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Elite Management Professionals, Inc.
 •1401 Sunday Drive Suite 116
 Raleigh, NC 27607

Find us online at
www.elite-mgmt.com,
 Facebook and Twitter
 Phone (919) 233-7660
 Fax (919) 233-7661

Office Hours
 Mon.-Thurs. 8:30-5:30
 Friday 8:30-1:00

Emergency Maintenance
 Number (919) 634-4545

Military Care Packages

Each year Elite Management Professionals reaches out to our communities in the effort to help those that are in need of assistance. In memory of the 10th anniversary of September 11th, we would like your help in supporting our soldiers and their families.

If someone you know currently serves in the United States Military, we want to send a Care Package to them for Christmas in the hope of showing our thanks for their bravery and selflessness.

MILITARY CARE PACKAGES. We will need to know the following information:

Name:

Branch of Service:

Address for Package:

A few of their favorite things:

A photo of your loved one (if possible):

If you would like to help us in this project, we would love

to have your support. Some ideas for items to put in the packages are:

Socks (preferably black, brown, green or tan (Not white):

Mini Battery Powered Fans

Personal Electronics: iPods, DVD's, CD's, Video Games, Flash Drives, Headsets (headphones & microphones), Webcams, Used Cell Phones/PDA's

Gift Cards to Chain Stores (Wal-Mart, Target, Walgreens, etc.)

Snacks: Energy bars, Beef Jerky, Trail Mix, Nuts, Sunflower Seeds, Candy, Single Serving Boxes of Cold or Hot Cereal

Personal Items: Lip Balm, Toothpaste, Roll-on Deodorant, Razors, Individual packets of Moist Towelettes, Hand/Foot Warmers, Foot Powder (travel size)

Letters: Thank you letters are among every soldiers favorite items - just a note or picture from a child or grandchild perhaps to tell the soldiers "thank-you!!!"

We will also accept funds to help pay for items that we will pick up or for postage to send the packages.

We would like to send packages out no later than December 9th.

We thank you in advance for your support. Please know how much we appreciate your prior and continued support in this effort.



2011 Food Drive for the NC Food Bank

We want to make this the biggest year yet. We are currently accepting donations of non-perishable food items.

Last year over **810** lbs of food was raised through community participation. We hope to collect even more this year. All food collected will be donated to the local Food Bank of North Carolina.

If you are willing to share your blessings with those less fortunate, please consider contributing canned foods, dried foods and any other appropriate food products to the Food Bank. Please bring your non-perishable food donations in a bag or box by December 9th to the Elite Management Professionals Office. We will deliver

these to the NC Food Bank that afternoon. Or plan to bring your canned goods to the Open House.

Holiday Open House
 Tuesday, sixth of December
 From 5:30 to 8:00 pm
 1401 Sunday Drive, Suite 116
 Raleigh, North Carolina 27607
 (919)233-7660

Community Harmony and Spirit



According to Foundation for Community Association Research's National Survey of Community Association Homeowner Satisfaction, the average community association resident volunteers twice a year for community-sponsored events. Nearly 60 percent of respondents said that they participate in each of the following community-wide events: parties, holiday celebrations, neighborhood watch programs, and community holiday decorating. Forty-five percent of respondents said that they participate in other social events.

However, 45 percent of community association residents also admitted that they either never volunteer or only volunteer in their associations once a year.

How do managers and boards

increase resident involvement within community associations?

By treating all residents as stakeholders and developing and conducting community harmony and spirit-enhancing programs and including residents in the initial stages of program development.

Building community spirit is more than informing residents about board action and improvements. It's asking their opinions and developing programming that they will enjoy that will spur further community involvement.

Community spirit means pride in a community. The community associations of today are neighborhoods of yesterday. Spirited communities, like safe neighbor-

hoods, have higher sale values. Community spirit creates an emotional equity that sets communities apart from the rest.

To promote community spirit in your community, try one of these activities:

- Create a neighborhood assistance program.

Residents volunteer to provide neighbors with all types of assistance such as meals for families with an illness or death in the family, loaner items for medical equipment such as canes and crutches, handyman services for small jobs.

- Hold a clothing drive. Local charities are happy to receive these donations

(Continued on Page 3)

Association Website Corner

If you have not visited your Association website go to www.elite-mgmt.com and click on Communities. Select your community and then register to get started taking advantage of the many features your website offers.

Did you know???

E-Statements are Ready for 2012

This may be one of the most cost prohibitive functions of the websites. Each board should begin to educate their owners about this feature. Homeowners can select to receive their monthly, quarterly, semi-annual or annual state-

ment/ coupons by e-mail. This can save your association hundreds of dollars per year. Go to the "Profile" section of the website and select to receive your dues notice by e-mail.

Event and Meeting Alerts

We have added a new feature. Now your registered homeowners are able to opt-in to an email notification for calendar events. The homeowner will see the new opt-in option in their "My Profile" page. The owner can opt-in to a 1 to 10 day notice of the upcoming event, meeting or other calendar notice. This reminder is sent to the e-mail address.

Association Customized Pictures

Starting later in November, we are adding the ability to have rotating pictures of your community on the home page of your association website.

Currently you can create files of photos for your community in the "Photo Gallery". The rotating photos will come from this file once the system is ready. Download your photos now. Send your community photos and social event pictures to your community Manager.

Questions about your website? Please contact your Manager to take advantage of all website features.

*Association Website
Corner- Tips for
getting the most of
your Association
Website*

Ways to Promote Community Spirit (cont. from page 2)



“45 percent of community association residents admitted that they either never volunteer or only volunteer in their associations once a year.”

- Print a community T-shirt. T-shirts with the community's logo not only increase community spirit, but it also generates additional revenue and serves as a marketing tool.

- Build and install park benches along walking trails and ponds. Find the craftsmen in your community and have them build community park benches with materials provided by the association. This saves money and is a great community spirit project both for the volunteers and the enjoyment of the residents.

- Discover ways in your community to support local charities and schools. Sharing your time, talents, and financial resources as individuals, small groups, and as a corporate entity is a true reflection of community spirit.

- Recognize children. Use your newsletter to note accomplishments in academics and athletics for the teenagers in your community. Coordinate with high schools and your neighborhood parents to get a list of national honor students, first honor students, varsity athletes, and other special honors.

- Sponsor a safety seminar. Did you know that more than 80 percent of child safety seats are improperly installed in vehicles? Coordinate a safety semi-

nar with Emergency Services to educate parents and grandparents on this and other issues such as bicycle safety,

- Promote health and well-being. Use your community center to host a blood drive and/or blood pressure and cholesterol screening.

- Schedule a movie night. On Friday night, turn a lawn area into a movie theater where people can relax on a lounge chair or blanket watching a movie.

- Conduct a resident survey. Conduct a survey of membership opinions on service and issues facing the community.

- Facilitate neighborhood block parties. Use your newsletter to encourage each neighborhood in your community association to have an annual block party. It is a great way to meet new neighbors.

- Publicize upcoming events via e-mails and the web. More and more community association members have websites and e-mail addresses—why not use them? They're an inexpensive way to promote upcoming special events and meetings.

- Publish event photos. What better way to promote community spirit than to show non-participants all the fun

that they're missing?

- Create activities for new residents. For instance, create a Newcomers Club. New residents mingle each month with other new residents. An effort is made to integrate the newcomers into the community activities.

- Give away freebies. Everyone likes to get something for nothing. Solicit a donation of goods, services, or the money to purchase give-a-ways for your next event. The sponsor will gain visibility within your community and you'll draw more people to the activity.

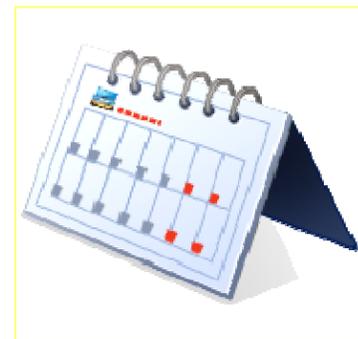
- Send thank-you notes. When someone volunteers—in any capacity—say thanks. Knowing that the board or manager appreciates their involvement goes a long way. It also may start a chain reaction of positive publicity for the board.

- Look for a reason to celebrate. Celebrate your association's success. Celebrate holidays—big and small, traditional and quirky.

- Sponsor association participation in community-wide events. Don't limit involvement to the boundaries of your association.

You might involve people who weren't planning on it.

2011-2012 Calendar of Events



Sunday, November 6 **Daylight Savings Time**

Remember to turn your clocks back 1 hour.

Thursday November 25 **and Friday Nov. 26**

Happy Thanksgiving!

Elite Management Professionals Offices are closed.

Tuesday December 6 **Elite Holiday Open**

House 5:30pm– 8:00pm

Please join the Elite staff to celebrate the season of giving and appreciation of another great year. Food and refreshments provided. RSVP to Dawn Hatcher at dawnhatcher@elitemgmt.com.

Friday December 23– **December 26**

Merry Christmas!

Elite Management Profes-

sionals Offices are closed.

Monday January 2

Happy New Year!

Elite Management Professionals Offices are closed.

Monday, January 9, **2012** at 6:30

Board Member Seminar and Orientation– Please contact Dawn Hatcher to register.

Model Code of Ethics of Board Members

As the year comes to an end, we will have many new Board of Director members elected to hold an important position in the Association. Elite Management Professionals will hold the next Board Education Seminar on January 9 which will cover the Code of Ethics and other responsibilities of the board, homeowners and Management Company. It is important that each board member understand the importance of their position and understand the importance of confidentiality.

This model code of ethics is not meant to address every potential ethical dilemma encountered by a board member, but is offered as a basic framework.

Board members should:

- ◆ Strive at all times to serve the best interests of the association as a whole regardless of their personal interests.
- ◆ Use sound judgment to make the best possible business decisions for the association, taking into consideration all available information, circumstances and resources.
- ◆ Act within the boundaries of their authority as defined by law and the governing documents of the association.
- ◆ Provide opportunities for residents to comment on decisions facing the asso-

ciation.

- ◆ Perform their duties without bias for or against any individual or group of owners or non-owner residents.
- ◆ Disclose personal or professional relationships with any company or individual who has or is seeking to have a business relationship with the association.
- ◆ Conduct open, fair and well-publicized elections.
- ◆ Always speak with one voice, supporting all duly-adopted board decisions even if the board member was in the minority regarding actions that may not have obtained unanimous consent.

Board members should not:

- ◆ Reveal confidential information provided by contractors or share information with those bidding for association contracts unless specifically authorized by the board.
- ◆ Make unauthorized promises to a contractor or bidder.
- ◆ Advocate or support any action or activity that violates a law or regulatory requirement.
- ◆ Use their positions or

decision-making authority for personal gain or to seek advantage over another owner or non-owner resident.

- ◆ Spend unauthorized association funds for their own personal use or benefit.
- ◆ Accept any gifts—directly or indirectly—from owners, residents, contractors or suppliers.
- ◆ Misrepresent known facts in any issue involving association business.
- ◆ Divulge personal information about any association owner, resident or employee that was obtained in the performance of board duties.
- ◆ Make personal attacks on colleagues, staff or residents.
- ◆ Harass, threaten or attempt through any means to control or instill fear in any board member, owner, resident, employee or contractor.
- ◆ Reveal to any owner, resident or other third party the discussions, decisions and comments made at any meeting of the board properly closed or held in executive session.



A Code of Ethics offers an invaluable opportunity for an organization to further its positive identity. This can lead to a more supportive environment and an increased level of confidence and trust among your members.