

# Community Matters

## NEW LEADERSHIP at CMP JULY 1<sup>st</sup>

Bittersweet is how we term the changes coming to Community Management Professionals effective July 1, 2011. Ron Duprey, who has lead CMP for the last 26 months is going to go back to his former full time duties as a Senior Vice President with Associa including managing Associa's national relationship with telecommunication companies. While we are very sad to see him go, his purpose was to prepare Suzan Kearns to lead CMP.

Suzan Kearns came to CMP in 2007 looking to build a career in an industry that could benefit from her customer service skills as well as her extensive accounting background. Suzan's ability to resolve issues and conflicts with homeowners leaves clients satisfied that their issue was handled with care until resolution. Suzan began at CMP by overseeing the accounting department with a hands-on approach, helping our accounting professionals become the best that they can be. A leader by example, she has focused on developing a working team relationship between accounting and operations.

You may have already noticed a few changes that have taken place within



Community Management Professionals. Dean Driscoll joined us as our Director of Operations in January and Norma Baldwin was promoted to our Director of Internal Operations. These two will work together to make sure that our managers have the support they need to provide the most professional service in the industry.

*"I feel honored and blessed to have the opportunity to lead CMP"* says Suzan Kearns of her pending promotion to President of Community Management Professionals.

Look forward to some exciting changes within CMP... you're going to like them!

### IN THIS ISSUE

- PG 2 | HURRICANE SEASON
- PG 2 | ERIKA ELLIS GRADUATES
- PG 2 | WELCOME NEW STAFF
- PG 3 | ASSOCIA HIGHLIGHTS
- PG 4 | INSURANCE

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## SUMMER 2011



# HURRICANE SEASON DISASTER PREPAREDNESS

A **hurricane warning** is an announcement that hurricane conditions (sustained winds of 74 mph or higher) are expected somewhere within the specified coastal area. Because hurricane preparedness activities become difficult once winds reach tropical storm force, the hurricane warning is issued 36 hours in advance of the anticipated onset of tropical-storm-force winds.

A **tropical storm watch** is an announcement that tropical storm conditions (sustained winds of 39 to 73 mph) are possible within the specified coastal area within 48 hours.

A **tropical storm warning** is an announcement that tropical storm conditions (sustained winds of 39 to 73 mph) are expected somewhere within the specified coastal area within 36 hours.

For more preparedness information, please visit [www.fema.gov](http://www.fema.gov) and [www.Ready.gov](http://www.Ready.gov). For the latest information on weather, visit [www.noaawatch.gov/themes/tropical.php](http://www.noaawatch.gov/themes/tropical.php).

Visit [www.ready.gov](http://www.ready.gov) to get tools to develop your disaster kit.

## HURRICANE EARLY PLANNING

All of us at CMP encourage our clients to be diligent during hurricane season. Early planning is critical, and the information below is an excerpt from the Orlando Sentinel's hurricane preparedness guide.

- Keep your vehicle's fuel tank full.
- Keep extra cash on hand, as automatic teller machines or banks don't operate without power.

- Charging your cell phone and having a car charger on hand if possible is a good idea, as telephone lines may be down.
- Make sure to store all important phone numbers on your cell phone.
- Make sure to have all your medications in their original containers and if possible, you should have at least a two-week supply of your medications.
- Have all insurance policies and other personal records, including birth certificates, marriage certificates, social security cards, etc. at hand and store in a waterproof document storage container.
- Two coolers are good to have, one to keep food and another to transport ice.
- You should have on hand at least one gallon of water per person per day for at least three days, but preferably two weeks.
- Make sure to have a camera so you can take pictures as a form of inventory for all your valuables. Also have paper and pencils at hand to write down what you are taking pictures of.
- Be sure to also have plenty of toilet paper and napkins.
- Electricity, cable, internet, etc may be out for a while, having some books, games and magazines to pass by time during down time will help.
- Have a fire extinguisher available.
- Don't forget pet care during a storm. Leashes, crates, food, water and some of their favorite things to keep them less anxious. Don't leave them behind.

## Erika Ellis Graduates



For the past two years Erika Ellis in Accounting has been in class on Monday evenings studying for work in ministry. She has come to the end of the journey despite the obstacles and the forks in the road (which included the premature birth of her son in December). Now she is turning a new page in her book of life and will be graduating from International School of Ministry on June 25, 2011.

*We congratulate Erika in whom we are very proud!*

## WELCOME New Staff Members

**BOBBY DOUGLAS** has joined us as a licensed community association manager and is currently in training to learn Associa's systems. Bobby grew up in CA and worked five years with vacation rental property management, ten years with Lockheed/Martin as a quality engineer and four years in commercial landscape sales with PROscape (where we got to know and like him). He loves to golf, wakeboard and jet ski and has two daughters (14 and 16).

**STEVEN ROSBASH** came to Central Florida in 2008 from New York where he worked as a CPA. He is semi retired and lives in Winter Springs. Steven enjoys working temporary and part-time in the accounting field. We are fortunate to have found someone of his stature to fill in for Daisy Mast who will be going on maternity leave "around August".

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 benefit of membership. Use Associerge to make arrangements for errands, shopping, entertainment and travel, and much more. It's first class service – designed to save you time! Check it out at [www.associerge.com](http://www.associerge.com).



## AssociaLiving

Associa Living is a welcoming resource of useful and inspiring information to help residents enjoy their homes and neighborhoods. Each month, timely articles about entertaining, home, practical living, and community will help build stronger communities by fostering a positive relationship with neighbors. Sign up for Associa's newsletter for the latest in ideas to make your home and community a better place by visiting [www.associaliving.com](http://www.associaliving.com).





The Associa Advantage Network is a free and voluntary **VALUE-ADDED SERVICE** available to members of the Associa Family. By leveraging the purchasing power of Associa's 8,000 communities and 2 million households, we are able to negotiate exceptional savings on household goods and services commonly used by our clients, maintenance groups and employees.

Through the Associa Exclusive Offers area members will find trade partners that are icons in their industry such as Lowe's, Sherwin-Williams, DoodyCalls, 1800-GOT-JUNK?, Budget Blinds and *Bulbs.com* to name a few.

Choose the best and take advantage, [www.associaadvantage.com](http://www.associaadvantage.com).

“I recently placed an order with *Bulbs.com* through the Associa Advantage program and was extremely pleased with their pricing and service. I received a quote from our normal supplier and *Bulbs.com* beat their price by 50%! The ordering process was easy and we received our shipment fast. This is a phenomenal program and I look forward to sharing the savings information with my Board of Directors and using their services for future orders.”

-BLAKE ROSE, CMCA®  
COMMUNITY MANAGER

“I was getting ready to order more bags for our pet stations and thought this was my chance to experience Associa Advantage for myself. There was definitely a huge savings! For \$115, I received 4000 bags from DoodyCalls! The closest competitor would have cost the Association \$250. In times like these the Association definitely appreciates the savings.”

-MAYEA HENDERSON, CMCA® AMS®  
BEECHTREE COMMUNITY MANAGER

# CRITICAL COMPONENT: Insurance - Ours & Yours

OF THE MANY THINGS YOUR ASSOCIATION ASSESSMENT PAYS FOR, INSURANCE IS ONE OF THE MOST IMPORTANT. Association governing documents and state law require the association board to purchase adequate insurance as part of a comprehensive risk-management program.

**Your association should have a minimum of two types of commercial insurance coverage - property and liability.**

Property insurance covers loss of or damage to any common structures or physical property caused by fire, flood, storms or other natural events. For instance, if high winds uproot a tree that damages a common roof, the association's property insurance would cover the cost



of repairs. Property insurance may also cover what we call "human perils" (such as theft) and "economic perils" (such as stock market fluctuations) that might impact our association's investments.

Liability insurance covers losses that would result if someone took legal action against the association for an injury, financial loss or other type of damage. For example, one important type of liability insurance, called Directors' and Officers' insurance, covers volunteers like board and committee members so they're not jeopardizing their personal assets to serve the association.

The association's insurance does not cover owners or residents, their homes or belongings. Each member should have his or her own insurance policy. If you need information about homeowners insurance, talk to a licensed insurance agent who specializes in homeowners associations. Or you may want to talk to the association's insurance provider; this person will know exactly where the association's master policy coverage ends and where yours should begin. This prevents you from over or under insuring yourself.

**Maureen Barry (Controller) donated about 14" of hair to 'Locks of Love'. The CMP team applauds her!!!**

