

THE HEARTBEAT

SUMMER 2024

Fight HB2062
We Need Your Help!

See page 18.



Summer 2024

Table of Contents

President’s Letter.....3
Jan Mullaney, EBP

2024 Events4-5

**2024 CAI Missouri
Legislative Session Report8**

Membership Contest 14

**Membership Update &
New CAI Designees 16**

HB 2062 - Action Needed!..... 18

**Gas Log Inserts Provide an Attractive
Alternative to Wood Burning Fireplaces..... 19**
Anthony Hoy

Be Prepared for Anything.....20
Lisa Love, CMCA, AMS

Homeowners’ Association and Chickens.....23
Todd Billy, CCAL

How to Reach a Quorum Through Proxies...24
Dawn Bauman, CAE

Annual Golf Tournament.....26

**Fraudulent Emotional Support Animal
Requests: How to Protect your HOA28**
JoAnn Nesta Burnett

Playing Our Part in Uniting Our Country30
Dawn Bauman, CAE



HONESTY IS OUR PEST POLICY.

MOLE | MOSQUITO | TERMITE



SCAN OR CALL
FOR YOUR
**FREE
INSPECTION**

877-768-8537



President’s Letter

By: Jan Mullaney, EBP

Hello and welcome to Summer!

Time is flying by here at CAI Heartland. We have had a fantastic year so far and are looking forward to much more!

A new and exciting opportunity for board members has recently been added to our repertoire here at CAI Heartland. If you are a member of the Chapter and a board member. The quarterly webinars are free! How exciting to get an education to be the best board member at no additional cost! Let your board members know of this new perk of being part of CAI Heartland.

Keep your eyes on the lookout for fundraising for MOLAC. We are going to have a fundraiser coming soon. We must get the money needed to keep up the continued efforts in Jefferson City. There is legislation that will affect every HOA that needs to be addressed. CAI Heartland has our members' best interests in mind and is very vigilant to help our communities.

Have a fun and safe summer. Look forward to seeing each of you at a CAI Heartland event.

Jan Mullaney, EBP
SERVPRO Team Chestnas
President CAI Heartland

Managing Risk For Over \$4 Billion in Community Association Property



12101 Olive Blvd. · Creve Coeur, MO 63141
314-434-0038
www.oconnor-ins.com • info@oconnor-ins.com

Karen O'Connor Corrigan, CIC,
Community Insurance
& Risk Management
Specialist (CIRMS)

2024 EVENTS

ST. LOUIS

FEB 01 60's Theme Trivia Night
Woodard Cleaning & Restoration
Thursday, 4-7 p.m.

FEB 07 A New Era in Reserve Studies
WEBINAR
Wednesday, 11 a.m.-1 p.m.

MAR 06 Community Manager Peer to Peer
The Lodge in Des Peres
Wednesday, 11 a.m.- 1 p.m.

APR 03 Legal Round Table
WEBINAR
Wednesday, 11 a.m.-1 p.m.

APR 10 Meet the Manager Event
The Lodge in Des Peres
Wednesday, 4-7 p.m.

MAY 01 Annual Manager Appreciation Reception
Moolah Shrine
Wednesday, 4-6 p.m.

JUN 05 Board Best Practices
WEBINAR
Wednesday, 6-8 p.m.

AUG 13 Annual Trade Show/ Expo
Sheraton Chalet in Westport
Tuesday, 4-7 p.m.

SEP 11 Maintenance Round Table
The Lodge in Des Peres
Wednesday, 11 a.m.- 1 p.m.

OCT 02 Community Rocks
The Lodge in Des Peres
Wednesday, 9 a.m.-11 a.m.

OCT 14 Annual Golf Tournament
Lake Forest Country Club
Monday, Shotgun starts at 10 a.m.

NOV 06 Insurance Round Table
WEBINAR
Wednesday, 11 a.m.- 1 p.m.

DEC 03 Holiday Party
Moolah Shrine Center

2024 EVENTS

KANSAS CITY

FEB 07 A New Era in Reserve Studies
WEBINAR
Wednesday, 11 a.m.-1 p.m.

MAR 13 Maintenance Round Table
Tomahawk Ridge Community Center
Wednesday, 11 a.m.- 1 p.m.

APR 03 Legal Round Table
WEBINAR
Wednesday, 11 a.m.- 1 p.m.

MAY 15 Budgets, Budgets, Budgets
Tomahawk Ridge Community Center
Wednesday, 11 a.m.- 1 p.m.

JUN 05 Board Best Practices
WEBINAR
Wednesday, 6-8 p.m.

JUN 06 Annual Manager Appreciation Reception
Grand Street Cafe
Thursday, 5-7 p.m.

AUG 05 Annual Trade Show/ Expo
Sheraton Overland Park
Monday, 4-7 p.m.

SEP 12 Landscaping Maintenance
Tomahawk Ridge Community Center
Thursday, 11 a.m.- 1 p.m.

NOV 06 Insurance Round Table
WEBINAR
Wednesday, 11 a.m.- 1 p.m.

NOV 13 Security: Keeping your Community Safe
Tomahawk Ridge Community Center
Wednesday, 11 a.m.- 1 p.m.

DEC 11 Holiday Party
Location TBA

– 5 REASONS WHY YOU SHOULD CONTRIBUTE –

TO YOUR MISSOURI LEGISLATIVE
ACTION COMMITTEE



Missouri Legislative
Action Committee

This diverse group of homeowner leaders, community managers, and representatives from community association business partners provides perspective on how proposed legislation could impact people living and working in community associations.

WHY WE NEED YOUR HELP

During legislative sessions in Missouri, there are always pieces of legislation introduced that impact Missouri community associations. We need your help now to continue to educate legislators and build relationships on your behalf. In order to be successful in supporting or opposing legislation, we rely on your support. Your donation makes our legislative advocacy and outreach efforts possible.

Please consider donating a \$1 per door (or more) so we can represent your community voice at the State Capitol. Giving is easy, simply donate online today at www.advocacy.caionline.org or mail back your Buck a Door pledge form.

Additional information can be found on the Legislative Action Committee's website (caiheartland.com)



1 Gives you a voice. The volunteer committee represents the approximately 948,000 Missourians who live and work with the Missouri's 5,700 community associations. Your donation saves you and your community association money by protecting Missouri's homeowner and condominium associations from burdensome legislation.

2 Keeps you informed and involved. The Missouri Legislative Action Committee organizes "grassroots" advocacy campaigns — letters, e-mails, phone, and social media communications regarding important issues related to community associations.

3 Tracks legislation that could impact community associations. In 2023, the committee reviewed 31 bills that directly or indirectly impacted community associations >> www.caionline.org/LegislativeTracking

4 Strengthens key relationships with lawmakers. By educating lawmakers, legislative and executive staff, and other organizations, as well as testifying, the committee helps advance issues facing community associations and influence the outcome of legislation.

5 Advocacy Successes. MO LAC has advocated on several notable bills that impact community associations in the 2024 Legislative Sessions:

SB 1324 – Establishes the "Missouri Homeowners' Association Act." - MO LAC has been endorsing this bill for several years. The proposed Homeowners' Bill of Rights in the state aims to standardize the rights of homeowners living in associations across the state. It would also provide clearer and more defined rules for homeowners and community associations. While it did not pass this year, MO LAC actively spearheaded and supported this bill while opposing other legislation that could harm community associations.

HB 2727 – Establishes the Uniform Unlawful Restrictions in Land Records Act. The MO LAC supports the enactment of the Uniform Law Commission's model legislative language regarding the Uniform Unlawful Restrictions in Land Records Act. Although discriminatory covenants or unlawful restrictions are no longer enforceable, existing ones continue to clutter land records. The Act provides an association board with a simplified process to remove unenforceable discriminatory restrictive covenants without the need for notice or vote of full membership. While the bill did not pass this year, the MO LAC will work to support any future introduction.

SB 985— Enacts provisions regarding deed restrictions, covenants, or similar agreements running with the land prohibiting ownership or pasturing of chickens - would prohibit associations from prohibiting or restricting agricultural activities. The MO LAC strongly opposes the proposed legislation prohibiting HOAs from restricting the keeping of six or fewer chickens, which has since been inserted into HB 2062 via amendment. The LAC is actively opposing the amendment language, as well. The current law provides a clear process for HOAs to authorize their homeowners to vote on whether to allow certain activities in their community, and this process should be maintained to protect the ability of associations to self-govern and ensure that every neighborhood can make decisions that best suit their unique needs.

-Help Protect Your Community-
YOUR DONATION MAKES A DIFFERENCE



WAYS TO PLEDGE

>> Community Pledge

of doors

X \$1 or more

\$

>> Flat Rate Pledge

☐ \$100

☐ \$250

☐ \$500

☐ \$1,000

\$

Helping out is easy! [Go to www.caionline.org/LACdonate](http://www.caionline.org/LACdonate) or fill out and return the Dollar-a-Door or More donations form. Most community association boards can legally allocate money to support the Missouri Legislative Action Committee. Please check your governing documents to verify before donating. **Corporate contributions are allowed and appreciated.**

METHOD OF DONATION

- ☐ **ONLINE—** www.caionline.org/LACDonate
- ☐ **CHECK—** make payable to **Missouri Legislative Action Committee**

Association Name: _____

Management Company: _____

Community Manager: _____

Mailing Address: _____

Phone Number: _____

Email Address: _____

Does your association agree to be recognized for its contribution by CAI? Yes / No

*The Missouri Legislative Action Committee is **NOT** a Political Action Committee (PAC) and **does not** give money to legislators or legislative candidates.

Please return this completed form to the address below:

CAI-Missouri Chapter

c/o Community Associations Institute

P.O.Box 953 | Bridgeton, Missouri 63044 | cathy@caiheartland.com

Thank you for
your support!

2024 CAI Missouri Legislative Session Report



Community Associations Institute (CAI) Missouri Legislative Action Committee (LAC) spent the 2024 legislative session advocating on behalf of the [approximately 925,000 Missourians live in 311,000 homes in more than 5,580 community associations across the Show-Me State](#). Missouri's legislative session began on January 3 and adjourned May 10, 2024.

On Feb. 27, a dozen members of the LAC met in Jefferson City, MO, for their Second Annual Legislative Advocacy Day. The LAC met with several leadership offices and 10 state legislators to promote MO-LAC as a resource to lawmakers and constituents.

This was a historically low year in terms of legislation passed, with only 26 bills out of over 2,600 filed having been sent to Governor Parson's desk for signature. The LAC tracked a total of 43 bills.

Below are highlights from the 2024 Missouri State Legislature:

HB2062 (Rep. Chris Brown (R)) - relating to the use of real property

This bill originally was introduced to prohibit local-level eviction moratoriums unless explicitly allowed by the state. However, this bill was eventually amended to become an omnibus package to include new provisions such as prohibiting political subdivisions from requiring charging stations on parking lots owned or leased by churches or nonprofit organizations, giving liens for unpaid sewer charges higher priority than all liens except taxes, and the inclusion of the language from **SB985 (Sen. Nick Schroer (R)) - Enacts provisions regarding deed restrictions, covenants, or similar agreements running with the land prohibiting ownership or pasturing of chickens**.

The language adopted concerning chickens prohibits associations from restricting owners from building a chicken coop and/or raising up to 6 chickens on an

area which is 2/10 of an acre or larger. An association may prohibit roosters, and implement reasonable rules and regulations. City and County ordinances are still in effect and are not changed with this language, and associations can still limit the pasturing of chickens on areas less than 2/10 an acre.

The LAC **opposed** SB985, as it believes these decisions should be left to HOA homeowners and not mandated by the state legislature.

A call to action for SB985 was sent to advocates, which saw 12 messages sent to legislators by 12 advocates.

Status: Unsuccessfully PASSED, signed by Governor.

[WE NEED YOUR ASSISTANCE!](#) [A Request for Donations to Nullify Chicken Provisions](#)

On June 5th, the Missouri LAC began a call-to-action campaign aimed at asking Governor Parson to veto HB2062, and defeat the language from SB985. As noted above, SB985's language on the raising of chickens in an HOA community was added via amendment as HB2062 moved through the Senate. Over the course of June and July, the call-to-action campaign saw 333 messages sent by 294 advocates across the state asking the Governor to veto HB2062, and was been supported by tireless outreach to the Governor's office by LAC members. However, the Governor signed the bill due to his support for the other items amended into it. Instead of passing multiple pieces of legislation covering unique topics, state lawmakers decided to bundle unrelated bills together via amendments and pass large, unwieldy omnibus bills covering a multitude of topics, leaving the Governor with no viable option to stop bad legislation without stopping measures necessary for the state government. The legislature took these actions in spite of Missouri's constitution, which requires that amendments to legislation be related to the original intent of the legislation and not change the original purpose of the bill; Missouri's constitution prohibits omnibus bills.

After careful consideration, the Missouri LAC decided to, as the next phase of a multi-pronged advocacy approach, initiate litigation challenging the constitutionality of HB2062. We did not take this decision lightly, as constitutional challenges speak to the very heart of our state's democracy. However, we will not sit back while the contractual rights of community associations are disrupted. With that said, **WE NEED YOUR HELP!**

Please visit <https://advocacy.caionline.org/lac-donation-form/> and select "Missouri" to donate today! **Your donation will help fund our legal challenge of HB2062, and protect your community from an unconstitutional overreach by the state legislature, and stop a slippery slope from developing!**

We do not want to let state legislators believe they can get away with taking away your community's rights, and pave the way for future negative legislation to pass. Please share this information among your friends, neighbors, and colleagues- we need all the financial support we can if we want to make sure that your community can continue to set its own rules and regulations!

HB1514 (Rep. Jim Murphy (R)) - Modifies provisions governing homeowners' association restrictions on pasturing chickens

The bill would prohibit associations from restricting owners from building a chicken coop and/or raising up to 6 chickens per 2/10 of an acre of land. An association may prohibit roosters, and implement reasonable rules and regulations.

The LAC **opposed** the bill, as it believes these decisions should be left to HOA homeowners and not mandated by the state legislature.

Status: Successfully DIED in Committee.

HB2270 (Rep. Philip Oehlerking (R)) - Establishes the "Missouri Homeowners' Association Act"

This bill would create a Homeowners Association Bill of Rights to standardize the rights and responsibilities of homeowners in planned communities. This includes:

- Establishing Clear Guidelines: HB 2270 introduces clear guidelines and regulations, providing

homeowners with a transparent framework within which their rights and responsibilities are defined. This clarity promotes fairness and reduces potential disputes within planned communities.

- Protecting Declarant Rights: The legislation acknowledges the rights of declarants to administer, develop, and convey real property, ensuring that developers can fulfill their responsibilities while safeguarding homeowners' interests.
- Ensuring Fair Governance: HB 2270 outlines procedures for the election of the board of directors and the adoption of budgets within homeowners' associations. These procedures promote transparency, accountability, and democratic governance, empowering homeowners to actively participate in decision-making processes.
- Addressing Dispute Resolution: The bill includes provisions for arbitration and nonbinding dispute resolution, offering homeowners alternative avenues for resolving conflicts. By reducing reliance on the judicial system, HB 2270 facilitates efficient and amicable dispute resolution within planned communities.

The LAC **supported** this bill; the LAC has worked to support a Homeowners Association Bill of Rights for many years and believes that this legislation will play a crucial role in ensuring fair treatment for homeowners and empowering them to have a voice in the management of their communities.

Status: Unsuccessfully DIED in Committee.

SB1324 (Sen. Tracy McCreery (D)) - Enacts the "Missouri Uniform Homeowners' Association Act"

While not a formal crossfile with HB 2270, this bill would also create a Homeowners Association Bill of Rights to standardize the rights and responsibilities of homeowners in planned communities. Much like its House counterpart, this bill would accomplish the following:

- Establishing Clear Guidelines: SB 1324 introduces clear guidelines and regulations, providing homeowners with a transparent framework within which their rights and responsibilities are defined. This clarity promotes fairness and reduces potential disputes within planned communities.

- **Protecting Declarant Rights:** The legislation acknowledges the rights of declarants to administer, develop, and convey real property, ensuring that developers can fulfill their responsibilities while safeguarding homeowners' interests.
- **Ensuring Fair Governance:** SB 1324 outlines procedures for the election of the board of directors and the adoption of budgets within homeowners' associations. These procedures promote transparency, accountability, and democratic governance, empowering homeowners to actively participate in decision-making processes.
- **Addressing Dispute Resolution:** The bill includes provisions for arbitration and nonbinding dispute resolution, offering homeowners alternative avenues for resolving conflicts. By reducing reliance on the judicial system, SB 1324 facilitates efficient and amicable dispute resolution within planned communities.

The LAC **supported** this bill; the LAC has worked to support a Homeowners Association Bill of Rights for many years and believes that this legislation will play a crucial role in ensuring fair treatment for homeowners and empowering them to have a voice in the management of their communities.

Status: Unsuccessfully DIED in Committee.

HB2727 (Rep. Cameron Parker (R)) - Establishes the "Uniform Unlawful Restrictions in Land Records Act"

This bill would establish a process by which community associations may remove discriminatory restrictive covenants from their governing documents, and also apply a new expedited removal process for discriminatory restrictive covenants found in deeds.

The LAC **supported** this bill.

Status: Unsuccessfully DIED in Committee. 

GET INVOLVED IN CAI MISSOURI ADVOCACY EFFORTS!

<p>Track MO Legislation</p> <p>CAI keeps track of legislation throughout the year, so you can stay informed. You can check the legislation that CAI is monitoring around the clock here.</p>	<p>Support and Donate Today</p> <p>CAI depends on professional lobbyists funded by community associations, businesses, and individuals to create the best public policy for the community association industry in Missouri. To support their efforts, visit caionline.org/lacdonate and select "Missouri."</p> <p>YOUR DONATION WILL SUPPORT MO LAC'S LEGAL CHALLENGE TO HB2062</p>	<p>Help Shape Future Legislation</p> <p>Join our CAI Advocacy Ambassador program and become a part of the movement to create positive change. Your voice matters, so sign up now to make your mark!</p>
---	--	--

CAI MO LAC and Chapter Contact Information:
[CAI Missouri Legislative Action Committee](#) - (888) 224-4321
[CAI Heartland Chapter](#) - (314) 423-8859

The Leaders in Community Association Law.

We provide full-service legal representation for community associations throughout Missouri, Kansas, and Southern Illinois with Missouri's sole practicing Fellow of the College of Community Association Lawyers designation from Community Associations Institute.

With our vast knowledge and experience, we provide stellar and efficient legal services including:

- Updating Governing Documents & Amendments
- Risk Management and Insurance
- Contract Review
- Enforcement & Violations
- Lender Questionnaires & FHA Condominium Project Approval
- Collection of Unpaid Assessments
- Complex Litigation



www.sandbergphoenix.com
314.725.9100

The choice of a lawyer is an important decision and should not be based solely on advertising.



Ensuring Your Community Lasts As Long As We Have

Innovative Insurance Solutions For
 Condominiums • Townhomes
 Villas • Lofts • HOAs /PUDs
 Resort and Golf Communities



Serving the Midwest for 100 Years
CAI Diamond Sponsor



Jim Ruebsam, CIRMS, EBP
RuebsamJ@danielandhenry.com
314.444.1993



CHOOSE CERTAINTY. CHOOSE CERTAPRO PAINTERS®.

Inside or out, the professionals at CertaPro Painters® deliver quality work, professional service, and an unmatched painting experience every time.

636-922-2917

certapro.com/saint-charles

Each CertaPro Painters® business is independently owned and operated.

Request your **FREE**
estimate today!

- Interior/Exterior Painting
- Multi-year Warranty
- Carpentry
- Deck Repairs



Andy Wiggins, Owner

CertaPro Painters®



OF ST. CHARLES, SOUTH COUNTY
& WEST COUNTY



PROFESSIONAL TREE CARE
FOR OVER **50 YEARS**



(314)427-7325

WWW.RAWTREEANDLAND.COM

TREE CARE SERVICES

- TREE & STUMP REMOVAL
- GENERAL TREE TRIMMING
- 24/7 STORM CLEANUP
- CRANE SERVICE
- FIREWOOD SALES
- TREE GPS MAPPING
- ARBORIST CONSULTATION
- PROPERTY TREE STUDIES



LANDSCAPE SERVICES

- NEW TREE & SHRUB INSTALLS
- MULCH & DECORATIVE ROCK
- LANDSCAPE BED CLEANUP
- SEEDING & SODDING
- HARDSCAPING
- DRAINAGE INSTALLS
- LANDSCAPE RENOVATION
- LAND CLEARING / BRUSH HOGGING



A few simple questions to answer at your
next community Board Meeting...

Are management tasks completed on a timely basis? Do you talk about the same issues at meeting after meeting?

Can owners access community information via the web?

Are delinquencies out of control?

Do we get good advice from our manager?

Could our community benefit from the proven knowledge of an industry leader and a CAI Accredited Association Management Company (AAMC)?

Is the work order list longer than expected?

If the answer is yes to any of these questions we would like the opportunity to demonstrate how CPM can positively impact the many ways your community does business.

We look forward to meeting you!

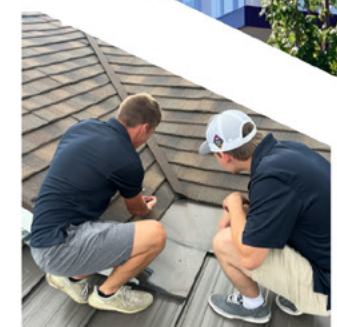


(636) 227-8688 • www.cpmgateway.com



INDUSTRIES WE SERVE:

MULTI-FAMILY APARTMENTS
HOMEOWNERS &
CONDOMINIUM ASSOCIATIONS
SENIOR LIVING
COMMERCIAL MANAGED
PROPERTIES
RETAIL CENTERS
WAREHOUSES &
MANUFACTURING FACILITIES



COMMERCIAL SOLUTIONS FREE ONSITE ESTIMATE





\$525 to get to 525 members!

Back by popular demand!
We are bringing back our Membership Contest for 2024!

Refer any new member:

1 business partner
1 association
1 community manager
1 management company

Each recruiter from now to the end of the contest, will be placed in a raffle to win \$525 in cash!

Make sure you list yourself as the recruiter! Once we get to the magic number, we will come and surprise you with \$525 in cash!

Thank you to our Sponsor:

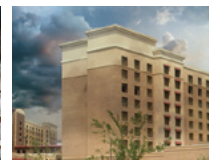


Cleaning. Restoration. Construction.

24/7/365 commercial services



Property management



Hospitality facilities



Education facilities



Healthcare facilities



Food service facilities



Retail facilities



Fire



Water



Mold



Storm Disaster



Biohazard



Cleaning Services



Team Chestnas
314-858-1688
Independently owned and operated

Like it never even happened.®

LENDING TOOLS TO HELP YOUR ASSOCIATION

LINE OF CREDIT (LOC)

- Short-term financing
- Balance due at maturity
- Ability to complete work, pay contractors, and preserve property values

TERM LOAN

- Budgeted line item; adjust annual budget to incorporate debt
- Increase assessments to cover loan expense
- Special assessment for per owner charge; owner can either pay in full or finance their share over term of loan

COMBINATION LINE OF CREDIT CONVERTING TO TERM LOAN

- Project amount uncertain
- LOC to provide availability of funds
- Pay for only what is used
- Term loan will allow for time to repay amount borrowed
- Commonly repaid through regular assessments, special assessments, or combination

Partner with us for all your association's financial needs.

WINTRUST
COMMUNITY ADVANTAGE
YOUR ASSOCIATION BANKING PARTNER
communityadvantage.com



DEREK WHITE
Assistant Vice President
Wintrust Community Advantage
847-304-5966
dwhite@communityadvantage.com

Wintrust Community Advantage is a division of Barrington Bank & Trust Company, N.A., a Wintrust Community Bank.



Membership Update

NEW MEMBERS

Argonne Meadows Homeowners Associaton
Argonne Meadows Homeowners Associaton
Argonne Meadows Homeowners Associaton
Autumn Lakes Condominium & Association
Autumn Lakes Condominium & Association
Baker Landscaping & Concrete LLC
Balsiger Insurance
Balsiger Insurance
Community Association Management
Community Property Management
DNI Properties
eUnify, Inc.
FirstService Residential Missouri
FirstService Residential Missouri
FirstService Residential Missouri
FM Roofing and Construction
Four Seasons of Chesterfield Property
Owners Association
Harbor Lakes
Harbor Lakes

Mr. Patrick Hampton-hutt
Ms. Angie Roxann Webster
Mrs. Mary Medina
Mrs. Linda A Smith
Mrs. Barbara Wehmeyer
Ms. Lauren Bergtholdt
Mr. James Schmid
Mr.Keith Stout
Mr. Keith Balsiger
Mr. John C Gross, III
Ms. Christina Juhasz
Ms. Libby Schubert
Ms. Taylor Hauser
Ms. Sarah Sukta
Mr. Alejandro Canizares
Mr. Finnegan Raso
Ms. Susie Tessari
Mr. Frank C Melton, Jr.
Mr. Chris Hurt

Ms. Debra Dotson
Mr. Joel Schroeder

KeyTrak, Inc.
McKelvey Place Homeowners Association
Parc Lorraine Condominiums
Pierre Chouteau Condominium Association
Pierre Chouteau Condominium Association
Pierre Chouteau Condominium Association
Pierre Chouteau Condominium Association
Pierre Chouteau Condominium Association
Pinnacle HOA Management

Relevate Design & Innovations
The Smith Management Group
The Smith Management Group
The Whitehall
Topps Paving & Sealing

Mr. Steve Hicks
Terri Leap
Ms. Dana Miller
Mr. Phillip Overhoff
Mr. Tim Rice
Ms. Margaret Seliga
Mrs. Anna Ann Stark
Ms. Catherine Tierney
Ms. Karla Toal
Mrs. Natalie Anne Stinson,
CMCA, AMS
Ms. Leah Maki
Ms. Jo Giambalvo
Mr. Justin Sterling
Mr. Bob Swehla
Mr. Gary Mellon



★CONGRATULATIONS★ TO THE NEW CAI DESIGNEES

CMCA

Ms. Dianna Adams, CMCA

Christine Rivera, CMCA
Rodemyer-Christel, Inc.

Ms. Cynthia Albert, CMCA
Missouri Association Management, LLC

Ms. Jennifer James, CMCA
FirstService Residential Missouri

AMS

Ms. Ashley George, CMCA, AMS
Landmark Commercial Property Management

Thank you to the 2024 Diamond Sponsors!

DANIEL & HENRY
INSURANCE AND RISK MANAGEMENT

O'CONNOR
INSURANCE

ROTTLER
PEST SOLUTIONS

SERVPRO
Team Chestnas
314-858-1688
Independently owned and operated

PREMIER
ROOFING COMPANY

CertaPro Painters®
★ ★ ★ ★ ★
OF ST. CHARLES, SOUTH COUNTY
& WEST COUNTY



HB 2062 – Effective 8/28/24 communities will no longer be able to prohibit chickens


Many of you may remember the chicken bill from 2023, which would have prohibited associations from restricting owners from building a chicken coop and/or raising up to 6 chickens on an area which is 2/10 of an acre or larger. This bill made its infamous return in 2024, not only in the Senate but also the House. The MO Legislative Action Committee opposed this bill, as it believes these decisions should be left to HOA homeowners and not mandated by the state legislature. LAC members attended hearings to testify in opposition of this legislation and many homeowners/board members participated in call-to-action campaigns voicing their opposition. These efforts were successful in leading the HB to die in committee but unfortunately not successful in keeping this language out of law.

HB2062 originally was introduced to prohibit local-level eviction moratoriums unless explicitly allowed by the state. This bill was eventually amended to become an omnibus package including language from the chicken senate bill (SB 985). This bill along with the “chicken language” unfortunately passed and was signed into law by the Governor despite call-to-



action efforts aimed at asking Governor Parson's to veto the bill.

Missouri's constitution requires amendments to legislation be related to the original intent of the legislation and not change the original purpose of the bill. HB2062 is in direct violation of this and as such, the MO LAC has decided to initiate litigation challenging the constitutionality of HB2062. Our LAC has secured a grant from CAI National to help aid in our efforts to fight HB2062, but this grant is not expected to cover all related expenses. WE NEED YOUR HELP!

Please visit <https://advocacy.caionline.org/lac-donation-form/> and select "Missouri" to donate today! Your donation will help fund our legal challenge of HB2062, and protect your community from an unconstitutional overreach by the state legislature, and stop a slippery slope from developing! 

Have a colleague that ought to be a member of CAI Heartland?

Send them to:
CAIHeartland.com/Join-Now

Gas Log Inserts Provide an Attractive Alternative to Wood Burning Fireplaces

By: Anthony Hoy, Owner, Gas Appliance Service of Missouri, LLC

Increasingly, insurance companies are taking a hard stance against wood burning fireplaces in multi-family buildings. Fortunately, there are attractive, safe, and cost-effective alternatives to wood burning fireplaces. These not only satisfy insurance companies' increasingly stringent underwriting standards, but also enhance your home.

While we're still in the heat of summer, the fall season is only a few short months away. It's important that fireplace owners take the appropriate precautions and learn how to use their appliances to prepare and plan for potential emergencies. It takes just one bad winter snow or ice storm for a power outage, knocking out furnaces that use electric to operate when it's cold outside.

Today, there are attractive new natural gas and propane heaters that can warm home living areas while at the same time saving money on heating bills.

These supplemental heating sources are not the typical space heaters of yesteryear, but a wide array of options including vent-free gas logs and vent-free or direct fireplace inserts.

Gas logs sets installed into wood burning fireplaces offer a clean and convenient way to enjoy the ambiance of a fireplace. "Vented" logs are intended for a decorative use only. But, "vent-free" gas logs provide ample space heating.

Made of cast iron or steel, gas fireplace inserts can be installed in an existing unused or inefficient fireplace. Gas fireplace inserts convert an existing masonry wood burning fireplace to an efficient gas fireplace with more air circulating capabilities.

Direct vent inserts use the existing flue. The insert's glass allows the flames of the fire to be viewed while making the fire more efficient, often delivering more heat to the living space.


These appliances are typically classified and tested as room or zone heaters. "Zone heating" puts the heat

where it's needed, when it's needed, adding to a home's comfort and ambiance. In addition, it also reduces household fuel consumption, conserves energy and saves money.

These units are safe, providing they are installed and used according to the manufacturer's instructions. However, homeowners should always be sure to only use log sets that are certified and listed by a testing agency.

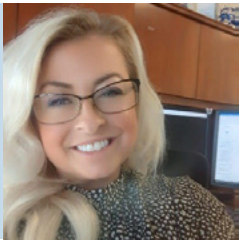
The "vent-free" units should be cycled on and off while being used. While they have high efficiency ratings, they are not meant to replace furnaces.

Consumers often ask what goes into the installation of a natural gas line as the fuel source to gas fireplace logs. First, natural gas or propane must already be installed as a fuel source in the house, townhouse, condo, etc. If natural gas or propane is an existing service in the unit, then it becomes a matter of determining the path of the existing gas lines. Often, the gas lines exist in a basement or crawl space. To bring gas service to a fireplace that has none, an existing gas line must be "tapped" into. Once a new gas line is established, the path to the fireplace must be determined. Often it travels the path of floor joists in the basement (or crawl space) to the base of the fireplace. If the gas line must be routed to the exterior of the house to feed the fireplace, it will generally be brought back in and shut off valve will be installed. The typical costs associated with a new gas line install range anywhere from \$1000 to \$2500, dependent upon the complexity of the installation process.

Gas Appliance Service of Missouri, LLC has served the greater St. Louis and St. Charles area for over 55 years, specializing in gas logs, gas lights, fireplace, fireplace inserts, hearth stove sales, installation and repair. They have two convenient locations serving the St. Louis area, with the original store location at 2390 Centerline Industrial Drive and their second location, Fireplace and Grill Center located at 14224 Manchester Road. For more information, call 314-567-6260 or visit www.gasapplianceservice.net. 

Be Prepared for Anything


By: Lisa Love, CMCA, AMS
The Smith Management Group, an Associa Company



SIX EMERGENCY PREP TIPS YOU CAN USE NOW

Everyone is at risk for severe weather, torrential rainstorms and flooding, extreme heat, or tornadoes, there is always the likelihood of some form of storm to hit the area you live. To keep yourself and family safe, it's best to be prepared before disaster strikes. Below are five simple things you can do now to prepare.

1. **Understand what types of storms frequent your area.**
Tornadoes- Typically in the Spring, Summer, and Fall. Threats from a tornado include strong winds and lightning.
Floods- An overflow of water that can happen during any season.
Extreme Heat- Extreme heat is a period of high heat and humidity with temperatures above 90 degrees for at least two to three days. In extreme heat your body works extra hard to maintain a normal temperature, which can lead to death. Extreme heat is responsible for the highest number of annual deaths among all weather-related hazards.
Hail Storm- Storms that produce hail which reaches the ground. They typically last for no more than 15 minutes but can cause injuries to people and damage buildings, vehicles and crops.
2. **Stay Alert-** Know what is coming your way, by visiting websites, having notifications set up for your phone, listen to local radio stations.
3. **Be proactive in safeguarding your home-** When an emergency happens, your personal safety is key along with the safekeeping of your home and valuables. Make sure to check with your insurance coverage that you have proper policies in place to cover your belongings and property in the event of a storm. Always make sure to store important identification documents in a water and fireproof tight container that is easy to reach in the event you need to evacuate quickly. To help safeguard the exterior of your home make sure to regularly keep

- up with trimming trees, cleaning gutters, and moving any flammable objects at least 10-15ft away from the structure of your home. Also make sure to unplug appliances that are not in use. Know where your utilities shut offs are for gas, water, and electricity.
4. **Make sure your family has a clear plan of contact-** program all emergency numbers including main points of contact for family/close friends with addresses saved in their contacts. Set a meeting point if you get separated. Make sure all devices are fully charged and/or have a backup battery to cell phones.
 5. **If officials tell you to evacuate, know where to go and leave immediately-** Check your local resources that identify disaster response teams, flood maps, and centers to house people in a crisis or coordinate with family that is not in the immediate area for shelter.
 6. **Have a simple supply of emergency items-**
 - One gallon of water per person in the home, including pets
 - Nonperishable food items and pet food
 - Disposable utensils
 - First aid kit
 - Toiletries
 - Matches
 - Medications
 - Cash
 - House and car keys
 - Identification & insurance cards
 - Baby supplies
 - Blankets
 - Flashlights and batteries 

Talk to us about your association's financial needs. We can help.



Popular Association Banking exclusively serves the community association industry. We offer:

- Financing for building repairs and capital improvements.¹
- Competitive fixed rates.
- Access to multi-million-dollar FDIC deposit insurance coverage with ICS® and CDARS®.²

Contact our Regional Relationship Manager today!
Martin I. Klauber, VP
Cell: 847.322.3149
Toll free: 800.233.7164
MKlauber@popular.com



POPULAR
ASSOCIATION BANKING
www.popularassociationbanking.com



1. Subject to credit approval. 2. Terms and conditions apply. CDARS and ICS are registered service marks of IntraFi Network LLC. © 2024 Popular Bank. Member FDIC.

JOBS

Now Hiring

Did you know that CAI Heartland offers free job postings to our members on our Chapter website?
Simply send your job opening to
ced@caiheartland.com



WE FIX BROKEN BUILDINGS™



RESTORATION



RENOVATION



ENVIRONMENTAL



ROOFING

CAI Heartland Chapter Business Partner since 2008

24/7 | 800.266.5677 | GoBluSky.com



MULTI-FAMILY ROOFING SERVICES

We restore and repair multi-family properties, both steep and low slope. **There is no project too big or too small; we have the proper team in place to help you.**



WWW.PREMIER-ROOFING.COM/MFA
Now Serving St. Louis and Kansas City!



Local Team
NATIONAL RESOURCES

Complimentary
INSPECTION REPORTS

Assistance on
INSURANCE CLAIMS



KANSAS CITY
10200 Holmes Road
Kansas City, MO 64131
816-254-ROOF

ST. LOUIS
11406 Gravois Road
St. Louis, MO 63126
314-833-7663

*Your Community's Single Source of
Managerial,
Fiscal,
Administrative, and
Physical Community Support*



*Serving St. Louis and the
Surrounding Communities
Since 1982*

CMA

COMMUNITY MANAGERS
Associates

14323 S. OUTER FORTY ROAD, 301N
CHESTERFIELD, MISSOURI 63017
Tel 314.878.0025
Toll Free 1.866.378.0025
Fax 314.878.2773
E-mail CMA@CMAMGRS.COM

WWW.CMAMANAGERS.COM

Homeowners' Association and Chickens

By: Todd Billy, CCAL, Sandberg Phoenix



Over the last several years and this year, legislation has been introduced that would eliminate enforceability of a covenant prohibiting the pasturing of chickens. In the final weeks of the past legislative session, the "Chicken Bill" language was added onto another bill that was adopted, HB 2062 which originally only addressed evictions. On July 9, 2024, Gov. Parson signed HB 2062 into law.

Effective August 28, 2024, homeowners' association (excluding condominiums) cannot: (a) prohibit the pasturing of up to six chickens on a lot that is two tenths of an acre or larger, or (b) prohibit a single chicken coop designed to accommodate up to six chickens. An association may adopt reasonable rules and regulations including preventing the pasturing of roosters.

The efforts to prevent the 'Chicken Bill' included CAI members: testifying against the original legislation holding that these matters are best handled by the

individual community associations, meeting with elected officials, and lobbying to have the chicken language removed after it was added in the Missouri Senate.

The Heartland Chapter, along with the assistance of CAI National, is exploring a constitutional challenge to HB 2062. The Missouri Constitution restricts the legislature in that "no bill shall contain more than one subject which shall be clearly expressed in its title." Mo. Const. Art. III, §23. HB 2062 purpose was to prevent local government from enacting eviction moratoriums, which is clearly unrelated to pasturing chickens or covenants and was shoehorned into the bill.

We ask that you be on the watch for additional information from the Chapter as we fully anticipate that, absent a challenge, the General Assembly will continue to decide these issues without regard to the unique characteristics and wishes of our communities. **CAI**



FERGUSON
ROOFING & EXTERIORS

(314) 521-6917 | FergusonRoofing.com



ROOFING

GUTTERS

SIDING

FASCIA

Proudly Serving the St. Louis Metro Area Since 1939

How to Reach a Quorum Through Proxies

By: Dawn Bauman, CAE



Annual and special meetings require homeowner votes for new board members, assessment increases, capital improvement projects, and amendments to the association’s governing documents. The goal is [to reach a quorum](#)—a minimum number of members who must be present for business to be validly transacted.

Some homeowners associations struggle to reach a quorum, leading to stalled work, increased expenses, and more.

The legal definition of a quorum in an association can be drawn from a state statute, governing documents, or a parliamentary manual. Quorum applies to the number of members present, not to the number voting on a particular issue, says James Slaughter, managing partner with Black, Slaughter & Black in Greensboro, N.C., and a fellow in CAI’s [College of Community Association Lawyers](#).

“No votes should be taken in the absence of a quorum,” he adds, although there are exceptions. “Some state statutes provide that certain acts, such as some budget ratifications, do not require a quorum.”

When homeowners can’t attend a meeting in person, the association should work vigorously to garner proxy votes. Generally, proxy is a power of attorney given to another to vote in the member’s stead. Typically, the association’s governing documents will outline who can serve as a homeowner’s proxy.

Slaughter provides an example: “If I give my proxy to Mary Smith, Mary can attend the meeting and participate on my behalf. But if Mary misses the meeting, it’s as though I’m not at the meeting. Only by Mary attending the meeting does my proxy matter.”

However, proxy voting is almost universally prohibited in board meetings because a board member can’t give away their responsibility to another director, Slaughter adds.

There are five different types of proxies:

- **General proxy:** The holder of the proxy has the discretion to do whatever he or she wishes at the meeting.

- **Limited proxy:** The holder of the proxy can only vote on certain issues at the meeting.
- **Directed proxy:** The holder of the proxy can only vote as directed.
- **Limited directed proxy:** The holder of the proxy can only vote on certain issues as directed.
- **Quorum proxy:** The proxy only counts for purposes of obtaining a quorum and nothing else.

Proxy forms can be mailed to homeowners to be filled out but should not be dropped off before the meeting. Instead, they should be given to the person named as proxy who will attend in an owner’s place. [CAI](#)

COMMUNITY ASSOCIATION BANKING

Your experts in the HOA industry.

With First Citizens Community Association Banking, formerly part of the bank’s CIT division, you can count on the experts you know. And as one of the nation’s top 20 banks, we offer market-leading products matched with award-winning¹ technology to help you reach your goals.

Patrick McClanahan, VP, Regional Account Executive
patrick.mcclanahan@firstcitizens.com | 636-352-3826



[firstcitizens.com](#)

¹We received a 2022 FinTech Breakthrough Award for Best B2B Payments Platform. © 2023 First-Citizens Bank & Trust Company. All rights reserved. MM#13411



314-822-0090

Storm

Fire

Water

2022 CAI Vendor Partner of the Year!

Committed to providing the most professional pool service and lifeguard management for property managers and the communities they serve

314-PRO-POOL

[www.swimpropool.com](#)

Servicing the St. Louis area for over 30 years

JOIN US! OCTOBER 14TH, 2024 FOR THE ANNUAL BILL SUMMERS GOLF TOURNAMENT

REGISTER ONLINE

Golfer Signup Form

BILL SUMMERS ANNUAL GOLF TOURNAMENT

Monday, October 14, 2024

Lake Forest County Club

300 Yard Drive, Lake St. Louis, MO 63367

Registration: 8:30 a.m., Shotgun Start 10 a.m.

ORGANIZATION: _____

CONTACT: _____

ADDRESS: _____

PHONE: _____

EMAIL: _____



GOODIE BAG & ATTENDANCE PRIZE DONATIONS ARE NEEDED!

Please Send Payment to:

CAI Heartland Chapter, PO Box 953, Bridgeton, MO 63044

Credit Card Payments: www.caiheartland.com

Questions? Contact Cathy Roth-Johnson at

314-423-8859 or ced@caiheartland.com

FIRST FOURSOME

\$475 EARLY BIRD IF PAID BY 7/31/2024

\$500 FOR ENTRIES RECEIVED AFTER 8/01/2024

GOLFER #1 _____

GOLFER #2 _____

GOLFER #3 _____

GOLFER #4 _____

SECOND FOURSOME - \$400

GOLFER #1 _____

GOLFER #2 _____

GOLFER #3 _____

GOLFER #4 _____

SINGLE GOLFER - \$125

GOLFER #1 _____

GOLFER #2 _____

GOLFER #3 _____

GIMME PACKAGE A - \$180

SAVE \$30 WHEN YOU PURCHASE IN ADVANCE!

INCLUDES:

(4) MULLIGANS _____

(1) YELLOW BALL TEAM _____

(1) SKIN PER TEAM _____

(4) 50/50 TICKETS _____

(4) RAFFLE TICKETS _____

(4) PUTTING CONTEST _____

GIMME PACKAGE B - \$100

SAVE \$10 WHEN YOU PURCHASE IN ADVANCE!

INCLUDES:

(4) MULLIGANS _____

(1) YELLOW BALL TEAM _____

(1) SKIN PER TEAM _____

(4) PUTTING CONTEST _____

A-LA-CART

50/50 TICKETS (ARMS LENGTH) \$5 EACH X _____

(4) MULLIGANS \$20/TEAM X _____

TICKET (ARMS LENGTH) \$20 EACH X _____

YELLOW BALL \$10/TEAM X _____

SKINS \$30/TEAM X _____

Sponsorship Signup Form

BILL SUMMERS ANNUAL GOLF TOURNAMENT

Monday, October 14, 2024

Lake Forest County Club

300 Yard Drive, Lake St. Louis, MO 63367

Registration: 8:30 a.m., Shotgun Start 10 a.m.

ORGANIZATION: _____

CONTACT: _____

ADDRESS: _____

PHONE: _____

EMAIL: _____



GOODIE BAG & ATTENDANCE PRIZE DONATIONS ARE NEEDED!

Please Send Payment to:

CAI Heartland Chapter, PO Box 953, Bridgeton, MO 63044

Credit Card Payments: www.caiheartland.com

Questions? Contact Cathy Roth-Johnson at

314-423-8859 or ced@caiheartland.com

THANK YOU FOR YOUR SUPPORT!

Listed below are several exciting ways for you to participate in helping to make this tournament a continued success!

Sponsors for these Events will have their company sign/banner prominently displayed at the Tournament as well as have their names printed on the Main Sponsor sign.

You will also receive recognition in the Heartland ChapterCAI newsletter!

- ☐ \$250 - LONGEST DRIVE (Hole Signage & Recognition)*
- ☐ \$250 - CLOSEST TO THE PIN (Hole Signage & Recognition)*
- ☐ \$250 - STRAIGHTEST DRIVE (Hole Signage & Recognition)*
- ☐ \$450 - HOLE SPONSORSHIP W/TENT
(Hole Signage, Set-up near Tee & Recognition)
- ☐ \$550 - PREMIUM HOLE SPONSOR, 4 available
(Hole Signage, Set-up near Tee & Recognition)

- ☐ \$250 - TEE SPONSORSHIP
(Tee Signage & Recognition)
- ☐ \$250 - GREEN SPONSORSHIP
(Green Signage & Recognition)
- ☐ \$250 - HOLE SPONSORSHIP
(Hole Signage & Recognition)
- ☐ \$500 - GOLFER'S BREAKFAST FOR 150 PEOPLE
(Signage & Recognition)
- ☐ \$500 - GOLFER'S LUNCH FOR 150 PEOPLE
(Signage & Recognition)
- ☐ \$500 - ON-COURSE BEVERAGE COOLERS
(Signage & Recognition)
- ☐ \$200 - 1ST FLIGHT CASH PRIZES, 2 available**
(Signage & Recognition)
- ☐ \$200 - 2ND FLIGHT CASH PRIZES, 2 available**
(Signage & Recognition)
- ☐ \$200 - 3RD FLIGHT CASH PRIZES, 2 available**
(Signage & Recognition)

*Awarded as \$50 cash prize to winner; \$200 donation to CAI
**\$20 of each sponsorship will be donated to CAI

- ☐ I would like to provide item(s) for the Raffle Baskets
(Description: _____)
- ☐ I would like to provide item(s) for the Golfer's Goodie Bags
(Description: _____)

Fraudulent Emotional Support Animal Requests: How to Protect your HOA

By: JoAnn Nesta Burnett

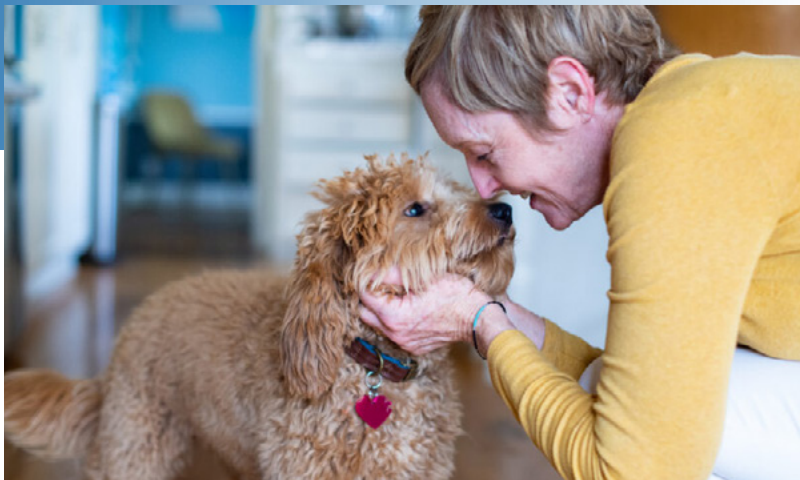
How can our community protect itself from fraudulent emotional support animal requests?

One of the most difficult issues facing community association board members is how to evaluate and address requests for accommodations for [emotional support animals](#). Often, mental disabilities are not as visible and obvious as many physical disabilities, if at all. Combine this with the number of websites and individual medical professionals who write letters after a one-time evaluation or, worse yet, an online “test,” and you have a situation in which a community association cannot win. If the board approves the animal, the residents are forced to live with it—even if there are severe allergies or phobias. If the board denies the animal, the association could be subject to lawsuits and Department of Housing and Urban Development complaints.

For years, medical professionals and the requesting parties have been able to provide letters purchased online for a fee by answering simple questions. Many of the websites explain exactly how a person should answer to ensure the request for an animal is approved. The fraud and abuse related to requests has skyrocketed.

In 2020, HUD provided some clarity on the issue. Under the federal Fair Housing Act, community associations may request reliable documentation when an individual who requests a reasonable accommodation has a disability and disability-related need for an accommodation that are not obvious or otherwise known. Documentation from the internet is not, by itself, sufficient. However, a note from a person’s healthcare professional that confirms the disability or need for an animal when the provider has personal knowledge of the individual’s conditions is acceptable.

Additionally, if one person requests more than one animal, he or she must provide supporting information regarding the specific need for each animal. The association also may require proof that each animal is properly licensed and vaccinated. Animal owners are liable for any damage done to the premises or to another person or animal by their support animal.



In Florida, for example, several statutory amendments went into effect in 2020 that were designed to give associations some teeth.

Florida Statute Section 817.265 criminalizes fraudulent requests. Section 456.072 was amended to provide that a health professional who provides information indicating that a person has a disability without personal knowledge of that disability or disability-related need for the animal is subject to disciplinary action.

Section 760.27(2)(a) provides cover for associations to deny a reasonable accommodation request if the animal poses a “direct threat to the safety or health of others or poses a direct threat of physical damage to the property of others which threat cannot be reduced or eliminated by another reasonable accommodation.” This is often seen in the context of an animal that is approved and thereafter is aggressive or bites another person or animal. A reasonable accommodation might be for the animal to be muzzled when outside of the home. If the handler refuses, or if the threat is not removed by the use of a muzzle, the animal may be removed through the proper legal channels.

Sections 760.27(2)(b)(1)–(4) explain that if a person’s disability is readily apparent, the association may request “reliable information that reasonably supports that the person has a disability.” This includes a determination of disability, or receipt of disability benefits or services, from any federal, state, or local government agency, or proof of eligibility for housing [assistance](#) due to a disability.

Subsection (4) explains that if the above is not provided, an association may require information from a health

care practitioner, including a telehealth provider. If an out-of-state practitioner provides the information, he or she must have provided “in-person care or services” to the requesting party on at least one occasion. The information must be provided by a health care practitioner who has personal knowledge of the person’s disability and is acting within the scope of his or her practice. This prohibits the out-of-state telehealth individuals who advertise to write these letters.

While it is acknowledged that there are people with mental disabilities who require [emotional support animals](#), this article addresses only fraudulent requests. With these legislative changes in place, associations will be better able to evaluate these requests, weeding out the fraudulent ones while approving those that are necessary and legitimate. [CAI](#)



Feel confident with Howard Roofing:

- Proud CAI partner since 2008.
- Over 45 years of roofing experience.
- Manufacturer certified.
- Multi-family unit specialist.
- Top-rated service provider.
- Fully insured for your protection.
- Licensed in Illinois.
- Licensed in Missouri (as required).
- Insurance claim project specialist.
- BBB A+ accredited business.
- Lifetime material warranty available
- 15-year full roof labor warranty.
- Reputation of excellence.



Residential & Commercial Roofing Services:

- Complete Roof Replacement.
- Roof Repairs.
- Emergency Roof Repairs.
- Storm Damage Restoration.
- Budget Strategies For Comprehensive Planning.
- Prompt Service With Properly Trained Staff.
- Condominiums, Apartments, Villas, Single-Family.

Trustworthy & Dependable Service!

(636) 296-1057 info@hhiroof.com

BrightView

Our people create
and maintain the
best landscapes
on Earth.



Proudly serving Kansas City and St. Louis

Contact Our Team Today
844.235.7778

brightview.com



Playing Our Part in Uniting Our Country

By: Dawn Bauman, CAE

In the wake of the assassination attempt on former President Trump last weekend, our nation finds itself in a state of reflection and concern. Such a terrible event underscores the need for unity starting at the local level: our communities. The US is not the only country navigating political divisiveness; we are seeing an increase in political divide around the world.

Community associations, board members, and community managers play a pivotal role in fostering unity.

We have a responsibility and opportunity to lead communities toward greater unity and harmony.

Community leaders have a unique opportunity to shape the atmosphere and culture within communities. In times of national and international distress, our role becomes even more critical.

Here are some ways community leaders can take the lead in building unity:

1. **Promote Open Dialogue and Respectful Discourse**

Encourage community members to engage in respectful and open-minded conversations. This involves listening to opposing viewpoints and considering them thoughtfully. Understanding different perspectives can lead to more comprehensive and inclusive solutions.

2. **Lead by Example**

Community leaders should model the behavior we wish to see in communities. This means adhering to the expected rules of conduct during board meetings and community events, treating everyone with respect, and not taking disagreements personally. By demonstrating professionalism and respect, leaders can set a standard for others to follow.

3. **De-escalate Political Divide**

Actively work to reduce political tensions within the community. This can be achieved by focusing on common goals and interests rather than divisive issues. Encourage activities and initiatives that bring people together such as community service projects,

social events, and collaborative problem-solving sessions.

4. **Emphasize Shared Humanity**

Remember neighbors, board members, community managers, business partners, elected officials, and regulatory officials are people deserving of respect. Acknowledge the hard work and dedication of those in these roles, and foster an environment where differences are respected, and common ground is sought.

[CAI's Civility Pledge](#) provides a framework for meaningful dialogue for difficult conversations and politically charged topics. Make a point to adopt and share this pledge with residents and board members.

Practical Steps for Community Leaders

To translate these principles into action, community leaders can implement specific strategies to build unity:

- **Create Platforms for Constructive Dialogue**
Establish forums, town hall meetings, or other events where community members can voice their opinions and concerns in a structured and respectful manner. Ensure these platforms are moderated to maintain a positive and productive environment.
- **Organize Unity-Building Activities**
Plan events and activities that encourage community interaction and cooperation. These could include neighborhood clean-ups, potluck dinners, or cultural exchange programs that celebrate the diversity within the community.
- **Recognize and Address Grievances**
Pay attention to the concerns and grievances of community members. Addressing these issues promptly and fairly can prevent them from escalating and causing further division. Transparency and accountability are key to maintaining trust and unity.

We are Human. We are Neighbors. Tap into Empathy and Respect

As we navigate these challenging times, it is important to remember the human element in interactions. Board members, community managers, elected officials, legislative aides, elected officials, and other public service professionals bear the brunt of frustration and anger. Many experience menacing phone calls, emails, and even threats to their safety. Everyone can take steps to protect and support these individuals, ensuring they are treated with respect and dignity.

Building unity within community associations requires intentional effort and commitment. By promoting respectful dialogue, leading by example, de-escalating political tensions, and emphasizing our shared humanity,



we can create an environment where unity and healing can result in better communities.

In honor of our communities, and the millions of residents living in them, I am calling on you to set an example in our communities and lead the way toward a more united and harmonious society.

Please feel free to share this message with your homeowners and urge everyone to join together toward a common cause of unity and harmony.

ELIA M. ELLIS, LLC

ATTORNEYS AND COUNSELORS AT LAW

*Expert, Dependable and Affordable Legal Counsel for
Community Associations in Missouri and Illinois*

Covenant, Restriction, & Rule Enforcement
Governing Document Review & Amendment
Assessment Collection & Lien Enforcement
Vendor and Management Contract Review

Legal Opinions
Governing Document Interpretation
Association Incorporation & Governance
Litigation & Alternative Dispute Resolution

Tele: (314) 725-5151

www.ellislawstl.com



Public insurance adjusters for home owner, commercial, and association claims.

**INSURANCE COMPANIES
DON'T WORK FOR YOU.
WE DO.**



GAVNAT & ASSOCIATES
Public Insurance Adjusters
9300 Hennepin Town Road
Eden Prairie, MN 55347
763.251.8992
Gavnat.com



RELIABLE COMMUNICATION THAT'S A PROMISE

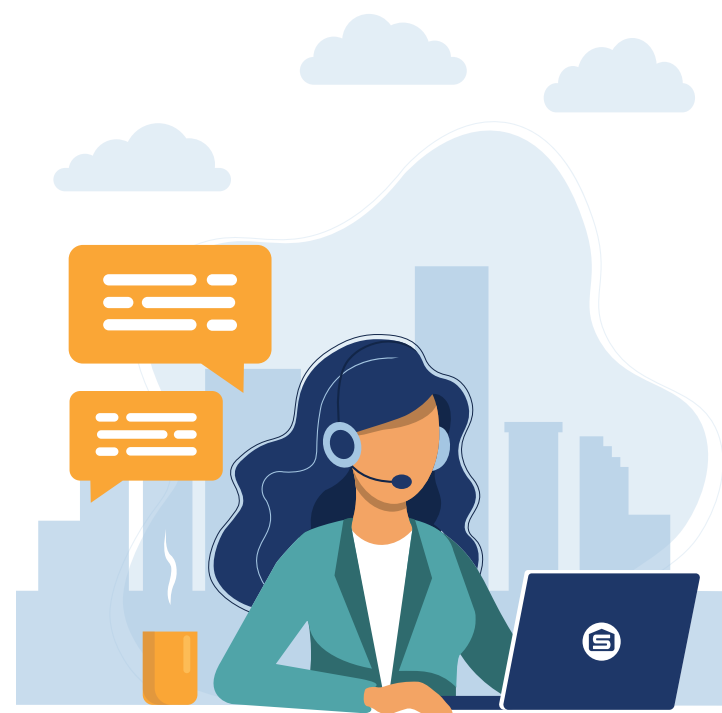
Sentry's community managers respond promptly and accurately to association queries. We understand that you need an acknowledgment that we heard you and that a solution is in progress.

📍 **St. Louis**
314.994.7440

📍 **St. Charles**
636.970.1887

📍 **Kansas City**
913.749.5570

🌐 **sentrymgt.com**



COMPLETE
LANDSCAPE
MANAGEMENT



EXPECT THE
BEST.
EXPERIENCE THE
DIFFERENCE.

contact us

636-398-8800

thegreenwoodgroup.net