

# COMMUNITY MATTERS

4700 Millenia Blvd, Suite 515 Orlando, FL 32839 | Tel: 407-455-5950 | Web: [www.community-mgmt.com](http://www.community-mgmt.com)

## NEW BENEFITS FROM ASSOCIA TO YOU

Open your door to a world of savings on household goods and services! Because your community is managed by an Associa company, you are a member of the Associa Advantage family and can now enjoy savings as much as 30% on household goods and services. This program offers you exclusive discounts and unique purchasing opportunities for your home and community.

Utilizing the purchasing power of millions of homeowners behind the trusted Associa name, we are able to secure discounts on a variety of common and not so common products and services. Paint to Pest Control, Carpet to Cabinets and Garage Doors to Gutters are all available from our licensed, certified and/or insured companies in the Associa Advantage program.

We take great pride in the Suppliers and Service Providers selected to participate in the Associa Advantage Program. The companies have been a proven resource for residential client services at the local, regional and national levels. Our Service Providers are licensed, bonded and insured as required by



local jurisdiction. Wherever possible, we use those time tested, successful companies known nationally or globally – many of them icons in their industry. Their services are varied, but there is one common denominator – excellence in their field. And that makes all the difference.

Through the Associa Advantage, we are proud and happy to offer these savings to you, our extended Associa family. In addition, we invite you to visit us often for the latest on what's happening with Associa, the Associa Advantage program, new recipes, do-it-yourself tips and a host of other interesting news items. Visit us at [www.associaadvantage.com](http://www.associaadvantage.com) and start taking advantage of this exclusive program.

Enrich your life at home with the Associa Advantage Program.

Additional Associa benefits continued on page 2

# ASSOCIA BENEFITS, continued



## Associerge

Associerge is your exclusive private virtual concierge, available to you 24 hours a day, 365 days a year. As a resident within a CMP managed community, you will enjoy the exclusive free benefit of membership...just like the hotels or high rise condos. Use Associerge to make arrangements for errands, shopping, entertainment and travel, and much more. Its first class service – designed to save you time! They can schedule your appointments, find a pet sitter for you, tickets to a play or arrange catering for a special event. You pay only for the service you receive (from the pet sitter, doctor or caterer), not the service from the concierge company. You can call or work online with Associerge. Try it today. Register online at [www.community-mgmt.com](http://www.community-mgmt.com) or phone 800-560-9015 toll free. More information, check it out at [www.associerge.com](http://www.associerge.com). *Note: There is a higher level of service available (Gold Key) for a nominal fee.*



## Associa Access

Board Members and homeowners...We are excited to now offer homeowners “real-time” communication and connect ability to their accounts via Smartphones. The new, user-friendly enhancements to Associa Access websites are specifically designed for small screens like the iPhone, Android and some Blackberry models. Contact your manager for further information.



Over the last few months, Associa has been working to broaden the scope of Associa Supports Kids (ASK), which is a value-add program for Associa community residents, designed to enhance the neighborhood community experience. The program focuses on educating parents, as well as kids, about safety and fitness. ASK demonstrates our company’s firm commitment to safe communities and safe, healthy kids.

And with the nationwide launch of ASK, Associa is introducing the Supports Kids mascot, Scout. Modeled after a lovable golden retriever, Scout is available to interact with families at neighborhood events, and to emphasize the importance of safety and fitness.

In addition to safety, ASK now promotes fitness sponsorships of youth activities, such as swimming, ice skating, karate, dance and more. ASK is focused on keeping kids strong and healthy by promoting physical activity. Scout wants to lend a helping paw by assisting in kids passions to stay strong.

Need help identifying grass roots youth sponsorship opportunities in your community? Want to find out more about ASK and how to bring the program to an association you manage, promotional materials for your event or schedule a visit from Scout, contact your Community Manager as well as visit [www.associasupportskids.org](http://www.associasupportskids.org).

## CMP NEWS

Daisy is pregnant and so we will have our 4<sup>th</sup> baby in the past year in July. (Don't drink the water at CMP!)

Shawnell Kiehne is engaged to Sean Corn! They grew up together in New Mexico and Shawnell will be moving to Arizona in March. To say we'll miss her is an understatement.

Erika and Anthony Ellis had a baby boy on December 31, 2011, and his name is Christian Alexander. Born at 1 lb, 8 oz. and at this writing, he is up to 3 lbs and will be home soon. Congratulations!!



# COMMUNITY MANAGEMENT IS NOW ON FACEBOOK!



Community Management Professionals (CMP) is continuing to grow its on-line presence and we now have a Facebook

page as part of our efforts to further engage and communicate with our neighbors and homeowners.

Facebook, with more than 500 million users worldwide, enables CMP to connect with you by posting updates and encouraging dialogue among its homeowners in a timely fashion.

By "liking" CMP on Facebook, you will have the opportunity to receive news updates; get information on board seminars, open houses,

trade shows, monthly/quarterly/annual meetings, social events and fundraisers; view video features and photos; receive special announcements; and have exclusive access to special promotions and giveaways.

On-line social networking utilities, allow users to connect and communicate information to friends, family, and co-workers, immediately and unobtrusively.

To "like" CMP on Facebook, please visit [www.Facebook.com/Associa](http://www.Facebook.com/Associa) and search for Community Management Professionals, Inc.

Join our network today!



## IMPORTANT REMINDERS

Sue Carpenter, CMCA®, AMS®, PCAM®

We are into collections season now ... annual, monthly and first quarter payments are now past due. Communicate with your manager and our collections manager (James) so they know what you want done. You should have a Collections Policy in place and they will abide by that unless you tell them otherwise.

Be consistent in collections – no favoritism. We are speaking with several collections companies about assisting HOA's in a way that may save the HOA money and reduce any loss they may incur during the collection process. We already have a company collecting for condos and want to provide the same service for HOA's.

Orange County is having their annual Neighborhood Conference July 16th at Renaissance Center in East Orlando.



The programs are new and exciting and they will also be telling you about the Mayor's New Grants which are not the same as the Renew Grants. Details will follow closer to the July date.

Each month Orange County sponsors free educational programming for community association owners and leaders at the History Center. If you are not receiving their information send an email to: [Nservices@ocfl.net](mailto:Nservices@ocfl.net) and ask to be

put on their email list. They have programs and quick links for every possible topic you can imagine. (It's a good thing.) Did I really say that?

3-1-1: If you need to reach any Orange County Office – this is the only number you need. It's a switchboard – tell them what you want and they will connect you. (Must call on a local phone, of course.)

# MYSTERY LOVER

Sue Carpenter



I have been a serious mystery/private eye story follower since Dick Tracy was in the Sunday comics.

(Oops – aging myself) At one time I even worked as a private investigator. Naturally CSI is a favorite TV show. This interest led me to bid for a forensic package at UCF in a silent auction and I won it! Two events were included and both allowed me to bring along friends.

The first was a visit to the cadaver lab. Their cadaver lab is used to train occupational therapy students getting their PHD. And it's not a gruesome as one might think. When we saw the bodies they had been worked on for quite some time and didn't entirely look like once alive humans. The bodies were a grayish color. The day we visited, they were opening the ribcage to see the lungs which was quite interesting. Of the cadavers being worked on some had cancer, some were smokers ... it was pretty obvious once the ribcage was removed. Smokers might be shocked to see how their lungs look.

The students are very respectful of the bodies which were donated for scientific study. They study the body from head to toe dissecting it a section at a time to learn all they can. The attached muscles and tendons

## GLAD TO HAVE YOU WITH US...

### NEW COMMUNITIES:

**TRADD'S LANDING | MOSS PARK RIDGE  
BUTLER BAY UNIT ONE (LAKE CRESCENT RESERVE)**

### NEW STAFF MEMBERS:

#### **James Arterbury, Collections Manager**

He was born in Houston TX, but was brought up most of his life in Central and Southern Florida. Prior to coming on board with Associa CMP he worked at CAR Financial Services (formerly Wells Fargo Financial) for seven years Managing Auto Receivable Loans and Collections at both a Branch and Contact Center Level.

#### **Dean Driscoll, Director of Operations**

In 1993, he moved to Florida to be close to family and pursued a career in Commercial Property Management. Driscoll worked closely with the company's owner to develop a community association management "arm" of the business. When the company was sold in 2002, he moved into the role of Administrator of Property Management. He graduated from St. Bonaventure University in Olean, NY with a Bachelor of Arts degree in Mass Communication Journalism. He holds an active Florida Community Association Manager's (CAM) License, Florida Real Estate License and is a member of CAI, working toward obtaining designations.

**Lonnie Vanderwerf, a licensed manager**, has joined our team and will be responsible for representing us with our Celebration properties. Lonnie comes to us from Kansas City with a background in commercial management. Lonnie has spent the last six years as a volunteer director for Save-A-Child Foundation in Guatemala. While there he was involved in the construction of a safe shelter, medical facilities and other programs for abused mothers and their children, as well as an orphanage and hotel for displaced families.

were interesting to see; as was seeing a skull from the inside.

I had seen THE BODY when it toured the country so I wasn't shocked at what I saw. I spent a lot of time in The Body exhibit because it was so fascinating to see what we are inside...to actually see a heart, spleen and the body without its protective covering. Surprisingly, I have no interest in the medical field and I can't stand the sight of blood.

Part two of our adventure was a visit with Carrie Whitcomb, Director at the National Center for Forensic Science at UCF. Ms. Whitcomb has been credited with unraveling the Unibomber case. Her humble background and getting into the FBI was an interesting tale. This was not as revealing or exciting as the visit to the cadaver lab, but it was interesting to see all the chattering computers, labs and rooms. All in all, I got a great deal and an education I'll treasure for years to come.