

(850) 797-3472
P. O. BOX 5581
DESTIN, FL 32540

EXECUTIVE DIRECTOR

Kate McDougall-Mason
ed@caingcc.org

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THE PRESIDENT'S REPORT

This year I have had the honor of being your CAI Chapter President for the North Gulf Coast and let me tell you it's been an amazing year. This is my third year as a board member with CAI and I have truly learned so much from our members and programs. However, I would like to take a moment to go over the benefits of the National CAI tradeshow that is put on every year in different parts of the country. My first year on the board we were all battling covid-19 and re-learning how to operate while dealing with the lockdown. That year the tradeshow was cancelled but I did manage to make next year's event in Las Vegas. Even though there were stringent protocols that had to be followed for the event there was still a lot of participation from around the world with great speakers, educational classes, and wonderful vendors who support our property managers across the country.

This year however the tradeshow I feel was a huge success, it was held in

Orlando, Florida and the participation for the event was excellent. I had the ability to learn from some great industry leaders that covered a lot of different topics that we all have challenges with, and it gave me a new found respect for anyone that is working in the property management field. Our main speakers delivered messages of inspiration and knowledge of how to manage through the day-to-day interactions with owners, boards and vendors but the best part to me was getting to know and working with the other CAI Presidents throughout the state. I came away from those meetings understanding that our struggles in our area are very much the same in all areas of Florida and that through continued collaboration we will support each other's chapters with new ideas and programs that could benefit each of our areas.

All in all, if you haven't had a chance to attend a national convention, I would encourage it because it is a wonderful learning experience, an opportunity



Luke Gerald
Chapter President

to meet other professionals in your field, and level of education within our industry that is hard to find anywhere else.

Sincerely,

Luke Gerald
NGCC President



DO YOU HAVE A TOPIC OF INTEREST?

Contact Kate McDougall-Mason at: (850)797-3472 or ed@caingcc.org to submit an article for the newsletter.




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 tcooper@soaowners.com

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6 WAYS TO MAXIMIZE YOUR IMPACT IN THE NORTH GULF COAST CHAPTER OF CAI

By *Kate McDougall-Mason, MBA,*
 Chapter Executive Director

This year has flown! Can you believe it's already July? These last 6 months have been full of events: the Trade Show and Conference, Annual Meeting and Awards dinner, 20 luncheons across the chapter, and the Charity Golf Tournament all with amazing attendance at each event! Thank you to all our members, exhibitors, attendees, players, speakers, educators, committee, and board members, and especially our sponsors for helping the chapter become so successful.

To continue our upward trajectory, let CAI-NGCC help market your business. On the National website, there are many resources available to help grow your business. Here are 6 easy ways to reach our local chapter members that can help to market yourself and business successfully.

Write articles for the newsletter or create content for the website:

Every quarter we electronically publish the NGCC Newsletter. It's distributed to more than 2000-chapter members and friends of the chapter. Writing an article can provide the greatest amount of exposure across the chapter. We would like to develop a stronger, more robust knowledge and learning section on the website and need relevant content- tips, advice, or tricks- to educate home and condo owners and CAMs.

Submit a presentation for education or luncheon programs:

Subject matter experts are the basis for educational opportunities in the chapter. They are relied on for luncheon speakers, educational classes, and continuing education credits for CAMs and Homeowner Board Leaders. This is your opportunity to shine, so submit

Get active on social media:

Social media is a great, free tool to reach members. Currently we have an Instagram page, Facebook group, and we are working on a Linked in profile. Help us build up our social media by sharing on our Facebook page or tagging us in photos. We are looking for help to expand the reach and content on our various social media channels.

Sponsor an event:

Chapter sponsorships are a great way to get in front of our chapter member and friends of the chapter. The marketing benefits, luncheon tickets, and advertising at events encourages more interactions and connections to market goods and services. Sponsoring events strengthens your business image and sets you apart from

other brands because it is visible and memorable. Building strong business relationships is critical to long term growth, increased collaboration, and credibility. We want to help foster those connections!

Attend events:

Attending events is a great way to market yourself, get to know other people, and glean knowledge from other chapter members. There are so many amazing members that attend the various events across the chapter. I would encourage you to attend at least one meeting per quarter, and I challenge you to sit with someone new. You may be surprised at what you don't know about our chapter members.

We can't wait to see you at our upcoming events and what is contributed to our chapter.

—“—
 Connecting with others gives us a sense of inclusion, connection, interaction, safety, and community. Your vibe attracts your tribe, so if you want to attract positive and healthy relationships, be one! Staying connected and getting reconnected feeds the flow of goodness, which empowers our humanity.

- Susan C. Young

your topics early, apply for CEU educational requests early and help us provide needed education in the chapter.

Volunteer on a committee:

We want your skills and expertise to help guide the chapter's events. Do you have some time to contribute to CAI and want to enhance your career and meet others outside of your local area? We want your skills and expertise to help guide the chapter's events. Volunteering in the chapter helps meet strategic plans and further the mission of NGCC in meaningful ways. There are committees to plan events like golf, fishing and clay shooting, education and tradeshow events, finances, social media, membership & outreach. We welcome anyone who has a bit of time to spare and a desire to meaningfully engage in CAI.

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RISING COSTS IMPACT COMMUNITY ASSOCIATIONS

By Robyn Hicks, Community Management Associates, Inc.

I think we can all agree that the first quarter of this year has been difficult. Our world is still dealing with the most significant pandemic in recorded history, we are experiencing inflation at a rate of 8% or greater, and there is a war raging in the Ukraine. We are in unprecedented times.

We all know that prices on nearly everything have increased and the communities that we serve are being impacted as a result. For this reason, we are encouraging our Boards of Directors to consider beginning the budgeting process earlier this year and to begin discussions about the possible need to increase dues to keep up with rising costs.

Costs for labor have increased dramatically. The labor market has become more and more difficult due to many people making the decision to reconsider the jobs they were performing pre-pandemic. This has caused wage inflation forcing employers to pay more to find and retain good talent. The costs of providing benefits, which is key to attract qualified employees, has also steadily increased.

Vendors who provide services to our communities have felt the impact as well. Many have had to implement fuel surcharges to combat rising fuel costs. Pool vendors have faced challenges finding quality chlorine products which has caused price increases to the point that they too are having to pass on additional costs to customers. Some companies are

even having to provide housing in order to find laborers.

We have also seen dramatic increases in insurance costs in our state. Since 2017, six property and casualty insurance companies have become insolvent. Six others have taken steps to reduce their exposure in Florida. Some have pulled out of Florida completely while others have cancelled policies or simply refuse to write new ones. Why you ask? Mainly storms.

While we are taking proactive steps to assist our clients with these challenges, we know that our clients budgets and bottom lines are still likely to feel the impact.

At CMA we are taking a proactive approach to work with vendors who serve our clients to look at pricing and volume

discounts where possible. We are also opening discussions with our partner bank to ask for their assistance in creating higher reserve interest-bearing programs that may produce additional revenue to combat rising costs.

We encourage Boards to begin having open, candid discussions now with their Community Association Manager to review year to date and projected costs, and how this will influence next years' budget and Association fees. We also encourage being transparent with your Membership so they can plan for what's to come as well. Talking about it early on can help ease the pain they may feel and help them prepare.

By working as a team and sharing information, we will get through this together.

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HAVE YOU HEARD OF HIGH TEMPERATURE DRYING?

By: Mark Wichern, IICRC WRT & ASD Instructor

In the water damage restoration industry, anything over 90 degrees ambient conditions is considered hi-temperature drying.

Most companies do not invest into high temperature dehumidifiers. Hi Temperature dehumidifiers mean that they work in temperatures up to 120 degrees, compared to standard refrigerant dehumidification which become very inefficient above 85 degrees.

Why is high temperature drying important? Every 18 to 20 degrees that we can increase the temperature of the materials that we are drying, we are able

to double the rate of evaporation. In other words, we can dry twice as fast with high temperature drying. This also comes with years of experience, trained employees and investing in the right equipment.

The added benefits of hi-temp drying is the fact we can dry deeper into materials. Let me explain... hot moves to cold, which increases the vapor pressure in materials as the temperature increases. It is a must to use dehumidifiers that work in higher temperatures, when doubling the materials vapor pressure. If standard dehumidifiers are used then the temperature of the material must remain low, (less than 85 degrees) slowing the entire evaporation process and most

likely demolition will be required to remove the wet materials.

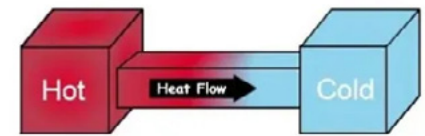
High Velocity Air Movers

Air movers come in varied sizes and shapes. The three most popular are the Axial, Centrifugal and the Radial air movers.

The air movers' job is to help evaporate moisture into the air for the dehumidifiers to remove and to reheat the material from the evaporative cooling.

During testing at our IICRC Training facility, we discovered that at 3000 CFM and at over 1400 FPM, the Phoenix Focus delivers the fastest air and evaporation of all the air movers. This is our air mover of choice!

Second law of Thermodynamics



Radial Air Movers Are Slower Drying

Many of the new air movers are the radial, which are cheaper to purchase and easier for the restoration company to haul and set up. The tradeoff is a dramatic loss in air flow, which results in longer drying times, higher risk of mold growth and larger rental bills for the customer.

QUESTIONS ABOUT MOLD?

By Mark Wichern, IICRC WRT & ASD Instructor

What is Mold? Mold is a microscopic fungi that plays a major role in causing decomposition of organic material, enabling the recycling of nutrients throughout the ecosystem. A question I hear a lot is how big is a mold spore? A mold spore is 2-10 Microns in size.

Why do some molds have mycotoxins? Mycotoxins are mold's defense against other molds and bacteria. The real concerns with toxic molds can be opportunistic pathogens that look for a compromised immune system, such as a person over age 65, under age 2, recent surgery or an infection.

What should I do if I discover mold and how do I get rid of it? What about

Disinfectants? Can't I just put bleach on it??? Unfortunately, bleach is a hyper chlorite which is inactivated by organic matter. IE. Mold. Does killing a mold spore, make them safe? No, actually killing a mold spore may release the mycotoxins which may pass directly through HEPA Filtration (High Efficient Particulate Air Filter). Dead mold spores are still allergenic. Unfortunately, mold spores must be completely removed from the built environment. If not removed, mold spores go dormant until excessive moisture is reintroduced, and they begin growing again.

How does a disinfectant work? Think of a Mold Spore, as a balloon and if the spore is toxigenic the mycotoxin is stored inside the spore or in this case the balloon. The mycotoxin is the spores



natural defense system and is released when it is attacked. The spore's outer membrane is ruptured by the disinfectant (bleach) and this allows the mycotoxin to be released into

the air. Even when mycotoxins are not present this rupturing, make them smaller and easier to breath deeper into

our lungs. Is killing a mold spore really what we want to do? Thankfully, there is another alternative. Remove the mold spores through proper disposal, cleaning and filtration and then correct the moisture problem!

SO, How Can We Prevent Excessive mold growth? It is Simple... Eliminate the factors for growth, respond quickly to water losses & stop the Water Intrusion.

- Dry Wet Materials as fast as possible, using higher temperatures with special Low Vapor Pressure Dehumidification.
- Evaluate Psychrometric Conditions, moisture map and document progress until all wet materials have been dried back to their normal equilibrium moisture content.



Mark Wichern is not only the owner of Veritas Restoration, but he is also the owner of Restoration Coach, the Parent company of Veritas Restoration. Mark has been an Instructor for the IICRC since 2004 and has taught 1000s of students across the U.S., including many Insurance Adjusters, Attorneys, consultants, property managers, maintenance crews and builders. A very cool fact is that Mark spent many years teaching & working at the Hydro Lab in Noblesville, IN & took it upon himself, to learn from the best of the best. He took every opportunity that he could to learn about the

industry and all drying aspects of the business, from Commercial Large Loss, Emergency Planning, Hurricane Preparedness, High Heat Drying, etc. Mark worked with top industry professionals in every arena of the restoration field at the Hydro Lab, including being present for the lab testing of the Dr. Michael Berry Study with the EPA to discover how long it takes for mold to grow on different materials. Mark has applied that knowledge to his skills and years of experience for his clients, students, and employees now. You might say he is one of the Pioneers of the industry.

Restoration Coach – Approved School through the IICRC School Code – 517 – www.iicrc.org
Mark Wichern - IICRC Master Restorer License Number: 40681

- Master Water Restorer
- Applied Structural Drying,
- Health & Safety,
- Carpet Cleaning,
- Commercial Carpet Maintenance,
- Water Damage Restoration,
- Mold Remediation,
- Upholstery and Fabric Cleaning,
- Journeyman Water Restorer,

- Journeyman Textile Cleaner,
 - Journeyman Fire & Smoke Rvrestorer
 - Odor Control,
 - Color Repair,
 - Carpet Repair and Reinstallation,
- Mark Wichern Approved - IICRC WRT & ASD Instructor
Florida State Mold License Number: MRS2315
12/12/2011 – 7/31/2022 – Mark Wichern Active – Mold Remediation License
Florida State Mold License Number: MRSA2409
3/11/16 – 7/31/2022 – Mark Wichern – Active – Mold Assessor License

RECOGNIZING HUMAN TRAFFICKING

In Panama City Beach, the Bay County Sheriff's Office met with us at our May Luncheon and touched on the increase of human trafficking to our area with a promise of work. They have been working to combat trafficking over the last few years. Because our community members are the first line of defense in catching traffickers, if something seems off or you see something, then say something. Below is a list of trafficking indicators from the www.dhs.gov/bluecampaign. It is our sincere hope that we can work with law enforcement to prevent trafficking on our properties and continue to strengthen our communities.

Recognizing key indicators of human trafficking is the first step in identifying victims and can help save a life. Here are some common indicators to help recognize human trafficking. You can also download or order the Blue Campaign indicator card, which is a small plastic card that lists common signs of trafficking and how to report the crime.

- Does the person appear disconnected from family, friends, community organizations, or houses of worship?

- Has a child stopped attending school?
- Has the person had a sudden or dramatic change in behavior?
- Is a juvenile engaged in commercial sex acts?
- Is the person disoriented or confused, or showing signs of mental or physical abuse?
- Does the person have bruises in various stages of healing?
- Is the person fearful, timid, or submissive?
- Does the person show signs of having been denied food, water, sleep, or medical care?
- Is the person often in the company of someone to whom he or she defers? Or someone who seems to be in control of the situation, e.g., where they go or who they talk to?
- Does the person appear to be coached on what to say?
- Is the person living in unsuitable conditions?
- Does the person lack personal possessions and appear not to have a

stable living situation?

- Does the person have freedom of movement? Can the person freely leave where they live? Are there unreasonable security measures?

Not all indicators listed above are present in every human trafficking situation, and the presence or absence of any of the indicators is not necessarily proof of human trafficking.

To report suspected human trafficking to Federal law enforcement: 1-866-347-2423

To get help from the National Human Trafficking Hotline: 1-888-373-7888 or text HELP or INFO to BeFree (233733)

To contact Blue Campaign: Bluecampaign@hq.dhs.gov

UPCOMING EVENTS

FALL LUNCHEONS

8/11	Destin
8/18	Panama City Beach
8/25	Perdido Key
8/30	30A
9/8	Destin
9/15	Panama City Beach
9/20	Tallahassee
9/22	Perdido Key

WWW.CAI-NGCC.ORG

THE MAY LUNCHEONS WERE FOCUSED ON HOW TO ADAPT TO THE CHALLENGE BROUGHT ON BY THE PANDEMIC.

Suggestions for Employers

- Create a safe work environment
- Reward employees for work well done
- Adjust access to medical benefits and time off to obtain care
- Allow for flexibility
- Establish relationships with employees
- Understand the different work ethic between the generations

Take Self Care Seriously

- Get enough sleep (7-8 Hour a Day)
- Exercise Twice a Week
- Eat fruit and vegetable more often
- Consume less junk food
- Meditate to clear your mind
- Say something nice to yourself
- Give yourself permission to take care of you
- Find balance in your life
- Allow yourself to rest, not quit



DID YOU KNOW THAT IT'S IMPORTANT TO HAVE AN INSPECTION BEFORE HURRICANE SEASON?

IT CAN HELP WITH INSURANCE CLAIMS, ALLOW FOR DAMAGE MITIGATION BEFORE A MAJOR BREACH AND GIVE A CLEAR PICTURE OF THE CURRENT CONDITION OF THE BUILDING.

MAY LUNCHEONS PRESENTED BY BE-CI



HURRICANE RESPONSE & RECOVERY

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Hurricane response requires specialized equipment, skills, and expertise. With decades of experience on the frontlines of the most challenging and costly hurricanes in recent history, FIRST ONSITE has everything it takes to help you recover after the storm.

Our team stays on high alert throughout hurricane season, monitoring weather activity so that we can mobilize before we're even needed. As storms approach, we pre-position the right resources, equipment, and supplies, with teams standing-by to get you back up and running—quickly, safely, and cost-effectively.

With cutting-edge technology and a proven hurricane response history, **we're proud to be the only partner you'll ever need for hurricane recovery.**

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RECOGNIZING BURNOUT IN EMPLOYEES



RECOGNIZING BURNOUT IN EMPLOYEES

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License #EL374

Balancing the stress of work, personal life, home responsibilities, and so much more can take a toll on your employees. To help your employees manage all of the work on their plates, we suggest that employers look for signs of burnout and proactively work to combat workplace burnout in their organizations.

SIGNS OF BURNOUT

No leaders want their employees to feel burnt out on the job, but how do you know if your team members feel this way? Here are a few red flags to look out for:

Decrease in productivity and quality of work.

Has someone on your team recently been less efficient, lacking motivation, or rushing through their tasks? Maybe it's time to evaluate their stress level. If you notice employees making more mistakes, not performing as well as they once did, or not working to the best of their ability, they may be experiencing burnout.

An increase in sick days.

If your team members need an increased amount of personal time for illnesses, it's time to check-in. Often burnout can lead to physical ailments such as fatigue, headaches, and stomachaches.

A negative attitude.

If you notice a drastic attitude change in your employees, consider adjusting their workload or responsibilities. One cause of employee burnout is an

overwhelming amount of work or tasks that do not align with what an employee seeks to get out of their position. Addressing the attitude change head-on is the best way to uncover the root cause and make adjustments as needed.

WHAT YOU CAN DO TO HELP

If you've recognized signs of employee burnout, you must address them. Here's how you cannot only combat burnout but also stop it before it occurs.

One-on-one meetings.

A regular check-in with each employee can do wonders for your business. This simple meeting where you give your team members undivided attention shows that you value what they bring to your business and that hearing what they have to say is valuable. This meeting allows for an opportunity to ask employees for feedback, check-in on their mental state, and ensure they have the resources they need to succeed in their position.

Encourage breaks and time off.

Some employees need more convincing than others to take time off. Sometimes, team members will push back and say they will fall behind with work if they take a vacation, sick days, or even a lunch hour. Create a culture where taking breaks and using vacation time is the norm, not the exception. Don't forget that the best way to encourage employees to take time for themselves

Continued on page 9

High-rise Apartment & Condominium Safety

People living in a high-rise apartment or condominium building need to think ahead and be prepared in the event of a fire. It is important to know the fire safety features in your building and work together with neighbors to help keep the building as fire-safe as possible.

BE PREPARED!

- For the best protection, select a fully sprinklered building. If your building is not sprinklered, ask the landlord or management to consider installing a sprinkler system.
- Meet with your landlord or building manager to learn about the fire safety features in your building (fire alarms, sprinklers, voice communication procedures, evacuation plans and how to respond to an alarm).
- Know the locations of all available exit stairs from your floor in case the nearest one is blocked by fire or smoke.
- Make sure all exit and stairwell doors are clearly marked, not locked or blocked by security bars and clear of clutter.
- If there is a fire, pull the fire alarm on your way out to notify the fire department and your neighbors.
- If the fire alarm sounds, feel the door before opening and close all doors behind you as you leave. If it is hot, use another way out. If it is cool, leave by the nearest way out.
- If an announcement is made throughout the building, listen carefully and follow directions.
- Use the stairs to get out. Typically you should not use the elevator unless directed by the fire department. Some buildings are being equipped with elevators intended for use during an emergency situation. These types of elevators will clearly be marked that they are safe to use in the event of an emergency.

ESCAPE 101

GO to your outside meeting place and stay there. Call the fire department. If someone is trapped in the building, notify the fire department.

If you can't get out of your apartment because of fire, smoke or a disability, **STUFF** wet towels or sheets around the door and vents to keep smoke out.

CALL the fire department and tell them where you are.

OPEN a window slightly and wave a bright cloth to signal your location. Be prepared to close the window if it makes the smoke condition worse.

Fire department evacuation of a high-rise building can take a long time. Communicate with the fire department to monitor evacuation status.

FACT

- ! High-rise buildings are more likely to have sprinklers and fire alarm equipment than other non-high-rise buildings.

Continued from page 8

is to lead by example. As a leader, make sure you lead by example and make your mental health a priority.

Set goals.

Working together with your team members to develop clear expectations is one of the best ways to counter burnout. By coming together to set goals, you give your workers buy-in to their objectives, keeping your team motivated and stimulated.

If you feel overwhelmed with all you have to do for your business, we can help. Call us today at 850-650-9935 to discover how our team of human resources professionals can take some of your tasks off of your plate, allowing you to focus on the parts of your business that you love!



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HOW IMPORTANT IS GOOD WI-FI TO YOUR GUESTS?

By Spencer Pous
BluBroadband Internet, TV, Phone

According to a poll performed by OnePoll for Roku, Wi-Fi was more important than air conditioning (61%) and laundry for nearly three out of four respondents (53%). Nearly half (49%) of the 2,000 Americans surveyed believed that having no internet connectivity would be a vacation disaster, demonstrating how important streaming television, music, and movies are to Americans.

We recently used Trip Advisor to search for “Wi-Fi,” and when we did, we found four things that are crucial to modern travelers:

1. Mediocre to poor Wi-Fi in an excellent resort may have prevented them from receiving a 5-star review.
2. The lack of free Wi-Fi also drew

complaints from resort guests, who gave the establishment poor evaluations. Reviewers believed the amenity should be included by the resort fees.

3. There were more than 66K results from the search. The WiFi services in their rooms and across the resort have received reviews of varying quality from hundreds to thousands of visitors at some of these hotel properties.
4. Among the most common complaints are sporadic connections and slow connections.

Today’s travelers bring an increasing number of Wi-Fi-demanding devices,

thus Wi-Fi availability and/or free Wi-Fi hotspots are no longer the only concerns. It’s important for your guests to be able to use those devices to connect strongly throughout your property. They want to

relax by the pool while reading a book on their eReader and listening to music on Pandora or Spotify. Or watch their favorite show while eating breakfast in the cafe while using one of their streaming TV Apps on their laptop, tablet, or phone. These are the comforts individuals

enjoy at home, so they now anticipate the same comforts from hotels. Additionally, business travelers. They are even more in need of a strong, secure, and dependable connection, and when these travelers

encounter connectivity challenges, they become quite agitated and vociferous! They communicate to friends and family members about their experiences in addition to posting on social media and review websites.

Survey by Roomzzz reported by Travel post found **“65% of hotel guests log onto a property’s WiFi within seven minutes of stepping into their room.”**

Visitors now anticipate WiFi as a perk, so if they can’t connect quickly and effortlessly, you can be sure you will hear about it. Following these best practices will assist you in achieving business quality WiFi, which is essential for the growth and profitability of your vacation/short term rental brand. To learn more about how we can help you create a premium WiFi experience, get in touch with us right away.



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association marketplace

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BENEFITS OF SOLAR FOR COMMERCIAL PROPERTIES

By Kyle Hightower

Commercial solar is crucial for your business to reduce operational costs. It saves you from huge utility bills and provides you a great return on investment. Going solar would be a strategic financial decision that will prove beneficial for your business. More and more businesses are using commercial and utility-scale solar and energy storage solutions to streamline operations and save for a brighter financial future for their business. Below are common benefits that are typically experienced with solar projects. However not every facility is a candidate for solar.



1. Solar energy provides a great return on investment

The expenditure on the installation of commercial solar is actually an

investment. The money you will save over the years will usually be more than most of the other commercial or financial

investments you have made.

2. Possible- Improve cash flow immediately

As soon as businesses install commercial solar, most likely with financing options that don't need a huge, upfront purchase, they can possibly save with reduced monthly energy bills. Hence more cash will be saved as less money is going to electricity.

4. Safeguard against future energy cost increases

Volatile energy prices will adversely affect the businesses that are guessing the operating costs for the future. Predicting the energy landscape is virtually impossible considering unknown national and world incidents. Commercial solar for your business will help you to significantly lower electricity costs as a result of which you can plan your budget more efficiently and rising

Continued on page 12

TWO SPECIAL OFFERS TO CELEBRATE OUR NEWEST OFFICE IN PENSACOLA!
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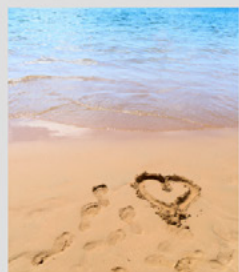
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Continued from page 11

energy costs won't affect you.

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9. Reduces the operating costs of your organization

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HOW SAND FENCES PROTECT AGAINST EROSION



By Frederique Beronet, MBA & MS Biology

- **Article Highlight:** Installing sand fences and dune-stabilizing vegetation is the most efficient and economical way to build new protective dunes.
- **Key Takeaway:** In Phase 2 of the Dune Master Plan™, Dune Doctors employs sand fences and native vegetation to initiate an additional barrier, a berm, between coastal communities and water-borne threats.
- **Take Action:** Join other forward-thinking communities by calling 866-386-3737 or filling out this form to request a sand fence installation and join our waitlist for 2023 today.

Why are Coastal Dunes Important?

Healthy, well-maintained coastal dunes are natural barriers that protect communities and ecosystems from the destructive impacts of storm surge and high waves. In simplest terms, a vegetated dune is a barricade that buys time. A storm will only last so long. Therefore, the greater and healthier the dune, the longer it will take for wave action to breach it and cause damage landward. However, waterfront construction and foot traffic have changed the dynamic of where and how dunes form, leading to weakened protection and heightened erosion. Most coastal communities tend to have a dune system, whether that be an established dune or scattered mounds with sparse vegetation. To increase their protection, Homeowners and Property Managers can work with professionals to fortify and enhance this natural barrier. At Dune Doctors, we identify any established dune as the "existing dune," and the core of coastal resiliency is to strengthen and increase this native landscape by adding berms, seaward of the existing dune.

How Do Sand Fences & Native Vegetation Counter

Coastal Erosion?

The evolution of a dune system depends on the cycle of sand accretion (accumulation of sand) and erosion (loss of sand), wind patterns, storm action, sand availability and other environmental conditions. However, because of the combination of natural and man-made factors, this cycle of sand loss and sand accumulation is often unbalanced, and many areas experience heightened erosion. To help coastal communities address sand loss, Dune Doctors works with regulatory agencies to install wildlife-friendly sand fences that are optimized to capture wind-blown and wave-pushed sand. Florida's environmental guidelines mandate that sand fences be installed at a 45-degree angle in alignment with the dominant coastal wind patterns that blow along the Gulf Coast. Moving sand collides with the fences and the particles drop, temporarily accumulating around the base of the fences. While effective in capturing sand, the fences alone cannot hold the sand in place. Therefore, to successfully stabilize the shifting sand, native vegetation must be planted between the fences. As the fences capture new layers of sand, the plants grow through it and anchor it in place with their massive, web-like root systems.



achieving coastal resiliency: adding a new barrier seaward of the existing dune. However, installing sand fences without addressing erosion issues and failure points throughout the existing dune undermines the developing berm. Underlying erosion issues may include a storm runoff that drains seaward, an irrigation system that over reaches on to the dune and kills dune-stabilizing vegetation, or a footpath that cuts through the dune creating an area where storm surge is likely to breach the sand fence installation. In all three cases, any sand the fences may accrete will not make up for the ongoing erosion. Without a comprehensive approach that cares for the entire dune system, once surge erodes the developing berm, it will

easily carve away at the remaining weak landscape and flood ground-level infrastructure. Therefore, the strategy of building new lines of defense needs to align with a



concerted effort to optimize and enhance the rest of the dune.

How do Sand Fences Build Stronger Dunes?

Sand fences build stronger dunes by accelerating sand accretion and dune evolution. As sand accumulates and buries the fences, the existing dune behind the row of sand fences also gains sand. Within two to four years, enough sand will accumulate to bury the fences and cause the developing berm and existing dune to merge. Dune Doctors encourages coastal communities to continuously strengthen their native protective landscape by adding new rows of fences and dune-stabilizing vegetation each time a sand fence installation is entirely buried under 4 feet of sand. While the dune's height is important the continuous form of the barrier is also equally critical. Storm surge will push through grooves and breaks in the protective berm, so proactive neighbors can build protection together by connecting their sand fence installations. As the dune increases in volume, width and length, the likelihood that storm surge will breach it decreases.

What if a Storm Damages the Sand Fence Installation?

If a storm erodes a portion of the developing berm and compromises the sand fence installation, that does not mean the restoration project failed. The damages are often proof of the installation's success because that berm, built with free sand, absorbed the brunt of the storm surge and protected waterfront infrastructure. While it takes on average two to four years for the fences to accumulate 4ft of sand, enough to bury its posts, the protection the installation provides starts early on. Greater protection is achieved with each new layer of sand. If eleven sand fences capture only 1ft of sand across the entire installation,

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that means the property's protective barrier increased by an estimated 8 tons of sand or roughly four average-sized dump trucks worth of sand. Destructive storms are increasing in frequency, but coastal communities can mitigate future losses by building a sacrificial berm that can hold back destructive waves long enough for the storm to pass without breaching the dune system and causing

damage landward.

Proper Sand Fence Installation is Critical for the Safety of Beachgoers and Wildlife

Sand Fences should never be installed on the beach with the purpose of sectioning off your property as wildlife may find its way there and become disoriented and trapped by the fencing. Coastal homeowners who endanger wildlife or beachgoers with poor fence installations can be heavily fined and will face further legal consequences if any harm occurs. We always recommend following all the guidelines designed by local and federal regulating authorities. As per those guidelines,

our sections of fences are angled to allow the free movement of animals. At Dune Doctors, we can help you navigate the policies designed to protect wildlife and obtain the necessary permits for a sand fence installation on your behalf. The coastline is in a constant state of change as numerous powerful forces contribute to the cycle of sand accretion and erosion. The challenge is designing and implementing ways to channel this natural sand relocation and determine where its placement will be the most helpful. Dune Doctors has over twenty years of experience helping coastal communities use sand fences and native vegetation to achieve the highest level of sustainable coastal resiliency and can help you do the same.



Dune Doctors restored and maintains Dune Villas and Sago Sands Condominiums in Seagrave Beach.

LET US PUT REALJOY INTO YOUR TRIP

By *Catrina Millares*

Let us put RealJoy into your beach trip to the Emerald Coast! We offer vacation rentals that range from luxury homes with pools, beachfront homes, and resort rentals to studios for the traveler on a budget. Let us help you plan your vacation,

we are locals and can give you tips about restaurants, activities, and shopping spots. We work hard to provide our guests with great customer service. The RealJoy portal provides you with all the information you'll need for your stay along with additional ways to contact us. You'll enjoy keyless entries, and our free Fun Pass gives

you DVD rentals and a free activity each night of your trip. RealJoy is also one of the top property management companies in the area so if you are in the market for top revenues for your vacation property, look no further. Real Joy was recognized by Inc5000 as one of the fastest-growing companies in America, let us push your

stay over the top!

RealJoy uses dynamic marketing and has proprietary software that many other companies try to mimic, but we know that by putting our properties in more places on the web means more reservations and higher rates. This is why we continue to lead our competitors in occupancy and nightly revenues. This translates into more guests who are enjoying our beaches, restaurants, businesses, and go home to tell their friends. It also means higher revenues for our owners and allows us to continue to hire the best employees in the region as one of the fastest growing property management companies around.

RealJoy has been a part of the chapter for only 1 year. We find value in meeting other like-minded individuals around our area as well as networking events. We appreciate everything the chapter does to help the community. RealJoy sees its relationship with the local CAM as a partnership and we are here to help! If you have an owner's party that we can sponsor, we would love to! If you have a front desk that needs a property management company, we would love to give a proposal and come along side you and the HOA. If you are a great vendor in our area, we would love to partner with you to give more excellence to those we are serving!

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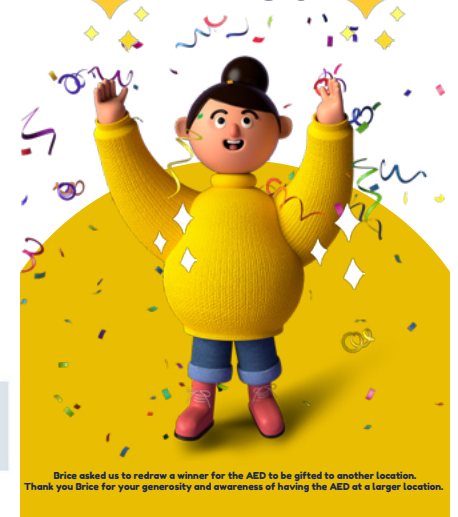
IF SOMEONE HAS FAINTED AND MIGHT NEED AN AED:

- CHECK TO SEE IF THE PERSON IS BREATHING AND HAS A PULSE.
- IF YOU CANNOT FEEL A PULSE AND THE PERSON IS NOT BREATHING, CALL FOR EMERGENCY HELP. IF THERE ARE OTHER PEOPLE PRESENT, ONE PERSON CAN CALL 911 WHILE THE OTHER PREPARES THE AED. IF YOU'RE ALONE, CALL 911 OR EMERGENCY SERVICES FIRST TO MAKE SURE HELP IS ON THE WAY.
- TURN ON THE AED. THE AUTOMATED EXTERNAL DEFIBRILLATOR GIVES YOU STEP-BY-STEP VOICE INSTRUCTIONS. IT WILL TELL YOU HOW TO CHECK FOR BREATHING AND A PULSE AND HOW TO POSITION ELECTRODE PADS ON THE PERSON'S BARE CHEST.
- DELIVER THE SHOCK. WHEN THE PADS ARE IN PLACE, THE AED AUTOMATICALLY MEASURES THE PERSON'S HEART RHYTHM AND DETERMINES IF A SHOCK IS NEEDED. IF IT IS, THE MACHINE TELLS THE USER TO STAND BACK AND PUSH A BUTTON TO DELIVER THE SHOCK. THE AED IS PROGRAMMED NOT TO DELIVER A SHOCK IF A SHOCK ISN'T NEEDED.
- START CPR. BEGIN CPR AFTER THE SHOCK IS DELIVERED IF CPR IS STILL NEEDED. THE AED WILL ALSO GUIDE USERS THROUGH CPR. THE PROCESS CAN BE REPEATED AS NEEDED UNTIL EMERGENCY CREWS TAKE OVER.



AED Winner

Brittany Mattson



Brice asked us to redraw a winner for the AED to be gifted to another location. Thank you Brice for your generosity and awareness of having the AED at a larger location.

GETTING THE MOST FROM MOLD REMEDIATION

By Mike Conroy with Expert Dry

Getting the most out of mold remediation is like telling someone how to enjoy a root canal. Both processes should be done by professionals, as painlessly and efficiently as possible and at a fair price but who wants to go there anyway?

Rather than first discuss the blissful benefits of mold remediation lets discuss how to avoid them if possible first.

Mold Needs Moisture, proper temperature and a food source to grow and develop.

Of these three above requirements we can only really control one.

1. All of the built structures on the beach and even inland are constructed of organic materials. Wood, natural fabrics, drywall, particle board and even the "bio-film" that sticks to concrete and glass or tile are mold food.

2. Most Molds are able to grow well in temperatures between 68-86 degrees. (of course we humans are pretty comfortable in that range too). Some molds grow above and below that range also, way above and below where we as humans would be comfortable.

3. The key to mold control is moisture control.

Controlling Moisture

Fix leaks. Under sinks, in air conditioning condensate lines, ice machines.

Make sure windows and doors close tightly and don't leak damp air inside while the unit is unoccupied. We have seen big mold problems develop in condominiums where the outside damp air was pulled inside for a week or more because a sliding glass door was not completely closed.

Quickly (24 hours or less) get moving on correcting water damages caused by water intrusions from the above leaks. Associations need to have the ability to begin mitigating water damages on their own or have trusted professionals to do the job.

Keep it dry, Make sure the air conditioning

system is working correctly and RUNS. Remember mold can grow at 60% relative humidity and around here that is, well ALWAYS! Remember a condominium unlike a free standing house is insulated by your neighbors property and how hot or cold they keep theirs can have an effect on yours, and whether your thermostat ever senses it's hot enough to turn on the unit and cool and dehumidify the space.

You may need to consider adding a dehumidifier to your property. You may find you can buy and install a dehumidifier to help keep the air dryer in your property than pay for the utility bill increase to run the air conditioning so that it runs enough to keep the space dry. Please don't buy just any Big Box store dehu. Like air conditioning units, dehumidifiers need to be sized for the job.

Another consideration in our climate is a thermostat/humidistat. HVAC runs when it gets to a set point warm or cold or a set point of humidity.

Have someone check the property often, especially after a storm event and have the person use a moisture probe or thermal imager not just eyesight to check for water after a storm. A post storm check consisting of opening the front door and looking for floating furniture is NOT sufficient.

Well That Didn't Happen So Now What?

Can you see the mold? If you can see the mold you don't need someone to test it. It doesn't matter what kind of mold it is, you don't want it. (Buffalo Wings in the refrigerator are an exception)

If you suspect a mold problem without visible evidence, you may need some testing. Mold sometimes gets blamed for other allergens in the air. Pollen, dust, pet dander and dust mites plus various chemicals and even poor air exchanges can cause the same type of physical reactions in humans as mold.

Hire a professional but remember you don't want the assessor to also be the remediator. That would be a conflict of interest. Florida's mold law prohibits the

same company assessing a mold problem and correcting too.

The kinds of professionals needed for assessments are Industrial Hygienists or Certified Indoor Environmentalists (The IICRC S-520 calls these people IEP's Indoor Environmental Professionals). The IICRC is the Institute for Inspection Cleaning and Restoration Certification, an International group that develops the standards and training for those professions.

These IEP professionals will visually inspect and also perform air sampling. They will also routinely look for water intrusion with thermal imagers (infrared imagers) and other moisture detection equipment.

Expect mold air sampling to cost \$500 and up. Increasing in cost if you need more than a few samples done. One outside sample is the control sample and the inside samples are compared with that one.

Standards for mold removal are the USEPA Guidelines which were developed by the American Conference of Governmental Industrial Hygienists. Also the IICRC S-520 Standard and Guide for Professional Mold Remediation. The EPA Guidelines are available online, free. The IICRC S-520 can be obtained from IICRC.org but will cost about \$175.00.

EPA guidelines use the size of the moldy area to determine the need for a professional remediator. Anything over about ten square feet of mold should trigger the need to hire a pro. The IICRC S 520 Standard gets a pro involved when mold is actively growing.

Both focus on the need to physically remove mold not just kill it. Dead mold causes allergic reactions and symptoms in people the same as living mold.

Bleach is NOT an effective method for removing mold except on hard non porous surfaces like bath tubs, showers, counter tops. Mold must be removed and detergent and water works well, along with

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scrubbing pads on hard surfaces.

Mold on hard surface furniture such as wood entertainment centers and cabinet doors can be cleaned with detergent and water much like on structural wood. The finished wood furniture needs a treatment of some type of finish, sealer or polish to counteract the detergents action. Wicker and similar is better discarded than cleaned.

Mold growing on the **surface** of drywall can sometimes be removed with detergent and water. A professional will use a HEPA filtered vacuum to first remove the mold while using some type of containment to prevent the spores from spreading throughout

the structure during the cleanup. Sometimes the mold has digested the paper layer on the drywall, in that case it has to go.

Mold damaged soft surfaces like drapes or pillows or bedding often need to be discarded and replaced.

After the clean up is complete and a professional is involved its prudent to have the Indoor Environmental Professional (IEP) we discussed above to return and ap verify the work. This third party opinion goes a long way in providing proof that a mold remediation was completed. These verifications overcome a lot of potential objections from prospective buyers if the property is ever placed for sale. Many property insurance firms also share data on losses through an industry wide database. Honesty

is the best policy, fix the problem right and don't try to hide the fact that it occurred.

Mold in a home or condominium is not the impossible to solve problem that some would like to make you think you have. Small mold issues can be easily taken care of by the owner with a little <http://www.epa.gov/mold/moldguide.html> research. Bigger issues will obviously cost more to correct but all can be solved with the right professional help.

So don't panic and imagine tearing down the building but don't ignore the problem either.

The benefit of a successful mold remediation is the elimination of the mold and the prevention of it's return.



CAMs it's time to celebrate you!
Join us Monday June 13th at
11:30 am for a give away!

GIVEAWAY

10 winners!
will be
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Our winners!


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Debra Haydn
Juie Johnson
Carol Thomas
Eric Sisneros
James Flick
Susan Muench
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Tammi Link
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DO YOU WANT TO GET INVOLVED WITH THE CHAPTER?

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or run for a board position.

Nominations for board positions
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NEW JOB

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SPEAKER 6



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In case your Board ever wonders if the annual investment in Life Safety is really necessary take a look at these photos. The occupant set a bag of groceries on the stove, inadvertently turned a burner on, and retired for the evening. Detecting the fire one sprinkler head deployed in turn activating the fire alarm system. Residents were alerted, the fire department was automatically notified, and the fire was extinguished limiting the damage and saving countless lives in the process. Life Safety is always a worthwhile investment.

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CAM'S CORNER GETTING TO KNOW OUR COMMUNITY ASSOCIATION MANAGERS

An interview with April Salazar General Manager, CAM, CMCA, AMS

How did you start your CAM career?

I started working for Wyndham ResortQuest as the HOA accounting supervisor. At that position I had to obtain my CAM. While in that position I met regularly with the CAM managers. I had created great relationships with them and one of the managers needed a CAM to fill in at her 5 properties while she had a medical leave. This manager requested me! I was granted the job to work at her properties for 3 months. After the manager returned, the boards and members of those properties asked if I could split duties and stay on under the current manager. Wyndham decided to add two properties and split us to work together on all 7.

What was one of your favorite communities to manage and why?

I have had several I enjoyed, as you know each property is different. I would have to say Leeward Key Condominium and Emerald Shores HOA. They neighbored each other and I worked for both at the same time. Both communities had very effective boards and a great maintenance staff. I was able to come in and work

outside vendor relationships to help improve areas they needed. I think I enjoyed them the most because I keep in contact with those boards today. Building professional relationships and doing a good job is important to me.

What was one of your biggest challenges as a CAM?

I believe the biggest challenge when I started was my age. Overcoming the mentality that I may be inexperienced or too young to manage such complex properties. With time I managed to ensure each of my properties through my actions and production that I was well suited for the position.

Communication and intuitiveness have served me well in being successful.

How was CAI helpful in your career?

CAI has been a fundamental part of my career from the beginning. The base knowledge and networking helped me establish an outside community to help guide me through some difficult situations. CAI has such a strong base of CAM's and business owners that it is an intangible resource for any CAM.

What advice would you give to a new CAM? Or What piece of advice have you received as a CAM that has had a lasting impact on your career?

I have been fortunate in my career path and believe I was most successful by applying a few key items. The first was to learn my properties, learn them better than anyone. To do that I had to listen, research, and take notes. I had to observe and review everything. I learned to take my time making the best decision for the community.

To any new CAM – be the SME (subject matter expert). Learn from your trainers, maintenance team, board members, vendors etc.. (Use your resources) What makes us smart is to know that we can learn from anyone in the room with us.

I think the most important advice for true success is to have integrity. Often, we as CAM's get into high pressure situations or areas of grey. We can be torn between unhappy members and board agendas. Our primary job is to operate and maintain the properties we are given to the best of our abilities; we should do this with pride in our work and not compromise our own integrity.



April Salazar
General Manager,
CAM, CMCA, AMS

*Holley by the Sea
Improvement Association, Inc.*

If you could retire today, how would you spend your time?

I would like to spend my time volunteering. I think we should give back if we can. Any local organization can use the help a few days a week. I hope to get into a shelter, orphanage, or food drive volunteer position when I retire.

National Conference in Orlando



Attending the CAI National Conference was a highlight of 2022 for me personally and professionally. As always, exceptional key-note speakers were selected for the conference, and this year, the speakers were stellar in their presentation and their messages. In a world where managers continuously deal with complaining and often find themselves doubting decisions made, it was good to be in a room full of energy where both speakers talked about making firm decisions and not complaining.

Another high note of the conference were the educational classes that were offered. Learning is a personal passion, and I learned so much from each of the classes I took. From holding virtual meetings to managing mental health and being aware of your own needs as person, each class was informative, and each speaker was well versed on their topic and brought a wealth of materials to the participants.

The trade show was phenomenal. The vendors were willing to spend time with attendees and answer questions about their products, explaining the benefits of the products and really listening to the needs of the manager requesting product information.

The greatest moment of the conference was the announcement of International CAM Appreciation Day. This industry is tough, and to know that there is now a day reserved to appreciate those who work so hard to make life better for community associations across the world was the best moment of the conference. I left feeling energized, encouraged, and a part of a great industry and a great organization.

- Debra Laminack



The CAI National Conference held in Orlando, FL on May 4th through the 7th offered an opportunity to learn about cutting edge technology that is being utilized in the Community Association Management field across the country, learn from some of the leading educators in the field as well as meet people in the industry face-to-face. By attending this Conference for the first time, I was able to see a bigger picture of what CAI is and how they contribute to the growth and professionalism of the Community Association Management industry. The keynote speakers in the General Session that was held each day were inspiring and motivational. Their messages were relevant to the industry and gave conference attendees specific goals to work to attain. Seeing other managers, management company executives, products, and service providers for HOAs, condos or co-ops and community association board members recognized for attaining industry credentials was motivational to all who were in attendance. It has helped me to continue my educational path with a renewed interest. I am excited for the opportunity to move forward on the local level with the NGCC-CAI in a way that reflects the National CAI Mission and Values.

**- PATRICK WILBORN, LCAM, CMCA, AMS, CPT
Regional Director | First Service Residential**



The CAI National Conference is more than just an opportunity to take advantage of educational seminars, it is a great way to network with peers in the industry. Many relationships that I have developed over the years via emails or other digital forums are further enhanced when we finally get to meet face-to-face. It's enjoyable to share experiences that would not normally come to light during a trail of emails on a single topic.

**- Tom Cooper, Executive Director at Sandestin and
CAI-NGCC Board member**



The CAI Annual Conference is always a great time to connect with other industry professionals in Association Management. The 2022 Conference provided that and more. As the President-Elect of our NGCC, I was able to attend special training sessions targeted towards CAI Chapter President-Elects as well as the Chapter Executive Director. CAI recognizes that to maintain a healthy and growing chapter, the leadership must be prepared to take on the role before entering it. Many organizations are only a learn-as-you-go environment, but thanks to CAI's well-planned events and road maps, there are ways to prepare our chapter well in advance. I attended sessions and enjoyed open discussions on Mission Statements, Vision, and Strategic Planning. I hope that by attending these sessions, I will be able to continue serving our thriving chapter.

In addition to Board training, the Annual Conference also provided session topics on Mental Health, Disaster Response, and included an open forum with Florida government leaders. I learned from Florida Legislators Jennifer Bradley and Jason Pizzo. Jason Pizzo was the acting Senator responding to the 2021 Surfside tragedy in his district, and his response was truly remarkable. Hearing from him in the CAI environment allowed for an open and candid discussion.

In addition to networking throughout the event, we were able to meet collectively with the FL Chapter CEDs and Presidents. At this meeting, we discussed how we can work together to build stronger chapters within the state. We were able to gain resources for future events and develop new opportunities for collaboration. The FL chapters will meet quarterly going forward to continue this collaboration.

Thank you to our membership for endorsing this Annual Event. I hope that all our members will take the opportunity to attend Annual Conference at least one time. The chapter provides the opportunity for Board members to attend by sponsoring them each year the chapter is able to include this in the budget.

Next year the event is scheduled in Dallas May 17th-20th. Mark your calendars now!! I'd love for you to enjoy this outstanding event. And with the amazing things we are planning this year, we hope to find a spot-on stage to recognize our chapter for its innovation and growth.

**- Hayley Bryant | Business Development Officer
Community Bank**

2022 ANNUAL GOLF TOURNAMENT

JUNE 6, 2022 AT INDIAN BAYOU



2022 Golf Tourney Winners

1st Place: Virtuous Management Group

2nd Place: One Hopeful Place

3rd Place: Warren Averett



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