



lms lieberman management services

Board Games: New Rules for Successful Boards

By Judy Ziner, CPM, Vice President Operations

There is good news for Board Members. Taking care of business has become a little less restrictive under new rules. These changes can save time – the single biggest obstacle to recruiting and retaining homeowners to serve on a Board.

New Legislation allows Boards to convene privately for an expanded number of reasons. Both the Illinois Condominium Property Act and the Common Interest Community Association Act were amended to allow closed meetings to **discuss** the following:

1. Probable or pending litigation
2. Employment related issues
3. Violations of the Rules and Regulations
4. Delinquent Accounts
5. Third party contracts
6. Interview prospective employees and contractors
7. Consult with the Association’s Legal Counsel

These closed session discussions do not require formal homeowner notice. However, all Board votes must be taken in a noticed, open meeting.

Recruiting owners to serve on Boards can be challenging. The most frequent concerns include the time commitment, late night meetings and lack of civility by homeowners or other Board members. New rules, if properly implemented, can alleviate or at least minimize those concerns. Serving on a Board of Directors for your Association or Corporation requires much of you, including property knowledge, decisiveness and the ability to work as a team. A thick skin can also come in handy when making tough decisions for the good of the community

Time commitment can be reduced by delegating responsibilities to management. Your Property Manager and

Regional Director are licensed professionals, with a robust team of support staff. Selectively utilize Committees or Commissions to do the research and leg work on special projects. Tap their expertise in an advisory capacity to assist the Board in prudent decision making.

Board meetings can be conducted in a manner that is less invasive into personal time. Many Boards are experiencing success by holding meetings at 8:00 AM, over the lunch hour or at 5:00 PM. A meeting can be hosted by the Property Manager in the usual meeting place and homeowners can observe by calling in by phone, video chatting or via skype. Board members can call in from their offices, vacation homes or travels.

Finally, take control of Board meetings. They are business meetings for the members of the Board. Homeowners may observe the business meetings, and may participate during the homeowner forum session. A well-run Board meeting should not exceed an hour and a half in length.

The issue of civility, or lack thereof, is getting a lot of press these days. Serving on a Board can place you in the firing line of disgruntled homeowners, vendors, employees and even other Board members. The Board President must take the lead and maintain control of Board meetings, enforcing rules and civility for all parties. If a situation escalates, bring in legal counsel to mitigate growing tensions. Prompt action by the Board will set the standard for behaviors going forward.

In conclusion, I would like to thank you. Working together we can accomplish great things.



For more information on the roles and responsibilities of being on a Board, watch the 2017 Board Boot Camp webinar on our blog at liebermanmanagement.com



2017 IREM Management Company of the Year

2017 BBB Torch Award for Marketplace Ethics



Award-Winning Association Management

By Carla Young Kennedy, CEO



We are thrilled that Lieberman Management Services, Inc. (LMS) was honored with the 2017 Management Company of the Year Award. This award was presented by the Chicago Chapter of the Institute of Real Estate Management (IREM) in March 2017.

The Management Company of the Year is one of the most coveted awards in the industry, fiercely contested among IREM Chicago Chapter No. 23's 700 members. Winners are those who show outstanding results in leadership, sustainability, operations, technology, marketing, industry involvement and community service.

This is the second time LMS has been recognized with this award from IREM. LMS has also won IREM's Technology and Design Award for their proprietary property management and communications software. Lieberman Management Services has been an Accredited Management Organization of IREM since 2005.

This honor is the culmination of a year of record growth, retention and award-winning property management. In the last year, LMS has also won the BBB 2017 Torch Award for Marketplace Ethics, which recognizes our exceptional culture of ethical business practices.

Urban Emergency Preparedness

By Angela Duea, LMS Communications Specialist



Emergencies in high-rise buildings can cause unique problems: how to rescue large groups through long stairwells, prevent fires from spreading widely and ensure that all residents know what to do in a crisis. Members of Association Boards are often the best contacts to help residents prepare for an emergency, so it's important to know what *not* to do as well as the best things to do.

If you suspect a fire, don't assume someone else has reported it. Call 9-1-1 and follow their instructions. All residents should prepare beforehand by tracing a safe path out of the building. Use stairwells and fire doors to leave the building, not elevators. Note that you should always check whether a door is hot or smoke is seeping out before opening it – a hot door means there is fire on the other side.

Modern high-rises are somewhat fire-resistant, so it is likely that a fire will be contained to one unit. If there's a fire in your high-rise, your door is cold and you don't smell smoke, it may be safer to remain where you are than to risk encountering the fire while evacuating the building. It may take several hours for emergency personnel to check all floors of a building. Leave your door unlocked, close door cracks with towels to prevent smoke from seeping in, and wait for instructions from the rescue crew.

In an urban emergency, where traffic and building egress can delay rescuers, be aware of which neighbors may need help. If it is possible and safe to do so, be sure to help your vulnerable neighbors follow the orders of the first responders. If you're unable to help them and they are in danger, mark their location and notify rescue personnel immediately.

Finally, an ABC dry powder fire extinguisher can put out fires involving flammable liquids and gases, textiles and electrical equipment – more than any other type of extinguisher. However, specialized extinguishers are necessary for flammable metals and cooking oils. It's wise for each homeowner to have a working fire extinguisher.

Fire safety is a concern for all – and a well-prepared community helps to alleviate many of those concerns.

Fast Fact

Did you know that Property Managers must renew their licenses every other year through the State of Illinois? Illinois requires all Community Association Managers to have a Community Association Manager license through the Department of Financial and Professional Regulation. All of LMS's Property Managers are licensed by the State of Illinois, and many of them also hold certifications from either the Community Association Institute or the Institute for Real Estate Management. These certifications and designations recognize that Community Managers have taken additional steps to increase their fundamental knowledge required to manage community Associations, and that they have pledged to uphold the state licensing code of ethics. We wouldn't want anything less for our valued residents!



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A New Year, a New Look

By Angela Duea, LMS Communications Specialist

In the spirit of adding value to your community's communications, LMS offers 11 time-saving templates to freshen up your Association's newsletter. If your Communications Committee or Board Members would like to use these templates, your Property Manager can download the template for you to edit. These are a few of the designs:



The templates are designed in Microsoft Word and can be easily modified for your specific needs. You, or your communications volunteer can easily edit text boxes, modify the added photos, or add art. Your updated look will catch your residents' attention and keep them engaged!

Facebook Community Photo Contest Summer 2017

Snap a Pic, Get "Likes" and Win!

We love your community – and we know you're attached to it too. Lieberman Management Services wants to see what you love about your Association or Corporation. Beautiful landscaping, rooftop views, architectural details – we want to see it all!

LMS is running a Facebook photo contest June 30 – August 4 and we want you to participate. Simply grab a camera, take a creative picture, and send it to us. At the end of each week, we'll post all the photos we receive, and the one with the most Facebook "likes" wins a \$20 gift card. This means four opportunities to win! And at the end of the contest, the four winning photos will be judged on creativity, quality, and expressiveness by an LMS panel. They will choose who wins a \$200 cash prize, a special article written about the community, and prominent placement in future publications.

Our full contest rules are available online at LiebermanManagement.com/PhotoContest.



New Communities

We would like to welcome the following communities!



4 E. ELM STREET

Chicago



FIRESIDE TERRACE

Buffalo Grove



RANDOLPH PLACE

Chicago



1320 N. STATE STREET

Chicago



SALEM WALK

Northbrook



WEATHERSFIELD SOUTH

Schaumburg



SURFSIDE

Chicago



BLOOMINGDALE WALK

Bloomington



1200 LAKE SHORE DRIVE

Chicago



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Property Profile: 340 on the Park

By Angela Duea, LMS Communications Specialist



The building called 340 on the Park is one of the tallest all-residential buildings in Chicago - and one with breathtaking views of Millennium Park, Buckingham Fountain, and Lake Michigan. It boasts an indoor pool, winter garden, and gathering room with a kitchen and spacious balcony. In addition to its location and luxury high-rise style, the building has won certifications and awards.

One exciting award is the 2016 Excellence in Engineering Technology Award from the American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE). When the building was constructed in 2007, its cooling systems used district chilled water service. LMS believed that the association would save operating costs over time by

installing chillers and discontinuing water service. The managers brought together a team of experts to design and build the new equipment plant using state of the art technology. The project took 1 ½ years to complete and it will save the association \$500k annually. Winning the engineering award was an exciting capstone to the project.

340 on the Park has also won the Silver [LEED](#) certification for “green’ design, becoming the first residential tower in the Midwest to achieve this honor. Its conservation features include low-flow water fixtures, energy-efficient lights and mechanical equipment, and an indoor winter garden. This building truly is an engineering jewel!

Summer Happenings

For festival goers, [DNAINFO online](#) has published “*The Ultimate List of Every Chicago Festival Happening This Summer.*” <http://tinyurl.com/lkc757n> Here are a few exciting events to consider:

June	July	August
1-4 Maifest	5-9 Taste of Chicago	3-6 Lollapalooza
9-11 Blues Festival	7-9 Irish American Festival	11-12 Reggae Fest
10-11 Old Town Art Fair	14-16 Pitchfork Music Festival	18-20 Edison Park Fest
7-18 Chicago Pride Fest	16 Chinatown Summer Fair	19-20 Air & Water Show
17-18 Gold Coast Art Fair	21-23 Taste of River North	25-27 Taste of Greektown
24 World’s Largest Block Party	27-30 Fiesta del Sol	31-Sep 3 Jazz Festival



If you’re a farmer’s market aficionado, you’ll need [ChicagoNow’s](#) calendar to the summer’s market sites:

<http://www.chicagonow.com/show-me-chicago/2017/04/chicago-farmers-market-calendar-for-2017>

Chicago Farmer’s Markets take place in neighborhoods across the city from Roseland to Lincoln Square, with new locations this year in Austin and Bronzeville. Here are some of the most popular ones:

Mondays	3pm – 7pm	Loyola Farmers Market	6550 N. Sheridan Road
Tuesdays	7am – 2pm	SOAR Farmers Market	220 E. Chicago Ave.
Wednesdays (& Saturdays)	7am – 1pm	Green City Market–Lincoln Park	1817 N. Clark St.
Thursdays	7am – 3pm	Daley Plaza Farmers Market	50 W. Washington St.
Saturdays	8am – 1pm	Green City Market West Loop	115 S. Sangamon St.
Saturdays	8am – 2pm	Nettelhorst French Market (Nettelhorst School)	Broadway & Melrose
Saturdays	9am – 2pm	61 st Street Farmer’s Market	6100 S. Blackstone Ave.
Sundays	7am – 3pm	Maxwell Street Market	800 S. Desplaines St.

[AirBnB Prohibit List](#)

Short-term rentals are a concern to many Community Associations. Last June, the city of Chicago instituted a list of properties that are prohibited from being used in the short-term rental market. To put your community on the list, your Board President must simply produce an affidavit that shows the Association’s governing documents prohibit these types of rentals. Your LMS manager can facilitate this process.

[Fast Fact](#)

Last November, the Occupational Safety and Health Administration (OSHA) issued new regulations for the safety of high-rise workers. These requirements must be implemented no later than **November 20, 2017.**

The new regulations require building owners to have their anchorage structures inspected by a professional each year, and the inspection must be completed before any workers use the equipment. Since this is a new requirement, the professional inspection will be a new expense item for all Associations this year. Your LMS property manager will work with you to comply with the new regulation this year.



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