



Report to the Board

FALL 2005

Welcome Aboard!

We would like to welcome Brian Schaefer, John Logan and Josh Michael to our team. Glad to have you here!



Welcome New Communities!

We would like to welcome Cumberland Lakes, The Parks at Spring Mill, Rosswood and Westbrooke to our fine family of communities. We hope you find R&G to be all you were looking for!

Motivating Homeowners

(Courtesy of Association Times August 2005)

As a community manager, I can't tell you how many times I have been asked by Boards what they should do to motivate their homeowners. The age old dilemma of how to get the homeowners to the annual meetings or to the scheduled social events never seems to go away. For over ten years I have been asked, "What can we do?" For ten years, I've been trying to find ways to help boards motivate their homeowners, and to date have not developed the motivational

magic pill.

Now, let's just say that a motivational pill actually exists....what would the components be and how can Boards make the pill work? It's easy. Issue motivational pills to each owner when they purchase their home with the directions printed clearly on the label: "Take one tablet monthly as long as you own your home, with water at each annual meeting or social event." Easy,

right? Well, not if you hate to take pills! There is always someone who will not do what they are required, requested or obligated to do, so it's up to you to motivate by example. Let's break it down a little closer to home:

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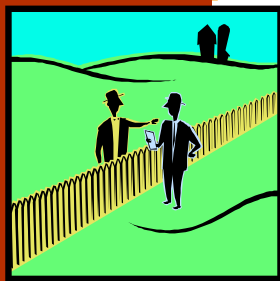
Feature Community: Sandpiper Bay



R&G Management Company Inc. would like to introduce to you Sandpiper Bay Condominiums. Sandpiper is a well established community on Indianapolis' Northside. It features a relaxing pool and a beautiful lake with a fountain. Sandpiper is a quiet and sophisticated community

of 88 units. We are proud of the fact that Sandpiper Bay chose R&G Management for their Association Management needs in 2001. We look forward to having a rewarding and lasting relationship with the residents of such a great community.

Motivating Homeowners Cont'd



“homeowners learn by example and Boards need to maintain positive outlooks while encouraging their neighbors”

- M** – Make motivation a momentous occasion... celebrate the small things
- O** – Opportunity knocks when you least expect it... be ready
- T** – Trust the homeowners... they are the pulse of the community
- I** – Imagination... let the creative juices flow
- V** – Vision... don't dismiss your volunteers; instead, experience new ideas
- A** – Appreciate those who step up to the plate... don't look a gift horse in the mouth
- T** – Train the homeowners... they need to know what is expected of them
- I** – Increase communication... use different modes of communication and

- technology
- O** – Optimistic behavior is contagious... be enthusiastic about the community
- N** – Nucleus...the Board is the heart of the community...plant your seeds early and often

finally, trust your homeowners, making every opportunity a momentous occasion!

Lu Fonteno, AMS®, CMCA®
Vice President
Alliance Association Management
Round Rock, TX

Truth be told, homeowners learn by example and Boards need to maintain positive outlooks while encouraging their neighbors to take active roles in the community. So Boards. . . it starts with you! In order to motivate your homeowners, you as Board members need to: plant your seeds early, be optimistic, increase communication using all means of training, appreciate the vision and imagination and,

The Board Seeks the Answers

Word Search Puzzle Created by David Michael AMS, Association Manager



Y	T	R	E	P	O	R	P	A	J	G	P
R	C	L	U	B	H	O	V	S	E	O	R
T	U	R	N	O	O	V	E	N	C	L	F
N	E	R	O	O	D	E	R	S	R	F	X
E	J	C	F	H	E	R	V	O	P	R	E
M	S	O	N	G	V	E	M	C	I	B	Y
U	S	E	D	A	N	T	L	A	I	G	T
R	Y	U	L	A	N	T	P	T	O	A	N
O	B	U	N	V	E	Q	T	I	R	A	N
U	E	T	D	E	R	L	T	O	R	A	M
Q	B	Y	L	A	W	S	V	N	D	M	M
E	T	I	S	B	E	W	Q	O	I	Z	O
P	L	A	T	E	L	E	C	T	A	C	C
O	W	N	E	R	G	N	I	T	E	E	M

Some letters may be used more than once!

- | | | |
|-------------|-------------------|-------------|
| Association | Community Meeting | Elect Entry |
| Board | Newsletter | Front Door |
| Budget | Plat | Golf |
| By Laws | Repair | Proxy |
| Covenant | Rules | Quorum |
| Maintenance | Turnover | Roof |
| Manager | Value | Vote |
| Owner | Web Site | |
| Property | | |

Establishing Rules

(Courtesy of Association Times August 2005)

Community association living is a lifestyle and it is a choice. The problem is, not all associations are created equal and many members do not read and/or understand their governing documents. Establishing rules that balance architectural uniformity with a desire for personal expression is an ongoing challenge for any association. The way in which you approach rule making – and breaking – will speak volumes about the spirit of your association. To set the right tone, remember these key points:

- **There must be a need for the rule.** Sounds simple, but how many times is a rule put in (place because one set of neighbors can't get along or someone's grandchild acts up at the pool? Members don't want their neighbor to know who is making a complaint so they pressure the association to intervene. Ask yourself if the issue at hand warrants the establishment of a community wide rule. Could a private conversation or carefully written letter of inquiry from the association better serve the situation?
- **Never adopt a rule under pressure.** Take time to think things through and look at the situation from all angles.
- **Try to predict the consequences of any rule you want to establish.** If it's December 1 and you don't have your holiday decoration guidelines in place, wait until next year and use this year as a learning experience. Consider soliciting input from the membership. What do they consider reasonable, based on the decorations being displayed?
- **Rules must be enforceable.** If you are not willing to enforce a rule unilaterally and consistently, don't bother adopting it. You'll only spread ill will and expose the association to potential discrimination lawsuits.
- **Base rules on proper authority.** Create rules that are consistent with existing federal, state and local laws as well as your own governing documents. If you not sure if you have the power to make a rule, consult with the association's attorney.
- **Rules should be reasonable.** The object of any rule is compliance. The vast majority of your community should be more than willing to abide by the rule.
- **Rules should be simple to understand.** State its purpose clearly and concisely. Make a rule easy to understand by avoiding legal sounding terms. Con-

sider this example: No signs placed by unit owners or persons other than the association, window displays or advertising, except for the name plate or sign, not exceeding nine square inches in area, on the main door to each unit and on each mailbox, with the unit number in a form approved by the association, will be maintained or permitted on any part of the common-interest community or any unit. Huh? Simply restated, this rule says: Residents may not place signs on the common areas or in their windows; however, they may place signs that do not exceed nine square inches on their front door or mailbox.

- **Adopted rules should be published.** Once adopted, distribute the rule to the membership. Be sure to include the date the rule was adopted as well as the date the rule becomes effective.

Suzanne Camlin,

AMS®, CMCA®,

PCAM®

**Mid-Atlantic
Management Corp.**
Plymouth Meeting, PA

*“Community
association
living is a
lifestyle and it
is a choice.”*



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We're on the web! Visit us at

www.randgmanagement.com.

Association Websites Available



Did you know that your community has 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 our website at www.randgmanagement.com and click on the Association Websites link to find out what you have been missing. If your community doesn't have a website yet, ask your Community Manager about it today!

President's Corner

Fall is upon us with the leaves gathering about our feet and the morning air cool and crisp with the taste of things to come, ole man winter! The animals and plants around us are busy storing up nutrients for those long, dark and cold days of winter ahead. This is the plan that Mother Nature has had in place since the beginning of time. This is also the time of year for planning for the upcoming year in your community as well. Bids are being reviewed and contracts executed for next year's services. Budgets are being scrutinized and hard decisions are to be made. To raise the fee levels to meet the increasing costs of providing services for your community? To increase the reserve portion of your fee to make sure the funds are available for those necessary capital repairs and replacements? Some Boards may not want to face the true financial needs of their communities, or even to put together a realistic budget. But, we must in order to ensure the future for our communities. A sensible and strong financial plan is the Board's responsibility;

your homeowners do understand this and expect no less! Better to raise the fee by 5 to 10% now then to face a potential financial crisis in the not to distant future. Remember; fail to plan/plan to fail! Your HOA doesn't want to be caught with no "financial nutrients" to feed the growing appetite of it's service needs and wants, and we at R&G are hear to help all of our Boards develop the right financial "diet" for their HOAs to prosper in 2006 and beyond.

We at R&G hope you enjoy the many informative articles we have in this quarterly newsletter to you, our Boards of Directors. We appreciate your business and we are here to serve you, our valued clients. May the winds of fall blow your leaves beyond your boarders and your pumpkin's glow chase away the chill in your bones! Happy fall to all!

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