

# Community Trends<sup>®</sup>

April 2018

**SPRING INTO  
SUMMER!**



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- **Got Credentials? Learn How to Get them!**
- **Time for a New Swim Suit — 2018 Bathing Code Changes**
- **“Spring” Into Action on Pest Control**
- **Take Cover on Gutters**
- **Paint and Save Money!**

....and more



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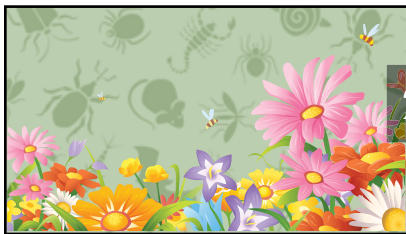
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As I am writing this article, everyone in New Jersey is getting ready for another significant, Nor'easter snow storm. Alas, there goes the snow savings 😞.

While the snow contractors dig us out from (we hope) the last March snow, our managers and boards are a season ahead. Everyone is busy locking down pool, lawn care and irrigation contracts and scheduling their spring and summer projects.

Get your mulch and flowers in as early as possible. These little extras help to bring in Springtime and add to the curb appeal of our homes.

There are new NJ Public Recreational Bathing Code Regulations for the 2018 pool season. Check out the article, "2018 Changes to The New Jersey Public Recreational Bathing Code," for the details. No one wants to run afoul of the pool inspectors.

The Board of Directors of CAI-NJ has our own "spring into summer" project. The board will be putting the final touches on our strategic plan for the future of our chapter. Our goal is to make the New Jersey chapter the #1 chapter recognized nationwide for delivering the best value to our members.

How will we do that you ask? Through education and advocacy.

CAI-NJ has our *Lecture Series* which highlights the most current and relevant topics related to our communities. The new 2018 NJ Public Recreational Bathing Code Regulations was the latest topic in our Lecture Series.

We also have *Best Practice Roundtables* for our home-

owner leaders, managers and business partners as well as *Leadership Development Workshops* for our homeowners and board leaders. We continually evaluate these programs and will continue to improve upon them to keep them pertinent to the participants and our industry.

The CAI-NJ chapter has a wealth of experience and knowledge in our *Legislative Action Committee (LAC)*. The LAC members are seasoned in community association governance and the LAC members are representative of each

**"Our goal is to make the New Jersey Chapter the #1 Chapter recognized nationwide for delivering the best value to our members."**

of our membership groups (homeowner leaders, managers and business partners).

The LAC Committee monitors proposed legislation to ascertain the impact to our community associations and together, the chapter and LAC take action where appropriate. Be on the lookout for the next LAC Update. Our chapter hosts *LAC Updates* in several locations and dates throughout the state.

With March coming in like a Lion, my hope is that it goes out like a Lamb so we can spring into summer !!! ■



# LOOKING AHEAD

LARRY THOMAS, PCAM | CAI-NJ CHAPTER EXECUTIVE DIRECTOR

The next few months are very busy for CAI-NJ. I'd like to present some of these events in more detail in this month's "Looking Ahead" article. Concerning the annual Legislative Updates sessions that CAI-NJ and our New Jersey LAC sponsor, we have more registrations than we've ever had. This is a great indication of the overall participation and interest shown by our members. It's nice to see that there is a balance of managers, homeowner leaders and business partners finding interest in these presentations.

Please take a minute to review our monthly legislative column (page 8 this month), to keep current on what our LAC is focused on and what new legislation has been introduced that will impact all our residents that live in a common interest community.

On page 14, you will find a detail of this year's "Jules C. Frankel Manager Education Assistance Program." The Board of Directors has expanded this year's program to include the M-100 class. The scholarship award for the M-100 class is intended for managers that plan on attending the in-person class and cannot be used if you plan on taking the class on-line. This year's M-100 classes are listed on the calendar on the facing page. I'd also like to bring all our readers attention to all the educational opportunities that our chapter offers to our members. Over

the course of the year we offer our managers over 40 hours of Continuing Education Units. Our credentialed managers need these CEU's to maintain their designations. During April and May, we have three legislative updates and a Manager's Roundtable slated for May 15 at the Seaview Stockton Hotel & Golf Club in Galloway Township.

We recently had to add an additional session for our Lecture Series that detailed the changes to the New

***"Over the course of the year we offer our managers over 40 hours of Continuing Education Units."***

Jersey Recreational Bathing Code. These changes have a big impact on the operation to our community pools. Thanks to Ben Basch and American Pools for presenting the seminars.

To close out this article, I'd like to welcome back Laura O'Connor. Laura recently came back on a part-time basis (two days per week). As you know, Laura was out on maternity leave since late November. I'm sure that the Membership Committee, our LAC and our PAC (and me) are all pleased that Laura is back with us. ■

**Attention Managers: See pages 14-15 for details on the "Jules C. Frankel Manager Education Assistance Program," offering scholarships and reimbursements for PMDP classes.**



# 2018 EVENTS & EDUCATION CALENDAR

## APRIL

- 3 LAC Update (North/Central Jersey)**  
Renaissance at Raritan Valley, Somerset
- 10 LAC Update (South Jersey)**  
Horizon at Woods Landing, Mays Landing
- 17 LAC Update (Central Jersey)**  
Concordia, Monroe Twp.
- 26 Spring Break Party**  
The Grand Marquis, Old Bridge

## MAY

- 15 Joint Manager & Business Partner Roundtable**  
Stockton Seaview Hotel & Golf Club, Galloway
- 31- M-100: The Essentials of Community Association Management**  
**2** Mercer County Community College, West Windsor

## JUNE

- 5 Board Leadership Development Workshop**  
CAI-NJ, Freehold
- 12 Lecture Series**  
CAI-NJ, Freehold
- 13 Joint CAI-NJ & PennDelVal Networking Event**  
Logan Inn, New Hope
- 21 Joint Manager & Business Partner Roundtable**  
Forsgate Country Club, Monroe Twp.
- 26 Dennis R. Casale Memorial Golf Outing**  
Forsgate Country Club, Monroe Twp.

## JULY

- 12- M-203: Community Leadership**  
**13** Radisson, Freehold
- 18 Annual Olympics**  
Thompson Park, Monroe Twp.
- 25 Senior Summit**  
Renaissance at Manchester, Manchester

## AUGUST

- 9 Annual Beach Party**  
Martells Tiki Bar, Point Pleasant
- 14 Board Leadership Development Workshop**  
CAI-NJ, Freehold
- 21 Lecture Series**  
CAI-NJ Freehold

## SEPTEMBER

- 6 Homeowner Leader Roundtable**  
TBD
- 13 Manager Leadership Workshop**  
Rossmoor Community Association, Monroe Twp.
- 25 Lecture Series**  
CAI-NJ Freehold

## OCTOBER

- 17 Pre-Conference Networking Reception and Live Band After Party**  
I-Play America, Freehold
- 18 Annual Conference & Expo**  
I-Play America, Freehold
- 18- M-100: The Essentials of Community Association Management**  
**20** Mercer County Community College, West Windsor

**EVENTS ARE SUBJECT TO CHANGE**

# LEGISLATIVE UPDATE



**GEORGE GREATREX, ESQ.**  
PARTNER, SHIVERS, GOSNAY & GREATREX, LLC  
LEGISLATIVE ACTION COMMITTEE CHAIR

In last month's *Legislative Update* column I reported that we had been made aware of a state legislator who intends to introduce legislation to mandate proper training of members of New Jersey's many common interest community governing boards. Members of CAI's Legislative Action Committee-NJ (LAC) and our lobbyist have been in communication with this legislator's office and will be involved in shaping this legislation. Not coincidentally, this legislator lives in a common interest community and sees first-hand the job the Association's Board and property manager are doing for that association.

It goes without saying that our *homeowner leaders* play a vital and necessary role in the daily governance of our homeowner associations. These volunteers attend countless meetings, answer daily telephone calls and letters from their neighbors, and are generally depended upon to ensure the peaceful enjoyment and maintenance of the value of their homes, all without compensation and often without the credit they deserve. It is suggested, however, that all board members could perform these volunteer tasks more efficiently and effectively if they received proper and timely training. To be sure, there is no better training than what you receive "on the job", but for newly elected/appointed board members who must jump right into what often are difficult situations in their communities, early training and orientation can assist those new board members in being prepared to properly perform their tasks from the day they join the board.

I invited feedback from our readers and constituents on what that training or orientation should look like. The clear message we are hearing is that any such legislation mandating board member training must attain a fair balance between the benefits of training and the recognition of the time constraints already put on our volunteer homeowner leaders. In a time when it is sometimes difficult to recruit

new board members to serve on our governing boards, the last thing we want to do is further discourage our vital volunteers from serving.

One way for board members and managers to be prepared to properly discharge their duties is to stay educated and current on the ever-changing laws and regulations affecting the common interest communities they serve. While it is certainly important to rely on Association legal counsel for advice in navigating and complying with the

***"It goes without saying that our homeowner leaders play a vital and necessary role in the daily governance of our homeowner associations."***

various laws and regulations that apply, CAI offers many educational opportunities that also serve as important resources to our board members, property managers and other association professionals. As you've likely read elsewhere in this issue of *Community Trends*<sup>®</sup>, CAI is sponsoring several Legislative Update programs this year which are open to CAI members and non-members alike at no charge. They each will include a review of legislative and regulatory developments from last year, and a look ahead to what we can expect from Trenton in 2018. They will be held on March 27, 2018 in Toms River, April 3, 2018 in Somerset, April 10, 2018 in Mays Landing, and April 17, 2018 in Monroe Township.

A topic which will be discussed at these programs (just in time for pool season) will be the new changes and regulations adopted by the New Jersey Department of Health

CONTINUES ON PAGE 56





## Help CAI's Amicus Effort

The CAI Amicus Program is looking for your help. For years, CAI has participated in New Jersey court cases involving significant community association issues. We do this through our “Amicus” or “Friend of the Court” Program. With the court’s permission, CAI files briefs in court cases advocating the interests of our members. CAI has successfully appeared in a number of important New Jersey cases, including *Twin Rivers*. It is important for our members to let CAI know when they are involved in, or become aware of, a lawsuit which may have an impact of general concern to the industry. We can only participate and have our views expressed when we know about these cases when they first arise. So, this is an important request on behalf of both the National and Chapter Legislative Action Committees to please advise the Chapter office of any litigation involving community association issues of potential importance to the entire industry. For any such notices, please contact Larry Thomas, PCAM at (609) 588-0030 or at [larry@caijnj.org](mailto:larry@caijnj.org). ■



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# CHAPTER TRENDS



## Becker & Poliakoff Merges with the Law Offices of Arnold J. Calabrese

On March 5, 2018 – Becker & Poliakoff announced its merger with the Law Offices of Arnold J. Calabrese. The merger adds two attorneys, Arnold J. Calabrese and Karl T. Meth — to Becker’s Morristown, New Jersey office.

Calabrese and Meth, with combined industry experience of more than 60 years, will enhance the firm’s robust capabilities in community association law and construction litigation, key areas of practice for which Becker is widely known. Calabrese joins the firm as a shareholder, as the vice-chair of the firm’s community association practice group in New Jersey, and as a member of its construction litigation team. Meth, who joins the firm’s community association practice group in New Jersey, will concentrate his

practice in general community association representation and debt collection.

“The continued growth that Becker has been enjoying in community association law and construction litigation, and the symbiotic nature of the two areas of practice, makes this an ideal time to bring on distinguished attorneys of Arnold and Karl’s stature,” said David Ramsey, head of Becker’s community association practice group in Morristown. “Their addition to Becker further elevates our already significant stature as a leader in community association representation and construction litigation throughout the metropolitan area.”

With the addition of the Law Offices of Arnold J. Calabrese to the Construction Defect Practice Group chaired by Matthew Meyers, the combined firms collected \$70 million in construction defect settlements and judgments in 2017. ■

## Chapter Trends Editorial Guidelines

- All submissions must come from and be about:
  - A member of CAH NJ (Manager, Management Company, Board Member, Business Partner or Business Partner Employee) in good standing.
- Companies/Communities are permitted four (4) announcements per calendar year.
- Submissions are limited to 150 words.
  - Members are responsible to condense the information appropriately, as CAH NJ will not do so. Any submissions over 150 words will not be published.
- Submissions may include (1) image.
- Submissions should not be advertorial in nature.

Please note, CAH NJ reserves the right to edit any submissions. The chapter reserves the right to omit information as necessary. CAH NJ has the exclusive right to refuse to publish any submissions for any reason.

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By Glenda Carroll, CMCA, AMS, PCAM, LSM  
and Erin O'Reilly, CMCA, AMS, PCAM

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*CONTINUES ON PAGE 59*



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## 2018 PROGRAM

Jules C. Frankel was a long time member of CAI and was a key figure in the success and growth of our chapter. Jules was President of our chapter in 2000. Jules also received the following awards from CAI-NJ: Speaker of the Year in 2003 and Author of the Year in 2004. Jules was inducted in the CAI-NJ Hall of Fame in 2003. Jules was a staunch advocate for manager education and training and was always willing to help with seminars and industry educational programs.

The Jules C. Frankel Manager Education Assistance Program (MAP) was developed to assist New Jersey managers in the common interest community industry in furthering their educational and professional development goals. The MAP provides the opportunity to any CAI-NJ manager member in good standing to apply for a scholarship.

CAI-NJ will provide a fifty percent (50%) reimbursement per course to selected managers for any of the 100, 200, or 300 courses offered by CAI. More than one award may be given per applicant. CAI-NJ will be hosting the following courses in 2018:

- o **M-100**      **May 31 to June 2**      **Mercer Community College**
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All awards must be approved by the CAI-NJ Board of Directors. Accordingly, a submission does not guarantee any applicant assistance. Awards are at the sole discretion of the CAI-NJ Board of Directors.

Please review the attached guidelines and application. If you have any questions, please contact the CAI-NJ office at 609-588-0030 or [info@cainj.org](mailto:info@cainj.org)



Community Associations Institute NJ Chapter  
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Manager Education Assistance Program

## GUIDELINES AND APPLICATION PROCESS

### **Award:**

- The MAP awards a deserving candidate \$250 per course ( 100, 200 and 300 level courses) towards the PMDP course of his/her choice. More than one award may be given during a calendar year.
- The Scholarship Review Group will award scholarships once per year no later than May 7<sup>th</sup>, 2018.
- Scholarships must be used for PMDP courses offered by any CAI Chapter or CAI National. The M-100 course must be in person. All other courses may be in person or online.

### **Eligibility:**

- At the time of the application and the reimbursement, you must be a member in good standing with the Community Associations Institute and the New Jersey chapter of CAI.
- You must have attended at least 2 CAI-NJ events during the last 12 months.
- You may be asked to provide a follow up piece that will be printed in the Community Trends magazine that summarizes your experience with the MAP and the ways that it has allowed you to advance your professional goals. CAI-NJ reserves the right to modify any content prior to print.

### **Deadlines:**

- All applicants must submit entry no later than May 1<sup>st</sup>, 2018 in order to be considered for a scholarship award. Selections will be made no later than May 7<sup>th</sup>, 2018.

### **Process:**

- Interested candidates must fill out the attached application and answer the questions for review prior to dates. All entries must be typed and complete to avoid disqualification. Entries must be mailed to the chapter office or printed to PDF and emailed to [larry@cainj.org](mailto:larry@cainj.org).
- Anonymous essays are evaluated and award recipients will be selected by the Scholarship Review Group. Should there be a conflict on the committee (meaning that a company representative is evaluating an entry for the same company), that committee member will remove themselves from the process and not participate in the review/selection of the candidates. Since this is an anonymous process, the Chapter Executive Director will inform the Scholarship Review Group members of the conflict.
- Selected managers must submit verification of course completion to the CAI-NJ office within 30 days of conclusion of the course to receive the scholarship reimbursement.
- All classes must be completed by December 31<sup>st</sup>, 2018.

**To apply, visit [www.cainj.org/map](http://www.cainj.org/map)**

Chapter Contact Information  
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500 Harding Road, Freehold, NJ 07728  
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## 2018 CHANGES to The New Jersey Public Recreational Bathing Code

By Beth Barnett and  
Benjamin Basch,  
American Pool Enterprises

In the State of New Jersey, public recreational bathing facilities are governed by the New Jersey State Sanitary Code Chapter IX Public Recreational Bathing, N.J.A.C. 8:26 (the "Code"). In January of 2018, the New Jersey Department of Health formally adopted amendments to the Code aimed at improving the safety and operation of swimming pools across the State. With an effective date of January 16, 2018, swimming pool owners, community managers and board of directors should rely on multi-family industry professionals to review the updates and adjust their operating plans as required. This article is designed to give a basic, but not exhaustive, overview of the changes to the Code and provide readers with insight as to how their community may be affected by the new rules.

While a community may refer to its swimming pool as a "private" amenity, the state of New Jersey continues to define a community pool serving more than

two residential units as a public recreational bathing facility that must comply with the provisions set forth in the Code. The purpose of the Code is to set safety and sanitary expectations for swimming pools operating throughout the state in the interest of public health.

Now that we have taken a moment to explain what Chapter IX of the Code is and how it applies to community swimming pools, it is time to dive into the new changes that are most relevant to community managers and boards of directors. The changes are broken down below into four main sections: Administrative; Equipment; Supervision and Management; and Mechanical.

### **Administrative**

The new Code requires that a specific checklist be completed and signed by the pool owner or their Trained Pool Operator (TPO) at least 21 days prior to the pool opening each season. This document can

CONTINUES ON PAGE 18



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## **BATHING CODE...**

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be found in Appendix E of the new Code and is essentially a self-service health inspection. For towns that had not performed pre-season health inspections in the past, this document ensures accountability so that all is in order before the pool opens for swimming. In municipalities that already perform pre-season health inspections, this checklist provides further clarity on the Department of Health's expectations when it is inspecting swimming pools. Swimming pools will need to be up and running and have all necessary equipment at an earlier date to comply with this provision.

New Jersey is now requiring local health officers to inspect seasonal pools at least once during the season. This is in addition to any inspections made before the pool opens for the season. Swimming pools that operate year-round must now be inspected two times throughout the year by the local health officer.

New Jersey has long required independent laboratory testing of swimming pools and hot tubs throughout the State. Water samples from each body of water are collected weekly for a sanitation analysis. The new Code has changed some of the rules for handling these samples so independent laboratories must also change their collection processes starting in 2018. For example, the hold period for lab samples before the samples are tested has dropped from 30 hours to only 8 hours. Lab companies will certainly incur additional expenses to satisfy the new requirements which

will in turn be passed on to service companies and communities.

### Equipment Changes

Automated External Defibrillators, or AEDs, are now required for all swimming pools that employ a lifeguard. This lifesaving piece of equipment is used to help victims suffering from a sudden cardiac arrest. The machine analyzes the rhythm of the victim's heart and provides a shock if needed to help restore a proper cadence. Sudden cardiac arrest is one of the leading causes of death in the United States. Since American Red Cross Lifeguards are AED trained, it makes sense to require such equipment to be accessible to them from a community health standpoint.

Elevated lifeguard stands or platforms are now required for guarded

swimming pools over 2,000 square feet and/or over 5 feet in depth. While the height of these stands is not articulated by the Code, the expectation is that these stands have adequate height for the lifeguard to observe their entire zone of coverage. Lifeguards must also have a good vantage point to see beneath the water so they will benefit from the elevated platforms. There are many types of stands available so it is important to obtain advice from your aquatic professional for the best solution.

The contents of the required first aid kit have also changed. The complete list of contents can be found in Appendix B of the new Code. It is important to note that quantities of required contents depends on the square footage of the swimming pool.

*"New Jersey is now requiring local health officers to inspect seasonal pools at least once during the season."*

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All first aid kit restocking is expected to occur within 24 hours of use so that the kit always remains in compliance.

Swimming pools that employ salt chlorine generators must have salinity test on site. The new Code recognizes that many pools are now using this technology and that there is a need to have the ability to test salt levels regularly to maintain their effectiveness in sanitation.

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## BATHING CODE...

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### Supervision and Management Changes

Swimming pools with over 2,000 square feet of surface area now require two lifeguards on duty at all times with their zones of protection defined in the Aquatic Supervision Plan. Additionally, it is now required that the adult supervisor for pools over 2,000 square feet obtain a pool director certification by January 2019. In addition, under the new Code, on duty lifeguards are not permitted to have secondary responsibilities when guarding the pool.

The Specially Exempt Facility definition has not been changed in the revised Code. Regardless, it is important to take a moment to review the exemp-

tions. Private, nonprofit common interest communities may claim exemption from the First Aid Personnel and Lifeguard Requirements. Specially exempt communities must still comply with all other aspects of the Code and their plan for operating the facility must be fully detailed in their Aquatic Supervision Plan. A decision to exercise a lifeguard exemption, if eligible, should be discussed with your swimming pool professional, association attorney and insurer.

### Mechanical

Swimming pools constructed after September 7, 2010 or pools with alterations going forward must comply with the New Jersey Uniform Construction Code. Swimming pools built before September 7, 2010 are grandfathered in and not required

to comply with the new mechanical requirements until they are altered.

The required turnover rate for swimming pools has dropped from 8 hours to 6 hours, which means that the entire volume of the pool must pass through the filter system at least every 6 hours. In order to calculate the current turnover rate, you need to know the amount of water in the pool and the flow rate of the water through the filters. Filter systems must be sized so that they can handle the higher velocity of water effectively.

Electric powered chemical feeders for hot tubs are now required to have an interlock that shuts down the chemical feeder when the pool circulation pump is shut off. This protects bathers from experiencing a chemical surge when a spa pump is restarted, which

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*"Swimming pools with over 2,000 square feet of surface area now require two lifeguards on duty..."*

is of greater concern with a smaller volume of water.

Now that we have reviewed the major changes to the Code, you can see how important it is to have accurate information on the construction of an existing swimming pool. If you have been working with a swimming pool management contractor, they would likely have measurements of your swimming pool on file. To comply with many of these changes, a community manager must know the size of their pool and whether the pool is over or under the 2,000 square foot surface area threshold. The surface area of the water is what needs to be measured and not the pool deck or any areas not covered by water.

We hope this brief article helps improve understanding of the 2018 changes to the New Jersey State Sanitary Code Chapter IX Public Recreational Bathing, N.J.A.C. 8:26. Change is always a challenge, but community associations and their association professionals will work together to find the right path for compliance. A copy of the Code may now be found on the State website: <http://www.state.nj.us/health/ceohs/sanitation-safety/environmental/> ■

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# Community Property Managers: Spring into Action and Prepare for Summer's Inevitable **PEST CONTROL PROBLEMS**

By Randy Vogel, VP Operations,  
Cowleys Pest Services

Spring is suitably named to illustrate the type of action required by community association property managers as it relates to pest control issues. The fleeting weeks of the season represent a window of opportunity for property managers to spring into action and prepare for the anticipated summer onslaught of insects. Rest assured, they will be coming in droves from every direction.

Underground, there will be attacks by subterranean termites. On the surface, there will be foraging ants, not to mention blood-sucking ticks patiently waiting for their next blood meal. If that is not enough, all sorts of flying insects will be coming at us from the air including biting mosquitoes literally out for our blood, bees, wasps, and hornets looking to sting us just for the fun of it.

Granted, many things in life defy prediction, but the seasonal cycle of insect populations is not one of them. This summer, as all summers, property managers will be guaranteed to have pest control problems just as sure as there will be bumper-to-bumper weekend traffic on

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*"...many things  
in life defy  
prediction, but  
the seasonal  
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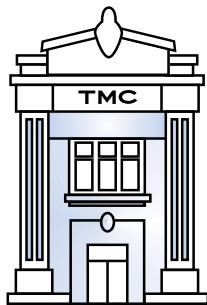


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## **PEST CONTROL...**

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the Garden State Parkway as beachgoers head to Sandy Hook. The only real issue with pests is the severity of a particular year's insect population. For purposes of planning,, it is far better to work under the assumption that it will be bad pest season.

Why do insect populations peak during the summer? Summer offers insects the perfect combination of abundant food sources and high temperatures that lead to increases in their activities. Insects care about two things: food and breeding. Between meals, they work to produce as many offspring as they can before temperatures drop. Since most insects go from eggs to adults in a matter of weeks, summer insect populations skyrocket. And the more insects there are, the more unpleasant encounters we will have.

Pest infestations in community properties are especially challenging. Specifically, pest problems spread faster in high density residential settings. Pests are able to move from resident to resident because everyone lives in close proximity. Also, there are often shared spaces like elevators, hallways, and laundry rooms that are prime locations for infestations to spread.

First, the bad news. Good tenants and residents have little patience for pest problems. There is no quicker way than an out-of-control pest problem for a property manager to find himself or herself called on the carpet. Also, infestations of summer wood-de-

*CONTINUES ON PAGE 26*

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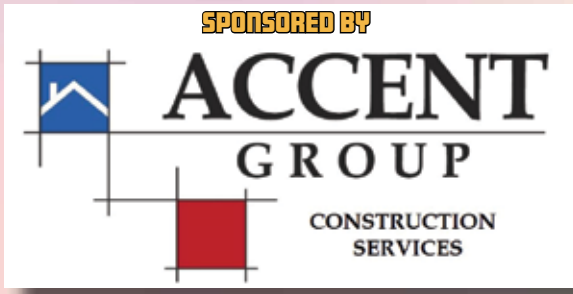
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## PEST CONTROL...

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stroying insects like termites, carpenter ants, and carpenter bees can quickly become maintenance and repair nightmares for property managers already under pressure to work under a budget.

But there is also good news. Property managers do not have to passively wait until summer for the pests to arrive. Thorough pest control planning in the spring can minimize , pest infestations and often, outright avoided. Regular inspections and preventative treatments can make all the difference. A pest control professional can help determine if there are conditions on the property that are attracting insects or are making it easy for pests to gain access inside buildings. Of course, despite one's best efforts, infestations do happen that are

best resolved in their early stages while itis still localized and has not spread throughout the complex.

There is a long list of summertime pests that cause problems for property managers. However, a few deserve extra attention. These "special" pests are more than mere annoyances. Some cause significant property damage while others are a serious health hazard.

The property damaging pests that all property managers should worry about are termites, carpenter bees, and carpenter ants. Here's a quick rundown of these weapons of wood destruction:

### Termites

Let's start with the worst first. Termites are enemy number one when it comes to property damage. They are often called the silent destroyers, and for

*"Female carpenter bees hollow out holes and bore out tunnels after making the entranceway."*



good reason. Since they are subterranean insects, they are rarely seen and move straight from the ground into the wood. Also, because they eat building materials from the inside out, damage can go unnoticed for years.

Needless to say, property managers and maintenance staff should be on high alert for signs of termite activity. The two most visible signs are swarming termites and mud tubes. Termites commonly swarm in early spring as the weather starts to warm, often after a heavy rain. A resident or staff may report seeing

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large swarms of insects near a window or other light source. Those insects could be flying ants or they could be termites. The other key sign of termites are mud tubes. Termites build tubes that function like enclosed bridges so they are able to reach their food source (wood) from the ground without exposure to the elements or predators. These tell-tale structures are typically found in basements, crawl spaces, or on the lowest floors of a structure.

A few suggestions to avoid termites:

- Avoid direct soil to wood contact. Don't make life easy for them!
- Keep groundwater and rainwater away from your property. Gutters and downspouts must be properly functioning and are not clogged. Water collecting around buildings attracts termites, ants, and mosquitoes. Also, clogged gutters and standing water can cause wood rot and can, damage fascia boards and shingles.
- Crawl spaces are trouble spots for wood-destroying insects including carpenter ants and termites because of their moisture and high humidity. Consider the only long-term solution: encapsulation and dehumidification of vented crawl spaces.
- Schedule an annual termite inspection with a pest control professional. If your property sustained any damage during the winter months or took on water, you could be at an increased risk for termites.

### **Wood-Boring "Carpenter" Insects: Bees and Ants**

Unlike termites, the "carpenter" insects do not actually consume wood.

*CONTINUES ON PAGE 28*



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## **PEST CONTROL...**

from page 27.

Rather, these pests are wood-borers that drill holes in the wood in order to construct their nests. If left untreated, this insect "carpentry" work can be highly destructive. Other than observing the insects themselves (they do not hide like termites), the most common sign of a carpenter bee or ant infestation is frass, which is a fine sawdust-like material left that is a by-product of their boring and tunneling activities.

Carpenter ants are social insects that live in large colonies, and carpenter bees are solitary. Each female bee digs her own individual nest. However, what is more important to property managers is that both these insects make their nests inside wood, and that behavior can cause significant property damage.

Female carpenter bees hollow out holes and bore out tunnels after making the entranceway. Once the tunnels are excavated, nests are made with pollen to feed the developing larvae. Carpenter bees often reuse the same tunnels year after year, continuing to extend the damage into the wood. Over time, this tunneling weakens the wood because of the drilled holes, and because of accompanying wood rot due to rainwater seeping into the entrance holes. Also, woodpecker damage is common because these birds enjoy eating the bee larvae and will peck holes in the wood to reach them. Carpenter ants also make their nests in wood where they create intricate galleries that they can

*CONTINUES ON PAGE 54*



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# GUTTER COVERINGS

***Which (If Any) is Right  
For Your Community?***

By Dan Fusco, CMCA, Vice President  
*Associa - Community Management Corporation*

**As associations begin to  
schedule spring gutter cleanings,  
many boards contemplate the  
installation of gutter coverings....**

Sifting through the information on the numerous options available can be daunting. There are gutter screens, guards, filters, helmets and inserts and variations of each.

Additionally, the costs vary considerably. While some gutter coverings are sold in standard three or four foot sections, coverings that are adjusted per linear foot can be as inexpensive as \$2.80 for plastic screens and go up to an installed price of \$14.00 per linear foot for helmets. Bulk purchases can reduce these fees from \$1.75 to \$5.50. The majority of gutter cover-

ings, with the exception of the helmets (which are installed by a professional contractor), can easily be installed by a superintendent or handyman.

Metal screens can be hinged or the drop-in type for standard "K style" gutters. [sic] Plastic or metal screens are the easiest to install although they will allow some bugs and debris to get into the gutter.

The gutter cover looks like a cap over your gutter. Water flows from the roof over the cover and into a slot along the front edge.

Foam filters are water-permeable

inserts. They can be treated to resist mold, repel insects and should also be treated with a fire retardant. Foam filters fit both "K style" and half round gutters. The black polymer can dry some of the leaves that fall into the gutters which may eventually y blow away in the wind.

Gutter helmets, similar to guards and covers, extend over the width of the gutter. Gutter helmets can be extremely effective on buildings that are surrounded by large trees such that very little debris winds up in the gutter.

In addition to, or instead of gutter coverings, you may wish to consider wire leaf strainers over the openings of the downspouts. Wire leaf strainers will help keep the leaders and underground drains free of debris.

However, none of the above referenced options are 100 percent effective. Consequently, you will still need to clean the gutters and leaders periodically.

With screens, the standard spring and fall cleanings should suffice if the building is not surrounded by trees. Filters may allow you to scale down to annual cleanings; helmets, perhaps every two years or so. However, with helmets, you will likely need to hire a

*“In addition to, or instead of gutter coverings, you may wish to consider wire leaf strainers over the openings of the downspouts.”*

professional service as the procedures for cleaning are complex.

In considering a covering, a “per building” analysis should be done, since often there are more trees near perimeter buildings, and interior buildings without nearby trees may not require any type of covering. Also, one should consider who will be cleaning the gutters to determine if it will be difficult working with the chosen cover. Many feels that screens, which reduce the volume of debris, though not necessarily the frequency of cleanings, can add to

CONTINUES ON PAGE 37



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## GUTTER COVERS...

from page 35.

the time and cost of cleanings and may not be cost effective. Similarly, the high cost of helmets coupled with the requirement of hiring a professional contractor to clean them can be a budget buster. The foam filters are relatively easy to install and to remove for cleaning. They can be bulk purchased for \$8.00 - \$9.00 dollars per linear foot.

The bottom line is this: although there are dozens of options, it is likely that many buildings will not require gutter coverings and a semi-annual (spring and fall) cleaning schedule should be sufficient. However, if gutter coverings are required, there are several options for community associations to choose from. ■



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## Painting Your Community Every 4-5 Years Will Save You Money in the Long-run

By Matthew Antico,  
*Rainbow G&J Painting*

As the cold winter climate transitions into the blissful spring season, homeowners across the northeast start to notice the toll mother nature took on their home's exterior surfaces, especially if their community is not on a set painting schedule. All surfaces on the exterior of a home or building will receive a fair share of wear from mother nature. The most susceptible areas are surfaces made of wood or other natural materials specifically,

siding, trim, decks, and fences. A common mistake made by many community associations is to wait too long to paint or stain exterior surfaces made of wood. Some associations are only willing to repaint when the surfaces become noticeably unpleasing to the eye. It is advantageous for a manager and board members to be proactive when choosing to apply a fresh layer of paint or stain as it will save money in the long term, increase the longevity, and ensure the structural integrity of the wooden structure itself (decks) and the infrastructures that wooden sheathing protects (siding and trim). In some situations, a thorough coat of paint or stain on an unprotected wooden surface that is already damaged as a result of the weather can still curtail further corrosion and ensure it is properly protected into the future.

The majority of older communities in the Northeast were built using wood products for siding and trim. Pine and cedar are the most common wood used. Communities with the bulk of their buildings' exterior surfaces made of wood sometimes run into difficult decision-making situations as it relates to the frequency of wood replacement in order to stay on budget or to go over budget and ensure all rotted wood is removed. Unfortunately, decomposition is inevitable in all-natural wood products which have limited lifespans. However, the shelf life of a wood product's can be extended if routine painting or staining schedules are maintained. Many homeowners and board members believe exterior painting is done for cosmetic reasons only. This is true only when painting man-made products such as vinyl shutters, pvc trim, aluminum and vinyl siding.

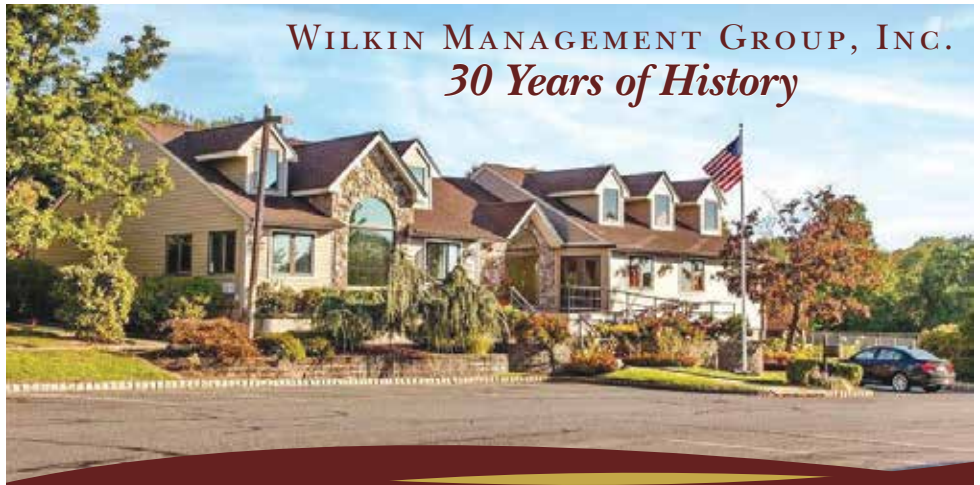
The process of wood decay is attributed to three

*"Some associations are only willing to repaint when the surfaces become noticeably unpleasing to the eye."*

er and board members to be proactive when choosing to apply a fresh layer of paint or stain as it will save money in the long term, increase the longevity, and ensure the struc-

main sources; sunlight, temperature changes, and moisture. Lignin, an organic substance with the important job of binding wood fibers together thus creating the structure of wood, breaks down from direct sunlight. This unavoidable process combined with the extreme temperature changes experienced throughout the northeast cause the structure of wood to warp and become disfigured over time. Previously applied layers of paint and stain will also begin to break down and chip away as the wood expands and contracts, thus creating cracks and entrance ways for moisture to enter. Once moisture reaches the broken-down crevices in wood, rotting will occur. The only remedy for

CONTINUES ON PAGE 40



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## PAINT...

from page 39.

a rotted piece of wood is to replace it, which tends to be expensive and laborious.

It is highly recommended by industry

professionals to properly prepare surfaces and apply a new coat of paint or stain every 5 years at a minimum to minimize the natural process of wood decay. It is also recommended to periodically check the open joints found around windows, doors, and

where siding meets trim. Open joints are sealed with caulk, which also expands and contracts with changing temperatures. If seals around these areas are exposed to the elements more entrance ways for moisture are created, thus risking the structural foundation of your home or building.

Over the past 25 years Rainbow G&J Painting has found that communities utilizing a 4-5-year painting or staining schedule tend to experience significantly less wood rot, thus keeping their carpentry costs much lower than those not on a regular schedule. In addition to the reduction in wood replacement costs, scheduled painting and staining gives managers and

*"Sometimes the application of one coat is sufficient but often communities find it cost effective to apply two coats."*

board members added flexibility when it comes to budget planning. Instead of confronting the major expense of painting or staining an entire community in one year, sections of a community would get painted each year and, at the end of the 4-5-year cycle, all buildings will be complete. At this time the cycle would start over again and; painting or staining can will resume on buildings painted in year one. Not only does this cycle ensure that all exterior wooden surfaces on homes throughout a community receive a fresh coat of paint or stain

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every 4-5 years, but it also puts a structured painting or staining plan in place for years ahead. This often frees up time for managers to focus on other important community matters. It is important to note that while many community boards identify painting or staining schedules as a valuable service for their association, not all communities choose to actually implement it. It's more practical to paint or stain all buildings in one year when communities are relatively small and the budget allows for it. In addition, there are some instances when board members have a personal preference of wanting the entire community painted at once.

When deciding how many coats of paint or stain to apply while project

CONTINUES ON PAGE 42

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## **PAINT...**

from page 41.

specifications are being created, it is extremely important to consult with an industry professional and even the product manufacturer. Sometimes the application of one coat is sufficient but often communities find it cost effective to apply two coats. Over the last 20 years, Rainbow G&J Painting has been on a 5-year staining cycle for all exterior cedar clapboard throughout a community association in Jamesburg, NJ. The community in Jamesburg, NJ, chose to apply 1 coat of solid latex stain to all cedar siding during the first 5-year staining cycle. When the 5-year cycle came to a completion and the next cycle started back up, there was still a considerable amount of cedar siding replacement that needed to be done. With the help of the product manufacturer, management, and Rainbow G&J Painting, the board decided to start the next 5-year cycle with an application of 2 coats of solid latex stain. When the change was made and the second 5-year cycle was completed, homeowners were pleased to see that cedar siding replacement was reduced considerably when comparing the first and second cycle. As a result, the total project expense was lower because wood replacement costs were reduced significantly. Adding a second coat of stain in this community proved to be a cost-effective decision.

This example describes perfectly how important it is to thoroughly go over project specifications with an industry professional before a project commences. While it almost always

does not hurt to apply an additional coat of paint or stain, some surfaces can be properly protected during a scheduled painting or staining cycle with only one coat. This judgement can be made by an industry professional based on the amount of direct sunlight the surface receives, age of the wood, and other unique circumstances.

There is no man-made product that can compare to the natural feel and beauty found in real wood products. This is why many communities still choose to use wooden siding and trim. Unfortunately, nothing can stop the inevitable process of wood decay which makes it exceedingly important to properly protect all exterior wooden surfaces during

their lifetime. A timely application of paint or stain will safeguard the natural beauty found in a wood product and prolong its life. With all of the top paint and stain products available on the market today, the right product can be found for every situation, no matter how unique it may be. The next time your community is planning a full exterior painting or staining project, it will be worthwhile to at least explore the idea of switching to a 4-5-year schedule. As it is important with any type of project, make sure to do a thorough review of project specifications with multiple industry professionals to ensure you picked the right materials and contractor for the job. ■

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# MANAGEMENT TRENDS

## Get Your Pool Ready for Summer

By Dawn Mackanic, CMCA

Summer is right around the corner and residents are usually very excited for the pool to open. Pools are one of the most used HOA amenities. Therefore, it's imperative to get it ready for the summer season and to make sure it's safe.

Start by inspecting all the components. Even if everything was working perfectly fine at the end of last season, that pool has now sat there all winter. One of the first things you should check is the surface of the pool for cracks, blisters and discoloration as they will take time to correct.

Have someone test the pool pumps to ensure that they are working properly. Check the pool deck and furniture to make sure they don't have any hazards.

Tighten any loose ladders or handrails. A few other important items, sometimes overlooked, are to check the phone line connections, the first aid kits, and the AED batteries and pads. And check the pool cover for damage—you will be thankful you did in the fall.

If your HOA uses a Pool Management company, make sure all the staff is trained properly, including the lifeguards. Pool safety is critical for the protection of your residents. Lifeguards are also usually responsible for day to day maintenance of the pool. They should also be well trained to monitor the chemicals and clean the pool properly.

If your HOA does not hire lifeguards, it's important to have strict safety rules in place. Many HOA's use the



*"If your HOA uses a Pool Management company, make sure all the staff is trained properly, including the lifeguards."*

"buddy system", which requires residents to not swim alone. Make sure that the first aid kit, rescue equipment and AED are clearly marked.

A few months before the season, make sure that you have the proper paperwork in place. Start early by getting the necessary forms together in order to get your permits. Check with your township to verify that there haven't been any changes in regulations. And be ready for your health inspector!

If you have a pool house or cabana, do a complete inspection of the bathroom fixtures. Think about safety issues, like slippery floors, and take necessary precautions. Have a plumber in place to de winterize the water lines. You will also need to have the bathrooms properly cleaned

CONTINUES ON PAGE 46

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### **Please remember to keep your seminar completion certificates in a safe place.**

These certificates are distributed at the end of each CAI-NJ seminar. This is proof that you attended and completed the seminar. You may need to reference the certificate in the future and CAI-NJ does not keep track of each member's attendance record. Community managers will definitely need the certificates to obtain credit for continuing education towards their designations.

## **MANAGEMENT TRENDS...**

from page 44.

and stocked with the necessities.

Have clear pool rules and guidelines for residents to follow. Some items to consider are: no running around the deck, diving or horseplay. Have residents accompany their guests and children should always be accompanied by an adult. Provide pool keys and have a sign in procedure.

Once you have a good set of rules in place, post them somewhere visual. Remind your residents of them prior to opening day. Talk to your lifeguard about making sure they are followed and the procedure for reporting any violators. Setting up a thorough set of rules and communicating them will help to reduce a community's liability and increase the safety of its residents.

The managers and board members have a responsibility to make sure that the pool is well taken care of and safe. And while the pool is often a source of enjoyment for the residents, they can be difficult to manage. Luckily, being prepared and taking proactive steps can help minimize the stress. ■



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**BUSINESS PARTNER  
BEST PRACTICES ROUNDTABLE  
DISCUSSION AND NETWORKING RECEPTION**

Two networking sessions (5:30 p.m. - 6:15 p.m. and 8:00 p.m. - 8:45 p.m.)

All attendees are invited to join the Managers Roundtable attendees for the networking sessions.

**Date:** Tuesday, May 15, 2018

**Location:** Stockton Seaview Hotel and Golf Club  
401 South New York Road  
Galloway, NJ 08205

**Agenda:** 5:30 p.m. - 6:15 p.m.: Cocktail Reception and Networking with Managers  
6:15 p.m. - 8:00 p.m.: Roundtables  
8:00 p.m. - 8:45 p.m.: Dessert Reception and Networking with Managers

**Pre-registration is required.**

*If you register for this program and cannot attend, please call the chapter office at (609) 588-0030 to cancel.*

Questions? Email Angela Kavanaugh at [Angela@cainj.org](mailto:Angela@cainj.org) or call (609) 588-0030.

Space is limited. Attendees are strongly encouraged to register by Monday, May 7, 2018.

CAI-NJ advises that for training, marketing or other purposes, this event may be recorded, videotaped and/or photographed. By attending this event, the registrant(s) consents to the use of his or her image by CAI-NJ and agrees to waive any claim for the use of his or her image, including without limitation, the appropriation of his or her image for commercial purposes or the invasion of his or her privacy.

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- Techniques to improve your proposal writing and what tools you should be using
- How to market your services through social media
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**BUSINESS PARTNER BEST PRACTICES ROUNDTABLE DISCUSSION AND NETWORKING RECEPTION**

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**REGISTRATION FEES:**

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## MANAGER BEST PRACTICES ROUNDTABLE DISCUSSION AND NETWORKING RECEPTION

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Two networking sessions (5:30 p.m. - 6:15 p.m. and 8:00 p.m. - 8:45 p.m.)

All attendees are invited to join the Business Partner Roundtable attendees for the networking sessions.

**Date:** Tuesday, May 15, 2018

**Location:** Stockton Seaview Hotel and Golf Club  
401 South New York Road  
Galloway, NJ 08205

**Agenda:** 5:30 p.m. - 6:15 p.m.: Cocktail Reception and Networking with Business Partners  
6:15 p.m. - 8:00 p.m.: Roundtables  
8:00 p.m. - 8:45 p.m.: Dessert Reception and Networking with Business Partners

### Pre-registration is required.

If you register for this program and cannot attend, please call the chapter office at (609) 588-0030 to cancel.

We require a cancellation notice at least 72 hours in advance. If a notice is not received, a \$25 cancellation fee may be charged per registrant. Substitutions are permitted if you cannot attend.

Questions? Email Angela Kavanaugh at Angela@cainj.org or call (609) 588-0030.

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By successfully completing this program, the New Jersey Chapter of Community Associations Institute (CAI-NJ) will approve 3 hours credit for this program towards the Professional Management Development Program (PMDP).



## TOPICS:

- Legislative update on issues affecting common interest communities in New Jersey
- Your guide to being HOPA (Housing for Older Persons Act) compliant
- When to update and how to manage your reserve study
- How to manage your reserve expenditures
- An amicable approach to developer transitions
- Outlining your clubhouse renovations in style

## MANAGER BEST PRACTICES ROUNDTABLE DISCUSSION AND NETWORKING RECEPTION

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# Welcome

NEW CAI-NJ MEMBERS

## Business Partners

### ARCHforensic LLC

Christopher David Ling

### Duke's Landscape Management, Inc.

Eric Cross

## Multi-Chapter Membership for Business Partners

### BB&T Association Services

Catherine Dickerson, CMCA

## Homeowner Leaders

### Aspen at Princeton Meadows

Andrew Mento

Penumarthi Ramesh-Bwatla

Murali Samala

Mohammed Sharif

Tumul Singh

### Chelsea Square Condominium Association

Thomas C. Bayer

Maureen Camilery

Jennifer Friscia

Arthur Fusco

### Concordia Community

Lucy Flynn

### Hastingstowne Association, Inc.

Joel Bornstein

Robert Farrar

Patricia Lytle

David Marks

Gregory Roth

Gabrielle Zuccaro

### Normandie Estates Condo. Assn.

Joel Bornstein

Robert Judovits

Pinky Malhotra

Marc Smith

### Quailbrook Phase IB HOA

Gus Dubiner

Carla Ulbrich

### Tapestry at Montgomery HOA

Steve Cramer

Andrew Davis

Steve Per

Eric Resch

Jeff Sands

### Wellington Manor Homeowners Association

Frank Colucci

Gerard Jeronowitz

## Manager Membership

### Raymond Barton

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### Michelle Flett

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Select your Chapter: \_\_\_\_\_ NEW JERSEY

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**Complete only the portion of the remainder of the application that applies to your category of membership.**

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**\*TOTAL MEMBERSHIP DUES (as of October 2, 2017)**

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Home Address: \_\_\_\_\_

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City/State/Zip: \_\_\_\_\_

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**\*\*Total Membership Dues above include Advocacy Support Fee.**

**BUSINESS PARTNER:**

- Accountant  Attorney
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Please specify: \_\_\_\_\_
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## PEST CONTROL...

from page 28.

easily move through. They prefer damp, dead wood since it's easier for them to chew through. When left untreated, carpenter ants will create large nests within wooden structures causing extensive damage.

### Ticks and Mosquitoes

The two insects that are a major health hazard to residents and employees are ticks and mosquitoes. These biting blood-suckers are responsible for spreading a host of diseases. Scientists refer to these insects as "disease vectors" because they act as middlemen, taking the infected blood of some animal (most often, the white-footed mouse) and transferring it to people when they bite us for their next blood meal. These insects, especially ticks, are known mostly for transmitting Lyme disease, a chronic disease that can leave those affected with debilitating neurological and cardiac problems. New Jersey has the dubious distinction of the second highest total number of cases of Lyme disease, second only to Pennsylvania.

The mosquito to worry about in the New Jersey is the black and white Asian tiger mosquito. These mosquitoes are persistent biters that bite at all times, day or night. The Asian tiger is a known carrier of encephalitis viruses and the West Nile virus. Fortunately, in New Jersey, there have not been any reported local mosquito transmissions of the dreaded Zika virus responsible for microcephaly and other birth defects.

Property managers must be vigilant about protecting grounds and tenants from these dangerous pests. The key is prevention. For mosquito prevention, thoroughly inspect your property and make sure that all standing water, which mosquitoes use to lay their eggs and breed, is eliminated. For tick prevention, eliminate tick harborage sites, including good lawn care. High grass = high ticks! There are also preventative mosquito and tick treatments available from pest control services that act as a barrier to keep these pests off your property.

### Conclusion

Developing a comprehensive Integrated Pest Management (IPM) Program tailored specifically for the needs of your

CONTINUES ON PAGE 56

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## LEGISLATIVE UPDATE...

from page 8.

dealing with Public Recreational Bathing. As you will learn from reading the article in this issue by Beth Barnett and Ben Basch from American Pool, these new regulations apply to public pools and, in many instances, pools located in private common interest communities. Make sure you discuss this with your pool vendor and your legal counsel to ensure your association is in compliance with these important rules.

Happy Spring! Talk to you next month...■

## PEST CONTROL...

from page 54.

property, will be the most effective way to save your budget over the long-term and will avoid costly property damage. A pest-free community keeps your residents happy, maintains the reputation of your property, and makes you look good! There is absolutely nothing wrong with a property manager having a pest control service do all the work, while still taking all the credit! ■

**Not a Member?  
Join Today!**

**Fill out the membership  
application on page 51  
of this issue!**

**Call (609) 588-0030 with your  
questions about joining CAI.**

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*For information on how you or your employees can earn the Educated Business Partner distinction email [info@cainj.org](mailto:info@cainj.org).*

## **CREDENTIALS...**

from page 13.

extensive list of requirements. In addition to the CMCA®, all six 200-level classes CAI courses must be completed with a passing score. The CMCA application will also ask for supporting documentation, such as any CAI and other industry-related educational programs and services you participated in, as well as your relevant work experience. Once the CAI approves your application, you are given a year to complete the required Case Study for PCAM® designation.

What exactly is a Case Study? The PCAM® Case Study is an extensive two-day examination of a community association. It combines classroom discussion with an on-site visit to inspect an actual property. You will have the opportunity to speak with managers, attorneys, board members, and other important personnel. In addition, you will review pertinent documents and administrative procedures. At the end of the second day, the instructor will provide you with questions which will need to be answered in detail and returned to the teacher within a month. These questions give you the chance to demonstrate the knowledge you acquired in your prerequisite courses.

The application for the PCAM® can be found at <https://www.caionline.org/LearningCenter/credentials/Documents/PCAM%20Application.pdf>.

## **LSM**

Lastly, a Large-Scale Manager (LSM) designation can be obtained by experienced large-scale managers who have already earned their PCAM®.

The requirements for the LSM include:

Minimum of ten years of community association management experience, OR Five years of community association management experience AND five years of municipal management OR a similar position of responsibility at the executive level OR hold a Master's degree in Public/Business/Parks & Recreation Administration.

"LSM candidates must currently be a professional large-scale manager, for at least five years, responsible for the day-to-day operation of a large-scale community association."

Prior to completing the application, you must attend a large-scale manager's workshop and complete the M-340 (<https://www.caionline.org/LearningCenter/Education-for-Managers/M300/Pages/M-340.aspx>). The application can be found at <https://www.caionline.org/LearningCenter/credentials/Documents/LSM%20Application.pdf>.

[org/LearningCenter/credentials/Documents/LSM%20Application.pdf](https://www.caionline.org/LearningCenter/credentials/Documents/LSM%20Application.pdf).

Furthering your education by obtaining these designations helps to build your professional image and increase your expertise and knowledge base. Board members, homeowners, and management companies are always in search of skilled professionals to manage their communities. A CMCA® designation and beyond shows others that you have obtained the fundamental knowledge needed to successfully manage a community. Finally, according to the CAI's Community Association Manager Compensation and Salary Survey "managers who obtained CMCA certification earn, on average, 18% more than non-credentialed community association managers."

Also Check out the Education Road Map located on CAI NJ Website! ■

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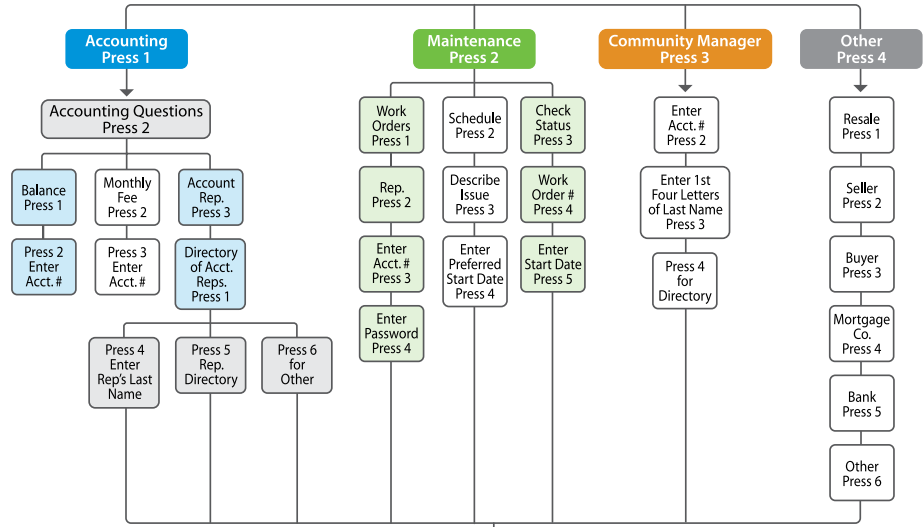
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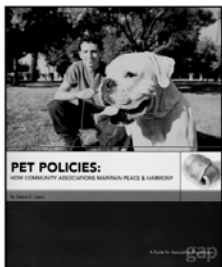
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