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# COMMUNITY LIVING

Summer 2020

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*Our service provider directory can be found at [CAI-SEFlorida.org/service-providers](https://CAI-SEFlorida.org/service-providers)*

**Covid-19 and Hurricane Preparation Information Inside.  
Stay safe!**

  
SOUTHEAST FLORIDA CHAPTER  
**community**  
ASSOCIATIONS INSTITUTE

Support the Chapter and join your friends and colleagues on Friday, Oct. 23rd to enjoy a day of fun on the fairways. Following the tournament is an awesome lunch and awards ceremony. Did we mention raffles? Lots of Raffles and Prizes!

**After Golf** An awards luncheon will wrap up the day's activities. Trophies will be provided to 1st, 2nd and the team that "Should Have Gone Fishing!"

**The Grand Prize** Golfers will have the opportunity to win exciting prizes including a Grand Raffle Prize!

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**Primary Contact:** \_\_\_\_\_

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**Golfer 1:** \_\_\_\_\_

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Additional Lunches (\$45 ea.): \$

Enclosed is a check in the amount of: \$

**Reservation/Cancellation Policies:** Mail registration form with check (payable to CAI-SEFL) to:

304 Indian Trace, Suite 538, Weston, FL 33326.  
Cancellations received after Thursday, October 15, 2020 will not be refunded. Substitutions are permitted.

A portion of the proceeds will be donated to a local charity, to be announced soon

PHONE				9	5	4	8	1	6	0	6	6	1
CED JILL PROIETTI Email:				ced@cai-seflorida.org									
Event: 9200 W. Broward Blvd. Plantation							CAI-SEFLORIDA.ORG						

# community LIVING

Summer 2020

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Jill Proietti

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Vishnu Sharma, CPA, Sally Mevers, CPI

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JILL PROIETTI

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This publication attempts to provide CAI's membership with information on community association issues. Authors are responsible for developing the logic of their expressed opinions and for the authenticity of all presented facts in articles. CAI does not endorse or approve statements of fact or opinion made in these pages and assumes no responsibility for those statements. This publication is issued with the understanding that the publisher is not engaged in rendering legal, accounting or other professional services. If legal advice or other expert assistance is required, the services of a competent professional should be sought.

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## WHAT IS CAI? Over 42,000 Members and Growing!

Community Associations Institute (CAI) is a national organization dedicated to fostering vibrant, competent, harmonious community associations. For more than 40 years, CAI has been the leader in providing education and resources to the volunteer homeowners who govern community associations and the professionals who support them. Our members include community association volunteer leaders, professional managers, community management firms, and other professionals and companies that provide products and services to associations. Our local chapter serves over 400 members with annual events including Trade Show & Expo, Golf Tournament, CAM & Board Member Education events and so much more.

## READER COMMENTS & ARTICLES ARE WELCOME

Columns and ideas from all our members are always welcome. Send submissions in Microsoft Word format to: ced@cai-seflorida.org

Articles appearing in *Community Living* reflect the author's opinion and not necessarily that of CAI. Acceptance of advertising does not constitute an endorsement of the product or service.

National on the web: [www.caionline.org](http://www.caionline.org)

SE FL Chapter on the web: [www.cai-seflorida.org](http://www.cai-seflorida.org)



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## The Learning Doesn't Stop

Visit [CAI-SEFLORIDA.ORG](http://CAI-SEFLORIDA.ORG) for our announced webinars, many for CE credit!



Check [CAI-SEFLORIDA.ORG](http://CAI-SEFLORIDA.ORG) for the latest updates and news with regards to postponements and cancellations due to these challenging times.

July 28: **Hot Topics Breakfast\*- Tentative;** Monthly Breakfast Meeting  
1-hour CE credit after breakfast. CAI CAM Members eat FREE!

Aug. 25: **Hot Topics Breakfast\*- Tentative;** Monthly Breakfast Meeting  
1-hour CE credit after breakfast. CAI CAM Members eat FREE!

Sept. 29: **Hot Topics Breakfast\*- Tentative;** Monthly Breakfast Meeting  
1-hour CE credit after breakfast. CAI CAM Members eat FREE!

Oct. 23: **Annual Golf Tournament-** Jacaranda Country Club

\*Check [cai-seflorida.org](http://cai-seflorida.org) for specifics of each "HOT TOPIC-HOT BREAKFAST." Registration and payment links also provided online! All events listed above are subject to change.

## From the Desk of the Executive Director

Jill Proietti, CED, [ced@cai-seflorida.org](mailto:ced@cai-seflorida.org)



Greetings to you all!

First, I would like to say that I hope you are all doing well during these tumultuous times. Our chapter is concerned about each one of you and how you are faring during the pandemic.

This is the area where I usually advise everyone of all that has happened and what is about to happen. Sadly, I do not have much to report. I am hoping that we can meet face to face in the very near future. I suspect you are hoping for that as well!

Our golf tournament has been rescheduled for Friday, October 23 and I hope that all whom had planned on attending will be there. As usual it will be the largest event of the year and will no doubt be the biggest and best! This will be the first year with a morning tee off, which will be interesting. Following the tournament lunch will be offered along with the awards ceremony. We will have raffles, drinks, and golfing, oh my!

We have a few sponsorships remaining, so please visit [cai-seflorida.org](http://cai-seflorida.org) to check out the sponsors that have already signed up and, if you are interested in sponsoring or golfing, simply call or email and I will assist with your request.

We always think outside the box and the pandemic has placed the process into overdrive! We are holding new and different virtual events, so if you have a great idea, please do not hesitate in contacting me!

I am missing all of you and can't wait for the time we will be able to be together once again.

We encourage suggestions and participation on our committees so that we may bring you all the programs you, as members, are interested in. Please feel free to email me at [ced@cai-seflorida.org](mailto:ced@cai-seflorida.org) or call 954-816-0661.

Please check our website regularly for all of our upcoming events; you wouldn't want to miss anything! I look forward to seeing you at our next event, which will hopefully be very soon!



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## WELCOME...or WELCOME BACK!

We welcome our new (and renewed/re-joined) Chapter Members! March 4, 2020 to June 4, 2020. New members highlighted in bold.

### Business Partners

All County Paving  
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### Community Association Managers

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Rafael P. Aquino  
Anna Rivero  
Victor E Taurizano  
**Johannes Pieter Aucamp**  
**Leonard Joseph Bartello**  
**Daniel Berner**  
**Suze Lubin-Koffer**  
**Jose Luis Manjarres, Jr.**  
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Robert Miller  
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### Community Association Volunteers

Diana Kuka  
Igli Kuka  
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Giussepe Marcigliano  
Larry Bailey  
Thomas Korzon  
William Lagudi  
J William Reardin  
Raquel White  
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Be sure to check out all of our  
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by visiting our website at:  
**CAI-SEFLORIDA.org**

If you are not receiving CAI emails and news, please log in to your National account to confirm all of your contact information.

Note: existing companies and organizations may appear in bold (as new) if they added new individual members through the company, as Business Partner Members. In addition, existing individual members may appear as 'new' if he/she rejoined while changing membership type.



## **C.O.P.E. (Covid Opens Possibilities for Everyone)**

**-Laurie Shrader, CAM/PCAM, Marketing Director Angius & Terry LLP**

It is time to make peace with “the new normal” as it appears it will be with us for months to come. Some people are handling it with more calm grace than others; how do they do it, you ask?

The answer is how you CHOOSE to look at it. You can buckle and see it as a punishment of sorts that you HAVE to stay home or ... you can choose to look at it as a new opportunity to reconnect with family and friends and create new lifelong memories. Maybe now is the time to learn a new language or take a cooking class online or rediscover playing your guitar that has sat in the corner for years. How about that box of craft projects you just never had time to get to ... how much fun would THAT be?

Challenge yourself to CHOOSE the high road at every opportunity! Positivity is contagious; catch yourself a big dose of THAT and pass it around by your own example in everything you do. It is going to rain today, how depressing ... OR ... I love watching nature give everything a bath and a drink all at the same time! I am stuck in the house all day; every day and I need to get out ... OR ... work in your planters to beautify your home; working in the soil is sure-fire therapy. Take a walk around the neighborhood in the sun and enjoy the fresh air; have an upbeat conversation with your neighbor across the street ... from across the street! Sometimes you may feel overwhelmed by the unknown; make short term goals to minimize the stress. Studies have shown that 85% of what we worry about has a positive or neutral outcome anyway so don't waste your energy worrying. Decide on the most helpful goals and achieve them, one after the other, and before you know it, you are back in charge!

Humans are social animals ... we crave interaction with all living things. There are LOTS of ways to stay in touch and interact from a safe distance. ZOOM and FaceTime allow us to do almost anything from a distance that we would usually do in close proximity if the circumstances were different. Cocktail parties with your friends on a Friday night with no worry if you have one too many ... you are already home! Playing games with friends makes for a really great time, Charades, Pictionary and so on for limitless options. Just video chat when you are

missing the human connection to keep you feeling vital; it is easy enough to learn and so uplifting! It is a scientific fact that hugging yourself, yes you read that right, will give you vital endorphins and a general feeling of well-being so in the absence of another human, love yourself in every way. And laugh like it is going out of style; that also creates endorphins. When in doubt ... laugh it out!

It is also easy to relax too much ... do not forget the basics of staying healthy. Choose wisely on food choices and control your portions. Get regular exercise; raising your heartbeat for 15 minutes three times a week will extend your life by three years! Not talking about running a marathon or swimming across the English Channel but just MOVING at an energetic pace. Missed the gym, no problem! There are lots of ways to work out at home to stay toned; you can find a plethora of videos showing exactly how that is done. Work out your fingers and Google them; the goal is to get your heart rate up and generate those endorphins that create a sense of well-being.

Now that you have time to think about it, why not get rid of pesky bad habits that you will do better without. We all have them and know what they are, but we never have the time to concentrate on eliminating them. Pick the one you want gone the most and concentrate on creating a new, healthier behavior; once you do it 21 times, THAT will be your new, even better habit. Then tackle the next one while you are on a roll to become the new and improved YOU!

Be certain to get sufficient restful sleep. “Sufficient” sleep varies person to person, but you know when you feel tired or rested. 7-9 hours per night of uninterrupted sleep is the recommendation; your actual needs can vary but be sure you are aware of what your body is telling you. Eat when your body needs nourishment, sleep when your body needs rest and exercise to bring your energy level back up to optimum levels. Take care of your body and it will take care of you!

Continued on page 28



## ASSOCIATION BANKING



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## Remote Communication and Collaboration Platforms

-Castle Group

**M**any technology tools are available today at no initial cost or a low cost to help facilitate doing business in a world of social distancing. These tools help you Communicate, Collaborate and Share as if you and your colleagues were in a physical meeting.

**Video Conferencing** – Tools such as Zoom are available which help you hold meetings via voice or video with others on a Computer or Smart Phone. These tools have free and pay tiers that add additional features and capabilities such as larger and longer meetings. These tools let you see the person you are speaking with and exchange files or information easily from anywhere. This can include one on one discussions with a potential vendor or hosting an online Board or Committee Meeting.

**Collaboration Tools** – Tools such as Microsoft Teams allow you to work together and collaborate on documents, proposals and chat with the groups you work with. The MS Teams tool allows for Web or Phone-based chat, documentation sharing, and capture of important knowledge and discussion in an organized fashion. These tools also help users stay connected whether they are in different places or working on something at a different time of the day. Finally, they have additions to help manage your task list or poll your team for their opinion on a topic.

**PC or Mobile Devices** – Many Laptops today have built-in cameras that can be leveraged for video conferencing. Additionally, PCs can be upgraded to support webcams that often also have built-in microphones to support video meetings. Finally, most cell phones/tablets and meeting software support the use of a cell phone to facilitate online meetings.

**Other Tools:** Many online and smartphone-based tools are available to support business outside of the office. For Example, applications like Microsoft Office Lens turn your cell phone into a desktop scanner to let you share quality scans of business documents. When faced with a challenge in how you do business always check for other alternatives like the ones above to help keep things moving ahead.

While social distancing does impact business as usual, you can continue to get things done online by adapting and leveraging the many technology tools available and still maintain a level of personal touch.

### Online Collaboration and Business Tips:

- Having a strong and reliable internet connection is key to having good online interactions.
- Remember that many online tools can work on a computer, cell phone or tablet.
- When using free tools, be familiar with the Quality of Service guarantees. In some cases, paying for the tool may be worth the cost to avoid disruption and quality issues.
- There are many tools available to facilitate online business; sticking to major and known vendors can help you have a better overall experience.
- Always be cognizant of Cyber Security risks related to viruses and scammers that may pose as business colleagues to perform fraud.

Please feel free to contact us at [info@castlegroup.com](mailto:info@castlegroup.com) with any questions that you may have.

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**Contact Lisa Elkan | [lelkan@allianceassociationbank.com](mailto:lelkan@allianceassociationbank.com) | [allianceassociationbank.com](http://allianceassociationbank.com)**



## Angius & Terry LLP Construction - Diamond Sponsor

During this Pandemic, Angius & Terry has been facilitating DBPR approved statewide Distance-Online courses in conjunction with CAI SE-FL Chapter, providing Community Association Managers (CAM) with continuing education credits. We appreciate the dedication and work the CAMs have been providing during these unprecedented times. CAI's newest Diamond Sponsor, Angius & Terry LLP, specializes in handling construction defect claims and has been serving community associations for 35 years. We have recovered more than \$500 Million to correct construction defects. We handle most cases on a contingency fee basis, so even cash strapped associations can afford to pursue a construction defect claim. The firm provides its clients with exceptional service and superior legal representation and is built on the solid bedrock of long-term relationships and client satisfaction. When you have to deal with a builder or developer, Angius & Terry helps level the playing field! To set up a consultation or for additional questions please reach out to Diana Zayas-Bazan, Client Relations South Florida. She can be reached at (305) 710-3816.

**Contact Diana Zayas-Bazan | [dzayas-bazan@angius-terry.com](mailto:dzayas-bazan@angius-terry.com) | [angius-terry.com](http://angius-terry.com)**



## Best Roofing - Diamond Sponsor

Best roofing is fortunate to be considered an essential business, so we are continuing to serve our clients while observing the COVID-19 regulations and guidelines in the office and in the field. The past month has been challenging, but we have been able to circumvent staff and salary reductions by taking on Spring cleaning projects in the office and warehouse as we work diligently to keep our team together as we navigate through this pandemic. We look forward to serving South Florida in upcoming rainy season. -Gregg Wallick President and CEO Best Roofing

**Contact Diana Ollert | [dollert@bestroofing.net](mailto:dollert@bestroofing.net) | [bestroofing.net](http://bestroofing.net)**



## Centennial Bank - Diamond Sponsor

We have been able to conduct most business as "adapted" usual during this experience. Our Centennial Bank branches are operational and we are able to take care of customer needs by utilizing our drive through services and by appointment in the branches as necessary. Our Associations Banking department has not skipped a beat. We are able to process maintenance payments as efficiently as ever, with checks and coupons processing through our lockbox department and branches. Many of our customers opt for ACH payments, echecks, credit card or debit card payments. I am also experiencing an upturn in association loans. Many boards are opting for loans for projects they once had considered using reserve funds for. We are also able to open new accounts, accepting scanned signatures on documents. While I certainly miss our networking opportunities with fellow CAI members, I enjoyed being able to teach my first online CEU credit class utilizing the CAI Zoom set up. I am happy to be able to continue to service our customers and onboard new ones.

**Contact Kathy Naughton | [knaughton@my100bank.com](mailto:knaughton@my100bank.com) | [my100bank.com](http://my100bank.com)**

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At CIT, we are focused on delivering solutions to our community association management clients during this challenging time. A key strategy has been the early activation of our Business Continuity Plan, which enabled CIT to continue empowering clients while ensuring our employees remain safe and productive. Our branches remain open and our lockbox processes continue, uninterrupted. We have added appropriate safety protocols in line with best guidance for our team. Beyond that, the vast majority of our team is currently working remotely with great effectiveness as a result of our investments in technology and our digital transformation. We remain committed to our customers and our communities, and for the latest information on our COVID-19 response, please visit [cit.com](http://cit.com).

**Contact Luis Alicea | [Luis.Alicea@CIT.com](mailto:Luis.Alicea@CIT.com) | [CIT.com](http://CIT.com)**



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As a trusted mitigation and restoration contractor serving our communities during these unprecedented times, Super Restoration understands the important responsibility we have to ensure our team and our clients are safe. We have proactively taken necessary measures ensuring that we have a clear understanding of the most up-to-date guidelines dictated by the CDC as it relates to Covid-19, confirming our team has the appropriate PPE and only use approved products used to disinfect. As essential service providers, we are committed to being the most professional and cautious when working in your buildings. This is our promise to you! Water, mold and fire damages can occur at any time and our focus remains the same: To provide the upmost quality of service in property damage mitigation & restoration. We look forward to having an active role in your contingency plan! Need information regarding Covid-19 disinfecting? Need virtual Continuing Education credits? Need a trusted partner to solidify your Storm Season plan? We want to be your partner and we are always at your service!

**Contact Leeyen Sieza | [LS@SuperRestoration.com](mailto:LS@SuperRestoration.com) | [SuperRestoration.com](http://SuperRestoration.com)**



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For 15 years, The Water Restoration Group (WRG) has been committed to serving high-rise residential and commercial properties in the South Florida community amidst all water mitigation, fire/smoke damage, mold remediation, and asbestos abatement emergencies. As a trusted name in the restoration industry and essential business during this COVID-19 pandemic, WRG remains committed to providing our usual 24/7 emergency services in addition to COVID-19 cleaning for properties. Safety comes first—always. Our COVID-19 certified team of technicians are equipped with the proper PPE and use only EPA accepted germicidal solutions. All work is completed in accordance with applicable EPA, State, Local, IICRC, and OSHA guidelines. We are also offering online and on-site “COVID-19 Cleaning” training to property managers and their teams, so they may be better equipped to mitigate the virus and perform their duties more effectively. WRG does not only provide services, but empowerment and education to our clients in the hopes that each property will be safer and more prepared until we see them again.

**Contact Monica Martinez | [MMartinez@WRGFLA.com](mailto:MMartinez@WRGFLA.com) | [TheWaterRestorationGroup.com](http://TheWaterRestorationGroup.com)**



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CAI business partners are indispensable to the CAI family—nationally and locally. These members not only advertise, exhibit and sponsor events, they also contribute to our publications, speak at our conferences and teach our professional development courses.

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# What's on our Roadmap?



## Six great areas of innovation!

Our roadmap is fantastic—packed with new and enhanced solutions to help your building run even better. We've got a world-class development team and we're confident in our ability to create and deliver "magic!"

## Which features are most important to you?

Send us your comments, questions, and suggestions on how we can make BuildingLink even better. If there's something important that you think we've missed, tell us **now!** Our next roadmap will be here before you know it!

We have a lot ahead of us! Check out some of our upcoming features and enhancements:

## 1 Design Refresh

- Digital signage
- Management site
- Email templates
- Branding and customization

## 2 Integrations

- Property management software
- Access control
- Online proxy and voting
- Package lockers and rooms
- Online payments
- Alexa and Google Assistant

## 3 Aware! by BuildingLink

- Leak detection and shut off
- Parking sensors
- Smart home
- People counting

## 4 Mobile

- In-app messaging
- Enhanced resident services
- Email and emergency broadcast
- Parking and vehicle management

## 5 Core Module Upgrades

- Maintenance, inspections, and checklists
- Amenity reservations
- Visitor management

## 6 Ledger by BuildingLink

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- Easy to use

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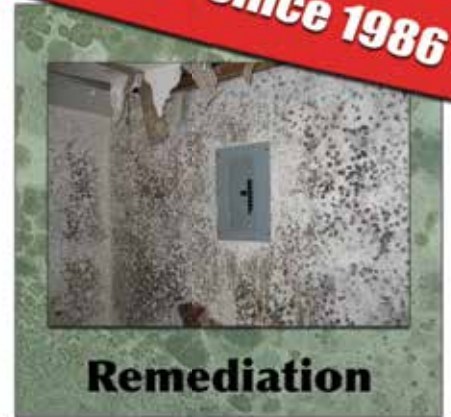
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Just like everyone else, we've been temporarily forced to alter the way we operate. However, rather than dwell on the challenges we're all facing, we've tried to focus on what we CAN do during these unprecedented times. Although we're unable to conduct site inspections for the time-being, we're taking this opportunity to "sharpen our tools," preparing for the day when we get back to business as usual. This means analyzing our existing client data to spot pricing trends, improving the format and clarity of client-facing documents, and tightening up our internal systems and processes, all for the sake of better serving your associations once we are able. Until then, I want to thank all of our clients for their continued support. See you soon!

**Will Simons** | [WSimons@ReserveStudy.com](mailto:WSimons@ReserveStudy.com)

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Over the last few weeks, I've heard from a lot of businesses about the new challenges they face in the wake of the coronavirus. Most are confronting the same things: transitioning to a remote workforce, implementing social distancing and keeping their spaces secure. There are many areas where we have found our services to be helpful or even necessary. Some of the "Covid-relevant" Kastle services and technology include our Bluetooth access control technology (hands-free resident experience), remote video guarding, and our ability to customize and audit access control throughout any property (limit access to common areas and track areas of exposure). As an essential service-provider, Kastle is ready and able to address any of your security needs!

**Jimmy Orjuela** | [Jorjuela@Kastle.com](mailto:Jorjuela@Kastle.com)

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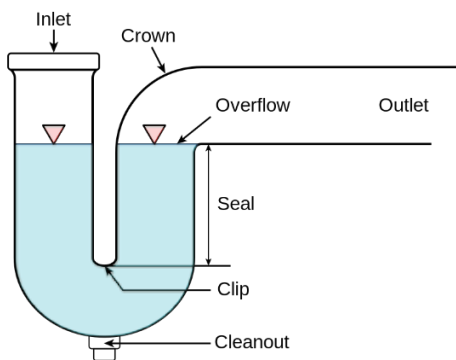
## Can Covid-19 Really Be Spread Through Contaminated Air Particles?

-Written and provided by PRS (Pipe Restoration Solutions)

Scientists have some experimental evidence the answer could be “yes,” but they still consider the odds to be fairly low. They look to the SARS crisis for the answer, and a case that also involved those crucial U-pipes. In a famously tragic situation in 2009, a Hong Kong complex called Amoy Gardens had ineffective plumbing with dried-up U pipes, resulting in 329 cases of SARS in a single building, 42 of whom died. The event was later referred to by scientists as a “super-spreading” event. To confirm faulty plumbing is actually the cause of such transmission, researchers conducted experiments in a full-scale pilot test, which concluded four factors really matter when it comes to disease transmission through plumbing, like what happened in the SARS cases:

- the presence of a depleted U-trap
- the presence of infectious pathogens within the sanitary plumbing system
- adequate system airflows to transmit the infectious pathogens
- the susceptibility of the occupant to those infectious pathogens heightened due to immunity suppression.

The study ultimately concluded that “the experiments prove that pathogens can be transmitted from one part of a building to another on sanitary plumbing system airstreams.” Despite the evidence from the Hong Kong experiment, it is still up for debate how contagious



coronaviruses are through air contamination, especially COVID-19, which seems less so. Popular Science reported

that Charles Chiu, associate director of the UCSF Clinical Microbiology Laboratory, said “coronaviruses are not generally airborne. “It’s unlikely that this [new virus] happens to be different,” Chiu says. “It’s more likely that it’s not airborne, although it’s too early to definitely say that yet.”

**The bottom line:** While we know that coronaviruses can travel through apartment sewage systems, the odds are low of SARS-COV-2 traveling through faulty pipes, then

contaminating the air in a bathroom, and then infecting the tenants through inhalation.

### Fecal transmission is a worry, but water transmission is not

While the odds of airborne transmission through sewage pipes is low, poop may be a different story. Popular Science reports that “there is some evidence that COVID-19 can be transmitted through contact with infected feces, but scientists don’t know for sure.” Chinese researchers detected RNA from the virus in the stools of people who have been infected. The CDC confirms that **fecal transmission can happen**, but the details aren’t concrete: “The amount of virus released from the body (shed) in stool, how long the virus is shed, and whether the virus in stool is infectious are not known.” Since COVID-19 is mainly transmitted orally, through droplets spread through coughing and sneezing, the poop factor means that there would have to be fecal-oral transmission. This goes back to lesson number one: wash your hands after using the bathroom. If there were disease particles on the toilet seat from an infected person’s feces, it still would have to make it to your mouth, which is impossible if you are thoroughly washing your hands afterward. (This also explains yet another reason that shelter-in-place orders are effective, as you will not be using potentially contaminated public toilets.) If for some reason you are in contact with untreated sewage, previous coronaviruses have been detected for up to 14 days in this type of material.

### The Bottom Line:

The solution for keeping coronavirus out of your pipes is simple, Smith says, and lies in “**consistent plumbing maintenance culture.**” “People often find this a chore and overlook the importance of routine plumbing inspections, even if they might be done at minimum cost and time. In pandemic conditions, though, your first step is to ensure that your plumber is wearing protective gear and take personal hygienic precautions in line with the government’s strict measure to contain the virus spreading,” she says. “In times like these, we should not stay idle.”

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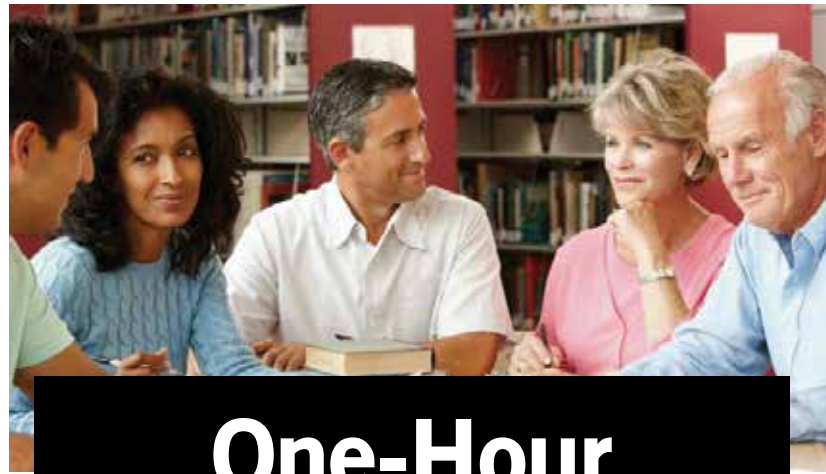
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# One-Hour Board Meeting

-Lisa Elkan, VP for the South Florida region of  
Alliance Association Bank

**W**hether you are currently on the board of directors for your association, or plan to be in the future, you recognize that the most important element in the operation of a community association is the meeting. The success of an association is reflected in the quality of its meetings. With a one hour board meeting, unity is created and the group moves toward its goal in an expeditious manner. The goal of enhancement and protection of the community's property value, is important and shared by the entire community.

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KEY REMINDERS IN THESE CHALLENGING TIMES:

1. Emergency Powers Act in force for Florida community associations - work with Association legal counsel to understand what has changed;
2. Get access to Line of Credit - work with your management company and CPA to understand possible financial impact to your Association for reduced collections and reach out to your banker to learn more about all possible loan facilities available to you; and
3. The DBPR had suspended the deadline for preparing year end financial statements. That suspension was lifted effective 6/1/20, with no additional grace period - so all 2019 financials should be in place by 6/1/20. Stay well my friends until we meet again in person!

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KW Property Management & Consulting's nearly 200 condominium and HOA communities have been proactively prepared for crises long before the COVID-19 outbreak. KWPMC implemented virus-specific protocols to sanitize properties, enforce evolving local and state rules and provide PPE for employees. Special accommodations were made to assist anyone who tests positive or needs additional help. The company also reinforced its industry thought leadership by providing timely content about COVID-19. KWPMC was the first property management company to launch a weekly webinar series with insights from medical and industry leaders to educate board members on best practices. "I just can't imagine going through this with any other management company as our partner," said Brian Cunningham, Vice President at The Palms 2100 Tower, a KWPMC-managed condominium community.

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## Stay Ahead of the Curve: Lessons in Technology Learned from Covid-19

Jeffrey Rembaum, Esq. BCS; Kaye Bender Rembaum

**T**he statutory emergency powers granted to community associations as a result of the Covid-19 State of Emergency proved to be a valuable resource for the orderly operations of Florida's community associations. Many associations had to make significant changes to how they conducted the business of their association. For example, holding board meetings via "Zoom" and "GotoWebinar" became invaluable. But, when the State of Emergency is over can annual meetings and board meetings continue to take place on the internet? Sure they can, subject to the important considerations explained below. In addition, what other technologies can be utilized by the board?

In fact, at the present time there are three statutory grants of technology that an association can utilize to make conducting the business of the association easier on a regular basis. They include, holding meetings electronically, voting electronically, and using email as an official means of communication to the members rather than the U.S. Postal Service. Electronic board meetings allow the board to continue conducting the business of the association without putting themselves or others in harm's way. But even more than that, by attending electronically think of all of the gas that is saved since no one has to drive to the meeting. More than that, think of the extra time spent not driving or walking to the meeting and how it could be used as family quality time or just to relax.

However, if the board chooses to use video conferencing, it is important to remember that the board must comply with the statutory provisions regarding board meetings. The members must receive notice of the meeting pursuant to the bylaws of the association, and in any event, at least 48 hours in advance of the meeting. Additionally, condominium association members must have the right to speak to all designated agenda items and HOA members also get the additional right to speak on any item discussed by the board (this is because from a strict statutory interpretation condominium association boards are

only supposed to address what is set out on the agenda, while such restriction does not apply to HOA boards). Remember, there is no exception to the meeting notice requirements and the need to provide opportunity for member comment. Therefore, any video conferencing software the board utilizes must allow members to virtually attend the meeting and have the opportunity to speak.

The second technology that associations can utilize to make life easier is electronic voting. Florida law allows condominiums, homeowners associations, and cooperatives to conduct elections and other owner votes electronically. When an association board adopts electronic voting, each member of the association must opt in, in writing, and can then vote safely from the comfort of their own home. Imagine all of the time saved by punching a computer button to get the tally, rather than counting by hand, in some instances over 1,000 votes!

To adopt electronic voting, the Board must first adopt a resolution authorizing an online voting system. The board resolution must provide that members will receive notice of the opportunity to vote online and must establish reasonable procedures and deadlines for members to consent, in writing, to online voting, and procedures for members to opt out of online voting. Once the board has approved electronic voting, the board must select an online voting system that complies with the requirements of Florida law. The online voting system must be able to do the following: (1) authenticate the owner's identity, (2) authenticate the validity of each electronic vote to ensure that the vote is not changed during transmission, (3) transmit a receipt to each owner who casts an electronic vote, (4) be able to separate any authentication or identifying information from the ballot when voting must be done by secret ballot, and (5) be able to store and keep electronic votes accessible for recount, inspection, and review purposes.

Please take note that the board cannot force owners to vote electronically. Thus, a necessary step is to obtain each member's written consent to participate in electronic voting. If an owner does not consent or opts out of electronic voting, then the board must allow that owner to paper vote.

Continued on page 30

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## Your Questions About Reopening Your Office, Answered

-Written and provided Kastle Systems

As cities and states across the country begin to lift shelter-in-place orders, workplaces are taking steps to return to a new normal — with safety first. So how can business owners and property managers bring workers back into the nation's office buildings in the safest way possible?

At Kastle, we've spent years researching and developing technology designed to keep offices as safe and secure as possible. For months now, we have been thinking through what it would take to make employees feel comfortable when their offices reopen.

Here's what you need to know:

### **1) If my city or state ends its shelter-in-place order, will I go back to work right away?**

Not necessarily. Independent businesses are making their own decisions on how and when they want to reopen. It's safe to say though that most businesses won't immediately return to their previous ways of working. Expect to see new protocols in place — such as requiring employees to wear masks, limiting the number of employees in a space at a time, increasing the number of cleanings or staggering arrival and departure times — designed to limit the spread of the virus.

### **2) I work in a large office building. What do I need to know?**

Large office buildings, particularly those in dense areas, face unique challenges in reopening. They're filled with high-touch spaces, including doors, sign-in counters, elevator buttons, and restrooms, as well as spaces where groups of people congregate. Tackling each of these concerns will require an integrated approach. It's not enough to just make doors touchless or to enforce social distancing policies. We'll need to do all that and more for a safe return. A more holistic approach will include specific efforts in the office environment to ensure proper screening of those sick and with symptoms of illness, touchless access in key areas, monitoring and controlling of occupant density and contact tracing.

### **3) How should my office manage those high-touch spaces?**

To prevent the spread of Covid-19, touchless controls should be considered as the new standard. Existing technology, such as our KastlePresence® app that is already used in many commercial buildings, makes wireless, touchless access possible. It uses a Bluetooth signal to unlock the doors, trigger motorized doors, enable turnstile entry, call elevators and more. Advanced visitor management systems can pre-register guests and deliver QR codes to scan for touchless entry at their scheduled arrival times.

### **4) I know social distancing is important. How will we do it in my office?**

Keeping workers safely spread apart is critical in the fight against the novel coronavirus. Every office will be different, but some obvious options include staggering worker schedules for different times and days, limiting the number of workers in a building or space, arranging desks with greater separation, and the like. Real-time monitoring and technology can enhance these efforts by controlling access and signaling managers when occupancy thresholds are exceeded.

Advanced access control systems, or key card systems, can be used to schedule staggered arrival times for individual workers so their credential only works at certain times. They can also enforce visitor access restrictions. And, these systems can monitor the entries and exits of a space to ensure that too many people aren't in a space simultaneously.

### **5) How can we make sure people infected with Covid-19 don't enter our office space?**

Screening employees, vendors and visitors at entry points for potential illness will likely become commonplace as companies reopen. The methods will range from app-enabled questionnaires and temperature checks to new thermal imaging cameras capable of detecting high body temperatures.

The results of screening can be integrated with key cards or access credentials to screen out individuals presenting with symptoms or known to be infected. Alternatively, the same system can be used to automatically grant access to, or screen in, people who have the antibody test results showing they're healthy.

### **6) Even with all of these procedures in place, what should my building do if an employee tests positive for Covid-19?**

First, the building should immediately revoke the access rights of the infected individual so they can't re-enter the office until they are Covid-free.

Then, contact tracing must begin. Using Access Control technology, buildings can determine who has been in the same space as the infected person, so they can be informed and potentially quarantined as well. Further, if intelligent camera systems are installed, they can be used to identify sustained interactions between the infected person and others.

*Continued on page 27*

# Office Reopening

Continued from page 26

## 7) Is it enough if just my company or floor puts these procedures in place?

Unfortunately, there will still be risk from non-participating building occupants. While doing something is better than nothing, from what we know about this virus, it can spread from floor to floor or company to company as employees share elevators or meet in the lobby. While many building operators will wisely take a holistic building-wide approach, some operators will likely leave screening procedures up to tenants, and an office building is only as safe as its lowest common denominator.

## 8) How can an office balance safety and privacy?

Offices will need to do their due diligence to protect their employees by guarding the data that may be collected to safely reopen. At Kastle, we are taking this issue very seriously. We are gathering information in order to create the safest possible system for each building but will only store whether the individual holding that credential has passed the screen, whatever the chosen method, and had been granted access rights that day or not. The information stored will not the underlying health information on which that pass has been granted.



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# C.O.P.E.

Continued from page 8

And then, dum-de-dum-dum, there is the ever-present pull of the OTHER “stuck at home” options. A couple glasses of wine is fine; two bottles of wine, not so much. This bit of tongue in cheek is now making the rounds ... “What is the best way to avoid touching your face? A glass of wine in each hand!” Everyone has a new awareness of how often they touch their faces; one would think humans had eight arms! Find a way not to touch your face unless you are washing it; we are at the top of the food chain for a reason ... we ALL can do this! And wear your mask in public for your safety and those around you; let’s show this bug who is in charge!

Just keep things in perspective. If a problem should arise, consider your options, and make a good decision. Be flexible, set limits for yourself when needed and be a problem solver. If you are feeling nervous or unsure, take slow deep breaths in through your nose and out through your mouth and visualize the bad stuff leaving with each exhalation. Stretch your muscles and slow roll your head to stretch your neck. If you need a massage, go get one! Take time for you so you can be at your best; prepared for whatever comes. If you need to talk, call a friend who has the time and desire to assist. If you need professional help, make that happen sooner rather than later. Florida’s dedicated COVID-19 Call Center is available 24/7 at 866-779-6121. You can also reach them at [COVID-19@flhealth.gov](mailto:COVID-19@flhealth.gov). They are there for you, you pay for it through your taxes so get your money’s worth if you need it! There is no negative stigma as 76% of Americans have talked it out with a therapist; it is just another medical appointment.

In closing, please remember to be kind in everything you do. Your kindness might bring another person out of a downward spiral; we all have our challenges and a smile, and a kind word might start a victory that can spread like wildfire ... and you made it happen! Always be grateful for the bountiful good in your life. There is always someone who is much worse off than you are; the beggar who had no shoes complained until he met the man with no feet. Volunteer to help others and both you and they will benefit immensely. Always be kind ... always be grateful ... always look to the future for the good things to come.

Remember, this will not last forever, and we WILL survive this together. When it is all over, we will miss the days at home where we could wear our jammies all day if we chose to do so. And we will be much stronger for all of it.

## Hurricane Resources

Visit: [Weather.gov/safety/hurricane](https://www.weather.gov/safety/hurricane)

This site contains safety tips as well as dozens of downloadable and shareable material.

### Watches & Warnings

Listen closely to instructions from local officials on TV, radio, cell phones or other computers for instructions from local officials. Evacuate if told to do so.

#### WATCHES:

- ✓ **Hurricane Watch:** Hurricane conditions (sustained winds of 74 mph or greater) are possible within your area. Because it may not be safe to prepare for a hurricane once winds reach tropical storm force, the NHC issues hurricane watches 48 hours before it anticipates tropical-storm-force winds.
- ✓ **Tropical Storm Watch:** Tropical storm conditions (sustained winds of 39 to 73 mph) are possible within the specified area within 48 hours.
- ✓ **Storm Surge Watch:** The possibility of life-threatening inundation from rising water moving inland from the shoreline somewhere within the specified area, generally within 48 hours.

#### WARNINGS:

- ✓ **Hurricane Warning:** Hurricane conditions (sustained winds of 74 mph or greater) are expected somewhere within the specified area. NHC issues a hurricane warning 36 hours in advance of tropical-storm-force winds to give you time to complete your preparations.
- ✓ **Tropical Storm Warning:** Tropical storm conditions (sustained winds of 39 to 73 mph) are expected within your area within 36 hours.
- ✓ **Storm Surge Warning:** The danger of life-threatening inundation from rising water moving inland from the shoreline somewhere within the specified area, generally within 36 hours.
- ✓ **Extreme Wind Warning:** Extreme sustained winds of a major hurricane (115 mph or greater), usually associated with the eyewall, are expected to begin within an hour. Take immediate shelter in the interior portion of a well-built structure.

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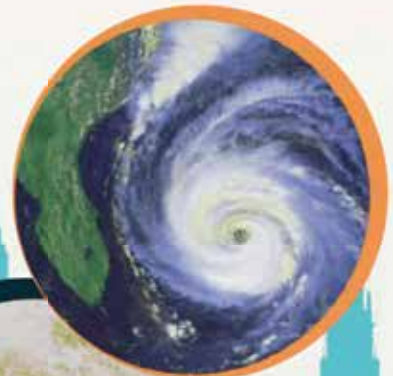
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## Covid-19 Technology Lessons

Continued from page 24

The third technology an association can utilize which saves money, paper and time, is using electronic notices for official association communications. In other words, give up postage stamps in favor of using e-mail. Generally, associations are required to send official notices via mail or hand delivery. However, the association may choose to send notice via e-mail but only if an owner has provided their written consent to receive their notices electronically.

E-mails used for official association communications can only be sent to those owners who consent, in writing, to receive their official notices by electronic transmission. The written consent must specifically authorize the association to transmit notice electronically. An owner who has consented to electronic notice may opt out at any time. The association must retain a roster of the e-mail addresses and the written consents of owners as an official record of the association. The member is responsible to ensure the association's emails are not blocked or categorized as spam.

Failure to receive an email due to a member's inability to receive the email will not be a valid reason for objecting. Budget adoption notices, annual meeting notices, election notices, board meeting notices and so much more can be provided via email.

Over the last several months, many associations have had to learn how to utilize technology to conduct the business of their association during the Covid-19 pandemic. Some have done so correctly and likely others have not. Thus, in utilizing any of the technology discussed in this article, an important step is to consult with your association's attorney to ensure proper compliance with all of the statutory requirements. Let us also turn a negative into a positive by continuing to use technology to assist the association with smooth operation. Who knows, perhaps one day, there will be a way for members to virtually enjoy the amenities, too. Until then, you'll find me at the pool deck.



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## COVID-19 UPDATE

As of press time, it is up in the air with regards to what our new normal will be. The health and safety of your Community and all residents is very important to us. We also realize that our clients have uncertainty and concerns around the continuing operation of your Community, and our team of attorneys will remain available to all of you during these times. Stay safe, everyone.

Please visit [KBRLegal.com/covid-19](http://KBRLegal.com/covid-19) for numerous resources, including info relating to re-opening of amenities.

At [RembaumsAssociationRoundup.com](http://RembaumsAssociationRoundup.com), check out our series of posts and articles concerning COVID-19.

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