

Common Terra

The publication of CAI of San Antonio - *The Source* for Responsible Communities

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First Quarter 2025

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Tips for Successful Homeowner Communication

By Clint Brown, Roberts, Markel, Weinberg, Butler, Hailey PC

Communication is the key to many things in life. The same holds true for property owners associations (POAs). Board members and community managers play a major role in keeping the community informed about operations, in times of disaster and of general happenings within the community. Accordingly, RMWBH wants to ensure board members and managers have access to the tips and knowledge they need to successfully communicate with their communities.

Digital is the Way

For many years, the common way for POAs to communicate with their residents and owners was via the mail and a bulletin board in a common area. Community events and other happenings would be shared via a printed newsletter. Notices of all meetings would have to be printed and mailed. (In some instances, this is still required by law, more on that later in this article.) The bulletin board would be full of the same information, plus items that residents posted, such as furniture for sale, lost pets and more. In some POAs, mass mailings of a variety of materials still occur on a weekly or monthly basis. All of these mailings come at great expense to the POA. On top of this, communication is not instantaneous.

(Cont. on page 6)

Does the POA Need to Play a Role in Neighbor-to-Neighbor Disputes on Social Media

By Eric Tonsul, Roberts, Markel, Weinberg, Butler, Hailey PC

Social media grips many people's daily life like a vice. For most, they can only go minutes before the urge to scroll takes over on one of the various social media apps, but that urge has also brought with it other negative actions. Specifically, an increasing need to engage others online in an aggressive nature. Unfortunately, POA social media pages are not spared in this behavior. What role does the POA play in governing situations when online sparring turns into a full-on neighbor-to-neighbor brawl?

Social Media Policy

In most instances, the POA should avoid becoming involved in neighbor-to-neighbor disputes. But if these disputes are occurring on POA controlled forums, such as a social media page, the POA has a role to play.

This role begins with having an effective social media policy for a POA's active, official social media pages.

(Cont. on page 10)



Art Downey
Editor, Common Terra

Three features make community association homes different from traditional forms of home-ownership. One is that you share the use of common land and have access to facilities such as swimming pools that often are not afforda-

ble any other way. The second is that you automatically become a member of a community association and typically must abide by covenants, conditions and restrictions (CC&Rs). The third feature is that you will pay an "assessment" (a regular fee, often monthly, that is used for upkeep of the common areas and other services and amenities). There are many advantages to living in this kind of development. The community usually features attractive combinations of well-designed homes and landscaped open spaces. The houses may even cost less than traditional housing due to more efficient use of land.

Parks, pools and other amenities, often too expensive for you to own alone, can be yours through association ownership. So, now you have a chance to use and enjoy the pool, tennis court or other recreational facilities that may have been unaffordable previously. What's more, you won't have direct responsibility for maintenance, so you won't have to clean the pool or fix the tennis nets, and you may not even have to mow your lawn. But that doesn't mean you'll never have to think about it. The community association operates and maintains these shared facilities. Of course, you'll pay your share of the expenses and, as an association member, you'll have a

voice in the association's decisions. The association may have one of a variety of names: homeowners association, property owners association, condominium association, cooperative, common interest community or council of co-owners. This issue of Common Terra will focus on the responsibilities of volunteer boards and property managers to insure these amenities are safe and well maintained; that the CC&Rs are observed; that all owners contribute their fair share by paying their assessments in a timely fashion; and that the association is managed in an open and fiscally responsible manner.



CommonTerra The publication of the San Antonio Chapter, CAI *the source of responsible communities*

Mission Statement : To enhance community association living in San Antonio and South Texas by promoting leadership excellence and professionalism through education, communication, advocacy and resources

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Harmon Hamann, CIC
President, CAI San Antonio

“I want to take a moment to reflect on our organization’s continued growth and share some key updates and goals that will shape this year...”



The President’s Message —

CAI San Antonio Chapter Members,

I hope this letter finds you well and enjoying the start of an exciting new year. As we embark on 2025, I want to take a moment to reflect on our organization’s continued growth and share some key updates and goals that will shape this year.

First and foremost, I’m excited to announce that our goal for 2025 is to reach 400 members. This milestone is within reach, and with your continued support and participation, we will get there. We encourage you to invite colleagues and clients to explore the many benefits of joining the CAI San Antonio Chapter. Whether it’s for networking, professional development, or gaining valuable industry insights, there’s no better time to become involved.

It’s also my pleasure to welcome our newest Board Member, Cesar Hance with RealManage. We are excited to have Cesar’s expertise and vision as we continue to move forward and further strengthen our mission to support and advocate for community associations in San Antonio.

As we look to the year ahead, we’re gearing up for what promises to be an incredible 2025 Expo. With continued growth, the Expo will be bigger and better than ever before, offering our members even more opportunities to connect with industry leaders, discover new trends, and enhance their professional networks. We encourage you to stay engaged with this key event, as it is a fantastic opportunity to grow your business and stay ahead of the

curve.

Additionally, we are making a significant investment in the 2025 Awards Gala to ensure it is the most upscale and memorable event our organization has ever produced. This is a celebration of your hard work and achievements, and we want to make it an unforgettable experience. Please mark your calendars for March 28th at La Cantera Resort & Spa – we can’t wait to celebrate with all of you!

In closing, I want to express my heartfelt thanks for your continued involvement, support, and trust in me to serve as President of this great organization. We are only as strong as the community we build together, and I encourage each of you to stay active, engage with fellow members, and bring others along to experience all that CAI San Antonio has to offer.

Here’s to a successful and impactful 2025!

Your Community Association Partner,

Harmon Hamann, CIC
President, CAI San Antonio

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Tips for Dealing with Difficult Neighbors

By Laura Otto

We all can just get along. The key? Communication. It's often the best way to prevent and resolve conflict before it reaches the legal system. You don't have to be friends or spend time together to achieve a peaceful coexistence, but you should try to be a good neighbor and follow these tips:

Say hello. At the mailbox, while walking the dog or when you see a moving van arrive, introduce yourself. Learn your neighbors' names and regularly offer a friendly greeting.

Provide a heads up. If you're planning a construction project, altering your landscaping or hosting a big party, contact your neighbors beforehand.

Do unto others. Treat neighbors as you would like to be treated. Be considerate about noise from vehicles, stereos, pets, etc.

Know your differences. Make an effort to understand each other. Differences in age, ethnic background and years in the neighborhood can lead to different expectations or misunderstandings.

Consider the view. Keep areas of your property that others can see presentable.

Appreciate them. If the neighbors do something you like, let them know. They'll be pleased you noticed, and it'll be easier to talk later if they do something you don't like.

Stay positive. Most people don't try to create problems. If a neighbor does something that irritates you, don't assume it was deliberate.

Talk honestly. Tolerance is important, but don't let a real irritation go because it seems unimportant or hard to discuss. Let your neighbors know if something they do annoys.

Be respectful. Talk directly to your neighbors if there's a problem. Gossiping with others can damage relationships and create trouble.

Remain calm. If a neighbor mentions a problem they have with you, thank them for the input. You don't have to agree or justify any behavior. Wait for any anger to subside before responding.

Listen carefully. When discussing a problem, try to understand your neighbor's position and why he or she feels that way.

Take your time. Take a break to think about what you and your neighbor have discussed. Arrange to finish the conversation at another time.

About the Author



Laura Otto is the Senior Editor of Digital Content at CAI. A seasoned journalist, Laura previously worked for a creative, advocacy agency in Washington, D.C., where she wrote and edited content for a variety of public health clients. Prior to that, Laura served as a senior writer and editor for the George Washington University School of Medicine and Health Sciences. Laura is a graduate of Temple University in Philadelphia

Tips for Successful Homeowner Communication (Cont from page 1)

If a POA has not done so already, it should consider using almost exclusively digital forms of communication such as email, text messaging and/or social media. While this may not be a perfect fit for all POAs, those POAs that still prefer mailings should consider digital communication as well.

Each of these communication forms comes at a low cost to the POA and allow for instantaneous updates to the POA's members and residents. These forms of communication have proved effective for many POAs in times of severe weather events and to promote community events.

But there are drawbacks to each that POAs should be aware of.

By choosing to communicate via email and/or text message, the POA is collecting personally identifiable information (PII). Should this information be compromised, the POA could face devastating financial penalties. RMWBH has a [detailed article](#) on what qualifies as PII and why POAs should have a cybersecurity plan.

As for social media, you have seen and read RMWBH attorneys' thoughts on the subject in numerous [articles](#) and [webinars](#). While the simplest answer, and one as attorneys we would prefer, is for POAs to not have social media pages, we also know in today's digital age this is just not possible for many POAs.

Social media is an effective tool that most residents young and old have grown accustomed to using. The social media pages can serve as a modern-day water cooler to share information about the community, inform residents of upcoming meetings and events and provide updates in the times of disaster, but they can also quickly turn into pages of conflict.

Conflict on social media will prevent the message the POA is trying to deliver from being acknowledged.

The POA should take [all possible steps](#) to avoid conflict on its social media pages.

As we speed further into the 21st century, residents and members expect information to be readily available quickly and easy to find. Digital platforms provide POAs with the ability to accomplish this for the benefit of all.

Be Fortright and Upfront

Along with easily available information, POAs have a responsibility to their membership to be upfront and forthright in their communication.

This should occur in all communications with members, either digitally or in person, by the community

manager and board members, but it should occur with-in reason.

There are certain things in the governance of a POA that managers and board members should not share, such as specifics on a delinquent assessment account, or proprietary information regarding a contract negotiation, but boards should be willing to share their thoughts on why they came to certain decisions. Texas law even details [15 items](#) that must be discussed by the board in an open session of a board meeting unless an exception applies.

By being upfront and forthright, POAs can go a long way to fostering a relationship of trust and communication with their members.

Stay to the Letter of the Law

The final tip we would like to offer for homeowner communication is the most important. POAs have an obligation to follow the law in their communication with members.

The Texas Property Code outlines how certain communications between the POA and members should be conducted.

Board Meetings

Details on the notice for board meetings are outlined in Sec 209.0051 for single-family associations and Sec 82.108 for condominium associations.

For condominiums, the process for communication about board meetings is simply what is outlined in the Bylaws of the association.

For single-family associations, Sec. 209.0051 allows for options on the communication of the notice. The association can choose to mail the notice to each homeowner no later than the 10th day or earlier than the 60th day before the meeting. As we touched on earlier, this could cause costs to increase quickly. Or the POA can post notice in a conspicuous manner in the common area and/or post on the POA's website and email the owner the notice of the meeting. This must be done at least 144 hours before a regular meeting and 72 hours before a special meeting.

Violations

Ensuring the communication of violations is done according to the law is essential. One misstep could result in the POA being unable to collect delinquent assessments or in the case of deed restriction violations, put their Bylaws and restrictions at risk.

There are numerous sections of the Property Code that detail how deed restriction violation notifications

Tips for Successful Homeowner Communication (Cont from page 6)

should be processed. For single-family associations, deed restriction notices are outlined in Sec. 209.006. This notice must describe the violation, specify the date by which the violation must be cured (if curable) in order to avoid a fine, if the POA has fining authority, and inform the owner about their right to a hearing.

For condominiums, details on deed restriction notices are found in Sec. 82.102. As with single-family associations, the notice must describe the violation, give the owner a reasonable time to cure the violation before levying a fine and state the owner's right to a hearing. Additionally, you must notify the owner once you levy the fine within 30 days of such levy.

Collection Letters

Things become slightly more cumbersome for communicating the collection of delinquent assessments because it is not only Texas law to consider, but federal law as well.

State law varies between the two types of POAs. For single-family associations, violation letters are detailed in Sec. 209.0064. The letter must be sent via certified mail and the letter must:

- Specify each delinquent amount and the total amount of the payment to make the account current
 - Describe options of payment plans, if required by Chapter 209 or the POA's dedicatory instruments
- Provide a period of at least 45 days to cure the delinquency before next steps.

For condominiums, the requirements are outlined in Sec. 82.113. While Chapter 82 does not contain the specific details that Chapter 209 requires, condominiums may want to consider structuring their letters similarly to the 209 letter with a 30-day period to cure the delinquency.

Websites

Finally, a relatively new requirement in Sec. 207.006 for communication with residents and members is the requirement of single-family associations to have a website that contains a current version of the association's dedicatory instruments in certain instances. There is currently no requirement for condominiums, but a bill pending debate in the legislature may change this. HB 1349, if passed, would require condominiums to maintain a website that hosts a current copy of its dedicatory instruments. Stay tuned throughout the legislative session to find out if this

bill passes.

If you have questions on how the law details resident and member communication or issues in the communication process with a specific resident, please contact your legal counsel. They will be able to offer you the best path forward to ensure the POA is following the law and taking the right actions for the benefit of each of its members.

About the Author



Clint Brown is an Equity Shareholder and joined the firm's real estate section in 2012. He currently leads the firm's property owners association division with Marc Markel. Mr. Brown represents community associations, developers, developer-controlled associations, and commercial associations throughout Texas and his practice area focuses on bankruptcy law, corporate law and all aspects of community association law



Board Leadership Development Workshop - Virtual

The Board Leadership Development Workshop is being conducted by the CAI San Antonio and Austin Chapters virtually on **Saturday, February 22, 2025 from 9:00 am to 3:00 pm.**

Course Outline

Whether you live in a condominium, homeowners association (HOA) or other type of community, the CAI Board Leader Certificate Course highlights what every board member needs to know to serve effectively.

Budgeting Basics for Community Managers

By Cindy Dunlop and Jennifer Olson

Now more than ever, it is important to prepare a well-thought-out budget to prepare your association for cost increases and other changes in the upcoming year. The following are helpful tips to assist managers in making this budget season a smooth one.

Maintenance Expenses

Avoid the status quo and take time to shop the current cost of maintaining your community. Some maintenance items persist throughout the year and others are seasonal. Make a list of all the expense items that have come up in the past few years and any anticipated changes.

- Does the community have a need for snow removal?
- Is there a pool that needs maintenance?
- Is it time to review the landscaping contract?
- Is the cable or telecommunications contract up for renewal this year?

Financial Partners

It is also time to review contracts and relationships with the association's financial partners. Even though it is not mandatory to shop advisors, it is prudent to ensure the association is getting the most value out of these relationships.

- Has the association's insurance agent been contacted regarding estimating insurance premiums at renewal time? Was a buffer included, given the extraordinary increases in insurance premiums of late? Better to plan up front versus dealing with a shortfall during the year.
- Has the association's accountant increased their fees? Is the accountant adding value? It may be time to meet to discuss the community's current needs.
- When was the last time the association's bank statements were reviewed for any fee changes?
- After reviewing these items, it may be time to put out a request for proposal to include current vendors along with a few new ones.

Revisiting Reserves

Reserve funding has always been a hot topic, especially since the Surfside tragedy last year. Review the most recent reserve study (within three years) to ensure that the level of contributions required to keep the association's reserves are on track. Be sure to keep up with current legislation in your area that

impacts reserve requirements. Many legislative bodies are seeking to bolster reserve requirements to ensure proper reserve funding.

Expenses

Once a review has been completed, there will be hard numbers to work with to complete the other operating expense lines in the budget.

- Is there an allowance for delinquent accounts? If not, does the association's collection rates indicate a need for one?
- Should the association consider a contingency line item to cover any unanticipated cost increases?

Income

Once the expense side is mapped out, determine if the current income is sufficient. Cost increases may catalyze a need to recommend an increase in general assessments. Don't forget to include any reliable "other income" such as late fees, clubhouse rental, cell tower rental, etc.

It is time to finalize the proposed budget. Be sure to include the previous year's approved budget for comparison purposes and clearly show any changes. Include footnotes with brief explanations of any significant changes. Bring all supporting documentation, including requests for proposals, reserve study, quotes, etc., to the budget meeting.

Almost to the finish line! It may be helpful to distribute a draft budget ahead of time to field questions and constructive feedback, making for a streamlined budget meeting. Although it is a lot of work, checking these boxes will enable you to confidently present to the board and put another successful budgeting season in the books.

Visit CAI Press for more resources on budgeting basics, [here](#).

About the Authors

Cindy Dunlop is a senior vice president and commercial relationship manager at Cogent Bank in Jacksonville, Fla. Jennifer Olson is the vice president of association banking at Centennial Bank in West Palm Beach, Fla. The pair serves on CAI's Business Partners Council.

Rights and Responsibilities for Better Communities

Principles for Homeowners

Homeowners have the right to:

- ◇ A responsive and competent community association.
- ◇ Honest, fair and respectful treatment by community leaders and managers.
- ◇ Participate in governing the community association by attending meetings, serving on committees and standing for election.
- ◇ Access appropriate association books and records.
- ◇ Prudent expenditure of fees and other assessments.
- ◇ Live in a community where the property is maintained according to established standards.
- ◇ Fair treatment regarding financial and other association obligations, including the opportunity to discuss payment plans and options with the association before foreclosure is initiated.
- ◇ Receive all documents that address rules and regulations governing the community association—if not prior to purchase and settlement by a real estate agent or attorney, then upon joining the community.
- ◇ Appeal to appropriate community leaders those decisions affecting non-routine financial responsibilities or property rights.

Homeowners have the responsibility to:

- ◇ Read and comply with the governing documents of the community.
- ◇ Maintain their property according to established standards.
- ◇ Treat association leaders honestly and with respect.
- ◇ Vote in community elections and on other issues.
- ◇ Pay association assessments and charges on time.
- ◇ Contact association leaders or managers, if necessary, to discuss financial obligations and alternative payment arrangements.
- ◇ Request reconsideration of material decisions that personally affect them.
- ◇ Provide current contact information to association leaders or managers to help ensure they receive information from the community.
- ◇ Ensure that those who reside on their property (e.g., tenants, relatives and friends) adhere to all rules and regulations.



NOTE: The complete list of rights and responsibilities for better communities for homeowners and community leaders can be found for free at www.Caionline.org.

Does the POA Need to Play a Role.....

(Cont. from page 1)

A POA's social media policy should begin by defining the terms of use for the page and social media outlets the POA will choose to operate. In the terms, identify the purpose of the page. If the page consists of community-related posts, identify the scope of those posts (lost pets, classifieds, social activities, etc.)

With increasing hostility on social media, it is more important than ever for POAs to identify and outline the types of posts that will not be allowed on POA social media pages.

The social media policy should detail the potential ramifications users can face for making these types of posts and violating the terms of use policy.

The types of posts not allowed should include:

- Obscene or unlawful posts
- Posts and comments that are harassing or threatening in nature
- Posts and comments concerning anything not pertaining to the community
- Copyrighted material or images without proper consent (e.g., photos, gifs or memes)

Posts with misleading or disinformation about current events

The social media policy should also include language stating that no advertising or junk messaging will be allowed on the page to prevent the page from becoming a marketplace that advertises homeowners' addresses and subjecting the POA to potential liability.

In addition to not allowing a marketplace to develop, the policy should not allow for posting of personal information of the residents, such as addresses, images of their homes, or complaints regarding neighbor-to-neighbor disputes.

If there is a post that violates the terms of use, a strict set of consequences should be clearly defined. A violation allows the post to be deleted without notice and continued or egregious violations will allow for the user's access rights to be suspended immediately. Most importantly, the social media policy should determine who is the administrator of the social media page and, as a result, the arbiter of potential violations. This person could be a board member, a committee member, or a community manager, but there is a potential cost factor involved with the community manager.

POA Involvement

POAs need to be cautious about becoming involved with neighbor-to-neighbor disputes. The use of POA resources to mediate disputes is not always the best use of POA resources and there may not always be community support for Board intervention into an issue.

The POA becoming involved will depend on the extent of the issue. The POA's Board will need to ask itself; does the dispute:

- Threaten the health and safety of others?
- Create possible depreciation of property value? Provide a nuisance/annoyance to multiple neighbors?

If the answer is "yes" to any of these questions, the POA may have grounds to become involved in developing a solution to the situation, but the increasing use of social media has made these situations even more complicated.

For situations concerning the immediate threat to health and safety, which may include social media posts, community members should contact local law enforcement to resolve the situation.

With the other situations for POA involvement in neighbor-to-neighbor disputes, the POA needs to proceed with caution because the POA could risk violating their own social media policy should members of the community choose to use POA social media sites to report violations.

POAs have a duty to enforce and maintain their covenants. A failure to act could potentially create liability for the POA; however, if the POA allows members of the community to report violations via the social media pages it could quickly cause neighbor-to-neighbor disputes to escalate quickly and place the POA's social media page and POA at risk.

In the event a violation is reported via social media, the POA should follow their social media policy and remove the post if it violates the terms of the policy. Before doing so, the POA may choose to document the post by saving a screen capture of the post should hostilities escalate or continue away from social media. If a member uses the private direct message feature on the chosen social media platform, the POA should direct the member to resubmit the alleged violation through the documented reporting channels for tracking purposes.

When to Contact an Attorney

If a POA becomes involved in a neighbor-to-neighbor dispute on social media after the procedures outlined in the social media policy have been implemented, it may be necessary for the POA to involve its attorney to assist in resolving the matter.

The POA should consider contacting its attorney in the following circumstances:

(cont. on page 11)

Does the POA Need.....

(Cont. from page 10)

- Parties refuse to cooperate
- Dispute involves a violation of the covenants
- Association is unsure of its duty to enforce
- Dispute affects others in the community other than the parties at issue
- Issues involving complex property law
- FHA issues arise

If it is necessary to hire an attorney to resolve a violation, attorney's fees are recoverable per Section 5.006 of the Texas Property Code entitled "Attorney's Fees in Breach of Restrictive Covenant", which states as follows:

(a) In an action based on breach of a restrictive covenant pertaining to real property, the court shall allow to a prevailing party who asserted the action reasonable attorney's fees in addition to the party's costs and claim.

(b) To determine reasonable attorney's fees, the court shall consider:

- (1) the time and labor required;
- (2) the novelty and difficulty of the questions;
- (3) the expertise, reputation, and ability of the attorney; and
- (4) any other factor.

By having an effective social media policy, POAs should be able to address many issues before they develop into a full-blown neighbor-to-neighbor dispute that forces the POA to become involved. If you have questions on your POA's social media policy, or your POA needs a social media policy, the POA's legal counsel should be contacted.

About the Author



Eric Tonsul is a Shareholder in the firm's Real Estate section as a leader of the Community Association Team. His practice includes representation of land developers, community associations, condominium associations and other common interest communities. Eric is Board Certified in Property Owners Association Law by the Texas Board of Legal Specialization. Eric graduated from South Texas College of Law in

2000.



Why HOAs Need Professional Management

There's a lot more to managing a community association effectively than you may realize. It's much more than property management; it's also about governance—enforcing rules, conducting elections and more. Your home and your ownership interest in the common elements represent a huge asset—possibly your largest asset. Doesn't it make sense to have a knowledgeable, trained, professional community association manager watching out for your interests? Consider all they have to offer.

Professional managers must be aware of many laws and regulations—real estate, corporate and labor laws; federal laws and state statutes and government regulations.

Professional managers must have a working knowledge of finances, accounting, budget preparation, taxes and insurance.

Professional managers must have strong personnel management skills—hiring and supervising contractors and staff.


Professional managers must work and communicate effectively with residents, resolve disputes and facilitate communications.

Professional managers must have a keen understanding of property maintenance—landscaping, repairs and replacements, facilities upkeep and mechanical maintenance.

Professional managers coach and mentor the board members who govern the association. They help conduct meetings, supervise elections and ensure compliance with governing documents. Governance is one key area where property management and community management differ.

Follow Us on Social Media:

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↑ CED Corner →



Jesus Azanza
Chapter Executive Director

I hope this message finds you well and that you're as excited about the upcoming months as we are! I wanted to take a moment to update you on some key events and initiatives that will be taking place in the near future, as well as highlight the incredible growth we've seen in our annual sponsorship program.

Volunteering Opportunity at the San Antonio Food Bank Community Kitchen – February 25th

We are thrilled to invite you to join us for a community volunteer event at the San Antonio Food Bank Community Kitchen on February 25th. This is a wonderful opportunity to give back and connect with fellow members in a meaningful way. Together, we can make a real impact, supporting those in need in our community. If you're interested in participating, please sign up through our website or contact us directly for more details.

TLAC Rally Day – March 5th in Austin

On March 5th, we will be participating in the TLAC Rally Day at the Texas State Capitol in Austin. This important event will provide us with the opportunity to communicate key community association issues to elected officials from across the state. It's a chance to advocate for the interests of our members and ensure our voices are heard on critical policy matters. I encourage you to join us for this powerful day of advocacy. If you are interested in riding on the bus from San Antonio to Austin, please email ced@caisa.org.

Awards Gala – March 28th

Our highly anticipated Awards Gala will be held on March 28th, delivering a high-end, elegant evening that celebrates the outstanding individuals and organizations that make a difference in our community associations. This is an event you won't want to miss, as we recognize the stars in our organization who truly serve as the foundation for the success of the associations they serve. Sponsorships are available for those who want to play an even larger role in making this event a grand success. Let's come together to honor the exceptional people who go above and beyond in their work. We look forward to seeing you there!

Annual Sponsorship Program Growth

We are also pleased to share that our annual sponsorship program has seen an incredible response this year, thanks to our trusted partners. Their continued support allows us to offer even more value to our members through enhanced educational resources, networking opportunities, and advocacy efforts. Simply put — we would not exist without the support from our Annual Sponsors! If you're interested in becoming a sponsor or learning more about these exciting partnership opportunities, don't hesitate to reach out.

Thank you for your ongoing involvement and commitment to our mission. We are excited for all that lies ahead and look forward to seeing you at these upcoming events. Should you have any questions or need further information, please don't hesitate to reach out to me.

Until next time!

Jesus



Our Mission Statement is....

“To Enhance Community Association Living in San Antonio and South Texas by Promoting Leadership Excellence and Professionalism Through Education, Communication, Advocacy and Resources.”

Jesus Azanza, CED
ced@caisa.org
210-389-6382

Visit our website at:
www.caisa.org



How Community Managers and Property Managers Have Distinct Roles

By Laura Otto

A common mistake among the general public—is to lump community association managers and property managers into the same bucket. While both are very important roles, they are distinctly different professions with functions, skill sets, and responsibilities specific to each.

A community association manager can manage every type of community: condominium associations, homeowner associations, resort communities, and commercial tenant associations.

A community association manager works directly with property owners and homeowners.

Property managers oversee individual rental units or a group of rental units, such as an apartment complex. They're responsible for managing the entire property, while community association managers are responsible for common areas—not individually owned properties.

This misunderstanding of the two professions often bleeds into more general conversations occurring in this space. Compounding this is the reality that there's a slight overlap in a couple of the duties performed. For example, both property managers and community association managers supervise certain maintenance activities, such as swimming pool upkeep and trash removal. But it's important to understand that community association managers oversee and direct *all* aspects of running the business operation. This means that they authorize payment for association services; develop budgets and present association financial reports to board members; direct the enforcement of restrictive covenants; perform site inspections; solicit, evaluate, and assist in insurance purchases; and even supervise the design and delivery of association recreational programs. Property managers are responsible for managing the actual property and therefore handle the physical assets of the unit at the owner's request. Property managers generally oversee rental units and leases. Their responsibilities might include finding or evicting tenants, collecting rent, and responding to tenant complaints or specific requests. If a property manager is responsible for a vacation or second home, he

or she may arrange for services such as house-sitting or local sub-contracting necessary to maintain that property. Alternatively, an owner may opt to delegate specific tasks to a property manager and choose to handle other duties directly.

Stephanie Durner, CMCA, AMS, director of community management at River Landing, a gated golf course community in Wallace, N.C., views the distinction this way:

“While property managers are generally charged with overseeing physical structures that are used by people who are not the owners of the property, association managers represent the property owners themselves and are involved in just about every aspect of the overall community. For instance, if a garage door is broken at a rental house, the tenant would call a property manager or owner/landlord. But if there's a pothole that needs repair or if a neighbor's dog is running loose through the neighborhood, that's a task for the community association manager who both maintains the common areas and upholds the governing rules. To me, community association management is a more holistic approach that contributes to the overall quality of life for all the owners in a community.”

About the Author



Laura Otto is editor of CAI's award-winning Community Manager. A seasoned journalist, Laura previously worked for a creative, advocacy agency in Washington, D.C., where she wrote and edited content for a variety of public health clients. Prior to that, Laura served as a senior writer and editor for the George Washington University School of Medicine and Health Sciences. Laura is a graduate of Temple University in Philadelphia.



MODEL CODE OF ETHICS

CAI developed the Model Code of Ethics for Community Association Board Members to encourage the thoughtful consideration of ethical standards for community leaders. The model code is not meant to address every potential ethical dilemma but is offered as a basic framework that can be modified and adopted by any common-interest community.

Model Code of Ethics for Community Association Board Members

Board members should:

1. Strive at all times to serve the best interests of the association as a whole regardless of their personal interests.
2. Use sound judgment to make the best possible business decisions for the association, taking into consideration all available information, circumstances and resources.
3. Act within the boundaries of their authority as defined by law and the governing documents of the association.
4. Provide opportunities for residents to comment on decisions facing the association.
5. Perform their duties without bias for or against any individual or group of owners or non-owner residents.
6. Disclose personal or professional relationships with any company or individual who has or is seeking to have a business relationship with the association.
7. Conduct open, fair and well-publicized elections.
8. Always speak with one voice, supporting all duly adopted board decisions—even if the board member was in the minority regarding actions that may not have obtained unanimous consent.

Board members should not:

1. Reveal confidential information provided by contractors or share information with those bidding for association contracts unless specifically authorized by the board.
2. Make unauthorized promises to a contractor or bidder.
3. Advocate or support any action or activity that violates a law or regulatory requirement.
4. Use their positions or decision-making authority for personal gain or to seek advantage over another owner or non-owner resident.
5. Spend unauthorized association funds for their own personal use or benefit.
6. Accept any gifts—directly or indirectly—from owners, residents, contractors or suppliers.
7. Misrepresent known facts in any issue involving association business.
8. Divulge personal information about any association owner, resident or employee that was obtained in the performance of board duties.
9. Make personal attacks on colleagues, staff or residents.
10. Harass, threaten or attempt through any means to control or instill fear in any board member, owner, resident, employee or contractor.
11. Reveal to any owner, resident or other third party the discussions, decisions and comments made at any meeting of the board properly closed or held in executive session.

HOMEOWNER ASSOCIATION GUIDELINES

Many residents – owners and renters alike—don't really understand the fundamental nature of homeowner associations. Many others, including the media and government officials, lack a true understanding of the homeowner association concept.

What is the basic function of a homeowner association? What are the essential obligations and expectations of homeowners? What are the core principles that should guide association leaders?

- 1. Associations ensure that the collective rights and interests of homeowners are respected and preserved.**
- 2. Associations are the most local form of representative democracy, with leaders elected by their neighbors to govern in the best interest of all residents.**
- 3. Associations provide services and amenities to residents, protect property values and meet the established expectations of homeowners.**
- 4. Associations succeed when they cultivate a true sense of community, active homeowner involvement and a culture of building consensus.**
- 5. Association homeowners have the right to elect their community leaders and to use the democratic process to determine the policies that will protect their investments.**
- 6. Association homeowners choose where to live and accept a contractual responsibility to abide by established policies and meet their financial obligations to the association.**
- 7. Association leaders protect the community's financial health by using established management practices and sound business principles.**
- 8. Association leaders have a legal and ethical obligation to adhere to the association's governing documents and abide by all applicable laws.**
- 9. Association leaders seek an effective balance between the preferences of individual residents and the collective rights of homeowners.**
- 10. Association leaders and residents should be reasonable, flexible and open to the possibility—and benefits—of compromise.**



“CAI can give you exactly what you need.”



SAVE THE DATE

TLAC RALLY DAY

MARCH 5, 2025

First United Methodist Church, 1300 Lavaca St
Austin, TX 78701



ABOUT RALLY DAY

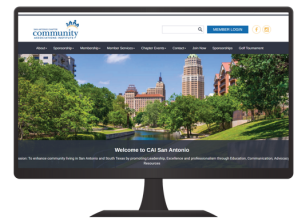
Homeowners, professionals and others interested in the impact of Texas legislation on community associations and their residents have an opportunity to learn more about pressing issues, as well as educate lawmakers about the issues at hand. The Community Associations Institute (CAI) Texas Legislative Action Committee (TLAC) is holding its Rally Day at the Capitol in Austin on Wednesday, March 5, 2025.

TLAC'S Rally Day will give attendees direct access to leading policymakers through Capitol meetings. Prior to visiting the Capitol, a workshop on communicating effectively with government officials will take place, as well as a presentation on legislative issues, advocacy strategy and TLAC operations.

CAI RESOURCES



- [CAI Press](#)
- [CAI Board Leader Certificate](#)
- [Local and National publications](#)
- [Professional Management Development Program](#)
- (comprehensive educational courses for industry designations such as CMCA, AMS, LSM, and PCAM.)
- Daily members-only [Community Exchange](#)
- [HOA Hotline](#)



Total dues include optional foundation contribution

Student: \$35

Manager: \$149

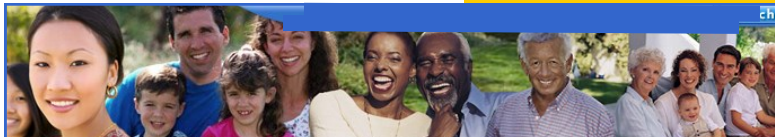
Management Company: \$445

CAVL Individual: \$140
Boards of up to 15: \$305

Business Partner: \$625

EVENTS CALENDAR

Mark yours today!



2025 CALENDAR OF EVENTS

FEBRUARY

February 11 — Happy Hour (Roo Pub)
 February 22 — Board Leader Development Workshop (Virtual)
 February 25 — San Antonio Food Bank — Kitchen (3 – 7 pm)

MARCH

March 5 — TLAC Rally Day (Austin)
 March 28 — Awards Gala (La Cantera Resort & Spa)

APRIL

April 11 — Educational Luncheon (Pool Season Preparedness panel (Inspector/Attorney/Pool Company/Moderator at Maggiano's)

MAY

May 7 – 10 — CAI Annual Conference & Exposition (Orlando, FL)
 May 13 — Educational Luncheon TBD
 May 21 – San Antonio Food Bank — Warehouse Sorting & Packing (1 – 4 pm)
 May 21 – Little Woodrow's (4:30 – 6:30 pm)

JUNE

June 10 — Educational Luncheon (TLAC Legislative Update) Maggiano's

JULY

July 18 — Educational Luncheon (Corpus Christi) – TLAC Legislative Update/Board Workshop (9:30 am – 10:30 am and 10:30 am – 4:00 pm)

AUGUST

August 12 — Educational Luncheon

SEPTEMBER

September 3 – TLAC Fundraising Event

OCTOBER

October 3 — South Texas Community Associations Exposition

NOVEMBER

November 11 — Educational Luncheon at Maggiano's (Julie Adamen)

DECEMBER

December 10 — Annual Sponsor Appreciation Event (Location TBD)

**Luncheon Programs
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 Always
register early
 and check
www.caisa.org
 for *the* most
 current
 information
 about
 programs and events.**

NOTE: Location is San Antonio TX unless otherwise noted. Watch email for times and details. Always RSVP!

See you there!

Legal Assessments

Contributing Writers:

Elliott Cappuccio and Ryan Quiroz RMWBH

Homeowners' Attempt to Invoke the Texas Citizens Participation Act ("TCPA") to Dismiss HOA's Counterclaim Fails
***Johnson v. Windsong Ranch Community Association, Inc.*, No. 02-23-00385-CV, 2024 WL 725523 (Tex. App. – Fort Worth Feb. 22, 2024)**

The Johnsons live within the Windsong Ranch Community Association (the "HOA"). Pursuant to the HOA's governing documents, and a Facilities Use Agreement, residents have access to a large swimming pool complex with various beaches and a playground, known as Crystal Lagoon. The HOA contracted with Bearfoot Aquatic Management, LLC ("Bearfoot") to manage and monitor Crystal Lagoon.

In 2022, the Johnsons sued the HOA and Bearfoot, alleging that the HOA and Bearfoot had targeted the Johnsons by "selectively enforcing certain rules, creating false reports, and imposing 'fraudulent fines'" in retaliation for the Johnsons having previously filed an earlier lawsuit against Bearfoot, which was settled. *Johnson v. Windsong Ranch Community Association, Inc.*, 2024 WL at *1. The HOA filed a counterclaim against the Johnsons. In its counterclaim, the HOA argued that the Johnsons triggered an obligation to indemnify the HOA when the Johnsons filed their lawsuit, and that the Johnsons anticipatorily breached that obligation.

The Johnsons subsequently filed a motion to dismiss the HOA's counterclaim under the TCPA. The TCPA is intended to "protect citizens who petition or speak on matters of public concern from retaliatory lawsuits that seek to intimidate or silence them." *Johnson*, 2024 WL at *2, quoting *In re Lipsky*, 460 S.W.3d 579, 584 (Tex. 2015). TCPA motions to dismiss are evaluated under a three-step process. *Id.*, at *3. In this case, the Court of Appeals found that the Johnsons satisfied the first-step, by showing that the TCPA applied to the counterclaim. However, with respect to the second-step, the Court of Appeals found that the HOA successfully satisfied its burden to "establish each essential element of its counterclaim by clear and specific evidence." *Id.*

More specifically, the Facilities Use Agreement signed by the Johnsons included, among other things, an agreement "to indemnify, defend, and hold harmless [the HOA] from all liability" related to the Johnsons' use of the Crystal Lagoon common area. *Id.*, at *6. The Court of Appeals found that the Johnsons' lawsuit triggered their obligation to indemnify

the HOA for its attorney's fees and costs under the Facilities Use Agreement. *Id.* Because the HOA satisfied this second-step, the burden then shifted back to the Johnsons to establish an affirmative defense or other ground to support a judgment as a matter of law. *Id.*, at *7. For that, the Johnsons argued that the Facilities Use Agreement was unenforceable due to a lack of consideration, because the governing documents already granted them the right of access to the Crystal Lagoon common area. The Johnsons also argued that the indemnification provision in the Facilities Use Agreement was unenforceable because it failed to comply with applicable fair notice requirements. The Court of Appeals disagreed with both arguments. *Id.*

With regard to the consideration argument, the Court of Appeals found that the HOA's Master Covenant "did not grant the Johnsons unfettered access to the common areas. Rather, their right of access was clearly made subject to the HOA's rule-making authority. Because the HOA had the authority to condition the Johnsons' access to the common areas on their execution of the Facilities Use Agreement, the consideration flowing to the Johnsons under that agreement was not illusory" and did not lack consideration. *Id.*

With regard to the fair notice argument, the Court of Appeals found that the Johnsons waived this argument by failing to raise it in their TCPA motion to dismiss. The Court of Appeals also found that even if the Johnsons had not waived this argument, the fair notice rule would still not apply in this case because there is nothing in the record to show that the HOA is seeking indemnity for its own negligence. *Id.*, at *8.

As a result, the Court of Appeals affirmed the trial court's order denying the Johnsons' TCPA motion to dismiss the HOA's counterclaim, and the case was remanded back to the trial court for further proceedings.

About the Authors

Elliott Cappuccio is an equity shareholder in the San Antonio office of Roberts Markel Weinberg Butler Hailey, PC ("RMWBH"). He has been practicing law for over twenty-five years in the areas of litigation and POA law. Ryan Quiroz is an associate attorney with RMWBH, whose practice also focuses on POA law. This article is not intended to provide legal advice, nor is it intended to create an attorney/client relationship between RMWBH and the reader. If you have specific legal questions, you may contact Elliott Cappuccio at (210) 640-9180 or via email at: ecappuccio@rmwbh.com.

CAI—Answers in the Book Store at www.CAIOOnline.com!

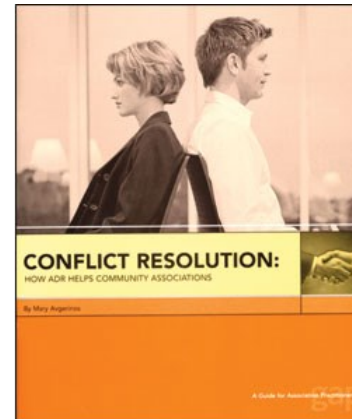


Conflict Resolution

Community associations must resolve conflict through a constructive, people-centered strategy. To reach that goal, many communities turn to alternative dispute resolution and consensus building to foster greater understanding and improve communication. These alternatives to the traditional justice system have been embraced by attorneys, judges, and an increasing number of community associations not only because they are far less costly, but because they promote harmony rather than discord among neighbors..

Item #5869.

Nonmembers: \$25 | **CAI members: \$15**

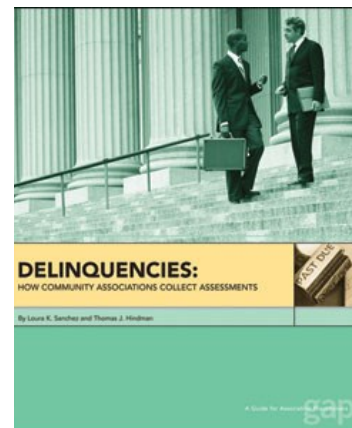


Delinquencies

What authority does a community association have for collecting assessments? What should collections policies cover and what procedures should an association follow to collect delinquencies? What practical and legal remedies are available to associations to collect delinquencies? Find out how to document your case in court and how to meet the most common defenses delinquent owners use. This guide will help you minimize loss to the association when owners file bankruptcy and explain how the Fair Debt Collection Practices Act can effect the association when they file.

Item #0185

Nonmembers: \$30 | **CAI members: \$15**

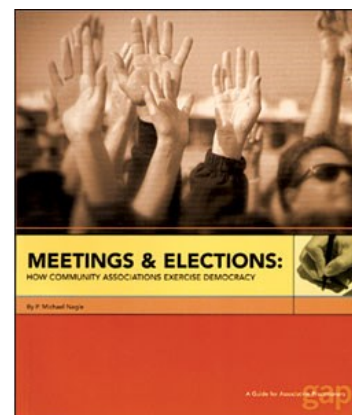


Meetings & Elections

CAI's standard reference for meetings and elections addresses how technology has changed the way community associations conduct business. How far can an association go in giving notice electronically? When and how are electronic ballots used, and are they always legal? Can a proxy be emailed to the association? Also includes information on quorums, parliamentary procedures, organizing and implementing elections, and a great checklist of election procedures. .

Item #0796.

Nonmembers: \$30 | **CAI members: \$20**



TICKETS
\$125 - CAI SA Member
\$150 - Prospective/Non-Member
**Ticket prices increase after March 7, 2025.*
Visit www.caixa.org to reserve your seat!

CAI
SAN ANTONIO
CHAPTER

MARCH 28
2025

Awards
GALA

La Cantera
Resort & Spa
6:00 pm - 11:00 pm

A "MASQUERADE BALL" THEMED EVENT #CAISA

Join us on Friday, March 28, 2025, at La Cantera Resort & Spa for a "masquerade ball" themed Awards Gala! Join us as we highlight the outstanding people and organizations that make the CAI San Antonio Chapter a place where communities shine.

SCHEDULE - FRIDAY, MARCH 28, 2025

6:00 - 7:30 pm

Pre-Event Reception (Open bar for beer.
Mixed drinks can be purchased separately.)

7:30 - 9:00 pm

Dinner & Awards (Awards Program starts at 7:45 pm)

9:00 - 11:00 pm

Live Music & Dancing

11:00 pm – Midnight

After-party (lobby bar)

TICKET PRICING

Individual Ticket Pricing

\$125 CAI SA Member (Before March 7, 2025)

\$150 CAI SA Member (After March 7, 2025)

\$150 Non-Member (Before March 7, 2025)

\$175 Non-Member (After March 7, 2025)

Table Pricing (10 seats/table)

\$1,250 CAI SA Member (Before March 7, 2025)

\$1,500 CAI SA Member (After March 7, 2025)

\$1,500 Non-Member (Before March 7, 2025)

\$1,750 Non-Member (After March 7, 2025)

Flags: What Can Fly in an HOA

By Samantha Rosenbloom



During election season, flags and signs can be a particular point of sensitivity for homeowners' associations. The rules promote uniformity within the community and avoid the potential of an excessive display of flags and signs. Increasingly, states are adopting policies that impact community associations'

ability to regulate certain signs and flags.

Currently the display, size, flagpole height, number allowed, as well as the time and place of display of flags are regulated. Right now, 12 states regulate flags, and 13 states regulate signs, but most states have pending legislation on the matter, according to Elina B. Gilbert, Esq., shareholder at Altitude Community Law PC in Lakewood, Colo. Homeowner associations have the power to regulate signage in governing documents, but states are overriding this authority because many see flags and signage as a constitutional freedom that must be protected.

It is important to consider the practical applications of regulating flags and banners. "Regulations are in place to protect property values and promote harmonious living," says Airielle Hansford, CMCA, AMS, PCAM, vice president at FirstService Residential in Fairfax, Va. "The question of whether this is an infringement on homeowners' rights depends on the association, but governing documents are deemed a contract, and they can provide the community association with the right to restrict signs, flags, and other items on the lots."

Signage and flags can escalate emotion and tensions within the community, so it is important to consider that expectations may change over time.

"Each community is unique, so there may be pe-

riodic reviews of governing documents and changes can be made," says Hansford, adding "Rules should be reasonable, uniformly applied, and enforceable."

Additionally, HOAs should ensure the regulations for flags and signs are not in conflict with each other. Hansford's final piece of advice: "Community associations communicate with owners ahead of the election cycles to advise what is permitted and prohibited and lay out any exceptions to the rules for each election cycle."

Involving community members in the process of drafting regulations is a considerate and sensitive way to include culture and climate and ensure uniformity, compliance and promote harmonious living in your community.


About the Author




Samantha Rosenbloom is a current student at Denison University, double majoring in Communication and Environmental Studies. She is also the Director of Recruitment

Events for the Ohio ETA chapter of Pi Beta Phi at Denison, and the incoming Director of Events for Denison's Women in Business club.

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2025 Advertising Rates – Common Terra

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Full Page	7 1/8" X 9 1/8"	= \$550
Half Page	7 1/8" X 4 3/4 "	= \$400
Quarter Page	3 5/8" X 4 5/8"	= \$300
Eighth Page	3 1/2" X 2 1/2"	= \$200
Business Card	3 1/4" X 2 1/8"	= \$125

Texas Community Associations facts & figures

» Approximately **5,965,000** Texans live in **2,093,000** homes in more than **21,000** community associations.

» These residents pay **\$9.5 billion** a year to maintain their communities. These costs would otherwise fall to the local government.



» **201,000** Texans serve as volunteer leaders in their community associations each year, providing **\$182.7 million** in service.

» The median home value in Texas is **\$161,700**. Homes in community associations are generally valued at least **4%*** more than other homes.

» By **2040** the community association housing model is expected to become the most common form of housing.



88 » percent say their association's rules protect and enhance property values (66%) or have a neutral effect (22%).

70 » percent of residents oppose additional regulation of community associations.

85 » percent of residents rate their community association experience as positive (56%) or neutral (29%).

43 » percent always or usually vote in national elections and 59% always or usually vote in local and state elections.

9.26.20

Community associations are private entities, not governments. Residents vote for fellow homeowners to provide leadership—making decisions about operation, administration and governance of the community.

Assessments paid by association members cover the costs of conducting association business—such as common area maintenance, repair and replacement, essential services, routine operations, insurance, landscaping, facilities maintenance as well as savings for future needs.

CAI supports public policy that recognizes the rights of homeowners and promotes the self-governance of community associations—affording associations the ability to operate efficiently and protect the investment owners make in their homes and communities.



www.caionline.org
(888) 224-4321

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SOURCES

Community Associations Fact Book 2019. Published by the Foundation for Community Association Research - foundation.caionline.org. Note: Statistics published are estimates generated from seven public/private data sources; including the American Communities Survey.

Home Sweet HOA: 2020 Homeowner Satisfaction Survey. Community Next: 2020 And Beyond, 2018.

*Clark, W. & Freedman, M. (2019). The Rise and Effects of Homeowners Associations. *Journal of Urban Economics*, 112, 1-15.





CAI of San Antonio

Sponsorship Program



2025

ANNUAL SPONSORSHIPS

DIAMOND - \$4,500

GOLD - \$2,500

PLATINUM - \$3,500

SILVER - \$1,700

MANAGEMENT COMPANY - \$3,500

www.caisa.org



DIAMOND - \$4,500

Events

- One (1) free standard booth at CAI SA Expo
- Ability to pre-register for all events, one (1) week in advance of normal registration
- Four (4) free tickets to the 2025 Annual Awards Gala
- Three (3) free tickets to all regularly scheduled luncheons - 50% off an additional three (3) luncheon tickets
- Dedicated end-of-year Annual Sponsor networking event
- Free access to all CAI San Antonio networking events
- Opportunity to provide marketing material on the Business Partner Venue Table at all regularly scheduled luncheons (does not include Annual Awards Gala or CAI SA Expo)
- CAI San Antonio Annual Meeting Sponsor
- Sponsorship of two (2) regularly scheduled luncheons – includes:
 - \$25.00 in gift cards given in business partner's honor by CAI San Antonio at one (1) luncheon
 - Opportunity to present business information to attendees for a maximum of two (2) minutes at one (1) luncheon

Advertising, Branding, and Marketing

- 10% off advertisements in the CommonTerra Magazine
- Free submission of one (1) featured article in CommonTerra
- Article to be written by sponsor
- Logo and link on the CAI San Antonio website
- Logo and link in e-newsletter

Discounts & Recognition

- 20% off any additional sponsorship opportunities for the Annual Awards Gala and CAI SA Expo (does not include table at Annual Awards Gala or booth at CAI SA Expo)
- Company logo included in slide show at CAI San Antonio luncheons, CAI SA Expo, and Annual Awards Gala (when available)
- Recognition on the CAI SA banner under Diamond Level, viewed at all luncheons and events

**Annual Sponsorships are designed based on expected or anticipated events, programs, or offerings at the time of publishing the Annual Sponsorship packages. The CAI San Antonio Chapter strives to deliver value to all Annual Sponsors and anticipates that the benefits listed below will be available. Events, programs, and offerings, however, are subject to change, cancellation, or rescheduling. Therefore, it is possible that listed benefits and offerings may not be available.*



PLATINUM - \$3,500

Events

- 50% off one (1) standard booth at CAI SA Expo
- Two (2) free tickets to the 2025 Annual Awards Gala
- Two (2) free tickets to all regularly scheduled luncheons — 50% off an additional two (2) luncheon tickets
- Dedicated end-of-year Annual Sponsor networking event
- Free access to all CAI San Antonio networking events
- Opportunity to provide marketing material on the Business Partner Venue Table at all regularly scheduled luncheons (does not include Annual Awards Gala or CAI SA Expo)
- CAI San Antonio Annual Meeting Sponsor & Sponsorship of one (1) regularly scheduled luncheon – includes:
 - \$25.00 in gift cards given in business partner's honor by CAI San Antonio at one (1) luncheon
 - Opportunity to present business information to attendees for a maximum of two (2) minutes at one (1) luncheon

Advertising, Branding, and Marketing

- 10% off advertisements in CommonTerra
- Free submission of one (1) featured article in CommonTerra
- Article to be written by business partner
- Logo and link on the CAI San Antonio website
- Logo and link in e-newsletter

Discounts & Recognition

- 15% off any additional sponsorship opportunities for the Annual Awards Gala and CAI SA Expo (does not include table at Annual Awards Gala or booth at CAI SA Expo)
- Recognition on the CAI SA banner under Platinum Level, viewed at all luncheons and events
- Company logo included in slide show at CAI San Antonio luncheons, CAI SA Expo, and Annual Awards Gala (when available)

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GOLD - \$2,500

Events

- 25% off one (1) standard booth at CAI SA Expo
- One (1) free ticket to the 2025 Annual Awards Gala
- One (1) free luncheon ticket to regularly scheduled luncheons – 50% off an additional one (1) luncheon ticket
- Dedicated end-of-year Annual Sponsor networking event
- Free access to all CAI San Antonio networking events
- Opportunity to provide marketing material on the Business Partner Venue Table at all regularly scheduled luncheons (does not include Annual Awards Gala or CAI SA Expo)

Advertising, Branding, and Marketing

- 10% off advertisements in CommonTerra
- Free submission of one (1) featured article in CommonTerra
- Article to be written by business partner & Logo and link on the CAI San Antonio website
- Logo and link in e-newsletter

Discounts & Recognition

- 10% off any additional sponsorship opportunities for the Annual Awards Gala and CAI SA Expo (does not include table at Annual Awards Gala or booth at CAI SA Expo)
- Recognition on the CAI SA banner under Gold Level, viewed at all luncheons and events
- Company logo included in slide show at CAI San Antonio luncheons, CAI SA Expo, and Annual Awards Gala (when available)

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SILVER - \$1,700

Events

- One (1) free ticket to regularly scheduled luncheons
- Opportunity to provide marketing material on the Business Partner Venue Table at all regularly schedule luncheons
- Free access to all CAI San Antonio networking events

Advertising, Branding, and Marketing

- 10% off advertisements in CommonTerra
- Free submission of one (1) featured article in CommonTerra
- Article to be written by business partner
- Company name and link on the CAI San Antonio website
- Company name and link in e-newsletter

Discounts & Recognition

- Ability to upgrade to Gold, Platinum and Diamond levels
- Recognition on the CAI San Antonio banner under Silver Level, viewed at all luncheons and events
- Company logo included in slide show at CAI San Antonio luncheons, CAI SA Expo and Awards Gala (when available)

**Annual Sponsorships are designed based on expected or anticipated events, programs, or offerings at the time of publishing the Annual Sponsorship packages. The CAI San Antonio Chapter strives to deliver value to all Annual Sponsors and anticipates that the benefits listed below will be available. Events, programs, and offerings, however, are subject to change, cancellation, or rescheduling. Therefore, it is possible that listed benefits and offerings may not be available.*



MANAGEMENT COMPANY - \$3,500

**Management companies can choose from any of the Annual Sponsorships packages available through the CAI San Antonio Chapter.*

Events

- 50% off one (1) standard booth at CAI SA Expo
- Two (2) free tickets to the 2023 Annual Awards Gala
- Ten (10) free luncheon tickets to all regularly scheduled luncheons
- Dedicated end-of-year Premium Partner networking event
- Free access to all CAI San Antonio networking events
- Opportunity to provide marketing material on the Business Partner Venue Table at all regularly scheduled luncheons (does not include Annual Awards Gala or CAI SA Expo)
- CAI San Antonio Annual Meeting Sponsor
- Luncheon sponsor of one (1) regularly scheduled luncheon – includes:
- \$100.00 in gift cards given in business partner's honor by CAI San Antonio at one (1) luncheon
- Opportunity to present business information to attendees for a maximum of two (2) minutes at one (1) luncheon

Advertising, Branding, and Marketing

- 10% off advertisements in CommonTerra & Free submission of one (1) featured article in CommonTerra
- Article to be written by business partner
- Logo and link on the CAI San Antonio website
- Logo and link in e-newsletter

Discounts & Recognition

- 15% off any additional sponsorship opportunities for the Annual Awards Gala and CAI SA Expo (does not include table at Annual Awards Gala or booth at CAI SA Expo)
- Recognition on the CAI SA banner under Platinum Level, viewed at all luncheons and events
- Company logo included in slide show at CAI San Antonio luncheons, CAI SA Expo, and Annual Awards Gala (when available)

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professionalism and community managers



Community managers are the professional backbone of the community associations they serve, providing expertise that is crucial to the successful operation of homeowners associations, condominiums, cooperatives and other planned communities.

Many communities contract with association management firms for specific services. Others hire full-time, on-site managers.

Successful managers must possess knowledge and skills relating to association governance, financial and facilities management, communications, insurance, maintenance and much more.

Many of the most successful managers elevate their expertise and careers by taking advantage of CAI's Professional Management Development Program, which includes 17 expert-led courses that address the many facets of community management—including professional ethics.



Professionals who want to expand their knowledge and further accelerate their careers can earn the following credentials:

- » Certified Manager of Community Associations (CMCA®)
- » Association Management Specialist (AMS®)
- » Professional Community Association Manager (PCAM®)
- » Large-Scale Manager (LSM®)

Companies that meet specified professional requirements can earn CAI's Accredited Association Management Company (AAMC®) credential.

These individual and corporate credentials tell community association boards and homeowners that they are supported by managers with high standards of professional excellence.



Learn more:

- » **PMDP courses:** www.caionline.org/pmdp
- » **Professional credentials:** www.caionline.org/credentials
- » **CAI benefits for managers:** www.caionline.org/managerbenefits

the homeowners we serve



Homeowners are CAI's largest member group, comprising more than 40 percent of our 32,000-plus members. For the most part, these are the homeowners who have chosen to be leaders in their communities—serving on association boards and committees or volunteering for special projects. Some simply rely on CAI to stay informed about how their communities should be governed and managed.

CAI strives to serve homeowners who have or probably will step up to the plate to serve their communities and fellow residents. The benefits we provide to them—from *Common Ground* magazine and our specialized newsletters to web content and educational opportunities—are developed for these leaders.

While we do provide information for all HOA residents—including our online course, *An Introduction to Community Association Living*—our focus is on community associations and those who lead them, especially the more than two million residents who serve on association boards and committees. By supporting community leaders, we are making communities preferred places to live for all residents.

Our primary mission is to help homeowner leaders and professional community managers protect property values, preserve the character of their communities and meet the established expectations of all residents.

Our education inspires effective governance and management. Our best practices help leaders build and sustain more harmonious communities. Our advocacy promotes practical legislative and regulatory policies. Our ethics guidelines inspire fairness, transparency and integrity.

That's how we serve all community association residents, even as we strive to preserve and enhance the concept, perception and value of common-interest communities.

- » **About CAI:** www.caionline.org/about
- » **Member Benefits:** www.caionline.org/homeownerleaders
- » **Find a chapter:** www.caionline.org/chapters
- » **Join CAI:** www.caionline.org/join



New Members – 4th Quarter 2024

Managers

- Dwayne Castillo - Associa Hill Country
- Blanka Damnken - Associa Hill Country
- Traci Garcia - Associa Hill Country
- Samantha E. Goldstein - Associa Hill Country
- Roger R. Martinez - Dominion Homeowner's Association
- Lori Ann Gill - Goodwin & Company
- Jacob Ryan Pena –Great Northwest Community Improvement Ass'n Inc
- Gina Marie Contreras - Lifetime HOA Management
- Gabbie Anne DeLaTorre - Lifetime HOA Management
- Michelle Lang - Lifetime HOA Management
- Zachary Denny - Plum Creek HOA/Goodwin & Co.
- Janeth DeLaFuente - Property Management Inc—PMI RGV
- Megan Newstead - RowCal Management
- Israel Sanchez - Spectrum Association Management
- Andrea Mcfarlan - Spectrum Association Management

Business Partners

- BG Interpool Inc – Gabriel Garner
- Southstar – Terry Ramirez
- Bank United - Dan Curtin
- Barsalou & Associates, PLLC
- JA-MAR Roofing & Sheet Metal - Kyle Austin
- Yellowstone Landscaping
- Hotwire Communications - Jason Mclean

Volunteer/Homeowner

- Angela Kozac
- Jennifer Grave
- Jonnette Mccart
- John Hanlon
- Irene Hernandez
- Debbie Lazarine
- Mindy Merhi
- John Fisher

- Crystal Hall
- Jesse Martinez
- Tyrone Taylor
- John Holmgreen
- Jose Garza
- Natasha Graham
- Michael Yanez

Membership Chair

Krystle Botello

“CAI offers several membership opportunities with appropriate member benefits and resources for them all.”

Use the services of CAI Members. It Matters!!



The Membership Committee extends a warm welcome to our new members. If you know someone who may be interested in joining the San Antonio Chapter of CAI, please have them contact Amaris so that he can provide the information they need to join.



CAI of San Antonio
Luncheon Program

2nd Tuesday of Every Month

11:30 – 1:00 p.m.

RSVP Until Tuesday, One Week Before—ced@caisa.org

Luncheons will be held either in-person or
virtually as determined by the CAI-SA

Board of Directors and Education Committee

CAI of San Antonio



2025 Board of Directors

President

Harmon Hamann

President Elect

Cesar Hance

Vice President

Cassie Thompson

Secretary

Cassie Thompson

Treasurer

Ryan Evans

Immediate Past President

Brady Ortego

Director

Joseph Rivas

Director

Art Downey

COMMITTEE CHAIRS

Awards Gala

Jenee Lewis

CA Day

Jena Abernathy & Jessica Benavidez

Common Terra

Art Downey

Education

Danae Bledsoe

Golf Tournament

Jenee Lewis

Membership

Krystle Botello

Sponsorship

Suzanne Hubbard

TLAC & Legislative

Brady Ortego

Community Outreach

Austin Denson & Melissa Coo

about Community Associations Institute

Building Better Communities



Founded in 1973, CAI and its 59 U.S. and international chapters provide information, education and resources to the homeowner leaders and professionals who govern and manage homeowners associations, condominium communities and cooperatives. CAI's 32,000-plus members include community association board members, other homeowner leaders, community managers, association management firms and other professionals who support common-interest communities.

CAI serves associations by:

- Advancing excellence through seminars, workshops, conferences and education programs
- Publishing the largest collection of resources available on community association management and governance
- Advocating on behalf of community associations and their residents before legislatures, regulatory bodies and the courts
- Conducting research and serving as an international clearinghouse for information, innovations and best practices

CAI believes community associations should strive to exceed the expectations of their residents. Our mission is to inspire professionalism, effective leadership and responsible citizenship, ideals that are reflected in communities that are preferred places to call home.

Visit www.caionline.org or call (888) 224-4321.

