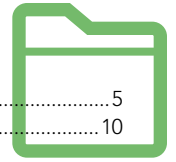




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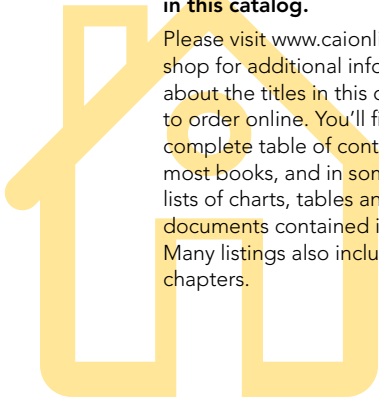


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CAI Press 2016 | 6402 Arlington Blvd., Suite 500 | Falls Church, VA 22042 | (888) 224-4321

CAI Press, the publishing division of Community Associations Institute (CAI), is dedicated to publishing the very best resources for community associations. It publishes the largest collection of books and guides on community associations available today. **CAI members receive 40 percent off the nonmember price on items in this catalog.**

Please visit [www.caionline.org/shop](http://www.caionline.org/shop) for additional information about the titles in this catalog or to order online. You'll find the complete table of contents for most books, and in some cases, lists of charts, tables and sample documents contained in the book. Many listings also include sample chapters.



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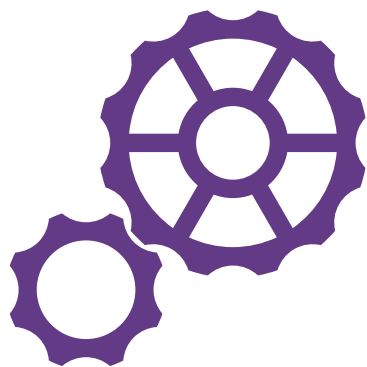
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## The A-B-C's of Parliamentary Procedure

**Brochure, Item R4003 | Nonmember: \$6.65 (\$4.65 each for 100 or more)  
CAI member: \$4.00 (\$2.80 each for 100 or more)**

This illustrated booklet covers the basics of running meetings according to *Robert's Rules of Order*. A handy resource for association boards and managers, it's one of our best sellers.



## Accounting for Managers

**225 pages, indexed, Item R1742 | Nonmember: \$20 | CAI member: \$11.99**

An accountant and a manager walk into a bar, and the accountant says, "You managers need a basic understanding of how money is accounted for in an association, since it plays a hand in every decision you make." Then the accountant hands *Accounting for Managers* to the manager and says, "This down-to-earth book simplifies accounting concepts and their application in everyday business—enhancing your productivity and adding value to your communities, your employer and your career."

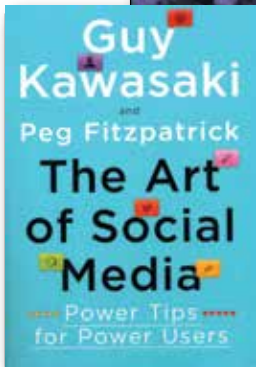


## The Art of Social Media

**Power Tips for Power Users**

**208 pages, hardcover, Item R8073 | Nonmember: \$34 | CAI member: \$19.95**

If two roads diverged in a yellow wood, would you take the one less tweeted about? Your success or failure is increasingly about social media. *The Art of Social Media* is the one guide you need to get the most bang for your time, effort and money. Find out how to build your foundation, amass your digital assets, optimize your profile, attract more followers and effectively integrate social media and blogging. For beginners overwhelmed by too many choices as well as seasoned professionals eager to improve their game, this essential book is full of tactics proven to work in the real world.

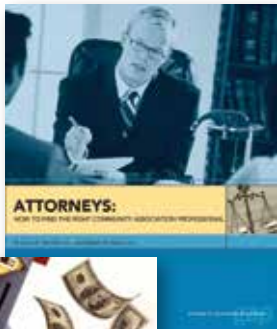


## Attorneys

**Finding the Right Community Association Professional**

**52 pages, Item 0598 | Nonmember: \$25 | CAI member: \$15**

Forget the lawyer jokes—the association attorney is the board's best friend. And not just any attorney will do. Attorneys representing community associations must be experts in real estate, contracts, corporate law, premises and director's liability, design review, insurance, collections, foreclosure and taxation—just for starters. This guide will help you find—and work with—the best attorney for your association. It includes six appendices, sample forms, checklists and documents.

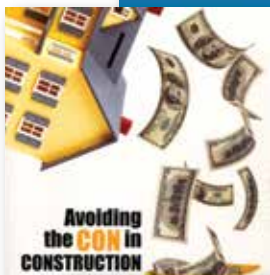


## Avoiding the Con in Construction

**How to Plan for Hassle-Free Home Building, Renovation & Repair**

**192 pages, indexed, Item R0282 | Nonmember: \$24.95 | CAI member: \$14.95**

You're looking for a contractor, and one you interviewed recently stated that the ratio of an igloo's circumference to its diameter is Eskimo Pi. He's probably not your best choice. But who is? When you need a construction contractor, this book will give you an inside look so you can make wise hiring decisions and work successfully with your choice. Written in everyday terms, it tells you all you need to know to get the most for your money.

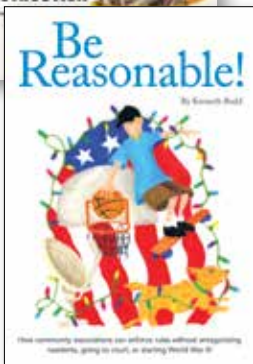


## Be Reasonable!

**How Community Associations Can Enforce Rules Without Antagonizing Residents, Going to Court or Starting World War III**

**63 pages, indexed, Item 1400 | Nonmember: \$15 | CAI member: \$9**

Year after year, this classic collection of expert essays remains among our best sellers. More than 30 association leaders share advice on how to write and enforce rules—reasonably.



## Before and After Disaster Strikes

**305 pages, Item R1715 | Nonmember: \$66.95 | CAI member: \$39.95**

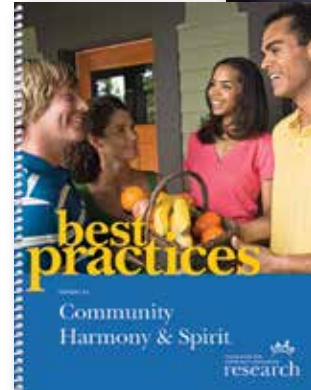
Wasn't it Ben Franklin who said an ounce of prevention is worth a pound of cure? Follow Ben's advice and prevent as much damage as possible by developing emergency procedures. Find out how to deal with natural disasters, fires, power outages, hazardous materials, crime and terrorism, business continuity practices and much more. Includes online access to customizable emergency planning forms. Ben would be proud.



## Best Practices Report: Community Harmony & Spirit

**16 pages, Item 1664 | Nonmember: \$12 | CAI member: \$6.95**

This report explains how to treat all residents as stakeholders, how to develop community harmony and spirit and includes performance benchmarks illustrated with case studies.



## Best Practices Report: Community Security

**53 pages, Item 1732 | Nonmember: \$12 | CAI member: \$6.95**

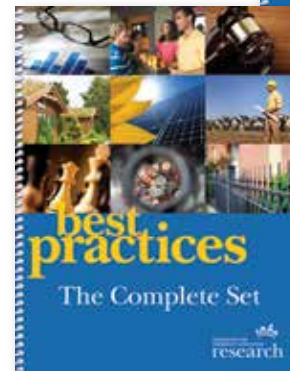
Association security obligations, security services, video surveillance, access control and gate systems are discussed in this report. It also features case studies and performance benchmarks.



## Best Practices: The Complete Set

**150 pages, Item 1695 | Nonmember: \$50 | CAI member: \$29.95**

All the Best Practices Reports in one volume.



## Best Practices Report: Energy Efficiency

**18 pages, Item 1626 | Nonmember: \$12 | CAI member: \$6.95**

Retrofitting homes and community structures, tips for energy-efficient appliances, insulation and weatherization, heating and cooling, landscaping, lighting and windows are featured in this report. It also includes performance benchmarks for establishing energy-efficient homes and communities and case studies of associations that have successfully reduced energy consumption and costs.



## Best Practices Report: Ethics

**60 pages, Item 1800 | Nonmember: \$22 | CAI member: \$12.95**

"Ethical behavior" doesn't have to be an oxymoron—especially when you have an ethics policy. Learn how to create your own, how others have done it and what sample codes cover.



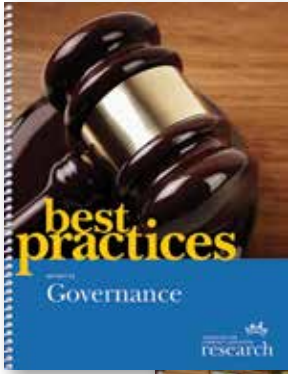
## Best Practices Report: Financial Operations

**20 pages, Item 1657 | Nonmember: \$12 | CAI member: \$6.95**

Properly managing association financial operations directly impacts every member of the community. This report includes performance benchmarks for establishing financially healthy communities with illustrative case studies and covers accounting practices, financial statements, assessments, taxes and investments.



**BEST PRACTICES REPORTS** | PRINTED VERSIONS AVAILABLE AT COST;  
FREE PDF DOWNLOADS AVAILABLE AT [WWW.CAIF.ORG/RESEARCH/  
BEST\\_PRACTICES.ASPX](http://WWW.CAIF.ORG/RESEARCH/BEST_PRACTICES.ASPX).



## Best Practices Report: Governance

**24 pages, Item 1640 | Nonmember: \$12 | CAI member: \$6.95**

This report reviews the policy governance model, transition from developer control, ways to promote resident involvement, performance benchmarks and case studies.



## Best Practices Report: Green Communities

**81 pages, Item 1749 | Nonmember: \$22 | CAI member: \$12.95**

How many managers and board members does it take to change a light bulb? None, if they've used super long-lasting compact fluorescent bulbs. Learn other ways to help your community association go green, and how to adopt environmentally friendly policies and practices. This report addresses energy management, transportation, waste, building management, governing documents, land-use management and much more.



## Best Practices Report: Reserve Studies/Management

**18 pages, Item 1633 | Nonmember: \$12 | CAI member: \$6.95**

Careful financial planning for future repairs and replacements is clearly in a community's best interest. Maintaining a reserve fund not only meets legal, fiduciary and professional requirements, it also minimizes the need for special assessments and enhances resale values. Performance benchmarks illustrated with case studies are included in this report.



## Best Practices Report: Strategic Planning

**24 pages, Item 1671 | Nonmember: \$12 | CAI member: \$6.95**

Do you ever feel that, if it weren't for the last minute, nothing would get done? Get out in front of your goals with this report that covers the basics of strategic planning—development, execution, review and the long-range planning process. It includes performance benchmarks illustrated with case studies.



## Best Practices Report: Transition

**49 pages, Item 1688 | Nonmember: \$22 | CAI member: \$12.95**

Transition is a multistage process of many events taking place over time. This report provides builders and associations with guidelines to accomplish the process with ease and includes performance benchmarks and cases.



## Bids & Contracts

### Finding the Right Community Association Professional

**22 pages, Item 5931 | Nonmember: \$25 | CAI member: \$15**

Find out how to decide what needs to be done, what to do if a worker is injured, how to ensure the job is done right, how to pay for the work and who signs the contract. This guide contains tips for writing simple, effective contracts, a 27-point specifications chart, a checklist of project aspects, customizable sample job specs and a sample preventive maintenance contract.



**BEST PRACTICES REPORTS** | PRINTED VERSIONS AVAILABLE AT COST;  
FREE PDF DOWNLOADS AVAILABLE AT [WWW.CAIRF.ORG/RESEARCH/  
BEST\\_PRACTICES.ASPX](http://WWW.CAIRF.ORG/RESEARCH/BEST_PRACTICES.ASPX).

## The Board Member Tool Kit

120 pages, Item 0710 | Nonmember: \$25.95 | CAI member: \$15.95

No, it isn't a kit you have to put together—it's better. Whether you manage your association or have professional help, it's a big responsibility. Here's the information and resources you need to be successful. The kit includes more than two dozen sample documents plus Community Association Fundamentals, Rights and Responsibilities for Better Communities, Model Code of Ethics for Community Association Board Members and Governance Guidelines.

Board members who join CAI are eligible for one FREE Board Member Tool Kit. Please call (888) 224-4321 to request your copy.



## The Board President

Roles and Responsibilities in Community Associations

28 pages, Item 5895 | Nonmember: \$25 | CAI member: \$15

Don't panic! You can handle the board president position with help from this useful guide that defines your role and offers tips for working with the board, manager and residents. It will get you through developing goals, setting priorities, using committees effectively and promoting volunteerism. After you read about your governing documents, fiduciary responsibility, and how to conduct meetings, you'll find being president can be pretty great.

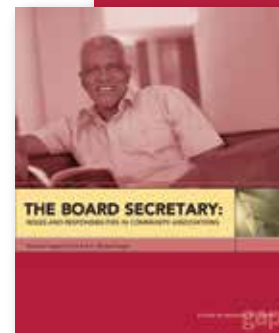


## The Board Secretary

Roles and Responsibilities in Community Associations

30 pages, Item 5834 | Nonmember: \$25 | CAI member: \$15

Gone are the days when secretaries typed, filed and brought the boss coffee. The association secretary has a completely different role—with lots of responsibility. Preparing for meetings, keeping records, giving notice of meetings, processing proxy votes, recording resolutions—these transactions can have legal repercussions if you get them wrong). Get them right with this essential guide. It also includes sample agendas, minutes, forms and an appendix outlining how to control proxy abuse.



## The Board Treasurer

Roles and Responsibilities in Community Associations

32 pages, Item 0017 | Nonmember: \$25 | CAI member: \$15

Not just for treasurers, this guide contains information on all aspects of association finances—statements, balance sheets, assets and liabilities, members' equity, reserves, investments, audits and more. It outlines the treasurer's duties (which do not include storing cash under your mattress) and how to prepare budgets, work with boards and handle delinquencies. It also contains sample documents.



## Building Community

Proven Strategies for Turning Homeowners into Neighbors

70 pages, Item 0611 | Nonmember: \$19.99 | CAI member: \$11.99 \$8.99

Neighbors should not be the strangers who live next door, but how can associations build a sense of community? Make a frame of strong community pride, clad it with leadership, shingle it with a sense of resident responsibility and plant lots of activities. Additional blueprints for building community are provided by ten of the nation's top experts on community associations and the people who lead them.



# CMCA Study Kit

**Item M5134 | Nonmember: \$120 | CAI member: \$72**

The CMCA Study Kit comprises six volumes from the Guides for Association Practitioners series that will help you pass the examination for the Certified Manager of Community Associations credential: *Drafting Rules, Insurance, Risk Management, Bids & Contracts, Reserve Funds* and *Meetings & Elections*.



## Communications

**How Community Associations Keep in Touch**

**51 pages, Item 0215 | Nonmember: \$25 | CAI member: \$15**

Communication is the key to success when managing or governing a community association. This guide covers personal and written communications, including correspondence, newsletters, annual reports, notices and handbooks; listening through surveys and other tools; communicating outside the association; and communications technology.



## Community Association Finances

**132 pages, Item 5958 | Nonmember: \$16.95 | CAI member: \$9.99**

This collection of 31 articles from *Common Ground* magazine covers assessments, cutting costs, generating revenue, budgeting, protecting assets, reserves, investing and taxes. Whew! That's pretty much everything about finances!



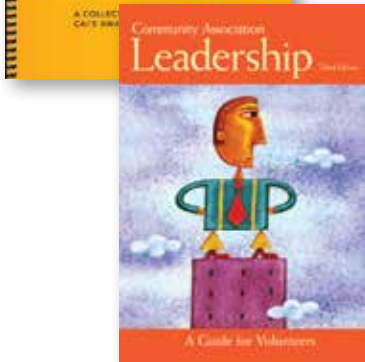
## Community Association Leadership

**A Guide for Volunteers**

**35 pages, Item 0567 | Nonmember: \$8.39 | (\$5.87 each for 100 or more)**

**CAI member: \$5 | (\$3.50 each for 100 or more)**

We don't know if buyers like this book because it's inexpensive, because it's a great read or both. We are certain, however, that it educates volunteer leaders with the essentials: the role of the board, officers and committees and the importance of fiduciary duty. A perennial favorite, it includes the Model Code of Ethics for Community Association Board Members and Community Association Governance Guidelines.



## Community Association Manager Compensation and Salary Survey 2013

**72 pages, Item 1794 | Nonmember: \$99 | CAI member: \$59 \$12.99**

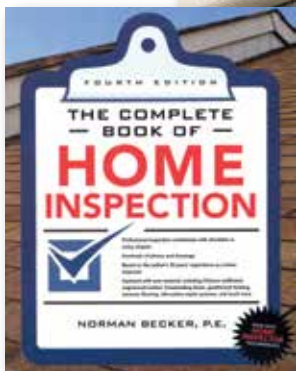
OK, it's a little out of date, but it's still the most recent and comprehensive salary data for community association managers and management companies. There's nothing else available that contains data by region and that's based on community association and management company size. The really interesting data is how much more managers with professional credentials make than managers who don't have them.



## The Complete Book of Home Inspection

**359 pages, indexed, Item R2775 | Nonmember: \$24.95 | CAI member: \$14.95**

You hoping there's nothing lurking behind, beneath, above and around the structures in your community, but you still need to take a look. How do you evaluate conditions accurately? By using the techniques and methods used by experienced home inspectors outlined here. This book includes information on EIFS, mold, Chinese drywall, engineered lumber, geothermal heating, and alternative septic systems, and it has more than 150 photos, graphs, checklists and worksheets.



## The Complete Idiot's Guide® to Parliamentary Procedure

144 pages, indexed, Item R2205 | Nonmember: \$16.95 | CAI member: \$9.95

This guide covers everything you need to conduct shorter, fair and orderly meetings, including tips on what rules to use for which meetings; making, seconding and debating motions; voting and breaking ties; absentee and proxy votes; strategies for sticking to an agenda and handling troublesome attendees. (Not that *your* attendees are troublesome, of course.)

## Condo Living 2

The Authoritative Guide to Buying, Selling, and Operating a Condominium  
252 pages, Item R8015 | Nonmember: \$33.99 | CAI member: \$19.99

Condominium living isn't for everyone. Anyone considering it should be aware of the legal and practical aspects of condominium living. Fortunately, this book has everything you need to know.

## The Condominium Bluebook 2016

550 pages, indexed, Item R9309 | Nonmember: \$30.00 | CAI member: \$17.95

This manual is an essential resource for owners, board members and managers on laws governing condominiums and planned developments in California.

## The Condominium Concept

352 pages, indexed, Item R5572 | Nonmember: \$36.59 | CAI member: \$21.95

Sunshine, oranges and condominium associations—it must be Florida! Find out how to operate your Florida condominium association successfully with this great guide covering meetings, officers and committees, budgets and financial reports, assessments, amending documents, modifying property, rights and responsibilities of the unit owners, enforcing documents, resolving disputes and ... well, just about everything. Written in clear, concise language, it includes 69 sample forms and documents.

## The Condo Owner's Answer Book

Practical Answers to More Than 125 Questions about Condominium Ownership

243 pages, Item R6331 | Nonmember: \$21.59 | CAI member: \$12.95

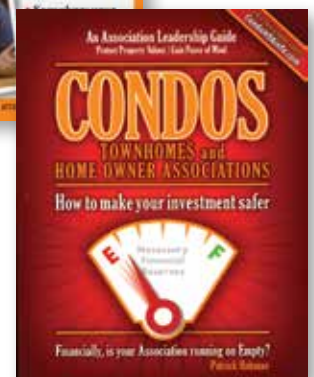
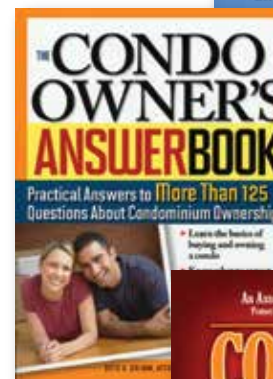
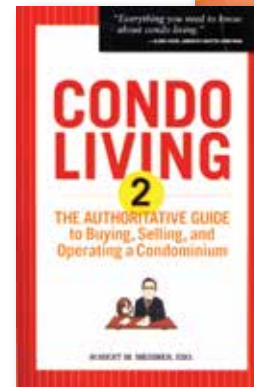
The question-and-answer format makes for easy reading in this book that addresses the unique lifestyle that comes with owning a condominium and being a member of a condominium association.

## Condos, Townhomes and Homeowner Associations

How to Make Your Investment Safer

262 pages, Item R4501 | Nonmember: \$52.95 | CAI member: \$29.95

Written to help board members learn basic financial principles that will protect owners' investments and eliminate the need for special assessments, this book has lots of cool graphics, including charts, checklists and sample documents.





## Conducting Meetings

A Guide to Running Productive Community Association Board Meetings

**66 pages, Item 0031 | Nonmember: \$22 | CAI member: \$13.20**

Death, taxes and—in community associations—meetings are inevitable. Learn how to prepare for a meeting, where to meet, how to stay on the agenda, take meaningful minutes, and when and how resolutions should be used with this guide. Chapters on tape recording meetings and conducting executive sessions answer some common questions about what's practical and what's appropriate.



## Conflict Resolution

How ADR Helps Community Associations

**48 pages, Item 5869 | Nonmember: \$25 | CAI member: \$15**

"Can't we all just get along?" Yes, with this guide to alternative dispute resolution—negotiation, mediation and arbitration. ADR is far less costly than litigation and promotes harmony rather than discord. Learn how to avoid and manage disputes and build consensus among divergent groups with this book, which includes numerous sample documents.

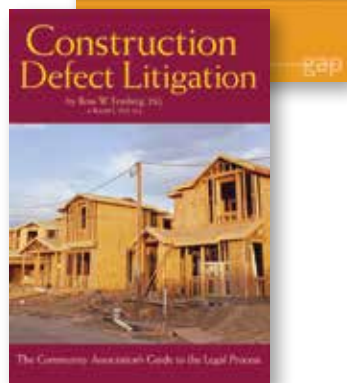


## Conflicts of Interest

How Community Association Leaders Honor Their Duties

**30 pages, Item 594X | Nonmember: \$25 | CAI member: \$15**

Conflicts of interest arise in community associations and sometimes have unwanted legal consequences. Learn how to avoid them with this guide, which covers recognizing conflicts of interest, fiduciary duty, directors' conduct, manager conflicts, ethics policies, board conflicts and a host of other topics. It also contains sample policies, resolutions, codes of ethics and illustrative court cases.



## Construction Defect Litigation

The Community Association's Guide to the Legal Process

**240 pages, hard cover, Item 0055 | Nonmember: \$49.95 | CAI member: \$29.95**

Abraham Lincoln said, "Discourage litigation. Persuade your neighbors to compromise whenever you can." And, if that doesn't work, reading this book is the next step. Managers, board members, homeowners and others in (and working for) community associations need to understand the complex and time-consuming process that is construction defect litigation. This book will simplify the process and save you time and money.



## Copyright-Free Articles for Community Association Newsletters and Websites, Vol. 1

**102 pages, Item 0260 | Nonmember: \$19.99 | CAI member: \$11.99**

If you find it difficult to write newsletter articles, letters, website copy or reports, this collection of nearly 100 basic articles is for you. You're sure to find the perfect article to use when communicating with residents. Articles cover finances, meetings, rules, governance, maintenance, security, volunteers and much more.



## Copyright-Free Articles for Community Association Newsletters and Websites, Vol. 2

**103 pages, Item 0697 | Nonmember: \$19.99 | CAI member: \$11.99**

Here's another 100 ready-made articles for your publishing needs. Filling your website and newsletters with timely, pertinent and interesting articles has never been easier. Customize articles for your readers, personalize with association-specific details, adapt, edit—use them anyway you like.

## Curb Appeal

How Community Associations Maintain Common Areas

20 pages, Item 0645 | Nonmember: \$25 | CAI member: \$15

Everyone wants to live in a well-groomed and attractive neighborhood. Find out how to maintain and enhance common elements like recreation areas, landscaping, lighting, roads and parking lots, windows and other exterior elements, and signs and entrances. Learn how to finance maintenance and improvements to these features, how to use volunteers, contain risks and sell your plans to the residents with this guide.

## The Dark Condos

Novel, 398 pages, Item R9849 | Nonmembers: \$19.95 | CAI members: \$11.95

This isn't a typical CAI book—it's a novel! It won't count toward your credential, but it will make you laugh. What happens when a board uses a surveillance drone to find rules violations or when a condo board hits the lottery? What could possibly go wrong? Attorney Joshua Fyler learns that a lot can go wrong—and not just for his clients. He's being investigated by the feds. Is he laundering funds through nonexistent—dark—condos?

## Decision Making in Communities

Why Groups of Smart People Sometimes Make Bad Decisions

94 pages, Item 5621 | Nonmember: \$12.95 | CAI member: \$10.95 \$6.95

What unseen forces are at work during board meetings, and how are they influencing board decisions? Find out how to recognize and counter group polarization, minority influence, groupthink, the power of persuasion, mental shortcuts and other phenomenon.

## Delinquencies

How Community Associations Collect Assessments

36 pages, Item 0185 | Nonmember: \$25 | CAI member: \$15

Every association has residents who just can't manage to pay their assessments. The bad news is the association has to deal with it. The good news is this informative guide covers collections policies and procedures, legal remedies to collect delinquencies, the effect of bankruptcy on collections, the Fair Debt Collection Practices Act and more. Sample letters and a collections resolution are included.

## Design Review

How Community Associations Maintain Peace & Harmony

28 pages, Item 5877 | Nonmember: \$25 | CAI member: \$15

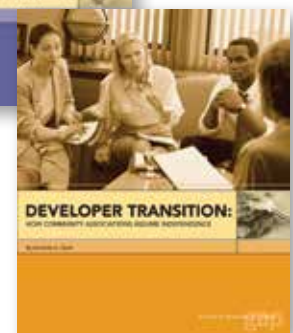
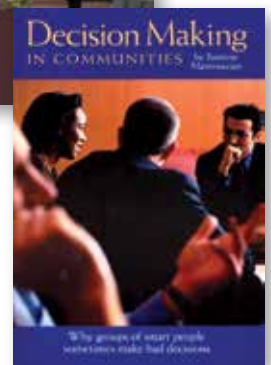
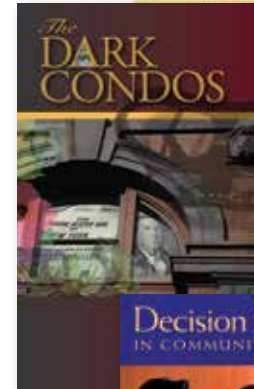
Frank Lloyd Wright recently tweeted, "This guide helps you establish and enforce appropriate design review procedures and requirements that enhance and maintain your community and improve your architectural review and compliance." How'd he do that? And why didn't he mention that it includes suggestions for design-committee procedures and sample design guidelines to help you develop or update your own association manual?

## Developer Transition

How Community Associations Assume Independence

28 pages, Item 5923 | Nonmember: \$25 | CAI member: \$15

This guide leads you through the developer transition process, including methods and legal requirements. It covers how to draft documents, structure committees, develop leaders and involve residents early. A transition checklist is included.





## Drafting Rules

How Community Associations Maintain Peace & Harmony

**34 pages, Item 5885 | Nonmember: \$25 | CAI member: \$15**

Do residents in your community subscribe to the pie-crust theory of rules—they're made to be broken? This guide may help; it spells out the legal basis for making rules, explains different types of rules and offers guidelines for developing good rules. Its sample community association rules include almost everything from trash collection to swimming pools.



## Expert Opinions

For Community Association Managers and Boards

**99 pages, Item 0208 | Nonmember: \$16.95 | CAI member: \$9.99**

Levi Strauss said, "An expert knows all the answers—if you ask the right questions." In this volume, managers and board members ask great questions (you've probably asked them, too) and they're answered by the country's leading experts on community associations. This collection includes 89 "Ask the Expert" columns from *Common Ground* magazine that touch on just about every challenge boards and managers face each day.



## Everyday Governance

The Community Association's Guide to Flags, Rentals, Holiday Decorations, Hoops and Other Headaches

**102 pages, Item 0123 | Nonmember: \$16.95 | CAI member: \$9.99**

Exasperation by a thousand aggravations! Here's advice and help for dealing with all the little complaints that challenge managers and board members every day.

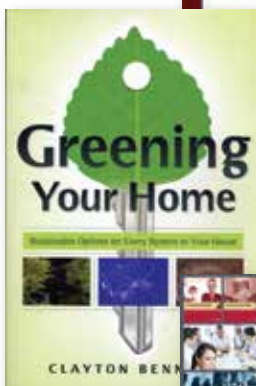


## Finding the Key to Your Castle

A Guide to Cooperative Living in Your Condominium, Townhouse or Planned Development Home

**210 pages, Item R1707 | Nonmember: \$20 | CAI member: \$12**

Everything an owner, wannabe owner, realtor, tenant or manager-in-training needs to know about living in a common-interest development is in this guide. Although based on California law, the common-sense information in this book applies to community associations everywhere, and it's sure to entertain as well as educate.



## Greening Your Home

Sustainable Options for Every System in Your House

**147 pages, indexed, Item R9095 | Nonmember: \$29.95 | CAI member: \$17.95**

Did you hear the one about the gardener who planted a light bulb so he could grow a power plant? Actually, there are more effective ways to be environmentally responsible. This money-saving guide will help you select sustainable, clean, cost-effective green options and products for every system in your house or facility. It quickly pays for itself!



## Guides for Association Practitioners Full Set

Printed format: **26 volumes | Item M5600 | Nonmember: \$499 | CAI member: \$299**

Digital format: **CD containing 26 volumes, Item 0741 | Nonmember: \$499 | CAI member: \$299**

The Guide for Association Practitioners (GAP) series contains 26 titles that comprise a library covering every aspect of community association management, governance and operation. See page 14 for a complete list of titles.

## Home and Condo Defects

A Consumer Guide to Faulty Construction

102 pages, Item R5004 | Nonmember: \$12.95 | CAI member: \$7.79

Written to aid and educate homeowners, board members and industry professionals in the construction defect claims process, this volume covers fiduciary duties, the manager's role, what to expect throughout litigation, types of building deficiencies and defects, recoverable damages, developer insurance and required disclosures. It empowers the reader who is involved in a claim.

## The Homeowner & the Community Association

Brochure, 16 pages, Item 4001 | Nonmember: \$4.15 (\$2.90 each for 100 or more)  
CAI member: \$2.49 (\$1.74 each for 100 or more)

Every resident should have a copy of this information-packed overview of community association operations and governance. It explains assessments, governing documents, architectural controls, association management, insurance and more.

## The Homeowners Association Manual

160 pages, indexed, Item R3130 | Nonmember: \$25 | CAI Member: \$14.95

This excellent guide for leaders and board members of community associations in Florida covers rules, meetings, elections, committees, volunteer leaders, budgets, insurance and amending documents. It also includes sample documents.

## How to Have Successful Meetings

Brochure, Item R4004 | Nonmember: \$6.65 (\$4.65 each for 100 or more)  
CAI member: \$4.00 (\$2.80 each for 100 or more)

This handy brochure explains how to prepare, participate and communicate effectively; use good meeting manners; make presentations and close and follow up on meetings. It's an illustrated, easy-to-read guide to meeting success.

## Insurance

How Community Associations Protect Themselves

56 pages, Item 0086 | Nonmember: \$25 | CAI member: \$15

What are your community's insurance obligations? How much insurance do you need? What types of coverage are available? What's the difference between subrogation and transfer of recovery rights? Whether you need to determine if your association has the proper coverage for today or if you are already considering new options, this guide will help you through the process. Remember, insurance is like a hospital gown—it never covers as much as you think it does.

## In the Common Interest

Embracing the New American Community

232 pages, Item R0550 | Nonmember \$30.00 | CAI member: \$17.95

Community associations are flourishing in America. This book explains the growth of this lifestyle and how the modern community association is good for residents and the entire country. Whether you're considering living in a community association or already do, you'll be enriched by the information in this book.



# LAPEL PINS & LOGO ITEMS



## AMS Lapel Pin

Item M5101 | \$17.50

## CAI Lapel Pin

Item M5307 | CAI members only: \$10

Wear it proudly.

## CIRMS Lapel Pin

Item M5132 | \$35

## LSM Lapel Pin

Item M5133 | \$35

## PCAM Lapel Pin

Item M5107 | \$30

You worked so hard for this designation—you have to wear the pin!

## RS Lapel Pin

Item M5131 | \$35



## Writing Pad Portfolio

Item M5310 | CAI members only: \$15

This distinctive black and grey leather-look portfolio with silver embossed CAI logo and front document pocket features three interior document pockets, a tablet slot and pen holder.

# Guides for Association Practitioners (GAP) series

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**BUY ANY 3 GAPS  
AND GET 20% OFF  
EACH ONE!**

## Landscape Contractors

How to Find the Right Community Association Professional

**33 pages, Item 0109 | Nonmember: \$25 | CAI member: \$15**

Work done well never needs doing over—except maybe for lawn mowing, weeding and overall landscape maintenance. That's why it's important to hire the best landscape contractor for your association. This useful guide covers drafting specs, performance criteria, warranties, maintenance schedules, insurance requirements, communicating with residents, bidding the contract, selecting the best bid, legal review, environmental concerns and contractor evaluation. It also includes sample documents.

## The Law of Florida Homeowners Associations

**176 pages, indexed, Item R7224 | Nonmember: \$27.95 | CAI member: \$16.95**

This book is a practical, step-by-step guide to Florida's statutory requirements for meetings, membership voting, parliamentary procedures, budgets, covenants, architectural control, officer's roles and much more. It also contains numerous Florida sample forms available for use without permission.

## Management Companies

How to Find the Right Community Association Professional

**24 pages, Item 0178 | Nonmember: \$25 | CAI member: \$15**

Here's guidance for deciding on the right company to manage your community—covering bid specifications, identifying candidates, requests for and analysis of proposals, on-site meetings, the interview process and working successfully with your management company.

## Managing & Governing

How Community Associations Function

**26 pages, Item 0161 | Nonmember: \$25 | CAI member: \$15**

This is an excellent overview of the various aspects of managing a community association and providing business (physical assets and finances), governance (meetings, elections, rules and architectural controls) and management (recruiting volunteers, resolving disputes and protecting the environment) services. It also contains a fascinating chapter on why community associations are successful forms of housing.

## Meetings & Elections

How Community Associations Exercise Democracy

**62 pages, Item 0796 | Nonmember: \$25 | CAI member: \$15**

This is an excellent reference for conducting meetings and elections—quorums, meeting notices, parliamentary procedure, organizing and implementing elections, determining ownership status, voting procedures and proxies. It also addresses how technology has changed the way community associations conduct business, including electronic notices, e-ballots and e-proxies. In addition, the book includes a checklist of election procedures and an election policy and procedures resolution.

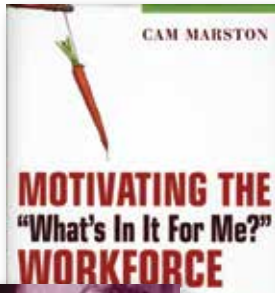
## Member Dues

How Community Associations Collect Assessments

**24 pages, Item 5857 | Nonmember: \$25 | CAI member: \$15**

The title should have been *Member Assessments*, but that didn't fit on the cover. Whatever you call the funds you collect, you'll need a payment system that works! Explains six kinds of remittance systems and helps you decide which is best for your association. Contains numerous sample documents.

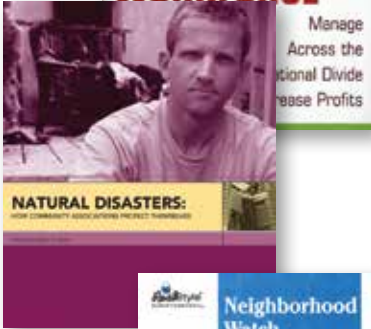




## Motivating the “What’s In It for Me?” Workforce

226 pages, Item R4147 | Nonmember: \$31.59 | CAI member: \$18.95

When did the “send” button become mightier than the sword? And a picture worth a thousand emojis? When four dramatically different generations converged in the workforce—Matures, Baby Boomers, Gen Xers and Millennials! This book helps managers and boards understand the behaviors, priorities and loyalties of each generation and how to motivate all employees and volunteers to work better and smarter. It’s filled with insights that will make your interactions more productive and positive.



## Natural Disasters

How Community Associations Protect Themselves

29 pages, Item 0130 | Nonmember: \$25 | CAI member: \$15

Failing to plan for disaster is failing to fulfill the fiduciary duty that association leaders share. Natural disasters pose special threats to many community associations. Find out how to initiate a preparedness project, work closely with residents to analyze the association’s needs, develop a workable plan and familiarize all residents with its execution. This guide includes a sample outline for a disaster plan.



## Neighborhood Watch

What Residents Can Do About Crime

Brochure, 16 pages, Item R5492 | Nonmember: \$6.65 (\$4.65 each for 100 or more)

CAI member: \$4.00 (\$2.80 each for 100 or more)

To some, being a good neighbor means minding your own business. Not true! Learn how and why to form a neighborhood watch, get it started, keep people involved and gain support from police, local government and civic organizations.



## New Neighborhoods

The Consumer’s Guide to Condominium, Co-op, and HOA Living

254 pages, indexed, Item R2184 | Nonmember: \$23.95 | CAI member: \$13.95

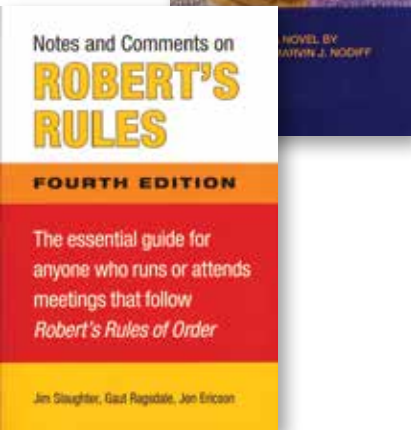
This straightforward, easy-to-read book outlines homeowners’ rights and obligations and explains the complexities of living in a community association. It explains how associations operate, collect money, hold meetings and elections and how resident volunteers can serve effectively.



## No Spitting on the Floor!

Novel, 398 pages, Item R0888 | Nonmember: \$21.59 | CAI member: \$12.95

Another novel ... fiction ... fun! A condo lawyer can get into lots of trouble, but how does he become a murder suspect?! Power. Greed. Pride. This is a fun and provocative mystery set at the intersection of private community associations and public government.



## Notes and Comments on Robert’s Rules

208 pages, indexed, Item R2151 | Nonmember: \$24.95 | CAI member: \$14.95

For those who find *Robert’s Rules of Order* overwhelming, this guide will transform it into an easy-to-use tool. A reader-friendly, question-and-answer format provides immediate solutions to meeting problems. This guide will empower readers with the knowledge to navigate any meeting efficiently.

**NEW ITEMS** ARE ADDED TO THE BOOKSTORE REGULARLY. VISIT [WWW.CAIONLINE.ORG/SHOP](http://WWW.CAIONLINE.ORG/SHOP) TO SEE WHAT’S NEW OR UPDATED.



## On-Site Managers

How to Find the Right Community Association Professional

**33 pages, Item 5842 | Nonmember: \$25 | CAI member: \$15**

This guide helps you determine whether your association needs an on-site manager and how to find the right one; how to establish job criteria; how to find, screen and investigate leading candidates and make the partnership work. It contains sample documents, a sample employment agreement and the CAI Professional Manager Code of Ethics.

## Perfect Phrases for Conflict Resolution

Phrases for Encouraging a More Productive and Efficient Work Environment

**176 pages, Item R6167 | Nonmember: \$18.00 | CAI member: \$10.95**

Conflict in the workplace is inevitable. When you have the right words and phrases at your command, you can quickly resolve any disagreement. This book has hundreds of ready-to-use phrases, dialogs and practice scripts to help you rise above the conflict and focus on solving the problem, whether it's with an employee, boss, customer, supplier or coworker.

## Perfect Phrases for Customer Service

Phrases for Handling Any Customer Service Situation

**256 pages, Item R5062 | Nonmember: \$16.65 | CAI member: \$9.99**

You've heard it before: "The customer is always right." But let's face it—sometimes the homeowner or vendor is misinformed or confused. Satisfying clients is what separates the serious professional from the average manager. This book provides the language you need for defusing bad situations, handling complaints patiently and professionally, building long-term relationships with key board members and much more.

## Perfect Phrases for Dealing with Difficult People

Phrases for Handling Conflict, Confrontation and Challenging Personalities

**226 pages, Item R3042 | Nonmember: \$14.95 | CAI member: \$8.95**

This book features hundreds of ready-to-use phrases for handling conflict, confrontations and challenging personalities. It's perfect for managers and volunteer leaders—anyone who deals with irrational, emotional, negative, upset or unhappy people—a great tool on the job, at meetings, anywhere.

## Perfect Phrases for Icebreakers

Phrases to Set the Stage for Productive Conversations, Meetings, and Events

**176 pages, Item R3828 | Nonmember: \$18.00 | CAI member: \$10.95**

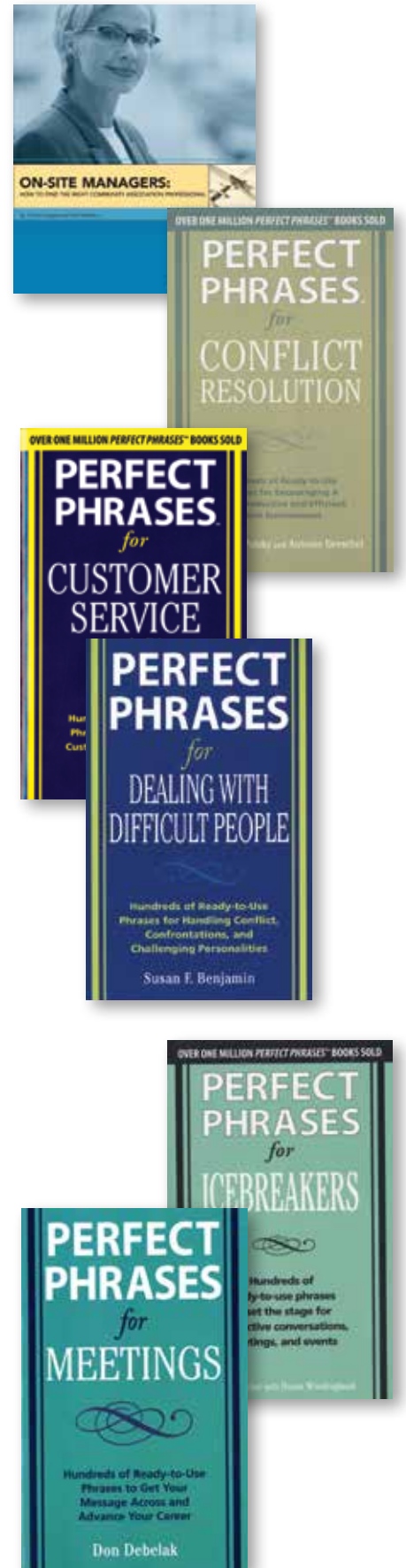
How you begin a business conversation or meeting sets the stage for success. But coming up with just the right words can be another matter. Here are hundreds of ready-to-use phrases to get your interactions off on the right foot. From jump-starting meetings to motivating boards to turning any situation into a positive event. A great resource for board members and managers in their dealings with residents.

## Perfect Phrases for Meetings

Phrases to Get Your Message Across and Advance Your Career

**198 pages, Item R6836 | Nonmember: \$14.29 | CAI member: \$9.95**

Getting through a meeting—whether you're conducting or participating—can be a lot easier when you're armed with hundreds of winning, ready-to-use phrases. Here are the right words to use in any type of meeting. This book is a valuable tool for anyone who wants to get a message across and stand out as a leader.





## Pet Policies

How Community Associations Maintain Peace & Harmony

**36 pages, Item 5987 | Nonmember: \$25 | CAI member: \$15**

Find real solutions to old problems: how to have clean common areas—even when residents don't pick up—nuisance barking, exotic pets and more. This guide offers practical suggestions, helpful alternatives and information on societal issues that impact your association's approach to pets.



## A Place to Age

The Retirement Generation in Community Associations

**44 pages, Item 0758 | Nonmember: \$14.95 | CAI member: \$8.95**

The Baby Boomers are coming! Community boards and managers must find out how they can face the challenges presented by the increasing number of people who are, and will increasingly be, aging in place.

## Proceedings of CAI's Community Association Law Seminar on CD

Papers from the nation's leading experts on community association law, covering the unique issues related to this specialization. The fully searchable CDs include numerous forms and sample documents and are PC- and Mac-compatible.

**2016 Proceedings CD**

**Approx. 3,000 pages, Item 0826 | Nonmember: \$250 | CAI member: \$150**

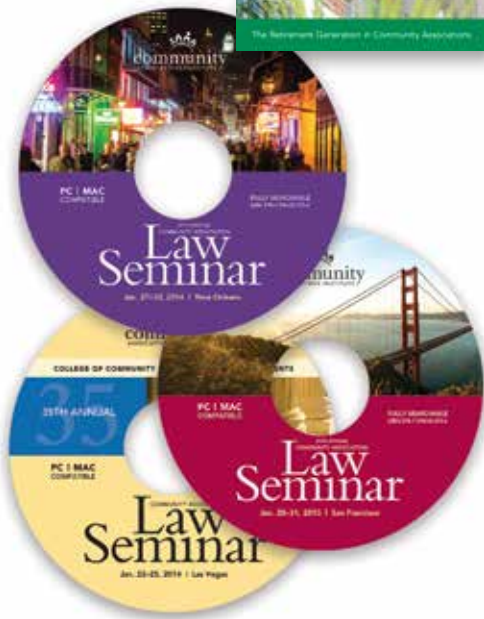
Topics covered in 2016 include priority liens, the legal basis for plats and plans, collections, tax law, aging buildings and residents, depression in the legal profession, associations in the media, aging in place, alternative dispute resolution, construction defects, attorney/client privilege, cyber and technology risks, amending governing documents, pets and more.

**2015 Proceedings CD**

**Item 0789 | Nonmember: \$150 | CAI member: \$75**

**2014 Proceedings CD**

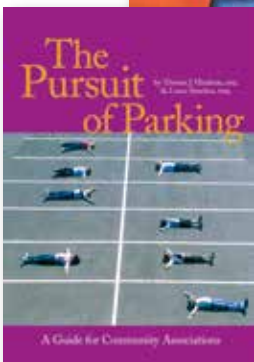
**Item 0727 | Nonmember: \$75 | CAI member: \$50**



## A Property Manager's Guide to Construction Defect Claims

**72 pages, Item R5263 | Nonmember: \$31.95 | CAI member: \$18.95**

This straightforward guide gives managers a basic understanding of the elements of construction defect claims so they can advise their clients, recommend professionals and monitor the claims process. Though focused on California claims, the information provided in this guide will be useful to all community managers.



## The Pursuit of Parking

A Guide for Community Associations

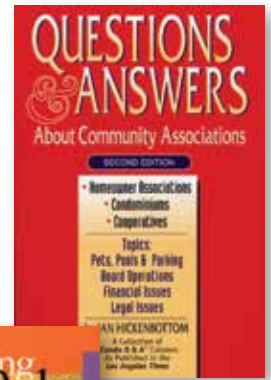
**82 pages, Item 5826 | Nonmember: \$25 | CAI member: \$10.95**

Noted novelist, J.G. Ballard, wrote, "When Armageddon takes place, parking is going to be a major problem." Apparently he doesn't live in a community association—where parking can be a problem now. For those of us who do, order in the lot and harmony among residents can be achieved with the ultimate "how-to" parking manual. It covers parking restrictions and facilitating compliance, enforcement, processing violations, towing, handicapped parking, seven tips for increasing parking space and numerous sample documents.

# Questions & Answers about Community Associations

479 pages, Item R9028 | Nonmember: \$30 | CAI member: \$18

For 12 years, Jan Hickenbottom answered homeowners' questions in her *Los Angeles Times* column on community associations. Collected here in one volume, Jan's columns cover topics like legal issues, finances, governing documents, architectural control, insurance, maintenance, meetings, absentee owners, rentals, parking, pools and pets. Although originally written for a California audience, covenant-controlled communities anywhere can benefit from the advice in this book.



## Reinventing the Rules

A Step-By-Step Guide for Being Reasonable

64 pages, Item 5753 | Nonmember: \$25 | CAI member: \$15

The best thing—and the worst thing—about community-association living is the rules. This book is every community's guide to whether its rules are reasonable and necessary, including how to make exceptions and still maintain duty to the association, how to avoid the hidden costs of battling with residents instead of being flexible and much more.



## Reserve Funds

How & Why Community Associations Invest Assets

76 pages, Item 0277 | Nonmember: \$25 | CAI member: \$15

Thomas Henry Huxley said, "Economy does not lie in sparing money, but in spending it wisely." Good advice for those who view reserves as an extra expense rather than an essential part of operating a community association successfully. Learn how to establish the right funds, invest them responsibly and comply with federal and state regulations. Appendices include FAQs and summaries of state reserve-fund laws.

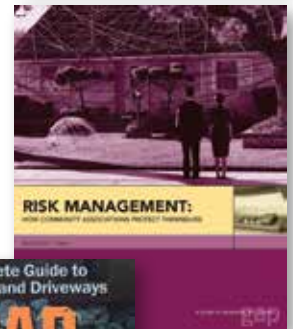


## Risk Management

How Community Associations Protect Themselves

72 pages, Item 0703 | Nonmember: \$25 | CAI member: \$15

Manage risk by using a five-step decision-making process and implement a risk-management program by engaging in four key activities. Find out when and to whom it's appropriate to delegate risk-management tasks and learn why insurance alone isn't enough to control risk. This guide addresses the growing risks for community associations in the Internet age and how to integrate reserves and risk-management programs.



## Road Repair Handbook

The Complete Guide to Fixing Roads and Driveways

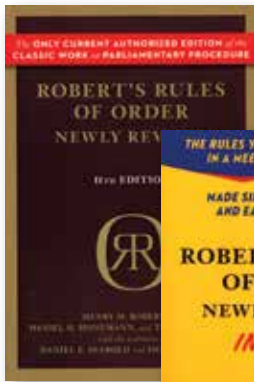
299 pages, indexed, Item R7203 | Nonmember: \$39.95 | CAI member: \$24.95

If you maintain any paved surfaces, this book should be in your library. Find out how to maintain roads and parking lots correctly and economically, spot the signs of pavement failure, know when it's okay to make quick fixes, learn how to deal with failing concrete, discover the advantages and disadvantages of concrete and asphalt, learn how to choose contractors and much more! This volume includes 60 illustrations and photographs, appendices, a metric conversion chart and a glossary.



CAN'T FIND WHAT YOU'RE LOOKING FOR? **NEED MORE INFORMATION?** CONTACT CAI'S CUSTOMER SERVICE PROFESSIONALS AT (888) 224-4321.



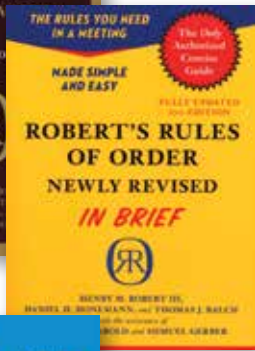


## Robert's Rules of Order

Newly Revised, 11th Ed.

**716 pages, indexed, Item R0205 | Nonmember: \$24.95 | CAI member: \$14.95**

We've all heard the old joke that "a meeting is an event where minutes are taken and hours wasted." Cute, but only true if no procedural rules are used. *Robert's Rules*, the granddaddy of parliamentary procedural rules, is the most recognized guide for conducting smooth, orderly and fair meetings. It includes information on teleconferences, e-mail and video conferences, as well as easy-to-understand clarifications.



## Robert's Rules of Order IN BRIEF

**198 pages, Item R0199 | Nonmember: \$9.95 | CAI member: \$5.95**

If your meetings can be described as paralysis by analysis, you may need this pocket-guide version of *Robert's Rules of Order* that distills and summarizes all the complexities of parliamentary procedure in a handy guide that's suitable for board members, managers and homeowners. It contains numerous tables, charts and at-a-glance answers.



## Self-Management

A Guide for the Small Community Association

**125 pages, Item 0550 | Nonmember: \$30 | CAI member: \$18**

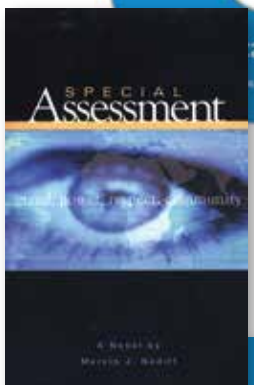
This book skillfully combines practical guidance for governing and managing an association. It provides an overview of financial management, insurance, meetings, communications, taking over from the developer, governing documents, enforcing rules, working with professionals, maintenance, public policy and important legal considerations like fair housing and fair debt collection. Dozens of community association professionals and industry experts contributed to this useful guide.



## So, Now You're on the Board

**Audio CD, 60 minutes, Item M6004 | Nonmember: \$15 | CAI member: \$9**

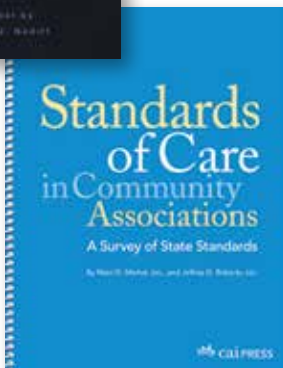
This one-hour audio CD introduces the new board member to the primary aspects of community association governance and provides an excellent refresher for the veteran. It discusses leadership, communications, committees, finances, rules and more.



## Special Assessment

**Novel, 403 pages, Item 5672 | Nonmember: \$8.95 | CAI member: \$5.37**

Another fun fiction romp with attorney Joshua Fyler who joins forces with a community manager to protect her business when millions of her client's funds disappear in an electronic transfer. A rollicking whodunnit set against a backdrop of community associations will keep you in suspense to the last page.



## Standards of Care in Community Associations

A Survey of State Standards

**65 pages, Item 0666 | Nonmember: \$25 | CAI member: \$15**

Association directors and officers need to understand their duties and the liabilities that come with them. Understanding standards of care can be the difference between liability and immunity. This book contains each state's standard of care statute and recommendations for complying. It also includes a discussion of notable trends in state legislation, how the standard of care may evolve and a chart of standards of care by state.

## Surveys

A Guide for Community Associations

72 pages, Item 0093 | Nonmember: \$20 | CAI member: \$12

TV game shows have proven how important surveys can be—"Survey says ...!" Find out what residents want and are willing to pay for with a survey. Survey results are invaluable and often eye opening, and conducting a survey is easier than you might think using this handy guide. It covers getting started, drafting questions, motivating residents to complete and return a survey, how to use the resulting data and more.

## Tips for Community Association Insurance

Brochure, Item 7002 | Nonmember: \$2 (\$1.40 each for 100 or more)

CAI member: \$1.20 (\$.84 each for 100 or more)

This essential brochure explains insurance needs and how to buy property and liability insurance. It also includes ways to ease the insurance-buying process.

## Tips for Protecting Your Association Finances

Brochure, Item 7000 | Nonmember: \$2 (\$1.40 each for 100 or more)

CAI member: \$1.20 (\$.84 each for 100 or more)

A concise yet comprehensive brochure listing tips on audits, financial statements, signatory control, investment policies and more.

## Trees, Turf & Shrubs

How Community Associations Maintain Common Areas

29 pages, Item 0239 | Nonmember: \$25 | CAI member: \$15

Landscape maintenance is essential to a community's aesthetics. This guide explains how to develop a maintenance program, hire the right contractors and delegate responsibilities to a landscape committee. It includes a grounds maintenance checklist, lawn care calendar, sample landscape specifications and advice for repairing damaged turf. It also discusses soil conditions, aeration, watering, pruning, fertilization, mulching, disease, pest treatment, weed control and a green approach to grounds maintenance. Remember: "The best time to plant a tree was 20 years ago. The second best time is now."

## True Stories of Survival and Triumph in Communities Like Yours

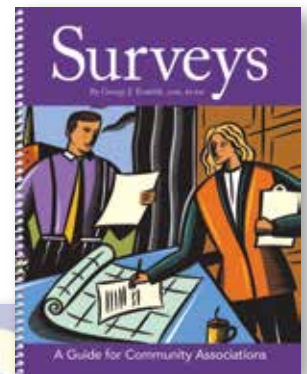
66 pages, Item 0116 | Nonmember: \$16.95 | CAI member: \$9.99

Community associations have faced financial ruin, natural disasters, terrorist attacks, lawsuits and even murder. Read the inspiring stories from *Common Ground* magazine of how communities survived disaster and became stronger because of it.

## The Ultimate Guide to Pool Maintenance

580 pages, indexed, Item R0179 | Nonmember: \$49.95 | CAI member: \$29.95

Learn how to keep pools, spas and other recreational units in top shape. This comprehensive guide contains technical information and tricks of the trade suitable for the novice or pro. It covers chlorine alternatives, automation, noise control, poolside safety, portable spas, environmentally friendly products and project checklists that make caring for a pool less costly. It's an absolute must for any community or homeowner with a pool or spa. Just add water.



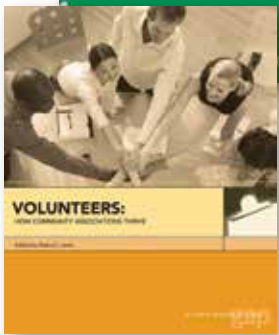
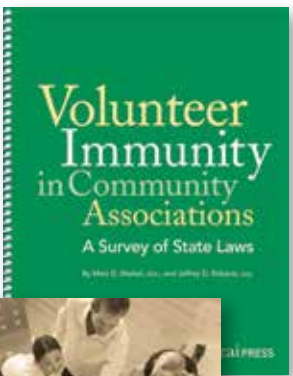


# Volunteer Immunity in Community Associations

A Survey of State Laws

65 pages, Item 0659 | Nonmember: \$25 | CAI member: \$15

Volunteers face the potential for personal liability in serving the association. All states provide some form of immunity from liability, but protections vary, and prudent volunteers need to consider them. Here's a summary of the federal Volunteer Protection Act and how each state's volunteer immunity statutes apply to community association volunteers. It includes a chart of volunteer immunity by state.



## Volunteers

How Community Associations Thrive

30 pages, Item 5994 | Nonmember: \$25 | CAI member: \$15

What's free and also priceless? Volunteers! The importance of volunteerism can't be overstated. Whether you're a manager working with community associations or a volunteer leader homeowner, successfully recruiting and working with volunteers in the community is an ongoing challenge—one that can be met with help from this guide.

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- Unlimited access to hundreds of online tools and resources, including downloadable sample forms, message board, thousands of archived articles, copyright-free HOA newsletter articles, and governance questions and answers specific to your state.
- Networking opportunities that will connect you with peers and colleagues locally, nationally and around the world.
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- Substantial discounts on CAI products and services.
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