

**Be sure to Save The Dates as we Launch our 2020 Level Board Training Series**

## An Educated Board Is a Better Board!

**Hosted By: Anne Calarco, President**

Board Seminar

**1.23.20**

with

Instructor: Adam Clarkson

Board Seminar

**3.26.20**

with

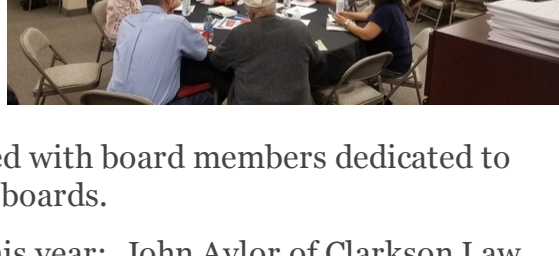
Instructor: John Leach

### LEVEL BOARD TRAINING EDUCATION SERIES

#### OCTOBER 2019 BOARD DILEMMA ROUNDTABLE

In 2019, Level held a power packed series of board seminars and our annual Board Dilemmas Roundtable Seminar held October

10<sup>th</sup>, was exceptional and the tables were packed with board members dedicated to their fiduciary role in serving their community boards.



A HUGE Thank You to our table moderators this year: John Aylor of Clarkson Law Group, John Leach of Leach, Kern, Gruchow, Anderson, and Song, Michael McKelleb of McKelleb, Carpenter, and Hazlewood, Michael Schulman of Wolf, Rifkin, Shapiro, Schulman, and Rafkin, and our very own Anne Calarco, CMCA, AMS, LSM, PCAM; President of Level Community Management.

The challenging dilemmas were picked from the many board member's dilemmas suggested by board members. The evening had food, challenging dilemmas for each table group to analyze, deliberate, and work through with moderators to find a resolution, and even a few good chuckles!

Dilemmas discussed included: Pay for Play, Associations ability to charge residents for use of amenities, Neighbor to Neighbor escalating complaints and where issues of water leak damages from one affecting another in condominiums posed more challenges and responsibilities to boards and associations, Harassing, threatening behaviors and what actions may be taken and where a board is faced with an offender being on the board, and ADA requested accommodations with lasting architectural modifications affecting association common areas.

## Board's Corner

**Vice President Ashley Livingston sits down with Board President Jeff Gillespie**

With more than a decade of time served on his association board, Board President Jeff Gillespie has been hugely influential on ensuring the financial health and continued aesthetic appeal of his community. As part of Level's Spotlight on community volunteers we sat with Jeff to discuss his time as a board member.

**Q. Over the last 12+ years served, what have you found most challenging about serving?**

I think learning the way things, you come in and don't know anything about how they work. I never knew you couldn't use reserve money (for operating projects). I didn't know anything about that. When we came to Level, we had nothing, zilch, nothing. Learning proper regulations and conveying things to board members and residents can be a challenge.

**Q. Have there been any specific enforcement or maintenance challenges?**

I don't think anything, because our CC&Rs are pretty straight forward and anything that we've had a major question on we've had to get legal opinions, like when it came to the parking, we got other experts as well, like the fire department, etc.

**Q. What are you most proud of accomplishing during your tenure serving?**

I think we've had three payment assessment holidays. That's pretty strong. People like that. That wasn't just me, obviously. That was a whole board, a whole team, of everyone. It was great to be able to have three holiday assessments and not raising assessments- we just had our first increase in 10 years. We haven't had to raise them in 10 years and our reserve is fully funded. Like I said, when I came on the board, we had nothing, literally.

**Q. Do you have any advice for board members who are newer or less experienced?**

I think it's important that board members say and feel their mind and I think difference of opinion is good, you know and you want to have a diversified board. For instance, I don't use the pool much, so it's nice to have board members who use the pool or the park. I think it's important that if something doesn't go your way, it's a majority decision. We have 5 people on the board and the key is you want to respect everyone's opinion.

**Q. Would you recommend fellow board members go to classes why or why not/?**

Absolutely, you gotta take classes, you gotta be involved and learn as much as you can. Coming from an ordinary homeowner to be a board member, it's unbelievable the stuff you'll see and learn you gotta get education and expect to spend some time. It's hard for some people. I understand that. Just because people go to classes, doesn't mean they're gonna get it, though.



### LEVEL COMMUNITY MANAGEMENT

#### EMPLOYEE SPOTLIGHT

Level is excited to announce the promotion of Supervising Community Manager Dawn Marshall to the company's new Director of Professional Development. Dawn has been in the HOA management industry for more than 16 years and holds the national designations of Association Management Specialist and Certified Manager of Community Associations.

In her new role, Dawn will be responsible for overseeing a training program for Level's newly licensed Provisional

Community Managers. Additionally, Dawn will assist in creating programs geared toward employees' general professional growth and enhancement.

Regarding her promotion, Dawn said that she looks forward to aiding in creating a team on every level where staff members can rely on one another to accomplish the end goal every day.

Accomplishing that end goal of providing excellent customer service and guidance to the associations managed entails positive self-presentation, organization, honesty, integrity, respecting yourself and others, proficiency and efficiency, she said, in addition to taking pride in your work and being able to put oneself in another's shoes.

Level looks forward to Dawn having success in her new role and helping to prepare new managers for the myriad of things that can be thrown at them during any day in the HOA industry.



### Advice from an Expert

Bradley Baldwin, BrightView Landscape

The debate between frequent shearing of shrubs versus seasonal pruning can get as hot as the summer sun! Fans of shearing diminish as they come to understand the benefits of seasonal pruning.

#### Health Benefits

•Shearing is detrimental to the long-term health of a shrub but proper seasonal pruning can enhance plant health over time. Shearing stimulates growth of a twiggy outer layer that shades the interior of the plant which forces the interior to become full of dead wood and leaves. The shaded interior is more prone to insect attack, dieback and damage from frost or drought. The growth pattern of a rejuvenated shrub allows light and air to reach the plants interior reducing dead wood and disease.

#### Environmental Benefits

• Sheared shrubs burn more energy requiring considerably more water to stay alive. Rejuvenation pruning uses less irrigation water and requires fewer trips to landfills.

#### Aesthetic Benefits

•Sheared shrubs are difficult to keep consistently shaped and will appear inconsistent as they try to flower. Over time, the constant shearing will show dead wood on the shrub. The natural shape of seasonal pruning not only increases the lifespan of shrubs but it also provides a look that is more consistent with current landscape design.

#### Hard Prunes

Plants that can be heavily cut back:

- \*Crape Myrtle
- \*Chaste/Vitex Trees
- \*Oleanders

#### Yearly Cutbacks

Plants that need to be cut back after last frost:

- \*Lantana
- \*Mexican Bird of Paradise
- \*Ornamental Grasses

#### Rejuvenation Pruning

Plants to be cut back 3-6" to promote new growth

approx. every 3 years

- \*Texas Rangers
- \*Feathery Cassia
- \*Orange Jubilee/Yellow Bells

### Level Customer Whisperer Award

Level prides itself on a quality level of customer service for our communities, and for the new year 2020 we are honoring each quarter one of our staff that exhibits excellent skills in serving our clients!

This quarter's Customer Whisperer Award goes to Keri Wilson!

Congratulations!



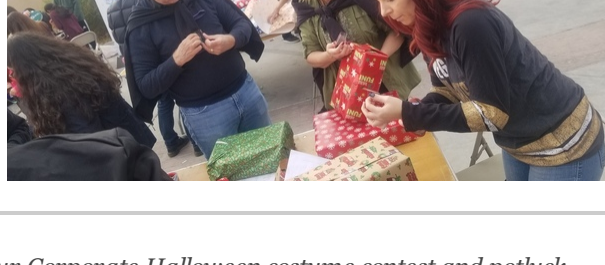
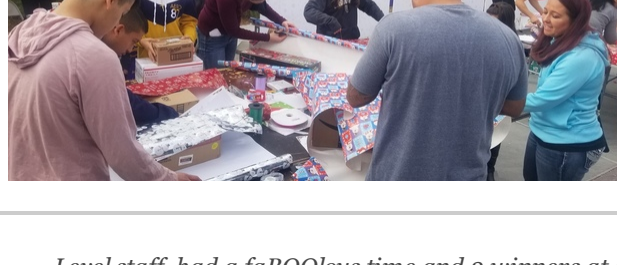
### Onsite Happenings

On December 7<sup>th</sup>, approximately 60 Yellowstone HOA children and their families joined Santa (aka Level Manager Jeff Pope) for cookies, a preschool performance, crafts, coloring and of course the children all had a chance to visit with the big guy himself.

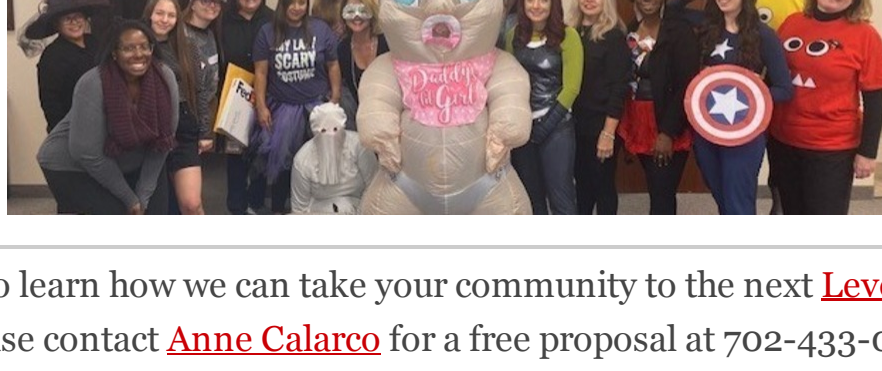
In the evening, Yellowstone residents, enjoyed a potluck holiday dinner and lively conversations with their neighbors! A great way to meet new neighbors and have some holiday cheer.

### NPHY- NEVADA PARTNERSHIP FOR HOMELESS YOUTH

Level Community Management would like to Thank all of our board members, homeowners, vendors and staff that donated their gifts and time to help make the holiday season brighter for thousands of homeless youth in Southern Nevada!



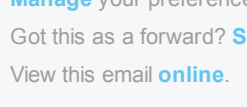
Level staff had a faBOOulous time and 2 winners at our Corporate Halloween costume contest and potluck.



To learn how we can take your community to the next **Level**, please contact **Anne Calarco** for a free proposal at 702-433-0149.

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