



BEST PRACTICE HOA COMMUNITIES



Better HOA Living



CAI

About CAI-CV

CAI-CV is the Coachella Valley Chapter of the Community Associations Institute (CAI-CV), with over 1,050 local members and affiliates. CAI-CV is the authority on HOAs in the Coachella Valley and provides trusted education and resources to local HOA boards, HOA managers and businesses that support HOA communities.

About CAI National

With 64 chapters, the national CAI provides education and resources to community associations throughout the U.S., Australia, Canada the Middle East, South Africa, and the United Kingdom. CAI is the primary source of best practices for the HOA industry internationally.

About HOAs

HOAs are the fastest growing form of housing today. In California, there are more than 50,000 HOAs providing 9,000,000 residents a preferred place to call home. Property values of California HOAs exceed \$700 billion. Currently, HOAs comprise about 30 percent of California's housing and that number is growing exponentially.

In the Coachella Valley, more than 80 percent of residents live in HOAs.

Is your HOA a best practice community?

Do residents and potential home buyers recognize the value associated with living in your community?

WHY BECOME A CAI-CV MEDALLION COMMUNITY?

Medallion Communities are recognized as a preferred place to call home when compared to other Coachella Valley neighborhoods. Realtors will recognize your HOA's efforts to preserve and enhance home values. Residents will recognize the HOA's efforts to protect their assets, to provide a secure and friendly environment, and to promote community spirit. As a Medallion Community, your HOA board will know it is fulfilling its fiduciary duties fairly and transparently, representing the interests of the entire community.

ALL COACHELLA VALLEY HOAs ARE ENCOURAGED TO BECOME A MEDALLION COMMUNITY

To become a Medallion Community, simply follow CAI's best practices and fill out and submit the attached application. These criteria have been developed with input from thousands of HOAs over many years. They are tried and true. CAI-CV offers assistance and education for HOAs to help them become a best practice Medallion Community.

For assistance, call the CAI-CV office at 760-341-0559 or email admin@cai-cv.org.

Medallion Communities

- Preserve and enhance the character of the community
- Protect and enhance property values
- Exceed expectations of owners

As a Medallion Community, the board will receive the Medallion Community logo to add to marketing materials, an outdoor sign that can be placed by the community's entrance, a certificate for framing, and recognition in CAI-CV publications sent to Realtors, other HOAs, community association managers, and businesses that support HOAs.



APPLICATION

This application must be truthful, completely filled out, and reviewed and signed by an officer of the HOA. All statements where “no” or “other” is marked must be briefly explained. CAI-CV will review applications and respond to the listed contact person within three weeks. The application fee will only be charged for approved Medallion Communities.

Legal Name of Association: _____

Physical Address of Association: _____

Website for Association: _____

Application Contact Person Name: _____

Contact Person Phone Number: _____

Contact Person Email: _____

Management Company Name: _____

Manager Name & Designations: _____

Manager Phone Number: _____

Manager Email: _____

Manager is (circle): Onsite Based at Management Company Full Time Part Time (Portfolio)

Type of Community (circle): Condo Single Family 55+

Is this a new Medallion Community or a renewal? _____

PLEASE ANSWER THE FOLLOWING STATEMENTS

= Yes = No = Other

Notes for “No” or “Other”

Please reference question # and explain in this space or on a separate page.

(For statements marked with “No” or “Other,” please offer an explanation in the space provided on the right or on a separate page, listing the question number for each explanation.)

GOVERNING DOCUMENTS

1: The association board reviews and updates the governing documents including the CC&Rs, Bylaws, and Rules at least every five years.

2: The association is organized as a California nonprofit mutual benefit corporation.

3: The association has updated Rules and Regulations.

4: The association sends out a copy of the most recent Rules & Regulations to residents annually.

5: The association’s governing documents are available on a website.

ELECTIONS

6: The association holds an annual election of directors.

7: The association appoints officers of the board each year.

8: The board provides orientation kits and training to new board members.

MEETINGS & COMMITTEES

9: Annual membership meetings are held in accordance with governing documents.

10: Before each board meeting, board members receive and review a board packet that includes an agenda, minutes of the previous meeting, financials, and other appropriate reports.

11: Board meetings may be attended by owners, except when the board meets in executive session.

12: There is an opportunity for owner input during open meetings.

13: The association has active committees that provide regular reports to the board.

14: The association has an Architectural Review Committee.

15: The board is open and transparent and reports all public business to residents.

16: The association has bulletin boards for meeting announcements.





Y = Yes N = No O = Other

Notes for “No” or “Other”

Please reference question # and explain in this space or on a separate page.

RECORD KEEPING

Y N O **17:** Minutes are kept for annual and board meetings.

POLICIES

The association has written policies or resolutions for the following areas of governance:

- Y N O **18:** Architectural
- Y N O **19:** Committees
- Y N O **20:** Conduct
- Y N O **21:** Maintenance
- Y N O **22:** Solar
- Y N O **23:** Rentals & Leases
- Y N O **24:** Board Education
- Y N O **25:** Enforcement
- Y N O **26:** Meetings
- Y N O **27:** Elections
- Y N O **28:** Collections
- Y N O **29:** Parking & Towing
- Y N O **30:** Contracting Services

Y N O **31:** The association maintains a record of resolutions and it is kept current.

Y N O **32:** Actions taken on resolutions are recorded in the minutes.

LEGAL

Y N O **33:** The association has an attorney who specializes in HOA law.

Y N O **34:** The association conducts the business of the association in accordance with federal, state and local laws.

Y N O **35:** The association has a policy regarding mediation, alternative dispute resolution and internal dispute resolution.

BOARD EDUCATION

Y N O **36:** The association is a member in good standing of CAI.

Y N O **37:** Association board members have attended CAI’s Board Leadership Development Workshop.

Y N O **38:** The association promotes board education.

Y N O **39:** Some board members are certified with CAI’s Board Member Certificate Program.

INSURANCE

- 40:** The association has an insurance agent who specializes in HOA insurance.
- 41:** The association has a minimum \$1 million of General Liability Insurance for HOAs with less than 100 units or a minimum of \$2 million for HOAs with more than 100 units.
- 42:** The association has a minimum \$500,000 of D&O Liability Insurance for HOAs with less than 100 units or a minimum of \$1 million for HOAs with more than 100 units.
- 43:** The association has a fidelity bond for persons handling association funds.

SALES & REALES

- 44:** The association provides resale (escrow) packets that include governing documents to new owners.
- 45:** The association has clear instructions for selling homes, sales signage, and open houses.

CONTRACTS

- 46:** New contracts are competitively bid as a general procedure.
- 47:** The association only contracts with licensed professionals.
- 48:** Contractors are required to present a current copy of their business license and insurance certificate prior to commencement of work.
- 49:** The association provides a detailed scope of work to bidders on large projects.

FINANCIALS

- 50:** The association has adopted financial policies that govern investments, bank accounts, payments, and collections.
- 51:** The association has adopted an annual disclosure packet that includes the budget and other disclosures required by law and provides a written copy to all owners at least 30 days prior to the beginning of the fiscal year.
- 52:** The association's collection policy has been reviewed and updated annually.
- 53:** The association has financial checks and balances in place to prevent theft of community funds.
- 54:** At the end of the year the association's operating expenditures and reserve deposits generally match its revenue.
- 55:** The association has had no special assessments in the past three years.
- 56:** The association contracts for audit and review services in accordance with state law.
- 57:** At the end of the last fiscal year, less than 5 percent of annual assessments were 60 days or more overdue.

= Yes = No = Other

Notes for "No" or "Other"

Please reference question # and explain in this space or on a separate page.





Y = Yes N = No O = Other

Notes for “No” or “Other”

Please reference question # and explain in this space or on a separate page.

RESERVES

- Y N O **58:** The association has a reserve study conducted with an onsite visual inspection at least every three years using an independent HOA reserve professional.
- Y N O **59:** The association has its reserve study reviewed and updated annually.
- Y N O **60:** The association is funding reserves as detailed in the reserve study.
- Y N O **61:** The association follows the reserve study when planning capital expenses.
- Y N O **62:** The board interacts directly with the reserve analyst.

MAINTENANCE

- Y N O **63:** The association has a maintenance plan that outlines the community’s routine maintenance requirements.
- Y N O **64:** The association has a maintenance responsibility matrix that shows who (homeowner or association) is responsible for maintaining individual components of the community.

RULES ENFORCEMENT & ARCHITECTURAL CONTROL

- Y N O **65:** The association has separate rules and regulations as part of its governing documents.
- Y N O **66:** The association has written architectural control guidelines.
- Y N O **67:** The association has written policies for handling rules enforcement and a fine schedule.
- Y N O **68:** The association affords alleged violators an opportunity for due process.
- Y N O **69:** The association sends out rule revisions individually to residents.

COMMUNICATIONS & BUILDING COMMUNITY

- Y N O **70:** The association has a community newsletter that is distributed to residents at least quarterly.
- Y N O **71:** The association has a program for promoting community spirit.
- Y N O **72:** The association has bulletin boards for sharing community information.



Notes for “No” or “Other” Please reference question # and explain in this space or on a separate page.

COMMUNITY DEMOGRAPHICS

Please answer the following questions.

Year Association Formed?				
Your Community	Single-family Detached Homes	Condos # of Units	High-rise # of Units	Total
Number of Homes				
Your Community (Check one)	<input type="checkbox"/> Transitioned to Full Homeowner Control	<input type="checkbox"/> In Transition	<input type="checkbox"/> Developer Controlled	

APPLICATION FEES

	CAI Members	Nonmembers
First Application:	\$300	\$500
Annual Renewal:	\$200	\$400

TERM

Approval of an association as a CAI-CV Medallion Community is for a period of 12 months beginning on the date of approval.



Medallion Communities will receive a 10-inch Medallion Community sign to post at their entrance, a logo that can be used in marketing materials, a certificate for framing, and recognition in CAI-CV publications including Quorum Magazine. CAI-CV will also send a list of Medallion Communities to the Palm Springs Regional Association of Realtors and to the California Desert Association of Realtors. CAI-CV will only invoice approved Medallion Communities.

SIGNATURES

I have reviewed this application and explanations and warrant that it is true.

Corporate Officer Name _____

Corporate Officer Signature _____

Date of Submission _____

CAI-CV APPROVAL

Name _____

Signature _____

Date of Approval _____

FIRST RENEWAL DATE: _____

PROFESSIONAL ADVISORS

Name and Designations of Community Manager

_____ Phone _____

Name and Designations of HOA Insurance Agent

_____ Phone _____

Name and Designations of HOA Attorney

_____ Phone _____

Name and Designations of CPA or Financial Advisor

_____ Phone _____

Name and Designations of Reserve Specialist

_____ Phone _____

I give CAI-CV permission to contact listed professional advisors. _____(initial)

By signing this application, the named legal officer of the HOA warrants that he or she has reviewed the information provided and that it is true. Applicants will be notified of their status within three weeks of submission. CAI-CV will send approved communities a renewal reminder, invoice, and a new application 60 days prior to the renewal date. Communities that do not renew or that are not approved may not use the CAI-CV Medallion Community logo or signage.

DISCLAIMER

Being an approved CAI-CV Medallion Community is a tangible way to tell residents, prospective buyers, visitors, and businesses entering the community that this neighborhood is managed by CAI best practices. Medallion Communities are approved based on the answers in their application, which is signed by an officer of the HOA. CAI-CV does not independently verify the submitted application information.

SUBMIT APPLICATIONS TO:

CAI-CV Medallion Community Program
Email: admin@cai-cv.org
or send to 49950 Jefferson, Suite 13, Box # 117, Indio, CA 92201
For assistance, call the CAI-CV office at (760) 341-0559.

CAI RESOURCES

OPERATING BUDGETS

CAPITAL RESERVE STUDIES

FINANCIAL STATEMENTS

INSURANCE

CODE OF CONDUCT

ELECTIONS/ANNUAL MEETINGS

COLLECTIONS

BOARD MEETING MINUTES

CONTRACTS

BID COMPARISON SPREADSHEET

AUDITORS

RECORDS RETENTION GUIDE FOR HOMEOWNERS ASSOCIATIONS

FIDELITY BONDS

SPECIAL ASSESSMENTS

CAI BOARD LEADER CERTIFICATE PROGRAM

BEST PRACTICE HOA COMMUNITIES



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Mailing address: 49550 Jefferson, Suite 13, Box #117 Indio, CA 92201
Phone (760) 341-0559 Email Admin@cai-cv.org