

Report to the Board

Volume II, Issue I

Spring 2007



Welcome New Communities

We would like to extend a very warm welcome to Towne Park of Indianapolis, Woodland Place of Indianapolis, Fair Oaks of Greenwood and Monon Row of Indianapolis to our fine family of Homeowners Associations. We're happy to be able to assist you and your communities.

Welcome New Employees

We would like to welcome Debbie Seals to our collections department. We are glad to have her on our team!

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Landscape Renovations

(Article courtesy of Association Times, June 2005)

Because community associations have existed across the U.S. for over a quarter century, landscaping in many older communities is showing signs of aging. Over the years, landscaping has gone through many trends. Remember the popularity of railroad ties? Or bark as ground cover? Or painted concrete?

Many boards across the country are currently considering different ways to update and enhance their landscaping in order to maintain curb appeal and timeless beauty. Upgrading a community's appearance through landscaping is a good financial investment that can enhance the common areas and increase the quality of life in an association.

So, what are a few ways an established community can renovate and upgrade its landscaping panorama? Here are some tips:

1. Establish a regular program to replace plant material. Select new plants that will tie in to your present landscape configuration. Also, choose plants that will bloom at different times of the year, so there is always some natural color around to brighten the view. To spruce-up the place, try adding some seasonal color to your entry and monument areas.

2. Some shrubs have a relatively short life span of around twenty (20) years. They are often replaced or removed because of declining health or incorrect location (i.e., a sun-loving shrub planted underneath a tree is not a good idea). During replacement, it is a better idea to update with drought-tolerant shrubs, which can thrive in either sunlight or shade and also will bloom during the year. It is also good to have evergreen-type shrubs near entryways and walkways where many people, including prospective homebuyers, must pass.
3. Converting small lawn areas or other greenbelt areas to ground cover or dwarf shrubs will often reduce maintenance and water costs plus the area will still stay "green" most of the time.
4. Tree replacement is also a major part of landscape renovation for older communities. Years ago, many communities planted Bradford Pear, Maple and Ash trees, which can grow and crack curbs and gutters, lift sidewalks, and create hazards. Picking a good replacement tree is important. When considering the different types of replacement trees, research to find out just how big

Board Members & Their Roles

(Courtesy of Association Times, May 2005)

It's that time of year again...new members have just been elected to serve on their Board of Directors. With this comes the election of officers and thus a new tone is set for the Association.

Each new board member brings a new dynamic to

the meeting that sets the tone for the operation of the Association. These new volunteers are, most of the time, homeowners who have a vested interest in the protection of their property values and the directions of the community takes into the future. Each of them can make their role as important as

they choose and become as involved in the Association operations as they desire.

The President obviously presides over the meetings and typically works closely with the Association's manager. This role is an important one and usually the one that is most clearly defined. **Cont'd pg. 2**

Where is that water coming from?

With all the recent snow and ice this past winter, many communities have experienced an abundance of ice damming causing damage to the interior of homes and costing homeowners hundreds of dollars in repairs. Why is this happening you ask? Ice damming is caused by an excess ice build up in an unprotected area of the roof of a building or home. Poor attic insulation/ventilation, freezing and thawing temperatures, snow/ice build up on the roof and the lack of ice and water shield installed on the roof are all contributors to ice dams.

As the heat rises from your home into the attic, it thaws the ice and snow on the roof causing a melting effect. The water collects in the gutter or eaves and then re-

freezes since there is no heat in this area. Over time, the build up of ice in the gutter or eaves causes a damming effect and when the water melts and runs to the gutter, it has no where else to go but under the shingles and inside the home or unit. The best solution is roof replacement with the installation of an ice and water shield and a drip edge at the gutter. Most companies offer a guarantee of varying time periods against leakage.

Another solution if a total roof replacement is not in your budget, you can seal up your bathroom exhaust fans, plumbing vents, recessed lights, skylights and electrical outlets with caulk or weather stripping. This will help to prevent the heat from escaping into the attic. Installing the

correct amount of insulation in your attic will also help prevent the heat from escaping into the attic. Heat cable that is typically installed to prevent water pipe breakage can be used in gutters and downspouts on a building or home. This cable can be plugged in before a heavy snow to avert the "freeze zone" that a gutter can become. They are available at most home improvement stores and vary in price from \$20 to \$40 depending on the length of cable you purchase. By performing these measures, you should be able to avoid future damage to your home or building.

Valerie Atwell, CMCA
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R&G Management Co., Inc.

Board Members & Their Roles Cont'd

We all know that the President "runs the ship" at the Board meetings and takes a prominent lead with the attitude of the Board of Directors, which at times, can be a reflection upon the rest of the Community. It is primarily the President's role to be the liaison with the management agent and this person can often be called upon in an emergency to make a quick decision. The President should be the solid voice of reason for the Community and it is the President who leads by example and gets involved with the "Community Clean Up" day, for example. Clearly, this role is the most well established and easily determined role for the Board to recognize and respect.

The Vice President serves the role as President in the event the President is not available. However, other responsibilities for this position remain up to the person holding it. It could be the easy thing to do to sit and wait for something to happen and to jump up when called upon - but as leaders of the community, it is important to set an example. So while the vice President may not take center stage at the Board meetings, this role as well as the others can be equally as important as that of the President.

The Secretary and Treasurer are sometimes combined into one position or separated depending upon the re-

quirement in the governing documents as well as the preference of the Board. The Secretary holds the responsibility of ensuring adequate notice is provided for meetings, quorum requirements have been met and the minutes of the meeting are adequately taken and maintained. The responsibility that comes with this role is not something to be taken lightly as the records of the Association are precious. It is a necessity to ensure that notices are sent in compliance with not only the governing documents of the Association but also the state requirements as well.

The Treasurer reviews the Association's financial records, ensures timely payment of invoices, and makes necessary investments of the Association's funds. The Treasurer also takes a lead role in the development of the financial budget. Clearly the importance of this role should not be overlooked. However, Treasurers may not become as involved with the

financial operations of an Association if they don't feel comfortable in this arena. On the other hand, the complete opposite may occur wherein the Treasurer becomes too involved or advises management of certain practices that could be completely out of line with appropriate business practices. Selecting a treasurer with an accounting background and good business judgment is essential.

In all cases, it is necessary for management to play an active role in the direction the Board takes and to help guide and direct the Association along the best path. Usually, Boards recognize the value of having professionals handle their day to day operations and of being in a position to offer their community the very best in experience and wisdom.

Each of the above roles can be as prevalent and responsive as the amount of effort one puts into them. The newly elected board member can take the position and run with it or not, but in all cases the expertise of the management staff can be fully utilized. Such guidance is invaluable and a professional manager recognizes that there is nothing more important to an association member than protecting one's home.

Heather Graham, CMCA, PCAM
HOA Division Director
Community Management Corp.



Landscape Renovation Cont'd

the tree will be in 10 to 15 years and ask about the required maintenance.

5. Irrigation may need upgrading, as well. Old systems don't offer much water conservation, while newer systems can be programmed to make every drop count and cut your water consumption by up to 20-30%. Your landscape contractor can help to design the best system for you, whether it's with sprinklers or a hose system with emitters. Drip irrigation can also work well. The polyethylene hose with laser-drilled holes every few inches is effective when completely buried a few inches deep, applying water directly to the roots. When everything is underground, there's nothing to get in your way. So naturally, the water penetrates deeper into the root zone than flood or sprinkler methods. Feeding the roots only small, measured amounts of water can cut the amount you use in half. Since the water is applied into the ground slowly, less is lost through evaporation and runoff. Drip irrigation is not good for all types of plants nor for turf, so well-thought-out plans are required before getting bids.

Be sure to check with a local landscape professional in your area for appropriate plant selections. Landscape is usually one of the largest and often the most VISUAL part of any common area. Enhancing your community's landscape can bring enjoyment to your owners along with increased property values. It is a great investment for most any community.

Lucinda Hoe, Vice President
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Community Websites



Did you know that your community may have a website available? There are many useful features of the website created with the residents of your community in mind.

You can register for free and find a Resident Center containing links to your Association Documents, Forms, Newsletters, a Community Calendar, a Survey section and a Photo Gallery and much more! You can also contact us via the website for maintenance concerns or questions that may come up after our regular business hours.

This is an awesome tool for the residents of your community. Go to www.randgmanagement.com and click on the Association Websites link and check out our sample website to find out what you have been missing. If your community doesn't have a website yet, ask your Community Manager for a website brochure today!

If you currently have a website and you have questions about it, please contact Valerie Atwell, CMCA at 317-875-5600. She will be happy to assist you.

Newsletter Program

Do you have information you need to get to your homeowners but no one to volunteer to do a community newsletter? R&G has a newsletter program available to you at a reasonable cost. Here's how it works: the Board of Directors or Committee submits information to your community manager, that information is used to create a colorful, informative newsletter. Your community manager can get you sam-

ples of the newsletters to review. R&G can distribute the newsletter for you or if you have a committee that is willing to hand deliver them, that is an option as well.

Wouldn't you like to have a professional, color publication to provide to your homeowners? Please ask your community manager about the newsletter program today.



R&G MANAGEMENT COMPANY, INC.

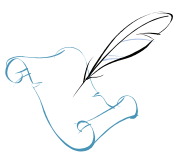
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President's Message



Has spring sprung? Let's hope so! It seems like winter was long and hard this year, but in reality it was just one really hard month – February. We had several snow falls, one in particular – our Valentine's Day gift from above, which was the biggest recorded snowfall in central Indiana since the blizzard of '78! The results of that snowy month; many HOAs that are now over budget for the year due to the high costs of plowing for these snow falls. We recommend that Boards look at other areas in the budget were they may be able to cut costs to absorb these overruns so they can hopefully finish 2007 close to budget. Taking the necessary measures now will help avoid those unpleasant realities coming back to haunt your Board

next fall during "budget time". We also would like to thank all of you for your patience and understanding in the tremendous undertaking it was to get all of our communities snow cleared in a timely fashion.

With the earlier start to Daylight Savings Time, the longer evening light and warmer temperatures, we hope you will be able to enjoy this quarterly Board member newsletter on your back deck or patio instead of inside the confines of your home. Landscape renovations are often an issue in many of our maturing communities while new Board members may find some tips regarding their role on the HOA Board. Ice dams were a problem in many of our condominium communities this past winter; we therefore have provided some information regarding those pesky and often misunderstood

leaks as well. This may assist Board members who find their condo neighbors asking them about these troublesome and often reoccurring leaks.

Spring is the time of rebirth and new life. All of us at R&G are eager for this spirit renewing season as we also will be having new and exciting changes "springing forth" for the betterment of our delivery of services to you, our valued clients. We thank you for your business and look forward to serving you and your neighbors in 2007.

Matt Englert, PCAM
As President of
R&G Management Co., Inc.