GHERTNER & COMPANY
SINCE 1968

ONBOARD

Newsletter For Association Board Members















Annual Trade Show

BRINGING BOARD MEMBERS & VENDORS TOGETHER









OUR CLIENTS SAY IT BEST!

We were in a time crunch closing on our home. And **Rhonda Norman** stepped up to get the documents done super quick. I can't say enough how much we appreciate her effort. Awesome service!!
ANTHONY P.

Spoke with **Brandon Garner** due to I was trying to put a request in for a paper coupon book on the portal but was having issues getting it done. Within 5 minutes or less Brandon had solved my problem and ordered the coupon book for me. He is very kind, professional and a delight to speak with he is absolutely AWESOME!!!
TRINA D.

Stewart was great at communicating, and very discreet, while getting results rather quickly! Thanks, Stewart!
KIM C.

It was such a joy to speak with **Billie Davis** earlier this morning . She was friendly & very helpful. We need more customer service people like Billie. Thanks sweetie for being nice & polite.
IVY G-W.

I work with a lot of property management companies in my line of work and I can easily say that they are fantastic - Working with **Julian** was an absolute pleasure. He was super responsive and communicated exceptionally well throughout working with him. Julian's professionalism and attention to detail made everything run super smoothly. Highly recommended!!!
NICK F

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

Have lived in a community managed by Ghertner & Co. for seven years and been on the HOA Board of Directors for five. I have been really pleased with the company and our Ghertner rep, **Jeff C**. He's very knowledgeable and responsive when we need help. His years of experience is really helpful to our board. Great representative of the company.
ALAN W.

Our neighborhood is very lucky to have **Janice Tantaris** as our Community Association Manager. She truly cares and goes beyond as if she lives in the community. There is a real sense of pride. Since Janice took over in 2023, she has been instrumental, guiding us to improve our neighborhood and reach our goals.
THOMAS S.

COMMITTED TO BOARD TRAINING

In 2024, Ghertner & Company provided 30 hours of training to the Board members in the communities we manage. Partnering with these community leaders to provide education about common community association topics is one of many things we do to support them. We covered two new topics: The Roles of Officers and Committees and Time Management and Decision Making. Board members joined us in person and virtually for these events. Thank you, Board members, for showing your commitment to community association excellence by joining us for training this year.







BOARD LEADERSHIP TRAINING UPCOMING DATES:

CODE OF CONDUCT FOR BOARD MEMBERS

FEBRUARY 18

LEARNING CENTER

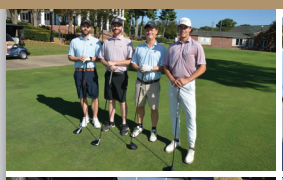
COMMUNITY STANDARDS

MARCH 18

LEARNING CENTER

MARCH 25

MURFREESBORO - HAMPTON INN





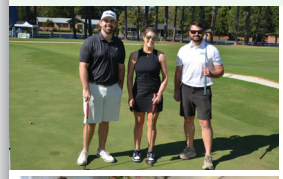



GOLF TOURNAMENT A SUCCESS

On October 7, Ghertner & Company welcomed 130 people, including Board members, vendors and associates, to Old Hickory Golf Club for our first annual golf classic. Different vendors sponsored the event and provided fun swag and activities at different holes on the golf course. Our Board members and vendors are essential to our service, and we used this event to thank them for their commitment to community associations.

Our event sponsors included Land Corps Landscaping, Accuworks, Bouvier Insurance, Commercial Restoration Company, Kaman & Cusimano, LLC, Landscape Workshop, Landscape Services, Inc., Music City Roofers, National Roof Company, Northwest Exterminating, Robins Insurance Agency, Rolling Suds, Roof Doctors, Rose Paving, LLC, Russell Landscaping and True North Developers.

Thank you to all the players and vendors who participated and the associates who helped organize this event.








11TH ANNUAL *Trade Show*

Ghertner & Company prides itself on the different ways we support Board members. Educating and supporting Board members in all aspects of community association management is key to our work.
For 11 years, our vendor trade show has been a unique opportunity for us to introduce Board members to selected community vendors. In 2024, we had workshops focusing on the relationship between reserve studies, banking and HOA insurance, as well as a workshop on HOA compliance.

Thank you to the Board members, vendors, workshop panelists and associates who participated in this event.





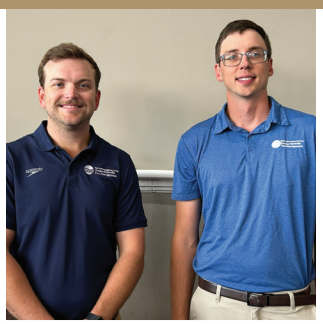






























2024 TRADE SHOW VENDORS

Absolute Pest Control

Alliance Bank

Bouvier Insurance

Community Association Banking/First Citizens

Covenant Seal Coat

ESP Fire Protection

Evergreen Site Solutions

Greater Nashville Pool

Greathouse Landscape

Ground Up

GMR

Hart Property Advisors

LandCorps

Landscape Workshop

LSI

Mighty Dog of Nashville West

Miller Dodson

Mountain Commerce Bank

NCB

Northwest Exterminating

ProRoofers

Pinnacle Bank

Renovia

Robins Insurance

Rose Paving

Sun Deck

Ghertner & Company Sustainability Initative

Yellowstone Landscape



EXCELLENCE THROUGH EDUCATION:
STONE DRIVES ASSOCIATE DEVELOPMENT EFFORTS

Ghertner & Company supports associates with education and professional development throughout their community association management careers. One key contributor to this ongoing support is Angela Stone, Ed.D., CMCA, AMS.

Stone leads onboarding and ongoing training for all associates and oversees a team of managers, community associates and administrative assistants.

Stone began her community association management career as a manager in 2016 after desiring a career change. She learned of an open manager position at Ghertner & Company from Director of Administration Deborah Wallace.

“I loved the idea of community associations because you have a whole group of people who have a common goal that they’re working towards,” Stone said. “We get to be a part of that to make sure they reach it.”

Because of her previous work with Stone, Wallace said she knew Stone would do well as a community association manager and, later, as a team lead because of Stone’s love for teaching.

“Education and development have allowed Angela to do what she has always wanted to do: teach,” Wallace said. “And, she has taken this opportunity to a different level that benefits Ghertner & Company.”

Coming from the academic world, Stone's switch to association management was a welcome challenge. Still, she quickly found her love for education and learning was important to her role at Ghertner & Company.

“You’re constantly educating owners and working to find solutions, all the things that are intriguing to me,” Stone said. In 2019, Stone was promoted to Director of Education and Development one year after beginning a doctoral program in education at Tennessee State University. Stone graduated from the program in May 2024.

The program allowed Stone to focus on curriculum and instruction, increasing her knowledge about the various types of curriculums for different learners, specifically adults.

“By knowing the different types of curriculums out there, you’re able to almost customize training for each person, even though they all follow a standard path,” Stone said. “I’m able to really use what I’ve learned and apply it based on what I know about the individual learner.”

Throughout her time in the program, Stone applied what she was learning to how she created new training and development programs for Ghertner & Company.

Stone developed and named one of the new training sessions “Law and Order: HOA”. Stone said it’s common for community association managers to consult attorneys for various questions, and she believed hosting local HOA attorneys for panel discussions would benefit the Ghertner & Company team.

“As I became a team lead and saw more and more of these questions from my team members and others, I thought, ‘There’s got to be a better way to do this’,” Stone said. Stone is also a fan of the Law and Order franchise, so branding the training after it was a way to get employees engaged in the content, have fun and still learn.

Community Association Manager Chanel Mumford said the Law and Order: HOA training gave her a deeper understanding of HOA-related laws and regulations, allowing her to better navigate legal challenges in her communities.

“The training also offered practical insights into handling common issues, such as enforcement of rules, resolving disputes, and managing liability concerns,” Mumford said. “This knowledge has allowed me to address board and homeowner concerns more effectively while reducing the risk of legal complications for the association.”

Stone's efforts in educating and developing associates allow Ghertner & Company to provide its clients with the best community association management services.

“One thing that I take great pride in is not only turning out great managers and providing a great education for the people we encounter; it’s that as a company, we support education and make it attainable for our associates so that we can provide the best managers and employees possible,” Stone said.

GHERTNER MAINTENANCE AND REMODELING
SUCCESS STORIES



Street lighting can be one of the most costly but necessary assets for an HOA to maintain. As one community recently found out, keeping the streetlighting in good working order was challenging, especially as they aged. Recently, Ghertner Maintenance & Remodeling was tasked with repairing a section of streetlights that had gone out as a large group.



The mission proved difficult as the problem could be one of many: in a pole, underground, in the transformer, etc., most of which were not easily accessible. GMR's in-house electrician, Brett Valdez, and apprentice, Ryan Lampley, were up to the task. Utilizing the GMR bucket truck, the first non-working pole in the series was carefully taken down, confirming a lack of power to the pole.



An underground cable locator was then used to trace the wire and provide a general location of the problem. With some creative sleuthing and some back-breaking effort behind a shovel, Brett and Ryan were able to uncover a prior repair that had ultimately failed: a buried junction box with an underground splice.



To prevent a reoccurrence of the issue, the junction box was removed and replaced with a 4' length of 2" conduit. A new wire was pulled from streetlight to streetlight, thus eliminating the underground splice. After reinstalling the streetlight, a test was performed, and it proved successful. Ten lights, once impacted by a small issue buried deep below the surface, were once again providing safety and comfort to residents.

GHERTNER
MAINTENANCE &
REMODELING, INC.

For more information contact your Community Association Manager or go to **ghertner.com/ghertner-maintenance-and-remodeling**

WINTER MAINTENANCE TIPS

A lack of snow on a roof following winter weather can indicate poor or missing attic insulation or ventilation. Insulation is designed to keep heat in the home during the cold winter months. Improper insulation in an attic is a significant contributor to heat loss, which can cause condensation, leading to mold and other problems. Heat loss and poor ventilation will melt snow on a roof, refreezing at the eaves and causing ice damming and internal leaks. Attic insulation in the United States should meet an R-30 minimum value of 12" or more in depth depending on the type of insulation. If you have the only house on the block without snow on the roof, it is time to have a qualified contractor check the attic insulation and ventilation.

A water meter can freeze and burst in the ground during the winter months. Insulating a water meter is easier than you might think. For less than $20, fiberglass pipe wrap insulation can be purchased at your local home improvement store. Loosely fill a trash bag with the insulation and tie it tight to prevent moisture from getting to the insulation. Stuff the trash bag in the meter box, create an insulation blanket over the water meter, and close the lid. It's that simple and can save hundreds of dollars on repair costs.

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Ghertner & Company

BLOG

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