

THE BOARD ROOM

FROM THE CEO

Nancy S. Hastings

"If everyone is moving forward together, then success takes care of itself." - Henry Ford



MAMCO is pleased to announce that we have combined our Mount Laurel, Mantua and Voorhees offices into one, new state-of-the-art facility located at 14000 Horizon Way, Suite 200 in Mount Laurel. This new location contains 14 executive offices, 30 workstations, a large training facility and two conference rooms. This space is larger and conveniently located, which will allow our team to operate more efficiently, while still offering the same great service to our clients. In addition to the installation of a file storage area, mailroom and IT facilities, a comprehensive phone system upgrade was completed. This system has greatly improved the ability for owners to reach a customer service representative. Combining this great team with this incredible new environment has generated an elevated level of professionalism, enthusiasm and team spirit. We hope you will stop in and visit us at our new office. Be sure to ask Dot for a tour. If you need a personal invitation, one is on the way. We will be holding our annual Board Appreciation event in August and will combine it with an Open House at our new location.

SAVE THE DATE: August 25, 2011, 4pm-7pm.



I would like to take this opportunity to thank you for your volunteer efforts, continued business and support.

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ASSOCIA CARESSM



MAMCO Property Management hosted our first annual Associa Cares Bowl-A-Thon on Thursday, June 2nd. The event, which was held at Laurel Lanes in Maple Shade, NJ attracted over 125 board members, vendors and MAMCO employees. We also had a Chinese Auction, which was very popular to everyone in the bowling alley. Many thanks to our sponsors and participants that helped us raise over \$7500 for Associa Cares. Everyone had a great time and we are already looking forward to next year's event.

Associa Cares is a non-profit 501(c)3 organization created to assist families and communities in crisis as a result

of natural and man-made disasters. The organization is comprised of a volunteer staff who serve on national and local committees. It operates off of the tax-deductible donations of Associa employees and concerned citizens who live in communities all across America. Designed to help both Associa- and non-Associa-managed communities, Associa Cares volunteers aid in the raising of financial resources and administer those resources to people in need as a result of natural and man-made disasters.

For more information, please visit www.associacares.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, 1-800-GOT-JUNK?, Budget Blinds and *Bulbs.com* to name a few.

Associa Advantage. Buy Smart.
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

Algae and Aquatic Weed Growth Management



Rob Conner, Clear Lakes, Inc.

You probably have one or more ponds scattered throughout your community. These are typically thought of as nice, natural features of the landscape. While they are aesthetically pleasing, in most cases they were actually designed and built as part of the storm water management system.

Water that runs off the lawns, streets and other areas during and after a rainstorm is called storm water runoff. Associated with this runoff are various pollutants including fertilizers, pesticides, sediment, animal waste, leaves, litter, oil, grease, etc. If uncontrolled, this runoff and any pollutants it carries would flow directly into streams, rivers and lakes having a negative impact on the environment. A storm water retention or detention basin captures this flow before it leaves the site and provides temporary storage. This allows the sediment and other heavy particles to settle to the bottom of the basin and allows for some natural treatment of the pollution by naturally occurring beneficial bacteria and other organisms. A retention basin always has a standing body of water. A detention basin detains storm water runoff, but then drains completely, leaving a dry basin.

The fertilizers (nutrients) in the storm water are typically taken up by algae and/or aquatic weeds in the basin. This sometimes stimulates algae and weed growth, particularly during the hot summer months, to the point that they become very unsightly. Fortunately, there are steps that can be taken to control this growth.

Since fertilizer is the main factor contributing to excess algae and weed growth, care should be taken to not over apply lawn fertilizers within the community, avoid spreading fertilizer onto pavement and other non-porous surfaces, and avoid spreading fertilizer directly into a pond. Keeping a border of taller, thicker vegetation around the perimeter of the pond can act as a buffer to

keep fertilizer and sediment out of the pond. Also, be sure that grass clippings are directed away from the pond.

Algae and aquatic weed growth can sometimes be slowed by adding aquatic dye to ponds. This reduces sunlight penetration which can reduce growth.

Aeration can be beneficial to the pond by enhancing the decomposition of organic matter. This helps to keep the organic muck from accumulating over time. This muck is typically loaded with nutrients (fertilizer). Aeration also causes ripples on the water surface that reduce sunlight penetration much like the aquatic dye. Aeration can be in the form of sub-surface bubblers, surface aerators, or floating fountains with decorative spray patterns.

Even with the above steps, algae and aquatic weeds can bloom in storm water basins. When excessive, this growth can clog inlets, outlets and fountains. Some aquatic weeds can be controlled by stocking grass carp in the pond. These fish eat certain weed species, but not algae. There is a permit required from the New Jersey Department of Environmental Protection (NJDEP) to purchase and stock these fish. Permits will be granted only where the proper weed species are present, where weed coverage is at least 40% and where the outlet structure is such that the fish will not escape.

There are also safe and effective algaecides and aquatic herbicides available only to state-licensed applicators to control this growth. For each property, a permit is required from the NJDEP before pesticides can be used. It is important to note that the safest and most effective way of dealing with this problem is to apply the appropriate pesticide early in the season before the growth becomes excessive and to apply moderate, safe doses at regular intervals to maintain the basin in a natural, aesthetically pleasing condition ready to function as designed.

Upcoming Events

MAMCO Open House
Thursday, August 25th
4pm-7pm

CAI PA-DelVal Chapter Annual Golf Outing
Blue Bell Country Club, Blue Bell PA
Monday, September 19th, 11am
cai-padelval.org/events/view_events.php?event_id=151

Education Announcements

By Lynne Hartmann, Regional Manager/Director of Education, CMCA®, AMS®



Associa University is the entity through which all Associa educational courses and training programs are presented. It is the first comprehensive Learning Management System (LMS) in the community association industry and has been designed to provide every Associa employee with the complete knowledge needed to perform their area of specialty. Through our LMS, Associa University can launch, manage, track and assess company-wide e-Learning both in the classroom and online.

Congratulations to the following employees for earning their AMS® (Association Management Specialist) Designation: Natalie Fries, Lynne Hartmann and Carrie Poster.

The National Board of Certification for Community Association Managers (NBC-CAM) established the national Certified Manager of Community Associations (CMCA®) credential to recognize those community association managers who demonstrate a fundamental level of knowledge and expertise.

CMCAs are dedicated to providing superior service to homeowners in condominium, cooperative and homeowners associations. They demonstrate their commitment through ethical standards and continuing education.

MAMCO currently has 16 managers and Assistant Managers that hold their CMCA® (Certified Manager of Community Associations) and six managers that hold their AMS® (Association Management Specialist) Designation.



CAI Membership – CAI is a national membership association that provides information, tools and resources to the homeowners and professionals who govern and manage community and condominium associations. CAI members include community managers, volunteer homeowner leaders and businesses and professionals who support common interest communities. More information is available at www.caionline.org, or by calling Lynne Hartmann at MAMCO's Corporate Office (888) 884-8490.

Are You a CAI Gold Star Community?

Submitted by Jesse Chrzanowski

The Gold Star Community recognition indicates to professionals, business partners and existing and prospective home purchasers that the association follows basic and open policies and procedures in the operation and management of the community association. This acknowledgment is an achievement for each Board member of the association, its volunteers and community management.

Coming from a Property Manager, the Gold Star Community recognition is a proud accomplishment for everyone involved with the property. It demonstrates that the property is efficient and successful in the duties of maintaining the community to the upmost level. When driving into a Gold Star community, a person sets certain expectations that attract and welcome current and potential residents. A Gold Star community symbolizes a standard that all communities should reach for.

To review and approve a community for a CAI Gold Star, a panel of CAI members is selected to determine if the property conforms to industry standard regarding governance, insurance, finance, architectural control, delinquencies and rule enforcement reviews. When awarded the CAI Gold Star Community rating, each community is provided a plaque that can be attached to viewable locations like the front entrance or clubhouse area.

Any community interested in pursuing the CAI Gold Star should ask their Property Manager for details and application requirements. There are two remaining deadlines for this calendar year, August 1st and October 1st.



Community Profile



Steeplechase at Locust Grove Condominium Association

Board President/Members: Jim Boeckle - President; Regina McParland - Vice President; Barbara Moore - Secretary/Treasurer; Linda Tramo - Director; Laura Russo - Director; James O'Toole - Director; Sean McConnell - Director

Steeplechase is a 252-unit condominium community built in the early 1980's.

It is located in Deptord, NJ and is part of the Locust Grove Common Facilities Association, which is a master association that encompasses six other townhome associations and three single-family home communities that were built from the late 1990's on. Steeplechase's beauty is attributed to the manicured landscape and includes a pool for summer enjoyment and relaxation.

Board goals for 2011 are as follows:

- Establish and implement an updated pool sign-in system using computer technology.
- Paint two buildings and replace wood trim as needed.
- Continue with landscaping improvements such as replacing dead trees, bushes, mulching, drainage issues, etc.

- Replace retention walls as needed.
- Create a resolution for owners to document the cleaning of their fireplace.

What advice would you give other Board members regarding achieving successful results in your community either as a member or using your manager/management company?

It is most important that Board members work together as a team. It is not a good idea to become a Board member for your own personal agenda. Board members must "see the big picture" and work as a unified group to reach the established goals. Board members should also have a working knowledge of the governing documents for their association. Having a greater understanding of the Bylaws as well as the Rules and Regulations will help to keep decisions consistent as issues arise. New Board members are encouraged to listen and learn for a period of time as they become more educated in the workings of the association. Veteran Board members often possess much history, knowledge

and experience that can be vital to new members and the Board as a whole. Members of the Board also have the responsibility to plan for the future by keeping their reserve account intact. This would include having a reserve study completed to assure that the funds will be available as future projects are scheduled. Selecting a management company is also a critical piece of the puzzle. You must have a property manager who is able to work well with your Board and who can deliver successful results in a timely fashion. The management company must also act as a resource to guide your association when additional help is needed. We have been very fortunate to work with the staff at MAMCO for many years. It has been most beneficial to us to maintain this long working relationship since they too have the knowledge and history of our community. We can only move forward if we know where we have been. We greatly appreciate the leadership provided to us by Alan Tate, Jill Lisner and Lillian Steward.

Jim Boeckle - President



ASSOCIA PROGRAMS ON THE MOVE



Associerge is your exclusive private virtual concierge, available to you 24 hours a day, 365 days a year. As a resident within a MAMCO-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.



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.associaiving.com.



ASSOCIA SUPPORTS KIDS IN YOUR NEIGHBORHOOD

In February, Associa launched nationally the Associa Supports Kids (ASK) program in communities across the U.S. The program is Associa's way to show its support for the health and safety of our children in and around the home. "Thousands of children live and play in Associa-managed communities, and we have an opportunity to make a difference," said John Carona, President and CEO of Associa. "Through the Associa Supports Kids program, we are helping protect our kids and helping them grow into well-rounded people."

Safety: One focus of ASK is to educate parents and kids about safety through our brochure and on the ASK website: www.associasupportskids.org, which features fun downloadable tips and facts for kids, and a variety of Safety Tips and Statistics for parents and grandparents. At neighborhood events, Scout, our lovable golden retriever mascot, hands out Safety Tip Coloring books and plush Scout toys to each child in attendance. Parents receive an Associa Supports Kids safety

brochure and a ChildPrint identification kit for each of their children.

Sports and Fitness Sponsorships: ASK is also focused on keeping kids strong and healthy by promoting physical activity. Studies show that the average American child spends more than seven and a half hours a day watching TV or movies, or using phones or video games. Scout wants to lend a helping paw by assisting in kids passions to stay strong. To help, ASK offers a kids' health and fitness brochure that details how parents may request sponsorships for their children's team sports activities, up to \$250 annually, for teams associated with a community managed by an Associa company.



Safe and strong kids: Associa Supports Kids demonstrates Associa's firm commitment to safe communities and safe, healthy kids. Plus, the program makes a great addition to any Associa community looking to enhance a positive community experience for their residents. To find out more about Associa Supports Kids, visit our website at www.associasupportskids.org or contact your community manager.