



Lakewood, Colorado Edition Summer 2007

Featured Community

NorthPark East Association is located in Westminster and was established in February 1983. NorthPark East is a premier community of 459 town homes and 51 single-family homes located in the North Denver Metropolitan area. The amenities for this Association include over 65 acres of open space, four tennis courts, a clubhouse available for rental, as well as swimming and wading pools.

NorthPark East, or NPE, started as a Managed With Care community since 1997 and is now a Colorado Association Services client. NPE is one of the largest multi-family homeowners associations in the Denver region and is characterized by intricate architecture, variegated landscaping, including extensive greenbelt and major recreation facilities.

NorthPark East has faced many challenges in its twenty-four (24) years of operation. In 1992 the

Board of Directors initiated a Declaration amendment that required 90% homeowner approval. This amendment provided for the inclusion of single-family homes in the community and a provision to allow for insurance and exterior painting for all town homes. In 2002 the Board authorized the installation of an ecologically friendly swimming pool filtration system for their junior Olympic pool that conserves a hundred thousand gallons or more of water per season. In 2004 and 2005 NPE initiated a perimeter cedar fence replacement that cost over \$250,000 but over the lifetime of the recycle material fence will save the homeowners association well over a half a million dollars. This Association takes its fiduciary obligation very seriously and has always taken a proactive approach to what is best for their Association as well as their Community. 🇺🇸

CAS Welcomes Its Newest Associations

Fronterra Village, Commerce City

Greenside Clubhomes at Harmony, Timnath

Harmony, Timnath

Lakeview Estates Condominiums, Lakewood

North Creek Farms, Thornton

Sage Creek Residential Community Homeowners Association, Ft. Collins

Sage Creek Townhome Association, Ft. Collins

Steeplechase IV, Littleton

Yacht Club Community Association, Westminster

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CASLink is a publication of Colorado Association Services (CAS).

CAS is an Associa® company, the nation's leader in community association management.

A Celebration of Associations

Colorado Association Services appreciates those associations that have been a part of our team for 10 years or more in the Metro area and 5 years or more in the Ft. Collins area. They have created with us, their vendors, owners and professionals, a community and a team that works effectively for the success of their community. Help us celebrate these associations:

- Brookside Condominiums – Ft. Collins
- Canyon Point Villas - Golden
- Centaur Village West - Lafayette
- Columbine Townhouses III - Littleton
- East Bay - Denver
- First Jefferson Green – Lakewood
- Foothills Village – Ft. Collins
- Heritage West - Lakewood
- Huntington Acres – Greenwood Village
- Northpark East – Westminster
- Ridgewood Village Townhomes – Ft. Collins
- Rock Creek Master - Superior
- Sundance at Willow Springs – Morrison
- Sun Disk Condominiums – Ft. Collins
- The Landing at Standley Lake - Arvada
- Waterside I – Lakewood
- Wellington Pointe Condominiums – Wellington
- Wellington West Homeowners Association – Wellington
- Willow Springs Community Association – Ft. Collins 🇺🇸

Staff Movers and Shakers

Jessica Lindzy took the M-100 test on March 21-23 and passed with flying colors. On to the CMCA® test!! The M-100 test is designed to test a manager's base knowledge regarding management of communities. Following passing the M-100 the manager takes a study course for the CMCA® and then takes that test to become a Certified Manager of Community Associations.

It was a bittersweet event for the retirement of Barbara Kinnear at Colorado Association Services. After 22 years in the industry Barbara is really retiring this time. A retirement reception was held on June 27 to honor her. Current and former board members as well as a number of those who worked with Barbara on a regular basis attended the recep-

tion. We wish her fun and relaxation in retirement.

Cara Reardon has joined our family as a community manager. She holds her AMS® designation and has 13 years of experience in the association management business. Cara is in process of learning about her new portfolio. Please welcome Cara to CAS.

Linda Smart comes to us as a new administrative assistant. She will be assisting us with accounts receivable, filing and other clerical duties.

Justin Kresh and Tim Cowhick have decided to tackle new adventures outside of association management. We wish both Justin and Tim the best of luck in their new adventures. 🇺🇸

What Makes a Good Board Member?

I've been approached on several occasions by interested homeowners who feel they may not have the qualifications or the expertise to serve their community as a board member. Therefore we'd like to reiterate the essentials of what it takes to be a good and valued board representative including the following:

- Willingness to serve/ time commitment/ come prepared for meetings
- Willingness to listen/be compassionate and patient
- Remain in good standing with association by paying assessments on time, and setting a good example.
- No particular expertise required
- Always work as a team member, remember you are just one member of the board.
- Do not give personal opinions or advice outside meetings to homeowners and do not spread gossip or information (or misinformation)
- Do not have your own agenda/be able to look at the big picture and make decision based in the best interest of entire community.
- Set Boundaries/takes courage to make decisions and stick to them
- Conduct yourself at all times professionally

Your basic fiduciary duties or responsibility are

to always act in a position of trust. Think about it—You have an awesome responsibility to make decisions based on the best interest of your community. Your homeowners have placed their trust and confidence in you to make the decisions that will affect their welfare, as well as their property values.

You and the other directors are responsible for preserving, protecting and enhancing the common elements of the community. Recent history has shown a direct correlation between well run, properly maintained community associations and rising home values. Unfortunately, the same correlation exists between poorly operated and maintained communities and declining home values.

You are a very valued commodity in your community, this may be a volunteer position and your association is a non-profit organization, but it is also a corporation with a large responsibility and potential liability. It requires a professional approach and you as a board representative should be thanked and applauded for your time and commitment. We at CAS do just that. 🇺🇸

Article by Pat Arch, CMCA®, AMS®. Former CEO of Managed With Care. Pat prepared this article before her retirement, and it's our pleasure to print it here. We all hope she is enjoying her time away and time with her grandchildren.

What's Happening in Customer Service!

Customer Service at Colorado Association Services has one goal and that is to build a reliable partnership with our client through dependable, attentive service to your community. To achieve this goal we work diligently with you and our managerial, accounting, administrative and maintenance staff to see that your needs are met as expeditiously as possible and at a reasonable cost. Our desire is to continually improve our service and we are excited to let you know that our accounting staff members; Denise, Sharon, Melissa, Phil, Felecia, Misty and Jennifer have completed the transition to the Tops software and are providing you with quality financial reports for your associations.

We have also been improving our maintenance department through the quality efforts of Lana Hill in Customer Service and Jed Vickers providing maintenance to many of our clients. As homeowners have maintenance requests, they need only to contact Lana in our customer service department. Lana qualifies the work necessary, determines responsibility for the work-homeowner or association, then reviews it with and receives permission from the community manager before assigning the work to the board approved vendor. That vendor may be either an outside

source or the CAS maintenance department. Lana then advises the homeowner of the vendor and the expected appointment time for the work. Homeowners, board members and vendors have expressed their appreciation for how the maintenance and customer service program is working. Keep up the great work Lana and Jed.

Service improvements in several other CAS voluntary programs are being implemented with new user friendly web sites, improved insurance program with variable deductibles and high quality coverage as well as improved results through the waste removal program. If you are not presently using one of these programs, feel free to request details from your community manager or leaders at CAS.

CAS sponsored another Board member training seminar in legal, landscape and swimming pool operations. This seminar and vendor fair was held on July 21, 2007. If you were unable to attend and would like information on what was discussed, please contact your community manager. As always, we look forward to working with our clients to improve understanding in all aspects of your community. 