GHERTNER & COMPANY
SINCE 1968

ONBOARD

Newsletter For Association Board Members



FROM THE CAPITOL TO YOUR COMMUNITY:

How Ghertner & Company's Partnership with Local Legislators Protects Your HOA

OUR CLIENTS SAY IT BEST!

Want to express my deepest appreciation to **Francesca Murray**. She is always so patient and helpful, kind and informative when I contact her with requests. Her responses are very prompt making process run ever so smooth in this busy life of mine and I am ever so grateful. Thank you Francesca.
CHRISTINE C.

Our community pool just opened for the season and our son wanted to go swimming but our keycard didn't work. I emailed **Ann Fragetta** on Sunday afternoon and she resolved our issue first thing Monday morning. Thank you Ann for handling it so swiftly. I hope Ghertner & Company appreciates you the way we do!
KEVIN M.

Brandon at the Ghertner & Company helped me through my registration portal. There was a glitch that he uncovered and politely and brilliantly fixed it. He also helped me get my HOA dues automatically drawn. His professionalism and courtesy will long be remembered!
SUSAN B.

It was a pleasure to deal with **Kim** on the phone today regarding my questions on the transfer to your company. She was very professional... Provided answers to my questions quickly and in a manner to be understood immediately. As well as providing a solution to my issue.
SUSAN H.

Sally has been instrumental in working with our board and community during the transition to Ghertner. We appreciate her help and look forward to the future!!
JENNIFER D.

Jennifer Williams has been an amazing manager for our community. I am on the HOA and she is helpful and a delight to work with. She goes above and beyond for our community!
KENDALL P.

Deborah Wallace is a very professional and caring person. I have really enjoyed talking to her! She is all about community building and making sure we as board members are equipped with the information, we need to keep our community strong. She gives Ghertner & Company a positive presence.
KENNY

Stewart is great, he handled our issue incredibly fast!
ANDREW H.

STRONG PARTNERSHIPS, STRONG COMMUNITIES: HIGHLIGHTS FROM VENDORPALOOZA 2025

Successful community associations are built on strong partnerships. Ghertner & Company values working with vendors who understand the unique needs of community associations and deliver excellent service.

As part of our commitment to these crucial partnerships, we hosted our 2nd annual **VENDORPALOOZA**. Our spring vendor trade show introduced our Community Association Managers to new vendors interested in expanding their business relationships with Ghertner & Company.

This year's event featured **47** vendors across various specialties, including landscape architecture, pressure washing, community security, fire protection, and more. It was an excellent opportunity for our managers to engage one-on-one with these professionals and explore how their services could help meet the evolving needs of our communities.

It was a fun-filled day for our associates and vendors with food trucks, games, and prize giveaways!

Events like **VENDORPALOOZA** reflect our mission: to deliver community association management excellence by building strong, collaborative relationships with our clients and vendor partners.

Thank you to all the vendors and associates who participated in **VENDORPALOOZA** 2025! We are already looking forward to next year.



PROTECTING COMMUNITY ASSOCIATIONS:
THE IMPORTANCE OF TENNESSEE'S LEGISLATIVE ACTION COMMITTEE

By Scott Weiss, Esq., CCAL

The Tennessee Chapter of the Community Associations Institute (aka, "CAI"), Legislative Action Committee (aka, "LAC"), monitors state legislation, educates lawmakers about community association-related matters, and protects the interests of those living and working in community associations throughout Tennessee. The Tennessee CAI Chapter's LAC is comprised of homeowner leaders, community managers, community association attorneys, and representatives from community association business partners who graciously volunteer their time.

With more and more bills being introduced into the Tennessee Legislature each year which have potentially negative, and in some cases, devastating implications for Tennessee community associations and the people who live in them, the LAC is constantly confronted with increased needs to raise necessary funds used to fight the constant battles community associations are confronted with each year by these bills to prevent them from ever becoming law.

Fundraising efforts such as the Dollar-a-Door or More campaign encourages homeowners to donate $1 per door (or more) in their community to support the LACs' advocacy efforts. The Dollar-a-Door or More campaign and others like it are crucial to the LAC's ability to fight this constant fight. LAC has also successfully arranged "days on the hill" during which homeowners who live in community associations may meet with members of the Tennessee Legislature to discuss community association related issues and concerns.

According to the Community Associations Institute, there are approximately 749,000 Tennesseans who live in 303,200 homes in more than 5,300 community associations throughout Tennessee. Eighty-nine percent of those Tennesseans say their Association's rules protect and enhance property values, and seventy-four percent of these 749,000 homeowners oppose additional regulation of community associations. And by the year 2040, community associations are expected to become the most common form of housing. So, the LAC's efforts in protecting community associations and the Tennesseans who live within them from laws that will severely impair their ability to enjoy their communities and which impose extreme restrictions upon them, is vitally important.

Some tangible examples of the accomplishments LAC has had with protecting the rights of community associations, and preserving the ability of homeowners to enjoy their communities are:

SB1013/HB1069- would have restricted community associations from prohibiting the operation of family child care home businesses within the subdivision. Status: **DEFEATED**

SB515/HB411- More clearly defined the time after an election that political signs must be removed, by amending the sign removal time from "the day after the next subsequent general election" (which could have been four years), and requiring that political signs be removed on the first day after voting ends for the election the sign was erected to support. Status: **PASSED**

"A small group of thoughtful, committed people can indeed change the world"
-MARGARET MEAD

SB181/HB106- Allows community associations to conduct meetings electronically. Status: **PASSED**

Each of these bills and dozens like them have either been defeated or passed (depending upon whether they are favorable or unfavorable to community associations) directly because of the efforts, influence and pressure the LAC has brought upon members of the Tennessee General Assembly. None of the efforts, influence and pressure could have been done without the direct grassroots support the LAC receives from homeowners living in Tennessee community associations.

So, the idea put forth by Margaret Mead, that "A small group of thoughtful, committed people can indeed change the world" describes the very core of CAI's LAC and embodies the many accomplishments it has been able to achieve in its efforts to preserve the community association model and the positive outlook and sense of community homeowners and residents who live within them value so much.

Ghertner & Company's very own Jaye Kloss serves as the Chairperson of the CAI Tennessee Chapter LAC. Under Jaye's leadership and Ghertner & Company's support, the LAC has been successful in much needed fundraising efforts and has increased CAI's presence and influence among Tennessee legislators in matters which impact community associations.

Scott Weiss is the managing partner and Tennessee Office Chair of Kaman & Cusimano Law Firm (www.tennesseehoalaw.com). Scott is Tennessee's first and only attorney, and one of only 170 attorneys in the United States, who have been inducted as a fellow into CAI's prestigious College of Community Association Lawyers (CCAL). Scott was the CAI Tennessee Chapter 2017 President, he is a current member of the CAI Tennessee Chapter Board and member of the National CCAL Board of Governors. Scott represents Associations in matters involving delinquent account collections, restrictions enforcement, HOA rights in bankruptcy, State and Federal Fair Housing laws; governing document interpretation, composition, amendments and legal opinions; parliamentary procedure; and association general counsel matters. sweiss@kamancus.com.











DONATE TODAY
TO THE CAI TN LAC DOLLAR A DOOR OR MORE CAMPAIGN!

During legislative sessions in Tennessee, legislation that impacts Tennessee's community associations is always introduced. CAI TN needs your help now to continue to educate legislators and build relationships on your behalf. We rely on your support to be successful in supporting or opposing legislation. Your donation makes our legislative advocacy and outreach efforts possible.

Please consider donating $1 per door (or more) so CAI TN LAC can represent your community voice at the State Capitol. Giving is easy, donate online today at www.advocacy.caionline.org. Additional information is available on the Legislative Action Committee's website, www.caionline.org/TNLAC.

POLITICS AND COMMUNITY ASSOCIATION MANAGEMENT:
A POWERFUL PAIRING FOR ANY HOA

Homeowners associations are the backbone of well-maintained, harmonious communities. However, in today's fast-evolving legislative environment, even the most well-managed associations have the potential to be blindsided by new laws or regulations that affect their operations, budgets, and property values. That's where government relations specialists come in—and why more HOAs realize the value of having a voice at the state capitol.

What Is a Government Relations Specialist?

A government relations specialist serves as a liaison between organizations, such as HOAs and legislative bodies. They monitor proposed legislation, educate lawmakers about the real-world impact of new laws, and advocate on behalf of their clients. At Ghertner & Company, we hired specialists at Butler Snow to ensure the interests of our communities are understood and protected when new housing, tax, zoning, and insurance laws are under consideration.

HOW DO GOVERNMENT RELATIONS SPECIALISTS BENEFIT HOAs?

Early Seat at the Table

Ensuring your HOA is protected and understood often takes more consideration and strategic planning than many realize. Typically, when a new law is passed, it is too late to change or mitigate its effects on your HOA. Government relations specialists help solve this issue by tracking bills and keeping HOAs informed before a bill can gain traction or become state law. Additionally, without government relations representation, it can be difficult to understand all the ways proposed legislation can affect you directly. Our team at Butler Snow can translate dense legislative legal language into actionable advice for boards and management companies, allowing them to better understand and react to relevant issues.

Avoiding Unintended Consequences

Often, well-intended legislation aimed at protecting homeowners inadvertently results in HOA confusion, increased costs, and a weakened ability to govern effectively. Government relations specialists who both understand the nuances of HOA operations and have the political acumen to help lawmakers fine-tune legislation work to avoid these solvable issues in your community before it is too late. The Butler Snow team and the CAI team work with legislators on constituent complaints about their HOA's all while educating the legislator about the HOA requirements that follow the deed for the property.

At Ghertner & Company, we realize that managing a successful HOA involves more than maintaining common areas and collecting dues. For us, it means staying engaged in the legislative process, as it has the potential to shape a board's role in its community directly. That's why we support efforts to connect our communities with experienced government relations professionals at Butler Snow who understand politics and property management.

Article provided by Mike Zimmerman of Butler Snow

GHERTNER
MAINTENANCE &
REMODELING, INC.

KICK-OUT FLASHING:
A SMALL DETAIL WITH A BIG IMPACT

Kent Knapp, Ghertner Maintenance & Remodeling

Water gives life to all living things. We rely on it for nourishment, habitat, climate regulation, and energy, amongst others. But what gives life can also cause devastation to our most valuable possessions, particularly our homes.

We rely on our homes to keep us warm in the winter, cool in the summer, and most importantly, dry. When water breaches the exterior shell, the effects can be devastating to our investment and our health.

The importance of using best practices in construction cannot be stressed enough but are often overlooked. Whether it be the lack of a quality house wrap, an improper siding installation, or a poor grading design, improper planning and execution of the fundamentals in construction can cost thousands of dollars in repairs.



Recently we encountered a multi-family home missing a critical piece of flashing above the front porch. This "kick-out" flashing is designed to protect the home from a very vulnerable spot where a roof and wall intersect. When missing, the primary protection against a leak is generally a sealant which has a limited life span and requires routine maintenance.



In this case, a poorly placed downspout increased the problem exponentially as it directed runoff directly into the already vulnerable area.

Often when a kick-out flashing is missing or improperly installed it isn't evident for a long period



of time as water enters the wall cavity and rots out the framing from the inside out. Typically, the first signs of a problem are mold or staining on the drywall, baseboards, or floors.

The cost of a quality kick-out flashing is roughly $15. In this case, the cost of repairs was over $10,000. To add insult to injury, this is not an insured cause of loss due to what is deemed to be a builder defect or lack of maintenance. In a multi-family community where there are often tens or hundreds of units, the problem can be widespread and damaging to the HOA's financial position.



Installing a kick-out flashing can be done retroactively with some care. Installing a kick-out flashing during new construction or a renovation where siding is being replaced is a must.

Water is both a vital resource and a relentless force that can compromise the integrity of our homes if not properly managed. As demonstrated by the missing kick-out flashing, even small oversights in construction can lead to significant financial loss and long-term damage. This case underscores the critical importance of proper building practices, attention to detail, and preventative planning, especially when it comes to water management. Investing in small, cost-effective components like flashing during construction or renovation isn't just best practice, it's essential protection. For homeowners, builders, and HOAs alike, prioritizing quality over shortcuts can mean the difference between a secure, lasting home and one vulnerable to hidden and costly damage.

DON'T MISS OUT!

FRIDAY, OCTOBER 31, 2025

GHERTNER & COMPANY
12TH ANNUAL TRADE SHOW

Millennium Maxwell House Hotel
2025 Rosa L. Parks Blvd, Nashville, TN 37228

Trade Show/Lunch: 11am-1pm
Workshops: 9am, 10am, 1:15pm

RSVP no later than Friday, October 24, to
juan.carey@ghertner.com.



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AND WOULD LOVE TO SHARE MORE WITH YOU.

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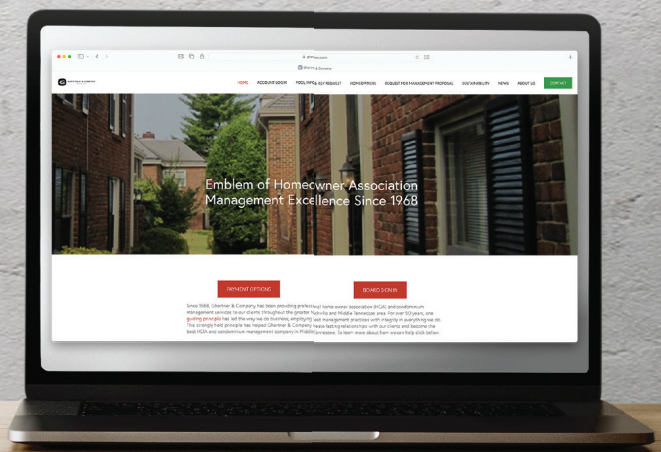

STAY CONNECTED WITH US.