy board member! Listen whenever and wherever at your convenience. A great introduction for the new board member and a good refresher for the veteran. Discusses how to lead and communicate, how to work with committees and developers, explains assessments and fiscal responsibility, and much more.

## Special Assessment

A Novel

ISBN: 0-944715-67-2

2002, 403 pages

Author(s): Marvin J. Nodiff

### FICTION

*Special Assessment* is a mystery of sophisticated white-collar crime set against a backdrop of community association activities and characters. It provides an inside view of the distinctive social fabric and politics of community association living.

The new American neighborhood—the *community association*—is an experiment in close living and private self-government at the most intimate level. And it's a rich experiment indeed. These condominiums and planned communities have eighteen billion dollars in reserves held in accounts across the country.

Despite such outrageous assets, the associations that govern these private communities have quietly existed, untouched by white-collar crime. *Until now.*

*Special Assessment* unfolds with the seemingly perfect crime: an invisible electronic transfer of millions of dollars by a computer genius using a malicious new applet virus. Attorney Joshua Fyler and community manager Michelle Gratiot join forces to protect her business.

They investigate a growing list of suspects, encountering a ruthless condominium president, hungry with lust and power; a paranoid and litigious owner who sues everyone in search of respect and revenge; an information technologist whose greed is exceeded only by his own ineptness; and countless other characters from the world of community living.

While the clever, but bumbling, criminals strain to pull off the heist of their lives, Joshua and Michelle carry on a resourceful, feisty, and unrelenting attack to stop them. Along the way, Joshua and Michelle are forced to confront their fear of a career-ending crisis as well as their mutual fears of commitment.

## Successful Leasing in a Community Association

ISBN: 0-944715-55-9

1999, 36 pages

Author(s): Debra H. Lewin and Julia E. Pheifer

Whether you are a homeowner, real estate investor, or community association professional, this guide will help you provide a solid introduction to community association living to your tenants, prevent communication breakdowns that lead to problems and give tenants a stake in the community. Chapters include specific, hands-on steps for the board, the manager and the owner, as well as a section on short-term leasing. Model documents include sample amendments and resolutions, leasing agreements and addenda and a tenant information form.

Key Points:

- Tenants are productive members of the community; treat them with respect

- and encourage their participation in the association.
- Communication among the owner, the manager, and the tenant is essential to success.
- Boards must consider Federal and state law when setting leasing policies.
- The Community Association manager can be a resource to owners and tenants.
- Rules must be reasonable and legal.
- Primary responsibility for successful leasing lies with the owner.

## Surveys

### A Guide for Community Associations

ISBN: 978-1-59618-009-3

2006, 72 pages

Author(s): George Einfeldt LSM, PCAM and William Trochim, Ph.D.

Managers and boards of community associations will find their jobs easier if they know what members and residents are thinking. Find out what they want and what they're willing to pay for. Tap into their opinions and preferences with a community survey.

- Why should community associations survey residents and members?
- How do boards and managers get started on a survey, and what's the best approach?
- What kinds of questions should be on a survey? How many? In what order?
- What motivates residents to complete and return a survey?
- What should the association do with the information it receives?  
*Surveys: A Guide for Community Associations* will answer all these questions and more.

## The A-B-C's of Parliamentary Procedure

15 pages

This illustrated booklet covers all you need to know about running meetings according to Robert's Rules of Order. Order this time-tested method of conducting meetings today. It's the perfect resource for association boards and managers!

## The Board President

### Roles and Responsibilities in Community Associations

ISBN: 978-0-944715-89-5

2005, 28 pages

Author(s): Robert T. Dennistoun

Useful both to newly elected presidents and anyone who now holds the title. Defines the dual role of the president and offers invaluable advice and suggestions on the president's relationships with the board, other association officers, and the residents. Helps to develop goals, set priorities, and to communicate them to the stakeholders. Also contains tips on governance such as using committees effectively, long-range goal planning, and promoting volunteerism and cooperation within the community.

## **The Board Secretary**

Roles and Responsibilities in Community Associations

ISBN: 0-944715-83-4

2003, 30 pages

3rd edition

Author(s): Anita Hagerty Schenk, PCAM and P. Michael Nagle, Esq.

A must-have for all association or corporation secretaries. Full of advice on every aspect of the work of corporate, recording, and corresponding secretaries. Covers such subjects as meeting preparation, maintaining lists, how to establish an effective filing system, and how long to keep documents. It also answers many legal questions you may have. Includes samples of agendas, minutes, and forms.

## **The Board Treasurer**

Roles and Responsibilities in Community Associations

ISBN: 978-1-59618-001-7

2006, 32 pages

Author(s): Howard A. Goldklang

The definitive guide for this pivotal position—helpful to all treasurers and all board members as well. Outlines in detail the duties of the treasurer and offers advice on most types of letters, reports, and tax documents treasurers are required to produce. Also contains suggestions for working with the board and residents, including tips on dealing with delinquencies and record retention.

## **The Complete Book of Home Inspection**

ISBN: 0-07-139125-8

2002, 289 pages

3rd edition

Author(s): Norman Becker

All the information managers and homeowners need to maintain their homes. Find out exactly what's behind, beneath, above, and around the homes in your community and how to evaluate their condition accurately.

This comprehensive instruction manual covers every aspect of exterior, interior, and electromechanical home inspection. It's basic enough for a layperson and detailed enough for professional home inspectors. Revealing techniques and methods used by experienced home inspectors, this book details how to evaluate the condition of a home or condominium—inside and out. Packed with photos, graphs, dozens of checklists, worksheets, and valuable chapter summaries. If you want to avoid costly mistakes down the road, this is the book for you.

- Contains more than 150 photos and drawings
- Addresses synthetic stucco (EIFS), mold, and satellite antennas

## **The Homeowner and the Community Association**

2007, 16 pages

2nd edition

Author(s): Community Associations Institute

Every community association resident should have a copy of this information-packed brochure. It describes how an association functions as a business, a community and a form of governance; defines the roles and responsibilities of homeowners and the board; and explains assessments, governing documents, architectural controls, association management, insurance, and more. Newly redesigned and updated!

## **The Homeowners Association Manual**

ISBN: 0-56164-313-0

2004, 160 pages

5th edition

Author(s): Peter M. Dunbar

Homeowners associations are designed to preserve the common welfare and the property values of the community. In a properly operated community, they do, but in a poorly run community, community interests are not served. The proper operating procedures are not difficult, but they are often overlooked or misunderstood.

The "Homeowners Association Manual" is the first complete practical guide for the operation of homeowners associations. It's an excellent overall guide for leaders and board members of single-family, townhome, condominium, mobile and master-planned community associations.

The "Homeowners Association Manual" helps ensure that the association carries out its responsibilities fairly and effectively. The manual covers rules and regulations, meetings, voting and elections, committees, the role of volunteer leaders, budgets, insurance and amending and enforcing documents. It features 13 chapters, and includes 28 forms and sample documents, including meeting forms, resolutions and reports, budgets and minutes.

## **The Road Repair Handbook**

### **The Complete Guide to Fixing Roads and Driveways**

ISBN: 0-9719872-0-3

2002, 299 pages

Author(s): Roderick D. Johnston

If you maintain any type of road, this book should be in your library. Written for anyone who wants an understanding of how to plan and manage the time, money, and labor needed for community road repair and improvement.

## **The Ultimate Guide to Pool Maintenance**

ISBN: 978-0-07-147017-9  
2007, 580 pages  
3rd edition  
Author(s): Terry Tamminen

Clean water is essential to enjoying a pool, spa, or water feature. Much has been learned about achieving that goal, especially with new technologies and water treatment methods developed over the last decade, but the knowledge is useless if not put in the hands of service technicians, association managers and homeowners alike.

*The Ultimate Guide to Pool Maintenance* provides clear, detailed information on everything from plumbing to chemistry. It presents technical information and practical tricks of the trade in a format that will benefit the novice or the "old pro." This Guide will help everyone who deals with pools, spas, and water features be more professional and successful.

The secrets of water maintenance trade professionals are revealed in this detailed guide to keeping pools, spas, and other recreational water containment units in tip-top shape.

Offers inside-out coverage of chlorine alternatives, automation, noise control, pool-side safety, portable spas—and everything from minor maintenance to major fixes and remodeling.

A must for pool maintenance and spa technicians, this book includes environmentally friendly product resources, along with troubleshooting tips and project checklists that make caring for a pool or spa less costly.

## **Tips For Community Association Insurance**

This essential brochure helps associations define insurance needs, outlines steps for buying property insurance, and provides tips for buying liability insurance. The brochure also includes ways to ease the insurance-buying process.

## **Tips For Protecting Your Association Finances**

A handy, quick reference for board members and key employees regarding finances. Offers tips on important aspects of association finances: audits, financial statements, signatory control, investment policies and more.

## **Trees, Turf & Shrubs**

How Community Associations Maintain Common Areas

ISBN: 978-1-59618-006-2  
2006, 20 pages  
Author(s): Bette A. Weseman, PCAM®

A good landscape maintenance program is essential to the health and longevity of a community's trees, turf, and shrubs—and its aesthetic value. This concise guide explains how to develop that maintenance program and lists specific practices to

apply to trees, turf, and shrubs. Find out how to hire the right contractors and how to delegate to a landscape committee. Includes a grounds maintenance checklist, sample lawn care calendar, sample landscape specifications, and advice for repairing damaged turf. Lists the advantages and disadvantages of staff maintenance and contractor maintenance. Discusses soil conditions, aeration, watering, pruning, fertilization, mulching, disease and pest treatment, and weed control.

## True Stories of Survival and Triumph in Communities Like Yours

Common Sense from Common Ground: A Collection of Articles from CAI's Award-Winning Magazine

ISBN: 978-159618-011-6

2006, 70 pages

Author(s): Various

Community associations all across America face tragedy every day—financial ruin, natural disasters, terrorist attacks, lawsuits, even murder. And yet they not only survive, they rise above disaster and become stronger communities because of it. Read their inspiring stories, and see how much goodness lives in communities just like yours.

For more than 20 years, *Common Ground Magazine* has shed light on community association governance, operations, and management with articles written by industry pioneers, professionals, and volunteer homeowner leaders—all of whom have helped make common-interest living one of the most successful forms of housing in America today.

Frustrating and fascinating, irrational and irresistible, community association living requires a special kind of guidance that can only be found in the pages of *Common Ground*. That guidance is now available in one place, as Common Sense from Common Ground presents some of the magazine's best articles, conveniently arranged by topic.

## Volunteers

How Community Associations Thrive

ISBN: 978-0-944715-99-4

2005, 30 pages

1st edition

Editor(s): Debra H. Lewin

The importance of volunteerism can't be overstated. Whether you're a manager working with community associations or a volunteer leader yourself; successfully recruiting and working with volunteers in the community is an ongoing challenge—one that can be met with help from this guide:

- Residents volunteer for many reasons that benefit themselves and the community association.
- Many people will volunteer just because they're asked. Use every means and contact every resident with a meaningful request for service.
- Community associations must motivate residents to act and move them in an appropriate direction. Understanding volunteers' needs and supporting their efforts will keep them working effectively on the community's behalf.
- Recognizing volunteers for their contributions is critical to an association's

- ongoing recruitment efforts.
- Committees are the backbone of many successful community associations. Organizing and supporting committees is an essential role of the board.

## What Every Homeowner Needs to Know About Mold

(And What To Do About It)

ISBN: 0-07-141290-5

2003, 134 pages

Author(s): Vicki Lankarge

Stachybotrys mold—dubbed "the asbestos of the new millennium" by *Fortune* magazine—is a poisonous infestation that can rob you of your home and everything in it, including your health. This toxic mold grows at rapid speed in your walls, ceilings, and basement. It grows in hidden places and can go undetected for years. Learn how to spot it and get rid of it before it's too late.

Filled with helpful checklists, this book shows you how to combat these microscopic invaders with coverage of these vital topics:

- Knowing the telltale signs of mold infestation—including an earthy or musty odor, sunken areas in baseboards or trim, staining, swelling, or crumbling of plaster.
- Identifying health symptoms of mold exposure—ranging from nosebleeds, chronic coughing, and eye irritations, to vomiting, memory loss and more.
- Preventing the spread of moisture and mold—including plumbing and grout repairs.
- Dealing with insurance companies—what to expect from them, what they expect from you, and what to do when a claim goes bad.
- Avoiding real estate nightmares—before buying a home, demand full disclosure from the sellers regarding all prior water damage, and make sure it's in your real estate contract!
- Tips for home sellers—Repair any damage related to water intrusion and/or mold infestation before you put your home on the market, document all repairs, and disclose *everything*.