

Community connection

Winter 2025



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Broc's Talk

Welcoming a new year

As we welcome the new year, I wanted to take a moment to extend my warmest wishes to you, your friends, and families. This time of year is perfect for reflecting on the past and looking forward to the future.

We are incredibly grateful for your continued trust and partnership. Your support has been instrumental in our success, and we are excited about the opportunities that lie ahead. Together, we have achieved remarkable milestones in HOA management, and I am confident that we will continue to accomplish great things in the coming year.

May your new year be filled with joy, peace, and happiness. We look forward to seeing what we will achieve together in 2025.

Warmest regards,



Broc

President, FirstService Residential



Cheers to a productive, successful, and purpose filled year!

2025: New Owner Document

Transition to a more efficient and cost-effective new owner welcome process

Dear Board Members,

Happy new year! We are pleased to inform you of an upcoming enhancement to how we provide new owners with important community information. In an effort to modernize our processes, reduce costs for associations, and promote sustainability, we will be transitioning from traditional welcome packets to a more streamlined method for distributing community documents.

Going forward, new owners in your community will receive a one-page document in addition to resident registration forms. This document will direct them to the resident portal, where they can access the community's rules and regulations, certificate of insurance (COI), and other essential documents. The document will also include a QR code specifically for accessing ClickPay, along with their account number, making it easy for new residents to set up and manage payments.

By moving to this digital approach, we will significantly reduce the number of mailings and postage fees, resulting in substantial cost savings for the association. This environmentally friendly solution also aligns with our goal of reducing paper waste and minimizing our carbon footprint.

For those owners who may not have access to a computer or email, they will still have the option to request a hard copy of the materials by calling the customer care number listed on the document.

We believe this new process will not only enhance the experience for new residents but also provide financial and environmental benefits to the community. If you have any questions or need further clarification, please feel free to reach out.

For communities with unique welcome packets, please note, your property manager will work with the association board to ensure new homeowners continue receiving board communications.

Life, simplified.SM

Board meeting best practices

Updated board packets

Start the new year off with an updated board meeting packet to help your board meetings run more efficiently.



TRAINING PROPERTY
Imaginary Board Meeting 10.15.24 - MK
October 15, 2024 12:00 AM
Board Room at FSR
8100 Old Cedar Ave S
Bloomington, MN 55425

BOARD OF DIRECTORS MEETING AGENDA

I. HOMEOWNER OPEN FORUM

II. CALL TO ORDER

III. SECRETARY'S REPORT

A. APPROVE PRIOR MEETING MINUTES...

B. RATIFICATION OF ARC MOD REQUEST APPROVAL FOR 1234 RAVEN RD...

C. RATIFICATION OF HVAC REPLACEMENT FOR COMMUNITY ROOM APPROVAL...

IV. TREASURER'S REPORT

A. REVIEW FINANCIALS...

V. MANAGEMENT REPORT

A. COMPLETED PROJECTS...

- Board Meeting Minutes: September meeting minutes posted to website and emailed to Owners on September 23.
- Financials: September financials posted to website and emailed to Board on October 11.
- Driveway Sealcoating: TrueSeal completed all driveways, project wrapped up on October 1.
- Insurance Claim: Giffelman has completed all remaining items from insurance claim. All proceeds have been received.

B. IN-PROCESS PROJECTS...

- Balcony Railing Painting: Stone Valley has completed all balconies on the north side of the building. Balconies on the south side are anticipated to be completed by October 31.
- Rule Review: Board continues workshoping the current Rules & Regulations. A draft will be sent to the community for feedback by the end of October, feedback to be solicited by November 15, and final rules to be adopted at November Board Meeting.
- Community Room HVAC: Harris has the parts on order and will be replacing the HVAC system within the next week.

C. FUTURE PROJECTS...

- Generator Repairs: Vendor has recommended several expensive repairs that are not in the budget for this year but would extend the life of the generator. Plan to address next budget cycle.

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2024 Annual Calendar

January

- ☐ Caretaker review
- ☐ Xmas tree collection
- ☐ Schedule Boiler Inspection with Insurance Carrier

February

- ☐ Audit, Mullen
- ☐ Annual Pool License Renewal

March

- ☐ Obtain bids for spring/summer work
- ☐ March 28th Pool License
- ☐ Joint Board Meeting to review shared responsibilities
- ☐ Spring Clean-up should be completed

April

- ☐ Start-up pond fountains
- ☐ Wasp control - Plunkett's (auto-scheduled, double check dates for July)
- ☐ Driveway sweeping (in-house or EnviroClean)
- ☐ Building Carpet Cleaning (Tiller's Steam Clean)

May

- ☐ Dryer Vent Cleaning every two years (KMS last completed 2022)
- ☐ May 1st Irrigation start up
- ☐ Start-up summer boilers
- ☐ Garage Cleaning before drain cleaning (in-house, need parking waiver from City)
- ☐ Garage Drain & Kitchen Sink Drain Jetting (EnviroClean)

June

- ☐ Wasp Treatment (Plunkett's)
- ☐ Exterior Windows Washed (vendor TBD) after Wasp Treatment
- ☐ Cleaning of Roof Air Conditioners - Pro Appliance Service (after cottonwood, bill back to owners)
- ☐
- ☐

July

- ☐

August

- ☐

September

- ☐ Joint Board Meeting to review shared responsibilities
- ☐ Sprinkler Test Inspection
- ☐ Annual Fire Extinguisher Inspection/Cert: Richfield Fire Extinguishers
- ☐ Pond treatment contract expires
- ☐ Comcast bulk service term 9/30/25

October

- ☐ Irrigation & Pond Shut Down
- ☐ Start-up Winter Boilers October 1st
- ☐ Irrigation Shut Down
- ☐ Annual Meeting
- ☐ Insurance policy term 10/27
- ☐ Grounds contract term 10/31
- ☐

November

- ☐ Fire Alarm Testing
- ☐ Budget Approval Needed
- ☐ Send Out Notice of Dues Increase

December

- ☐ Elevator contract term 12/31 (even years)
- ☐ Trash contract term 12/31 (odd years)
- ☐ December 31 fiscal year end

Monthly

- ☐ Post Directories to website and send via email
- ☐ Guest Room & FS Lounge charges
- ☐ Adjust parking stall rental charges, if needed

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Sport Court Resurfacing Proposal.pdf

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PROPOSAL



3731 Thurston Ave
Suite 103
Anoka MN 55303
612-245-0750
www.surfacepromn.com

Proposal
(Insert date)

Proposal Submitted To:
megan.kucz@fsresidential.com

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Access the full template at bit.ly/SampleBoardPacket_MN

2024 Community Association Institute law seminar recap

Each year, the Minnesota Chapter of the Community Association Institute (CAI) holds a law seminar to educate board members, managers, and industry leaders on industry updates, including upcoming legislation, newly passed laws, and guidance on navigating existing laws.

This year was particularly active in the legislature, with several bills focused on homeowners associations introduced in the Minnesota House and Senate. Given this heightened activity, we thought it best to summarize what has passed and what to expect in the 2025 legislative season.

Legislative Update

Cooperatives – New Section in Minnesota State Statute 308C

This law, approved by the House and Senate in April 2024, primarily addresses the organization and operation of cooperatives (Coops). It clarifies how provisions in the Minnesota Common Ownership Act (515B) apply to Coops. The law is set to take effect on August 1, 2025. Amendments are anticipated as some aspects may require further clarification

Insurance Changes Amendment to Minnesota Statute 65A

This amendment clarifies which party's insurance provides coverage in the event of a loss assessment. Specifically, it resolves confusion about whether a person who sold a property before the loss assessment charge remains responsible for the assessment. The law states that the owner at the time the loss assessment is levied is responsible for payment. This change took effect on August 1, 2024.

In-Home Daycares – New Section under Minnesota State Statute 500.217

This law prohibits homeowner associations from restricting or denying permission for owners of single-family homes or multifamily dwellings (where the owner owns the entire building) to provide childcare under a family or group family childcare provider license. However, the law does not apply to townhomes, condominiums, or cooperatives.



CIC Working Group

This legislative working group was established to study the prevalence and impact of common interest communities (CICs) and homeowner associations (HOAs) in Minnesota. It aims to assess how existing laws help homeowners and tenants access safe and affordable housing. Key issues under review include fee structures, fines, foreclosures, rule enforcement, dispute resolution, and comparisons with regulations in other states.

The group will submit its recommendations, including draft legislation, to the legislature by February 1, 2025. Significant legislative proposals based on these recommendations are expected in 2025.

Special thank you to FirstService Residential associates Alyson Astleford, PCAM and Shaun Zavadsky, PCAM for their service on the MN Legislative Action Committee and MN CIC Working Group, respectively.

What to expect in 2025

Legislative updates cont.

Based on current activity in the House and Senate, we anticipate legislation addressing:

- Rising insurance costs affecting CICs and HOAs
- Introduction of an Ombudsperson to assist with dispute resolution between boards and homeowners
- Additional restrictions on board powers to regulate their communities



Nuisance Enforcement and New Minnesota Cannabis Laws

Matthew Swanson, an attorney with Greenstein Sellers, presented on the 2023 cannabis laws that took effect in July 2023. Under these laws, cannabis use (marijuana) is defined as a nuisance, and smoking or vaporizing cannabis is prohibited in multifamily housing. Exceptions exist for medical use, subject to specific limitations. Enclosed is a handout from the seminar for further details on this law.

The 2024 Law Seminar covered important updates on laws impacting common interest communities in Minnesota. Changes include new rules for cooperatives, insurance coverage, in-home daycares, and cannabis use in multifamily housing. The CIC Working Group's recommendations, expected in early 2025, may lead to further changes. Staying informed will help boards, managers, and homeowners adapt to these developments.



Nuisance enforcement and the new Minnesota cannabis laws

Matthew Swanson - Greenstein Sellers

What is a nuisance?

General Definition:

A “nuisance” is an interference with the plaintiff’s use and enjoyment of the land.

Minnesota statute defines nuisance as:

“[a]nything which is injurious to health, or indecent or offensive to the senses, or an obstruction to the free use of property, so as to interfere with the comfortable enjoyment of life or property.”

Minn. Stat. 561.01 (2002).

Caselaw description of a nuisance giving rise to an actionable claim:

A claim arises where a Defendant intentionally maintains a condition that is injurious to health, or indecent or offensive to the senses, or which obstructs free use of property, states an actionable claim in nuisance.

Download the full article at

bit.ly/Cannabis-Laws-MN

Congratulations to our 2024 Community Associations Institute (CAI) Vision Award Nominees



Alicia Smith



Cheri Fiebig



Kelsey Sponsler



Rich Junghans



Tracey Dingel



Bill Hauge



Dave Peterson



Greg Allum



Shaun Zavadsky



Rick Norenberg



Wilder Park



Laurel Hill

Congratulations to the 2024 Vision Award Winners

Jessica Fivecoat
Above & Beyond
Award



Amesbury Homes
Association of the Year
Under 100 Homes

A Look Back at 2024: Boomerangs

As we look back at 2024, we have much to celebrate with our team at FirstService Residential Minnesota. Perhaps one of the most notable statistics is the record number of associates that have returned to our team! This year, we welcomed back 24 “boomerangs” as we lovingly call them, or associates that have previously left FirstService Residential for another opportunity or circumstance and have returned to our team.

While 24 is certainly a record, it’s important to note that associates returning to our team is not an anomaly that we saw in 2024. In 2023, we welcomed back 19 team members and then 17 team members in 2022. We are happy to provide an opportunity for associates to make the decision to return, bring the unique perspectives and experiences that they gained, and continue to support their growth and development.

Alongside our 24 boomerang team members, we have also seen our retention steadily increase over the past few years and our average tenure increase to a five year high of 6.7 years. Coupled with our second year of earning a Great Place to Work certification, we are genuinely excited and proud of our team members, the culture that we have, and the service we provide to our clients.

On behalf of our FirstService Residential Minnesota team, we look forward to another incredible year in 2025.

What our ‘boomerangs’ are saying:

“What makes FirstService stand out to me is not the mission statement, the culture nor the benefits. What makes FirstService a great place to work has always been the people. FirstService Residential has a good mission statement, a good culture, good benefits, and great people from the top on down! This is what has come back to me time and again. The leadership leads by example. We all work for the paycheck, that’s important for sure, but to be validated as a contributing, valued part of the whole no matter what your title is, that’s right up there and motivates me to be my best and do my best.” Alice Herbert

“One of the key reasons I chose to return is that the company culture here is truly authentic. This is a place where the uniqueness of each team member is genuinely valued, and those differences are leveraged to create thoughtful processes and initiatives that make a real impact. It’s been exciting to return to an environment where collaboration and innovation thrive, and where everyone’s contributions are both respected and appreciated.” Veronica Perez



Project Management

You work hard to make sure your property is well maintained, allow FirstService Project Management to simplify the process of capital improvement for your association. From streamlined communication to industry professional engineering experts, our project management division exist to relieve the pressures that capital improvement projects typically bring. Allow us to manage your next project from its initial concept to the final stages of completion.

Take the guesswork out of your next project and allow us to facilitate:

- Project design
- Bid solicitation
- Construction management
- Project communication and reporting
- Safety oversight
- Punchlist

When your association partners with our project management team you can rest assured that your dedicated project manager will minimize distractions to your property manager. Having a dedicated project manager means your board can expect stronger communication between contractors and weekly operations reports shared with your association manager.

FirstService Project Management is more than a complete construction solution, we also advocate on behalf of your board and strive to protect your association from common risks associated with capital improvement projects. Allow us to focus on the nuances of capital improvement projects so that you can focus on serving your community.

To learn more about our new service, reach out to us at:

inquiries.mn@fsprojectmanagement.com

Safeguard your community

Low voltage and security integrations

GITTLEMAN

Low Voltage overview:

Low voltage security systems operate under 100 volts and cover a wide range of services such as access control, video surveillance, alarms, and intercom systems. These systems are essential for minimizing unauthorized access and theft while enhancing building security.

Licensed Power Limited Technicians design, upgrade, install and support features including remote monitoring, real time high resolution digital footage and control access to restricted areas.

What we offer:

Featured Product: Butterfly MX Video Entry System

- Video intercom system and package room control
- User-friendly touchscreen interface
- Allows residents to manage building access remotely
- Enables video calls to visitors
- Records every interaction
- Provides complete view of who enters and exists the property

Advanced Access Control: SALTO Systems

- Offer wire-free and wired lock options
- Provide flexible and cost-effective solutions
- Ideal for upgrading older locks without extensive wiring
- Enable whole-building and unit-level access control for keyless whole buildings
- Significantly lower cost than traditional wired systems

Enhanced Video Surveillance: Partnership with Digital Watchdog

- Delivers high-end video surveillance solutions
- Offers user-friendly Video Management Software (VMS)
- Enables property managers to quickly locate and export security footage
- Efficiently manages security incidents
- Optional MPD integration for live viewing and exporting for faster police response to emergencies



For any inquiries,
please contact: us at:
952.567.6840
service@gittleman.com

Looking back at giving back in 2024

Our team has been actively involved in various social purpose activities throughout 2024, demonstrating our commitment to giving back to the Twin Cities community and making a positive impact.

In February, to honor Black History Month, we supported local black artists in Minnesota by purchasing two pieces of art for our office from Carla Hamilton and Flahn Manly.

In June, the Minnesota Team participated in the Rainbow Run - 5k My Way during Minneapolis Pride Weekend, with the support of approximately 350,000 people.

For the fifth consecutive year, our team took part in the Stride to SAVE Lives Walk/run, raising awareness for mental health and suicide prevention.

Additionally, our team organized a School Supplies Drive for the Kids in Need Foundation, raising \$1,083 for this worthy cause. We collaborated with My Very Own Bed in conjunction with the CAI Gala & Vision Awards, providing comfortable beds and linens to children in families who have recently moved out of homelessness.

And, our team wrote 75 letters and drew pictures to thank veterans for their service as part of the Letters to Veterans initiative.

Currently, our Minnesota team is participating in a One Warm Coat drive, accepting donations at both corporate offices and our holiday party.

We are proud of and thank our team for their efforts throughout the year to giving back to the community in many ways. We are excited to continue our commitments in 2025 by continuing to support existing partners and finding new ways to give back.



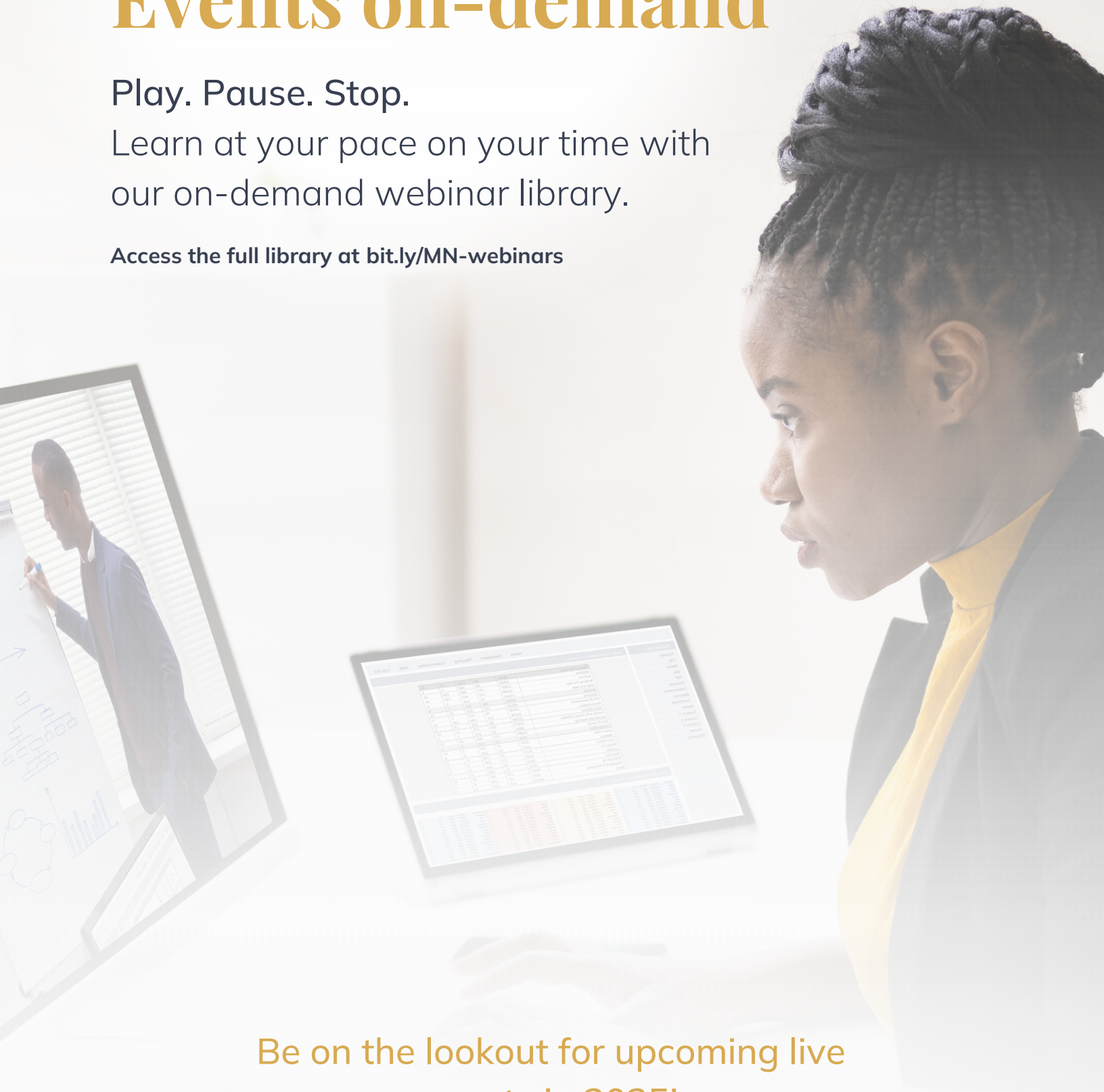
Events on-demand

Play. Pause. Stop.

Learn at your pace on your time with our on-demand webinar library.

Access the full library at bit.ly/MN-webinars

Be on the lookout for upcoming live events in 2025!



Life, simplified.SM



If you have any questions/comments, want to share feedback or just want to have a conversation regarding the newsletter, Community Connections please reach out to us through email:

Email | LetsTalk.MN@fsresidential.com

Visit us online | www.fsresidential.com/Minnesota

Telephone | 952.277.2700