

# NNJ News

## FALL 2011

### Staff Members Honored at Associa Summer Conference

NNJ is proud to announce eight of its staff members were recently recognized for their outstanding service at the Associa Summer Conference, which was held August 11-13 in Washington, D.C.

At its annual Summer Conference, Associa recognizes exceptional employees who have been nominated by senior staff members at each branch throughout the United States and Mexico.

Three support staff members – Administrative Assistants Bobby Allen and Betty Flores, and Customer Service Coordinator Maggie Verduzco – were named to the Associa A-team, an exclusive recognition program for outstanding support personnel working at Associa branch offices.

Two accounting staff members – Accounts Payable Supervisor Jill Fanning and Controller Fran Hidalgo – were named to the Associa Financial Forum, which recognizes excellence in the field of accounting and financial services. Hidalgo was further awarded Associa's



Community Leadership Award. The award, which is given annually to only one Associa employee, recognizes someone who demonstrates outstanding citizenship through volunteerism, service in elected or appointed office and/or general civic or community involvement.

Three employees – IT Network Administrator Andy Robertson, Vice President of Landscaping Stella Placentia, and Receptionist Victoria Lujan – were recognized for their Individual achievements within the company.

## Welcome New Properties and New Faces

New Properties:

Bridgeview Homeowners Association | Sea View Condominium Owners' Association



**NED HEISKELL, CCAM®, PCAM®**  
Executive Vice President of  
Community Management



**TAMMY EDWARDS, CMCA®**  
Community Association Manager

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# ELI CRENSHAW named to 2012 Building Industry Association's Sales and Marketing Council Board of Directors

Business Development Manager Eli Crenshaw has been named to the 2012 Board of Directors for the Building Industry Association's (BIA) Sales and Marketing Council.

The Sales & Marketing Council of the Building Industry Association of San Diego exists to promote a high level of professionalism through enhanced educational and motivational programs

that enable membership to respond to housing challenges, opportunities and trends within the community.

The Council currently has more than 136 members. Of that group, a current member must be nominated to the board by a current board member. Later they must pass an extensive interview with the sitting board before being named to the following year's board.

Crenshaw will be officially welcomed as a new board member in 2012.

He has already been assigned to the Board's Membership Committee, where he will be responsible for increasing the Council's membership.



## NNJ Celebrates our 40<sup>th</sup> Anniversary

The date was September 13, 1971, when NNJ became a corporation. From the day that Nora Jaeschke set up our first office in the prestigious spare bedroom of her home in Rancho Bernardo, we have enjoyed getting up each morning to meet the challenges of the day.

As a part of Associa, the leader in community association management, we are pleased to be able to provide the operational stability, financial longevity and industry resources to help maintain the value of our managed properties. We are very privileged to have the honor of working with so many outstanding people and together we have made a difference in the communities we serve. Thank you for your support.

We recently held a free board seminar and trade show at the Mission Valley Sheraton's Royal Ballroom to celebrate.

Speakers included the nationally recognized expert on the management of Common Interest Developments (CIDs) and Associa's Director of Management Training, Larry Pothast, PCAM®. He delivered a presentation entitled "In

the Common Interest: A Discussion about Homeowner Association Leadership" which clarified the roles, fiduciary duties, and responsibilities of an association's Board of Directors, both as a group and as individual officers.

Principal of Barrera and Company Damian Esparza, and Associa's Director of Product Support Carole Murphy, CMCA®, PCAM®, presented "To Reserve or Not to Reserve." This presentation stressed the importance of an association's Reserve Study, how to utilize the Reserve Study for an association's budgeting and the consequences that could result if a Board chooses not to follow the Reserve Study's recommendations.

The event also included a trade show featuring exhibits from association service providers, and attendees were able to mingle with service providers prior to the program and during the luncheon break. Additionally, NNJ sponsored a silent auction that raised \$1,200 for the American Red Cross' ongoing relief efforts in Japan.

The event turnout was great and attendees' responses to the programs were very enthusiastic.



Happy Holidays from our entire staff!





# AssociaLiving.com

AssociaLiving is a fun and insightful online magazine created specifically for our Associa communities and homeowners.

A resource of useful and inspiring information for residents and community associations across North America, AssociaLiving includes relevant stories about Entertaining, Home, Practical Living and Community, each geared toward enriching our homes and building stronger community associations.

Sign up for AssociaLiving ([www.associaliving.com](http://www.associaliving.com)) to get great recipes for fall or to discover activities for the whole neighborhood. Keep reading to be inspired with holiday decorating ideas or to learn the ins-and-outs of weatherproofing your home. AssociaLiving has something for everyone in your family and community.

For those everyday clever ideas, visit AssociaLiving's Neighborly Notes blog. Neighborly Notes provides quick and savvy ideas to help make your home a happier,

healthier and more efficient place to live. Blogger Carol, like many of our homeowners, juggles a life comprised of many roles: spouse, parent, child and working professional, to name just a few. She has hectic days like everyone else, but no matter where they are spent, she ends them all at the same place: home. The editors of AssociaLiving hope the helpful tips and tricks about everything from organizing things around the home to entertaining with a twist will help make your days run a little smoother.

Celebrate the best of community living.

Visit [www.associaliving.com](http://www.associaliving.com) and sign up to get the latest ideas in Home, Community, Entertainment and Practical Living.



## Employees 'Walk Like MADD' for Lost/Victimized Loved Ones

On Saturday, October 8, employees Josh & Cindy Bradley and Natasha Tafao participated in Mothers Against Drunk Driving's (MADD) signature annual 5K fundraising event, called "Walk like MADD," in honor of loved ones who perished or were harmed in accidents caused by drunk driving.

According to MADD's website, "The mission of Mothers Against Drunk Driving is to stop drunk driving, support the victims of this violent crime and prevent underage drinking."

Building Services Department Manager Josh Bradley and his wife, Insurance Coordinator Cindy Bradley, walked in honor, and to support the family of, Ian Kinney, Josh Bradley's life-long best friend, who was killed by a drunk driver on July 22, 2008. Administrative Assistant Natasha Tafao and her extended family walked in honor of Natasha's cousin, Nikko Maeva, who died in an accident on April 4, 2008 caused again by a drunk driver, and for her brothers, Nucci and Nathan Tafao, who survived but were injured in the same accident.

"My wife and I have participated in this event every year since we lost Ian," says Mr. Bradley. "It's very meaningful to us." The Bradleys encouraged the Tafao family to become involved when they learned that the Tafaos had also suffered a devastating loss due to drunk driving. The Tafao family walked for the first time this year.

"My family and I thank Josh and Cindy for spreading the word," says Tafao. "My family is happy to be part of this movement."

"I'm very proud that Josh, Cindy and Natasha are involved in this worthwhile cause," says Eleanor Hugus, CEO of NNJ. "NNJ was honored to be able to sponsor them in their walk, and we fully support this charity."



# WINTERIZE YOUR PROPERTY

Although we enjoy the benefit of “good” weather almost all year long, there are still specific items that should be looked at before we reach our rainy winter months. Here is a list of items to consider at this time of year:

**TRIM TREES** – The winter storms usually bring along high winds and if trees are trimmed properly it can save the tree and potential damages from falling branches.

**CLEAN GUTTERS AND DRAINS** – Keeping your drains and gutters clear will help to keep runoff from storms from causing excessive damage.

**CONTROL EROSION** – Any bare slopes should be covered to control erosion. A bonded fiber matrix should be applied or a mulch product combined with straw waddles placed horizontally every ten feet and silt fence placed at the toe of the slope. Silts collected can be placed back on the slope after each weather event.

**CHECK INSULATION** – Thermal insulation of windows and doors should be repaired or adjusted and replace any cracked or broken glass.

**INCREASE INSULATION** – You can add attic insulation to slow the transfer of heat.

**STORE EXCESS OUTDOOR FURNITURE** – Since your outdoor areas will be used less, winter is a good time to store excess outdoor furniture. Furniture can be wrapped and sealed. The furniture should be cleaned and disinfected to remove bacteria before storing. It is also important to research the exact needs of the furniture you are trying to protect. Methods of protection will differ depending on the type of furniture (metal, teak, vinyl, sling, or straps).

**REPLACE FILTERS** – The HVAC system should have clean filters. Hepa filters can help with allergies and colds.

**TEST ALARMS** – Smoke and fire alarms should be tested. If the system is not hard wired, now is a great time to replace batteries.

**DRAIN YOUR WATER HEATER** – Your water heater manufacturer recommends you drain your water and flush particulates and sediments from the tank annually. Winter is a great time to get this done. If you don’t have one already, install an insulated blanket on your water heater to save on energy.

**BE PREPARED FOR EMERGENCIES** – In case of power or water outages, make sure you are familiar with how to shut off the water and where your electrical panel is located. Batteries, flash lights, candles, matches, oil lamps, and a battery powered radio are good to have if the power goes out. Keep a phone list of emergency services handy.



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