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# FALL 2021



HEARTLAND CHAPTER

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**PRESIDENT’S LETTER**  
**BY: JENNIFER BLOCK**



Hello everyone,

Hard to believe it is already the third quarter and summer has come to an end. There may be cooler temperatures in the air but, the Heartland Chapter is hotter than ever. Two of our largest events are behind us and it is time to gear up for our last few programs and the holiday party!

The CAI Trade Show/Expo held in August offered an educational program covering some hot topics and was well attended. Afterward, the downstairs exhibit hall was filled with eager business partners and community managers ready to engage with our community association volunteer leaders.

Winghaven Country Club was the site for our 15th Annual Golf Tournament. The weather was perfect and of course fun times had by all. Congratulations to Ross Hardy’s team for being the big winners this year. A huge ‘Thank you’ to all the volunteers, business partners, tent sponsors and committee for all the hard work. \*\*\*Reminder\*\*\* to mark your calendar for next year’s event - Lake Forest Country Club – 10/10/2022.

As Fall approaches, it is a reminder of the importance of a solid budget for your community. I challenge each manager and board member to utilize the CAI Membership Directory and Website. When looking for a proposal, our business partners are ready to assist you with proposals for upcoming work.

Enjoy the wonderful articles and pictures from our most recent events! Looking forward to seeing everyone soon!

Sincerely,

Jennifer Block  
President of CAI Heartland

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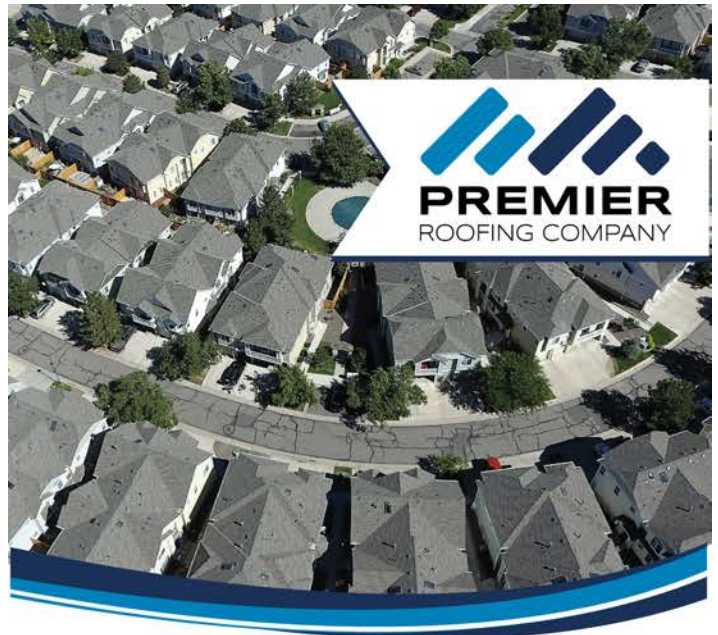
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## CAI NOMINATING COMMITTEE NOTICE

TO: All Members, CAI Heartland Chapter

FROM: Nominating Committee  
Jennifer Jeckstadt, CMCA, AMS, Past President  
Adrienne Petty, CMCA, AMS, PCAM President Elect  
Stacy Sapienza, EBP, Business Partner  
Todd Billy, CCAL Fellow EBP, Business Partner  
Angela Johnson, CMCA, AMS, PCAM, Community Manager  
Eric See- Leynes, CMCA, AMS Community Manager  
Patrick McClanahan, CMCA, Community Association Leader

DATE: September 16, 2021

RE: Slate for 2022 election to the Board of Directors

Annual Meeting/Director Election Date: December 9, 2021

<b>Candidate</b>	<b>Membership Representation Group</b>
------------------	--

Mike Dee, CMCA, AMS	Community Manager
---------------------	-------------------

Ross Hardy, RS, EBP	Business Partner
---------------------	------------------

Jim Ruebsam, CIRMS, EBP	Business Partner
-------------------------	------------------

**Note:** The nominating committee is recommending the above nominees serve as Directors to fill the expiring terms of the same Membership Representation Groups. In accordance with the By-Laws, the nominating committee must receive written petitions for additional nominees, and the written petitions must be signed by three (3) members. If no petitions are received by the nominating committee, then, on the election date, the Secretary shall cast a unanimous ballot for the slate of nominees nominated by the nominating committee and such nominees shall be declared elected Directors of the Chapter. **Nominations forms are due no later than October 22, 2021. Please submit to Chapter office at P.O. Box 953,**

**DOWNLOAD THE SELF NOMINATION FORM AT [CAIHEARTLAND.COM/COMMITTEES](http://CAIHEARTLAND.COM/COMMITTEES).**

## 2021 CHAPTER AWARD APPLICATIONS

We are now accepting 2021 Chapter Award applications:

Business Partner of the Year Application 2021

Community Association of the Year Award Application 2021

Community Association Volunteer Leader of the Year Application 2021

Community Manager of the Year Application 2021

Download applications and see the 2020 Chapter Award winners by visiting [caiheartland.com/about-community-associations-institute/chapterawards/](http://caiheartland.com/about-community-associations-institute/chapterawards/).



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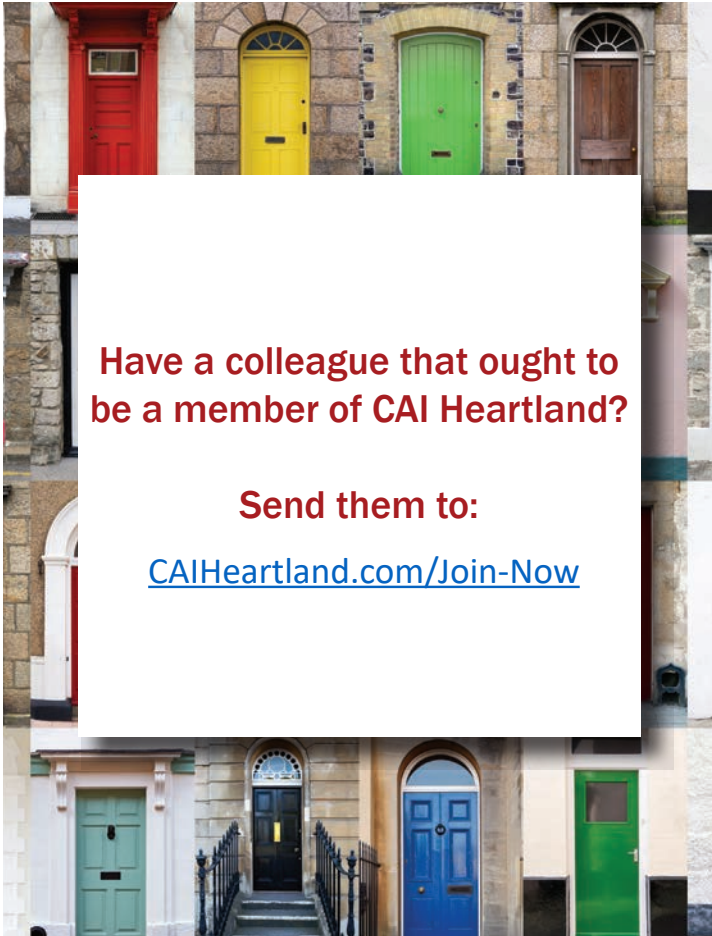


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# COMMUNITY MATTERS: HOW TO BE A GOOD NEIGHBOR AND BUILD CONNECTIONS IN YOUR HOA

WRITTEN BY: LAURA OTTO, CAI NATIONAL

Delivering baked goods or introducing new residents to others in the community are some of the ways you can be a good neighbor. According to a CAI survey released on National Good Neighbor Day (Sept. 28), nearly 67% of respondents who live in a homeowners association or condominium say sharing important community information and resources is how they engage with new residents.



After [more than a year](#) of remote working, virtual meetings, and social distancing, more than half of those surveyed say they have become [closer to their neighbors](#) during the COVID-19 pandemic and [more reliant on them than before](#).


Some respondents are noticing other changes since the pandemic began. Close to half say they have made some type of home improvement such as adding a screened-in porch, patio, or finishing their basement. In addition, more than 40% have noticed more pedestrians and bike riders on their neighborhood streets and sidewalks, as well as more children playing outside. Only 14% say they have not noticed any changes in their neighborhood since the beginning of the pandemic.

Being an engaged resident is important for the well-being of a community. More than 75% of respondents say they volunteer on their homeowners association board and nearly 60% participate in social events and recreational activities organized by residents. Only 6% reported that they don't participate in any neighborhood events or activities, illustrating how homeowners associations and condominiums value and celebrate community.

How well do you know your neighbors? CAI's survey found that close to 60% of respondents know their neighbors very well. Additionally, an overwhelming

90% believe they are a good neighbor, citing being caring, helpful, and respectful as traits that contribute to an overall healthy community.

Here's how you can be a good neighbor beyond just a smile and a wave:

- Welcome any new neighbors to the community with a handwritten note or stop by and introduce yourself.
- Be mindful of noise—loud music, barking dogs, and power tools—that may disrupt the neighborhood beyond a reasonable hour.
- If you borrow something from your neighbor, return it promptly and in the same condition they lent it to you. Be sure to express your thanks.
- Be social. Inviting a neighbor over for coffee and conversation can foster new friendships and keeps your neighborhood warm and welcoming. bill would also defeat any actual amendment of the Declaration or Indenture without unanimous approval. We are trying to work with the sponsor, but it's very difficult to ascertain what he is seeking to accomplish that current law doesn't address. 

>> Find more resources to benefit your [community association living experience](#).





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# RESPONDING TO TRAGEDY: HOW CAI IS OFFERING SUPPORT AND RESOURCES FOLLOWING THE SURFSIDE CONDO COLLAPSE

**WRITTEN BY: JAMES DODSON IV, CAI NATIONAL**

The tragedy in Surfside, Fla., evoked many emotions for us all: Shock, sadness, compassion, and determination. The resolve to understand how and why something like this happened and offering support to make things better will be necessary. The impact of this disaster will be far-reaching, changing many aspects of the communities we serve as volunteers, managers, and business partners.



Many of these changes we can anticipate, some we might surmise, and others will be unexpected. It will take time for all of this to unfold. I'm confident CAI will be there to help us through each and every change.

Following the Champlain Tower South condo collapse, CAI:

Released two statements offering support and resources that homeowners, board members, and community managers could use to ensure their safety and that of their buildings.

[Convened a meeting](#) with the Government and Public Affairs Committee, the College of Community Association Lawyers, insurance professionals, reserve analysts, developers, and others to discuss preliminary policy issues to consider in the coming weeks and months.

Traveled to Surfside, led by Chief Executive Officer Tom

Skiba, CAE, and Senior Vice President of Government and Public Affairs Dawn M. Bauman, CAE, to hold a conversation with CAI Southeast Florida Chapter members and support the entire community.

Released [caionline.org/condosafety](http://caionline.org/condosafety) with downloads and access to research, articles, and more.

Created a media package of resources and participated in dozens of media interviews.

Formed three [working groups](#), focused on uncovering and identifying the improvements that can and should be made in these focus areas: building inspections and maintenance; reserve study and funding plans; as well as insurance and risk management. The groups presented their initial recommendations in August at the CAI

Annual Conference and Exposition: Community NOW, in Las Vegas.

Most recently, CAI took part in two town halls: Hosting one at our annual conference and attending a second one (by CEO Tom Skiba) held by Florida State Representative Daniel Perez earlier this month to discuss the impacts of the tragedy.

There is still much work to do as we continue offering support to the communities we serve. As you seek to [prepare your community](#) for the risks associated with aging infrastructures, the first questions boards should address are: [Is our building safe?](#) Does our community have a reserve study and a fund for the repair and replacement of major components owned by the community? **CAI**

>> For additional resources, visit [www.caionline.org/CondoSafety](http://www.caionline.org/CondoSafety).

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# HEALTHY HABITS: PRIORITIZING COMMUNITY MANAGERS' PHYSICAL AND MENTAL WELL-BEING

WRITTEN BY: MELISSA RAMSEY, CMCA, AMS, LSM, PCAM

Community association management is a rewarding profession, but it comes with numerous challenges that can take a toll on our physical and mental well-being. There's no doubt that managers also have seen an increased workload as we've [guided our communities](#) through the COVID-19 pandemic.

Over the past year, managers have [coped with additional stress](#) as they have helped residents with elevated frustrations and those facing personal

excitement, come network with other attendees in the relaxing environment of the Wellness Lounge, have some healthy refreshments, take part in a step challenge, get a quick massage, and receive tips for stress relief and meditation. We'll also be handing out a brochure that highlights mobile apps to support mindfulness, self-help books and podcasts, and more. The Wellness Lounge is proudly sponsored by [BrightView](#).




struggles. Tasked with managing a community's daily operations, managers often take the brunt of a homeowner's anger even if it has nothing to do with the community association. That reality can quickly weigh on us if we don't find an outlet to decompress.

CAI's 2021 Community Association Managers Council recognized these challenges and made manager wellness a priority by organizing three task forces focused on improving physical health, mental well-being, and work-life balance. This led us to organizing the new Wellness Lounge at this year's [CAI Annual Conference and Exposition: Community NOW](#), in Las Vegas.

If you need a break from all the conference

I continue to urge managers to focus on self-care. Author Paulo Coelho said it best: "When you say 'yes' to others, make sure you are not saying 'no' to yourself." Step away from that frustrating email and go out for a walk. Take a few moments to meditate after an unpleasant phone conversation. Reward yourself with a treat after a successful board meeting. Learn ways to relax and find activities that you enjoy.

Remember that each of you are doing an amazing job. We are a unique group of professionals who are asked to do many things and take on many demands for the communities we serve. Don't forget to take a step back when you're feeling overwhelmed; prioritizing your physical health and mental well-being will help keep you thriving. 



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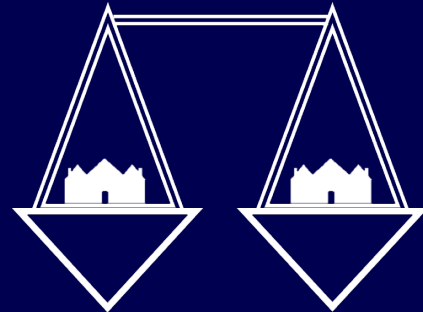
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# Robert "Cujo" Teschner

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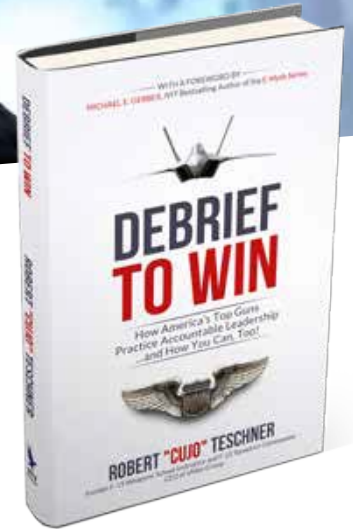
"Our greatest glory is not in never falling,  
but in rising every time we fall."

Ralph Waldo Emerson

Robert "Cujo" Teschner is a motivational keynote speaker, author, and Founder & CEO of VMax Group, a leadership development company. His focus is on teaching accountable leadership and teamwork to businesses across the globe.



A decorated graduate of the U.S. Air Force Academy, Air University and the National War College, Rob is also a Distinguished Graduate and former F-15 Instructor at the USAF Weapons School. It was there that he honed his craft of teaching accountable leadership to the top practitioners in the world. Additionally, Rob was privileged to command an operational F-22 squadron and ultimately was honored to be promoted to the rank of full Colonel.



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# HIGHLIGHTS FROM THE 2021

Annual CAI Heartland

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# HIGHLIGHTS FROM THE 2021 BILL SUMMERS MEMORIAL GOLF TOURNAMENT



Tournament Winners - Criterium Hardy Engineers team  
Congratulations Ross Hardy and his team!





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# MEMBERSHIP UPDATE

## NEW MEMBERS

Kansas City Property Solutions  
Bella Vista Property Owners Association  
Bella Vista Property Owners Association  
Bella Vista Property Owners Association  
Community Property Management  
CondoLogic  
Connell Insurance, Inc.  
DNI Properties  
Gardens of Broadmoor Condominium Association  
Gardens of Broadmoor Condominium Association  
Gardens of Broadmoor Condominium Association  
Harbors at Lake Chesterfield Homeowners Association  
Jaime Fraser Carr Law, LLC  
Madison Park Homeowners Association  
Madison Park Homeowners Association  
Robson Property Management  
The Smith Management Group  
The Smith Management Group  
The Smith Management Group  
Woodland Lakes Trusteeship, Inc.

Ms. April Preston  
Ms. Jackie Gain  
Ms. Jan Hagan  
Mrs. JB Portillo  
Ms. Mandy Walter  
Ms. Jennifer Tirado  
Mr. Nate Pearson Connell  
Ms. Robyn Bunting  
Mr. Rondald Clements  
Mrs. Mary Easley  
Miss Janet Lowe  
Mrs. Samantha Michelle Hoene  
Ms. Jaime Carr  
Ms. Bernadette Hall  
Mr. Evan Sherman  
Mrs. Avery Rose Hassenplug  
Mrs. Lisa Marie Love  
Ms. Deanna Perkinson  
Shawn Ward  
Ms. Rebekah Housmen

★CONGRATULATIONS★

## CONGRATULATIONS TO THE NEW CMCA'S AMS', AND PCAM'S

### NEW CMCA

Jim Todd  
CMCA Sentry Management Kansas City

## WELCOME MATT HALL!

Alliance Association Bank is pleased to announce the addition of Matt Hall to our team, where he will serve as Vice President of HOA Lending for the central region. You may recognize Matt, as he has worked in the community association banking industry for the past several years in the Midwest.

In his role at Alliance Association Bank, Matt will work closely with community associations to develop and tailor loan products and structures to meet each community's unique needs. Matt's extensive experience in the community association industry allows him to draw on previous experiences to recognize and understand the unique opportunities and challenges that face the communities you serve.

A graduate of Western Illinois University, Matt has also earned certifications in leadership course. He is an active member of the Community Associations Institute (CAI), maintains an Educated Business Partner status from CAI of Illinois and has served on Educational and Golf committees for CAI of Illinois. When not banking, Matt enjoys golfing, spending time with family and supporting local community events including the United Way and fundraising for local middle and grammar school youth sports.

To congratulate Matt, please email [matt.hall@allianceassociationbank.com](mailto:matt.hall@allianceassociationbank.com).





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**Meet Your Community Association Banking Experts:**



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Vice President  
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<sup>1</sup>Funds deposited through the Lockbox will follow Western Alliance Bank's funds availability policy as outlined in the Deposit Account Agreement Disclosure. <sup>2</sup>Fees may be imposed for additional services related to online banking. Refer to Business Online Banking Setup and Authorization for more information. <sup>3</sup>All offers of credit are subject to credit approval. <sup>4</sup>Refer to the disclosures provided at account opening and the Schedule of Fees and Charges for additional information. Alliance Association Bank, a division of Western Alliance Bank, Member FDIC. Western Alliance ranks top ten on Forbes' Best Banks in America list, five years in a row, 2016-2020.



A few simple questions to answer at your next community Board Meeting...

Are management tasks completed on a timely basis? Do you talk about the same issues at meeting after meeting?

Can owners access community information via the web?

Are delinquencies out of control?

Do we get good advice from our manager?

Could our community benefit from the proven knowledge of an industry leader and a CAI Accredited Association Management Company (AAMC)?

Is the work order list longer than expected?

**If the answer is yes to any of these questions we would like the opportunity to demonstrate how CPM can positively impact the many ways your community does business.**

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