

Northeast Florida Chapter  
Community Associations Institute



# The Community Connection



*May* is  
**Mental Health  
Awareness  
Month**

**Also...  
Memorial Day  
Hurricane Season  
Everything EXPO!**



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Chapter Executive Director - Jason Bee

NEFLCAI

*NEFLCAI provides education, networking, resources, and advocacy for Community Associations in Northeast Florida and the professionals who serve them.*

## UPCOMING EVENTS

**June 21 - NEFL CAI EXPO**

***"Propertyopoly"***

**July 10th - Monthly Program**

**Maggiano's Little Italy 11:30 a.m.**

## 2024 COMMITTEES

### **Communications**

Zenzi Rogers - Board Liaison

Tara Tallaksen - Chair

### **LAC (Legislative Action Committee)**

David Bonewell - Board Liaison

Robyn Severs, Esq. - Co-Chair

Pilar Dixon - Co-Chair

### **Membership**

Alanda Williams - Board Liaison

### **Programs**

Jesse Martinez-Skinner - Board Liaison

Ed Ronsman - Chair

### **Social**

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Amy Newhouse - Chair

### **EXPO**

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Brian Davis - Chair

### **GALA**

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Stacy Montoya - Co-Chair

Joshua Donlon - Co-Chair

*If you're interested in being on a committee for 2024, we'd love to have you.*

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**Alanda Williams**  
Manin Construction  
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**Leslie Pragasam**  
First Coast Mulch  
Director/Past President  
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Villages of Vilano  
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Liaison to the Legislative  
Action Committee



**Steven Sheremeta**  
May Management  
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Liaison to the Gala  
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**Jason Bee**  
Chapter Executive Director

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# Welcome To Our Newest Members!

## Individuals

- **Megan Maldonado CAM**, Greenpointe Developers
- **Dan Bloemer**, Amelia Island Plantation Community Association
- **Fred Borakove**, Amelia Island Plantation Community Association
- **Bob Carlisle**, Amelia Island Plantation Community Association
- **Walter Cox**, Amelia Island Plantation Community Association
- **Craig Goodall**, Amelia Island Plantation Community Association
- **Michael Heintzmann**, Amelia Island Plantation Community Association
- **Chris Kirwan**, Amelia Island Plantation Community Association
- **Tracy McQuaid**, Amelia Island Plantation Community Association
- **Judy Raggi-Moore**, Amelia Island Plantation Community Association
- **Owen Williams**, Amelia Island Plantation Community Association
- **Paul Dillard**, Beau Rivage of Jacksonville
- **Jean Manz**, Beau Rivage of Jacksonville
- **Michelle Griggs CMCA**, Community Management Concepts
- **Derrick Mitchell, Sr.**, Northlake Homeowners Association
- **Erin Wells CAM**, Priority Community Management

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# May is Mental Health Awareness Month!



May is Mental Health Awareness Month, a time to bring attention to the importance of mental health and to promote understanding and acceptance of mental illness. Mental health is a critical aspect of our overall well-being, and it's important that we prioritize our mental health just as we do our physical health.

How Can We Take Care of Our Mental Health?

Here are some tips for taking care of your mental health:

1. **Exercise regularly:** Exercise can help reduce stress, anxiety, and depression.
2. **Get enough sleep:** Lack of sleep can contribute to mental health issues, so it's important to aim for 7-8 hours of sleep each night.
3. **Eat a healthy diet:** Eating a balanced diet can help nourish your body and improve your mental health.
4. **Practice mindfulness:** Mindfulness techniques like meditation, deep breathing, and yoga can help calm the mind and reduce stress.
5. **Seek social support:** Spending time with loved ones and talking to a trusted friend about your feelings can help you feel less alone.
6. **Limit social media and screen time:** Too much time spent on social media or electronic devices can contribute to feelings of anxiety and depression.
7. **Seek professional help if needed:** If you're struggling with mental health issues, don't be afraid to seek professional help from a therapist or counselor.

This Mental Health Awareness Month, let's prioritize our mental health and encourage others to do the same. By taking care of ourselves and supporting those around us, we can create a more compassionate and understanding world for everyone.

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# Managing Bullies in your HOA



by Marcy Kravit, CMCA, AMS, PCAM

The American Psychological Association defines bullying as “a form of aggressive behavior in which someone intentionally and repeatedly causes another person injury or discomfort. Bullying can take the form of physical contact, words, or more subtle actions.”

Unfortunately, it is all too common for bullying to occur in community associations. Board members and managers need support and guidance to handle these types of situations. Bullying is a form of workplace harassment and violence.

If the bullying is directed at an employee, it can increase the use of sick leave, increase medical costs, and cause employees to quit or request a transfer. Disgruntled homeowners who challenge the board’s decisions, harass board members, chastise the manager, and fight with residents have their own agenda and may be considered bullies.

There are many types of bullying. Verbal abuse is the most common and is extremely demeaning and degrading. These actions are dangerous to one’s self-esteem, causing anxiety, depression, and emotional and psychological harm. Cyberbullying can occur over email, social media, and digital platforms, and it can harm the association’s reputation and present potential liability.

What is the best way to address a bully? Here are some tips:

**Talk with the bully face-to-face outside of a group setting.** Take a positive approach, and communicate about specific unruly behaviors and how they adversely affected an employee, fellow board member, or resident. Explain how the behaviors impacted association operations. If you feel like you need it, bring a witness to support you.

**Criticize the behavior and not the person.** Ask questions. Find out why they are attacking and belittling. Explain that the board, residents, and management are working toward a common goal.

**Discuss and stick to the facts.** Try not to get emotional. Maintain composure, and address the behavior in a friendly, professional manner.

**Create and adopt a code of ethics and board code of conduct.** Require all to sign it and refer to it when an individual gets out of hand.

**Review governing documents, human resources policies, and state laws.** If the bully is on the board, you may have the power to remove the member or reassign them. If the bully is an employee, speak with them, document the conversation, and review the employment manual.

Board and resident bullies need to understand how their behavior affects the entire association. Homeowners have the right to complain; however, they should never disrespect the manager and the board. If a resident makes obscene gestures, is disruptive, or uses profanity, they should be subject to removal from a meeting, cited for violating governing documents, and possibly fined.

A resolution can be adopted if the governing documents do not outline specific provisions regarding unruly behavior. Contact your association attorney to assist with drafting language for a board code of conduct or adopting a resolution. If things are out of control, consider a cease-and-desist order.

It is important to respect differences of opinion and agree to disagree. You may not be able to change someone's behavior, but you can set

boundaries to create a better environment that does not reward bullying or disrupt the association.

### Civility Pledge

Community association boards are regularly faced with challenging and complex issues that can spark strong emotions. A critical responsibility of a board leader is to facilitate community conversation about these important issues. Community association boards can commit to embracing principles that establish a framework for effective community conversations by adopting CAI's Community Association Civility Pledge.

Community association boards use this framework to lead their communities through conversations about difficult and complex issues and harmonizing feedback from residents resulting in decisions that are informed and well balanced for the community as a whole.

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# Reducing Mental Health Stigmas and Prioritizing Mental Wellness



by Hazel Siff

The first step to reducing the stigma around mental health struggles? Understanding how common they are. According to the National Institute of Mental Health, 21% of U.S. adults struggled with a mental illness in the past year, including 25.8% of females and 15.8% of males over the age of 18. If you are struggling, you're not alone. "You would never guess I had depression," says Bill Overton, PCAM, of Desert Resort Management in Palm Desert, Calif. "We don't talk about our weakness. We don't talk about our mistakes." Furthermore, he explained, the community management profession selects for high-performing depressives and people-pleasers. "Nobody thinks you're depressed when you get stuff done."

Mental health struggles have a financial cost. The faster an organization burns through employees, the more often it must bring in new hires. Turnover is expensive. The human cost is even higher. According to the Centers for Disease Control and Prevention, suicide is the second leading cause of death among men between the ages of 20 and 30. And this is only one way stress contributes to health crises. Stress is a known contributor to many serious health complications, though this data is harder to quantify. "Men don't talk about it," Overton expresses. "Successful men don't talk about it. A lot of us are depressed."

This industry, like many others, rewards high performance. Taking on the toughest assignments and refusing to ask for help is rewarded. The cost of performing so high, when doing so means ignoring one's own health, is burnout. Depending on the severity, consequences can range from inconvenient to deadly. How can managers learn to handle both the workload and mental health? Start by creating a completely different level of awareness surrounding mental health. Everybody's mental health is equally important,

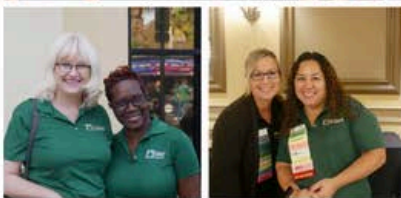
and everybody needs to take regular care of themselves to maintain it. Some have struggled with mental illness for their entire lives; some will develop mental illness later due to external or internal factors; others will not face mental illness at all, but we all struggle with stress.

Every person owes it to themselves to learn what they need and to prioritize giving themselves those things. Every organization owes it to their employees to restructure working life, leaving room and support for self-care.

For some people, this might mean getting a mental health counselor, spending more time outdoors, getting more sleep, exercising more, adopting an emotional support animal, taking more time off work, opening up to a trusted friend or family member, or a combination of these. Knowing we are not alone, taking the time to listen to, support, and care for each other, is an excellent first step in prioritizing mental well-being.

“People change the subject a lot when someone tries to discuss their struggles,” Overton says. “Instead of just saying, ‘feel better,’ let’s talk about it.”

CAI’s new publication helps board members and managers use compassion and empathy to manage resident mental health and conflict. Visit, the [CAI Press bookstore](#) for more information.



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# Flying the American Flag On Memorial Day and Flag Day

by Dawn Bauman, CAE

The unofficial start of summer is here. As we prepare to observe Memorial Day—a day to honor those who died while serving in the U.S. military—many HOA and condo residents across the country will display the American flag.

According to the U. S. Department of Veterans Affairs, the American flag should be flown at half-staff on Memorial Day from sunrise until noon. After noon, it can be raised briskly to the top of the staff until sunset in honor of the nation’s battle heroes.

CAI believes all Americans should have the opportunity to display the U.S. flag.

In July 2006, the U.S. Congress passed the Freedom to Display the American Flag Act.

The law states “a condominium association, cooperative association, or residential real estate management association may not adopt or enforce any policy, or enter into any agreement, that would restrict or prevent a member of the association from displaying the flag of the United States on residential property within the association with respect to which such member has a separate ownership interest or a right to exclusive possession or use.”

The law goes on to say -

“Nothing in this act shall be considered to permit any display or use that is inconsistent with:

1. Any provision of Chapter 1 of Title 4, United States Code, or any rule or custom pertaining to the proper display or use of the flag of the United States (as established pursuant to such chapter or any otherwise applicable provision of law); or



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2. Any reasonable restriction pertaining to the time, place, or manner of displaying the flag of the United States necessary to protect a substantial interest of the condominium association, cooperative association, or residential real estate management association.”

Community associations may not prohibit the display of the American flag. Additionally, they aren't responsible for enforcing guidelines for how to display the flag. We hope your residents enjoy a sense of community this Memorial Day as you collectively honor the fallen heroes who served our country.

Click [here](#) for more information about CAI's U.S. flag public policy, sign and flag policy, related state laws, and legislative tracking on this issue.

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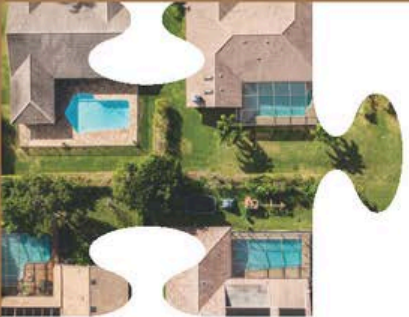
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# Hurricane Preparedness



Hurricane Season: June 1– November 30  
Peak months: August, September, October

Most storm-related deaths occur from storm surge and people using generators inside after a storm.



BEFORE JUNE 1

- ✓ Know your evacuation zone
- ✓ Stock your supply kit, get flood insurance
- ✓ Download "WJAX Weather" app, follow trusted sources

## DAYS BEFORE A STORM

- ✓ Check the First Alert Forecast often but don't doom scroll. Forecasts change, but not every few minutes.
- ✓ Make informed, reasonable decisions.
- ✓ Evacuate if told to do so.
- ✓ Breathe and lean into your community.

## DURING/AFTER A STORM

- ✓ All preparations should be done before tropical storm conditions begin
- ✓ Bridge closures aren't scheduled, FHP makes the call when sustained winds reach 40 mph
- ✓ Use generators outside, avoid downed power lines
- ✓ Continuous coverage on the platforms below.

Average year:

- 14 named storms
- 7 hurricanes
- 3 major hurricanes

Forecasts for 2024 indicate potential for an active year with higher-than-average storms, hurricanes, and major hurricanes.

## SAFFIR-SIMPSON WIND SCALE

Tropical Depression: <39 mph  
Tropical Storm: 39-73 mph  
Category 1: 74-95 mph  
Category 2: 96-110 mph  
Category 3: 111-129 mph  
Category 4: 130-156 mph  
Category 5: 157+ mph

## WATCHES AND WARNINGS

**Tropical Storm/Hurricane Watch:**  
Conditions possible within 48 hours.  
**Tropical Storm/Hurricane Warning:**  
Conditions expected within 36 hours.

**Storm Surge Watch:**  
Possibility of life-threatening inundation somewhere within 48 hours.

**Storm Surge Warning:**  
Life-threatening inundation possible within 36 hours.

**Extreme Wind Warning:**  
Destructive winds above 115 mph are imminent.

**Tornado Watch:**  
Conditions favorable for the development of tornadoes.

**Tornado Warning:**  
A tornado has been spotted or indicated by radar.

## 2024 NAMES

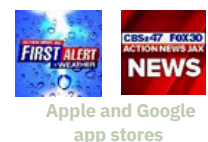
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Forecast cone ONLY depicts where the **CENTER** of a storm's circulation is likely to be. *It does not communicate impacts.*



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# Make an Evacuation Plan

Develop a family hurricane preparedness plan before an actual storm threatens your area. If your family hurricane preparedness plan includes evacuation to a safer location for any of the reasons specified with in this web site, then it is important to consider the following points:

**If ordered to evacuate, do not wait or delay your departure.**

If possible, leave before local officials issue an evacuation order for your area. Even a slight delay in starting your evacuation will result in significantly longer travel times as traffic congestion worsens.

**Select an evacuation destination that is nearest to your home, preferably in the same county, or at least minimize the distance over which you must travel in order to reach your intended shelter location.**

In choosing your destination, keep in mind that the hotels and other sheltering options in most inland metropolitan areas are likely to be filled very quickly in a large, multi-county hurricane evacuation event.

**If you decide to evacuate to another county or region, be prepared to wait in traffic.**

The large number of people in this state who must evacuate during a hurricane will probably cause massive delays and major congestion along most designated evacuation routes; the larger the storm, the greater the probability of traffic jams and extended travel times.

**If possible, make arrangements to stay with the friend or relative who resides closest to your home and who will not have to evacuate.** Discuss with your intended host the details of your family evacuation plan well before the beginning of the hurricane season.

**If a hotel or motel is your final intended destination during an evacuation, make reservations before you leave.** Most hotel and motels will fill quickly once evacuations begin. The longer you wait to make reservations, even if an official evacuation order has not been issued for your area or county, the less likely you are to find hotel/motel room vacancies, especially along interstate highways and in major metropolitan areas.

**If you are unable to stay with friends or family and no hotels/motels rooms are available, then as a last resort go to a shelter.** Remember, shelters are not designed for comfort and do not usually accept pets. Bring your Disaster Supply Kit (next page) with you to the shelter.

**Make sure that you fill up your car with gas, before you leave.**

**[FloridaDisaster.ORG](http://FloridaDisaster.ORG)**





# DISASTER SUPPLY KIT CHECKLIST



## General

- Two week minimum supply of medication, regularly used medical supplies, and a list of allergies
- A list of the style, serial number, and manufacturer information of required medical devices
- Batteries
- Flashlights  
*Do not use candles*
- NOAA Weather Radio  
*Battery operated or hand cranked*
- Cash  
*Banks and ATMs may not be available after a storm*
- Cell phone chargers
- Books, games, puzzles or other activities for children

## Phone Numbers

- Maintain a list of important phone numbers including:  
*County emergency management office, evacuation sites, doctors, banks, schools, veterinarian, a number for out of town contacts, friends and family*

## Clothing

- Rain gear such as jackets, hats, umbrellas and rain boots
- Sturdy shoes or boots and work gloves

## Special Needs Items

- Specialty items for infants, small children, the elderly, and family members with disabilities

## First Aid

- First Aid Manual
- Sterile adhesive bandages of different sizes
- Sterile gauze pads
- Hypoallergenic adhesive tape
- Triangular bandages
- Scissors
- Tweezers
- Sewing needle
- Moistened towelettes
- Antiseptic
- Disinfectant wipes
- Hand sanitizer
- Thermometer
- Tube of petroleum jelly
- Safety pins
- Soap
- Latex gloves
- Sunscreen
- Aspirin or other pain reliever
- Anti-diarrheal medicine
- Antacid
- Laxative
- Cotton balls
- Q-tips

## Food and Water

- Food  
*Nonperishable packaged or canned food and beverages, snack foods, juices, baby food, and any special dietary items to last at least 7 days*
- Water  
*1 gallon per person per day*
- Non-electric can opener
- Paper plates
- Napkins
- Plastic cups
- Utensils

## Important Documents

- Insurance cards
  - Medical records
  - Banking information
  - Credit card numbers
  - Copies of social security cards
  - Copies of birth and/or marriage certificates
  - Other personal documents
  - Set of car, house, and office keys
  - Service animal I.D., veterinary records, and proof of ownership
  - Information about where you receive medication, the name of the drug, and dosage
  - Copy of Will
- \*Items should be kept in a water proof container*

## Vehicle

- Keep your motor vehicle tanks filled with gasoline

## Pet Care Items

- Pet food and water to last at least 7 days
- Proper identification
- Medical records/microchip information
- A carrier or cage
- Muzzle and leash
- Water and food bowls
- Medications
- Supplies for your service animal

Find more disaster preparedness tips at [FloridaDisaster.org](http://FloridaDisaster.org)

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# 2024 Atlantic hurricane season could be among most active on record, experts say

By Debbie Lord, Cox Media Group National Content Desk



The 2024 Atlantic Hurricane season could be a record-setter, according to forecasters as a report released last month calls for 23 named storms to form this year. “We anticipate a well above-average probability for major hurricanes making landfall along the continental United States coastline and in the Caribbean,” researchers from the Colorado State University Tropical Meteorology Project said in a 44-page report. According to the report, activity in the 2024 season will rise considerably above the 1991-2020 average, with researchers predicting 23 named storms and 115 named storm days.

Named storm days count all tropical cyclones with winds of at least 39 mph. Previous years had an average of 14.4 storm days and 69.4 named storm days, the report noted. Forecasters pointed to a combination of intensified La Niña conditions – a phenomenon that causes decreased vertical wind shear that aids in hurricane formation – and **warmer than usual sea surface temperatures** as the reason they are predicting such a jump in the projected number of tropical systems. The La Niña effect is expected to intensify in late summer, the most active time for hurricane formation.

The report said there is a 62% chance of a **Category 3, 4 or 5** hurricane making landfall on the continental U.S. coastline. In an average year, the prediction of such a strike is 43%. Category 3, 4 and 5 hurricanes are considered “major” hurricanes by the National Hurricane Center. A Category 3 hurricane has sustained winds of between 111-129 mph; a Category 4 has sustained winds of 130-156 mph; and a Category 5 storm produces winds of more than 157 mph. Researchers say that along the East Coast, the probability of a landfalling hurricane is 34%. The report says there is a 42% chance of a hurricane hitting somewhere along the Gulf Coast and Florida Panhandle. In average years, there is a 27% chance of a strike.

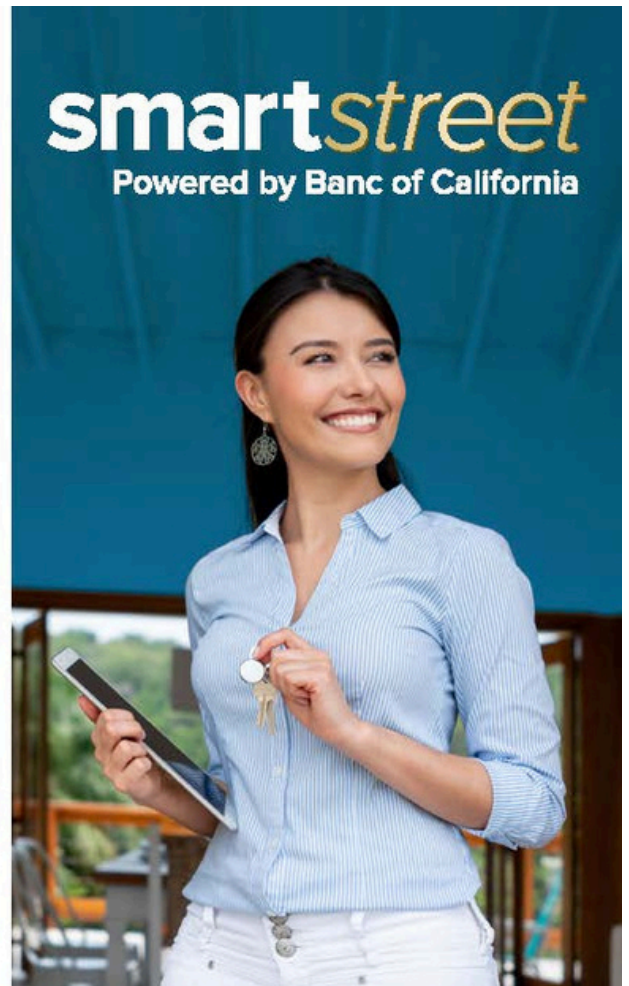
The Atlantic hurricane season runs from June 1-Nov. 30.

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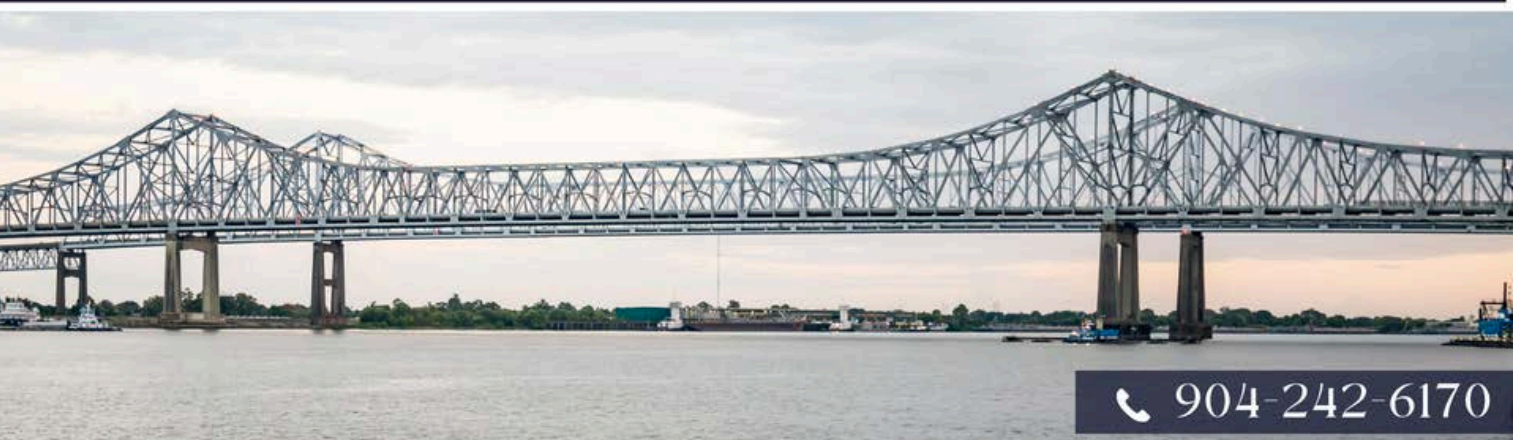
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# Is your HOA Prepared?

With hurricane season starting, making sure your homeowner's association is prepared to face disaster and help homeowners is crucial. The more prepared your HOA is, the easier it will be to minimize the damage and return to normalcy as quickly as possible.

## 1. Make Sure All Roofs Are in Good Condition

Schedule a professional roof inspection as soon as possible to make sure the roof is secure and in good condition. We recommend taking date-stamped photos of all roofs as well so you have a way to prove any damage that occurred as the result of a severe storm.

## 2. Create a "To-Do" List for Storm Warnings

Do you know what to do when you receive a warning of a potential disaster? If not, create a to-do list now. Include things like switching off pool pumps, distributing evacuation plans to residents, and moving elevators to higher floors to avoid flooding.

## 3. Check Your Insurance Coverage

If you haven't looked at your insurance policy in a while, it's always a good idea to take a look before disaster strikes. Make sure your policy limits are high enough to cover repair and replacement costs. You also want to ensure that you have the right types of coverage, like replacement coverage and flood coverage.

## 4. Help Residents with Disaster Prep

Put together a comprehensive list of emergency resources and items homeowners should have in their possession in case of disaster. A few things to put on the list include:

- Proof of residency
- Social Security card
- Passport
- Credit cards
- Cash
- Prescriptions
- Insurance policies
- Candles and lighters
- Bottled water
- Non-perishable food
- Flashlights (with extra batteries)

## 5. Discuss Disaster Planning

Every homeowner's association needs to have a documented disaster plan. This is especially important in places like Florida where there is a potential for extreme weather like hurricanes. Having a detailed plan in place and discussing it with your residents ensures that everyone will know what to do in the event and in the aftermath of a major storm or other disasters.



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# PROPERTYOPOLY

06.21.24 | 8AM - 3PM

ADAM W. HERBERT UNIVERSITY CENTER AT UNF

## SCHEDULE

Our Annual Education Day & EXPO is designed to connect homeowners, board members, managers and the business partners that support them. The classes are free to registered attendees (HOA Board Members and Managers). There are 9 classes total in 3 time slots.

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### 9:00 AM

**Board Certification for  
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 Associations**  
 Ansbacher Law  
 Course #9630601, 1 hour ELE

**Emergency Powers Hurricane  
 Preparedness**  
 Cobb & Gonzalez, P.A.  
 Course #9631761, 1 hour ELE, Legal

**Advanced Disciplines for  
 Vendor Selection &  
 Performance Management**  
 All Dry Services  
 Course #9632536, 1 hour ELE

### 10:00 AM

**Turnover From Developer  
 Control**  
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 Course# pending, 1 hour ELE,  
 OPP

**Capital Reserve Planning**  
 Community Advisors  
 Course #9628028,  
 1 hour ELE or IFM

**Electronic Voting and Virtual  
 Meetings for Florida  
 Condominiums and HOAs**  
 GetQuorum  
 Course #CRS8720, 1 hour ELE

### 1:00 PM

**Artificial Intelligence in  
 Association Management**  
 BMD Law Group P.A.  
 Course #CRS9445, 1 hour

**Safety and SIRS: Reserves to the  
 Rescue**  
 Reserve Advisors, LLC  
 Course #9631924, 1 hour ELE, IFM

**Fining and Suspensions for  
 Community Associations**  
 McCabe Ronsman  
 Course #9632169, 1 hour ELE

**8:00 AM**

**REGISTRATION & BREAKFAST**

**8:30 PM - 2:00 PM**

**EXHIBIT HALL**

**9:00 AM - 10:00 AM**

**CLASSES**

**10:00 AM - 11:00 AM**

**CLASSES**

**11:30 AM - 1:00 PM**

**LUNCH**

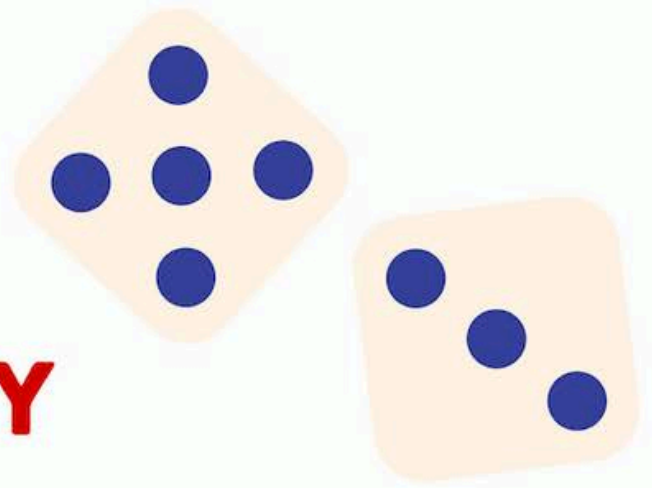
**1:00 PM - 2:00 PM**

**CLASSES**

**2:00 PM - 3:00 PM**

**HAPPY HOUR & PRIZES**





# PROPERTYOPOLY

**06.21.2024**

**ADAM W. HERBERT UNIVERSITY CENTER AT UNF**

## SPONSORS' INFORMATION

### SHOW HOURS/SET-UP

**Set-Up: Thursday 6/20 3:00p-9:00p**

**Set-Up: Friday 6/21 7:00a**

**Tear-Down: Friday 6/21- 2:15p**

**Show Hours: 6/21 - 8:00a-2:00p**

### YOUR SPONSOR AREA

- Meals are in the Banquet Room
- Lanyards and Tote Bags are in the Registration Area
- Coffee breaks, Happy Hour, and Photo Booth are in the Lobby

- You can check in and set up the night before on Thursday, June 20 (the preferred time) at 3:00pm - 9:00pm. You will pull into the back of the EXPO Hall and unload through the dock. We will send a map and directions as we get closer. Doors will be locked overnight.
- On the day of - June 21 - you can arrive as early as 7:00am. Everything must be set up and ready to go by 7:30am. Doors to the Exhibit Hall will open at 8:00am to attendees.
- The Exhibit Hall is open from 8:00am-2:00pm. No booths can be torn down before 2:15pm. The last class session ends at 2:00pm, and attendees will be invited to disperse from the Exhibit Hall. You will exit the building with your materials through the same docking door in the back.
- At 2:00pm, we will have Happy Hour and Prizes in the lobby/registration area, for which of course, you are invited to stay.



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