

CAI - LI Chapter News

Serving Long Island, New York

Published by the Long Island Chapter of CAI

Issue No. 47 – Winter 2020

FROZEN PIPES AND HOW TO AVOID THEM

By DANA EINSIDLER - EINSIDLER MANAGEMENT, INC.

As seasoned professionals in the property management industry, every winter we see the same pattern: the temperature drops, pipes freeze and thaw, then boom! Residents can use this guide to reduce the likelihood of a pipe burst in their home.

Pipe Freeze Prevention

Why it's important: Cold weather can wreak havoc on plumbing and create major headaches for individual homeowners and sometimes an entire cooperative, condominium, or homeowner's association.



In the Kitchen & Bathroom

Is your kitchen located on an exterior wall of your home? Leave your cabinet doors open to allow heat to travel through to your walls. The same suggestions apply to cabinets if your bathroom is on an exterior wall.

Cold Weather Tips for Your Home*

When the weather forecast says that the temperature will drop below freezing, leave your faucets running slightly as this may help to reduce the chance of a pipe freezing and bursting.

Keep your thermostat set to the same temperature during the day and at night, even when you are not home, and make sure your thermostat is set to 70 degrees Fahrenheit at a minimum.

Keep the doors within your home open to allow heat to circulate between rooms.

If you suspect that a pipe is frozen, do

Continued on Page 8



SEWER STEWARDS, INC.

ONSITE WASTEWATER TREATMENT PLANT SPECIALISTS

145 Orinoco Drive #406 Brightwaters, NY 11718

Phone (631) 961-0420

Fax (631) 961-9649

www.sewerstewards.com



Stewardship: 'stew-ard-ship' 'sti-ard-ship: (1.) the activity or job of protecting and being responsible for something, (2.) the careful and responsible management of something entrusted to one's care, (3.) our mission.

SAVE the DATE!
Trade Show
SATURDAY
OCTOBER 3, 2020
9:00 - 3:00PM
Hilton Long Island, Melville

INSIDE THIS ISSUE:

FROZEN PIPES AND HOW TO AVOID THEM	1
THERE OUGHT TO BE A LAW	3
CHAPTER CALENDAR OF EVENTS	4
6 TIPS TO MAXIMIZE THE EFFICIENCY OF YOUR STORMWATER FACILITY	5
PRESIDENT'S MESSAGE	7
SOLUTIONS THAT WORK: WHAT TO DO WHEN YOUR WATER HEATER LEAKS	11
NEWSLETTER: ARTICLES & ADS	14
MAC - NEW PROGRAM!	15

Community Associations Institute — Long Island Chapter

P.O. Box 221, Commack, NY 11725 • 631-882-8683 • info@cai-li.org • www.cai-li.org

CAI National Office 1-888-224-4321 • www.caionline.org



**CAI - LI Chapter
2020 Board of Directors**

President

Eric B. Clemente
Alure Home Improvements, Inc.

President Elect

Melissa Schlactus, Esq.
Taylor, Eldridge & Endres, P.C.

Vice President

Nancy Fox
CAMCO Services of NY, Inc.

Treasurer

Steve Ciaravella, CPA
Fuller Lowenberg & Co. CPAs, P.C.

Secretary

Andrew Nigri
Sancus Insurance Agency, Ltd.

Past President

John Ryley
Dryer Vent Wizard

Board Members

Christopher Byrnes, Esq.
Schroder & Strom, LLP

Linda Donato
LIMS, Inc.

Bill Gatz
Blackstone Property Management

Harvey Kolin
Water Heaters.com, Inc.

Ira Smitheimer
Three Village Green HOA

—————
Chapter Executive Director
Christine M. Majid

2020 ANNUAL SPONSORS

CAI Long Island gratefully acknowledges the help and financial support of our 2020 corporate sponsors, without whom our activities would not be possible. All of our sponsors are important players in the community association industry.

GOLD SPONSORS

BankUnited
Belfor Property Restoration
Capital One Bank
Lawn Elements, Inc.
M&T Bank
Schroder & Strom, LLP

SILVER SPONSORS

Accredited Property Management
Fuller Lowenberg & Co. CPAs, P.C.

BRONZE SPONSORS

Alure Home Improvements, Inc.
CAMCO Services of NY, Inc.
Cohen, Warren, Meyer & Gitter, P.C.
James F. Sutton Agency, Ltd.
Sewer Stewards, Inc.
Union Bank HOA Services

NEW YORK | NEVER STOPS
NEITHER SHOULD YOUR BANK

**Better relationships.
Better tools. Better banking.**

At BankUnited, our talented banking professionals are committed to helping you get to where you want to go. That's better banking with your interest in mind. Contact us today to get started.

<p>Melville 445 Broadhollow Rd. Melville, NY 11747 (631) 454-4700</p>	<p>57th & Lexington Ave. 136 E. 57th St. New York, NY 10022 (212) 705-8600</p>	<p>50th & 5th Ave. 623 Fifth Ave., 11th Fl New York, NY 10022 (212) 409-1200</p>
<p>48th & Park Ave. 299 Park Ave. New York, NY 10171 (212) 409-1300</p>	<p>35th & 6th Ave. 960 Ave. of the Americas New York, NY 10001 (212) 356-7600</p>	<p>Brooklyn 1333 60th St. Brooklyn, NY 11219 (718) 522-8400</p>

www.bankunited.com

BankUnited, N.A.
Member FDIC

BankUnited
We're with you.

THERE OUGHT TO BE A LAW

By ALVIN WASSERMAN - FAIRFIELD PROPERTIES



The board and the managing agent proudly announce to the community: "There will not be a common charge increase for the coming year!" They add: "There has not been an increase for several years prior to this one." One should ask, is this a good thing or a bad thing?

It may sound strange, but members of the community should seriously question when the common charge does not increase. Some of the questions to ask are as follows: Did we reduce operating expenses in some significant and lasting way? Do we have a reserve fund? If there is a reserve fund, how much is in it? What capital expenditures can we anticipate in the years to come? Are we balancing our budget by drawing down on savings or selling assets?

There is a fact about property management that does not change. The fact is that everything always changes. Buildings begin to wear out from the moment they are constructed. Everything at a property has a life expectancy: roofs, siding, asphalt, concrete, bricks, paint, windows, doors, plantings, signs, etc. will last a certain amount of time and then will need to be repaired or replaced.

Operating expenses at a property fluctuate, but in general they increase. Common area heating, air conditioning and lighting, insurance, and repairs and maintenance costs increase over time. Therefore, given an aging infrastructure and increased operating expenses, how can the common charge realistically remain the same year after year?

The board is the governing body at a condominium, cooperative, or homeowner association. The board decides policy. The managing agent makes recommendations to the board but ultimately the board, makes the decisions and the agent carries them out. It is a common misunderstanding for

owners to believe that the agent decides policy at their property. It is no different with the common charge. The agent prepares a budget and the board reviews, revises, and approves it. It is the responsibility of the agent to recommend a common charge increase if it is required. When the agent recommends a common charge increase, only the board can accept or reject it.

No one wants to pay a common charge increase. It is the job of the agent to control costs whenever possible. Management is one line on the budget, but it should positively affect every other line on the budget. In some instances, professional management pays for itself. Even so, common charge increases are usually an unpleasant necessity for reasons already stated.

If a common charge increase is required due to an operating deficit and the board does not approve it, often the deficit does not disappear the following year and it grows even larger. For example, if a 2% increase is required this year and it is not covered by a common charge increase, it carries forward to the next year. If another 2% increase is required next year, it will take a 4% increase to balance the budget. Imagine what would happen if the board disregards deficits for several years and inflation increases expenses 2-3% per year! Ignoring deficits and meeting the shortfall by drawing down on savings or selling assets can bankrupt a property or require huge common charge increases to balance the budget over a number of years.

When a board ignores deficits for several years, a crisis ensues. Usually the crisis comes to a head with the election of new board members and/or hiring a new managing agent. They must address the problem or face severe consequences. The new board and/or agent are the bearer of bad news when they announce the need for a common charge increase. The members of the community, who were complicit the whole time when the common charge held steady, are often shocked. It is like the person who steps off the top of the Empire State Building. Someone sticks their head out of the window on the 50th floor and asks the falling person, "How are you doing?" The person on the way down responds, "So far so good." The falling person will hit the ground devastatingly hard unless someone breaks their fall. The board that makes the hard financial decisions required for the financial health of the community breaks the fall. Congratulations are in order for the board and agent that set things straight, but usually they come under attack by the community. They encounter misdirected anger.

We have seen boards of several major United States corporations ignore serious flaws in their companies' accounting practices. The boards' lax attitudes led to bankruptcies that wiped out the savings of millions of shareholders. Only now are laws being enacted to protect shareholder interests and to prosecute unethical business

Continued on Page 4



COHEN, WARREN, MEYER & GITTER, P.C.

CARYN L. MEYER
ATTORNEY AT LAW

80 MAPLE AVENUE
SUITE 201
SMITHTOWN, NY 11787

TEL: 631-265-0010
FAX: 631-265-0853
EMAIL: CMEYER@CWMGLAW.COM

Continued from Page 3

dealings. Are cooperative, condominium, and homeowner association boards accountable for their financial decisions? The answer is yes, but community members also share responsibility since they receive financial reports and elect the board annually. In the short run, members of the community may not mind sleeping while their common charge remains the same. In the end it is like the person who stepped off the Empire State Building. The law of gravity will always operate whether you are awake or asleep. ■

For more information, you may contact Alvin Wasserman, of Fairfield Properties, at #631.499.6660 x229 or via email at AlvinW@FairfieldProperties.com.

Long Island Chapter Calendar of Events

Thursday, March 12th - 6:00 to 9:00 p.m.
Membership Meeting with Educational Presentation
Technological and Ecological Advances in the
Management of Lakes and Ponds Without Chemicals
Fairfield Corporate Center
Lower Level Conference Room
175 Broad Hollow Road, Melville

Thursday, April 16th - 6:00 to 9:00 p.m.
Membership Meeting with Educational Presentation
Capital One Bank
1307 Walt Whitman Road, Melville

Saturday, May 2nd - 8:00 a.m. to 2:00 p.m.
Board Leadership Development Workshop
for Community Association Board Members
REGISTRATION REQUIRED
Belfor Property Restoration
60 Raynor Avenue, Ronkonkoma

Alure[®]
HOME IMPROVEMENTS
Bring Our Experience Home
Since 1946

FUSION
COMMERCIAL CONTRACTING, INC.

ERIC CLEMENTE
DIRECTOR OF SALES OPERATIONS

MEMBER OF
community
ASSOCIATIONS INSTITUTE

Cell: 631-704-7184 | Office: 516-396-9023 | Email: eclemente@alure.com
 Showroom: 1999 Hempstead Turnpike, East Meadow, NY 11554
 Corporate: 70 Mall Drive, Commack, NY 11725

Whether your needs are business or personal Capital One Bank is here to serve them all with products and services that meet your financial needs.

Robert Plank, Senior Vice President, Business Banking Specialist, provides customized services and products with a full range of Treasury Management, Merchant Services and financing options for homeowners and condominium associations.

For more information contact: Robert Plank | 631-531-2863

Capital One Bank



GO to a Capital One Bank branch in NY, NJ, or CT CALL 1-888-855-BANK CLICK www.capitalonebank.com

Branch bank products and services are offered by Capital One, N.A., Member FDIC. "Capital One Bank" is a trade name of Capital One, N.A., and does not refer to a separately insured institution. ©2009 Capital One. Capital One is a federally registered service mark. All rights reserved.

**MEMBER
FDIC**

6 TIPS TO MAXIMIZE THE EFFICIENCY OF YOUR STORMWATER FACILITY

By GREG BLACKHAM, AQUATIC SPECIALIST - SOLITUDE LAKE MANAGEMENT

The winter season is the perfect time to think about having your community's stormwater pond or management facility inspected, and scheduling for any necessary maintenance or repairs. Sediment removal, pipe repair and other remediation efforts can all be done in the off season to help you prepare the facility for the coming spring. This is also the ideal time to budget for any work that is needed over the course of the year.

Here are the top six things to consider when it comes to maximizing the efficiency of your stormwater management facility:

#1: The strength and integrity of the outlet structure.

It's important to identify cracked concrete and other visible signs of damage as soon as possible. All grates should be cleaned and checked for debris and sediment blockage. If the facility has a low flow orifice, it needs to be free and open. The low flow orifice lets the water drain slowly after rain so that the suspended particles have time to settle. If the outlet structure has a concrete box, nothing should be present that may impede the flow of water. Signs of erosion should be checked for above where the structure meets the pipe. This is often an indicator of a gap in the seal and the beginning of a sinkhole.



Cleaning Outflow

#2: Functionality of emergency spillways.

In the event of heavy rainfall over a short period, debris can quickly block the outlet structure before anyone has a chance to clear it. An emergency spillway is a channel below the top of the embankment that can provide some relief to the system and direct discharge away from critical structures and protect the

embankment. The spillway should either be vegetated with light vegetation or stone.

#3: Inlet build-up and flow.

Inlet build-up and flow is especially important right at the end of any pipes because a blockage there will cause a backup on a nearby street, which could expose buildings to a risk of flooding.

Continued on Page 9

YORKSHIRE PROPERTY MANAGEMENT LLC
PROPERTY MANAGEMENT OF CO-OPS, CONDOS, RENTALS,
COMMERCIAL AND BACK OFFICE

SHEN RAJCOOAR
PRESIDENT
775 Brooklyn Avenue, Suite 103
Baldwin, NY 11510
516 868 5224
shen@yorkshire-property.com

*When you look at a field of dandelions,
you can choose to see a million weeds
or a million opportunities...*

Choose opportunity.

Serving Condominiums,
Homeowner Associations & Co-ops
for over 25 years


Fuller Lowenberg & Co., CPAs, P.C.

Accounting | Tax | Advisory
200 Motor Parkway, D-24, Hauppauge, NY 11788 • 631-499-7900 • www.flcpas.com

FAIRFIELD PROPERTIES

A Small Company that Grew Providing Personal Service with Integrity

THE FAIRFIELD ADVANTAGE

- 45 years' managing properties on Long Island.
- Fairfield's business practices balancing quality service and cost savings saves our clients' money. Hundreds of vendors & contractors on bid list.
- Administrative Assistants assigned to managers to answer calls when managers are in the field and to provide administrative clerical support.
- Emergency Service dedicated phone number for every property with a live operator and 4 levels of protection in case of an emergency.
- Finance and Accounting Departments led by a MBA and CPA's with Staff Accountants, A/R and A/P in our Melville office available to answer questions or meet with board members. Customer service on Long Island.
- Online payment of invoices to vendors and contractors. Board members can review invoices, backup, and payment history online at any time.
- **NEW** – ActiveBuilding will be implemented over the next few months.
 - Owners' portal to view their account balances and activity online.
 - Online service requests and online responses in the portal.
 - Owners can opt for email billing or to receive paper bills.
 - Owners can click a link to pay online or can mail checks.
- Property Managers with minimum 5 years up to 35 years' experience managing Condominiums, Cooperatives and Home Owner Associations.
- Multi-level supervision and weekly staff meetings to ensure quality service for our clients. Activity at every property reviewed weekly.
- Property Managers perform weekly site visits without hesitation driving a Fairfield company vehicle.
- Competitive pricing!

ALVIN WASSERMAN
538 BROADHOLLOW RD
THIRD FLOOR EAST
MELVILLE, NY 11747

Phone: 631-499-6660 x229
Fax: 631-499-2042
E-mail:
AlvinW@FairfieldProperties.com



PRESIDENT'S MESSAGE

By ERIC B. CLEMENTE - ALURE HOME IMPROVEMENTS AND CAI - LI CHAPTER PRESIDENT FOR 2020



It is my pleasure and honor to serve as CAI-Long Island's President for 2020. I am the Director of Sales Operations for Alure Home Improvements. As the DOS, I am responsible for optimizing the sales process, consumer experience, identifying team KPI's, implementing, training, and managing new sales technology and the company CRM system, as well as business development in the multi-family and commercial

sectors of the business. I also serve as a NYS delegate for CAI's Legislative Action Committee and I am proud to have been awarded the CAI-LI President's Award in 2016. I have an affinity for helping people and so I am also the President of the Mary Jayne Casillo Foundation, a foundation dedicated to helping those affected by cancer as well as supporting research and awareness of breast cancer. I am also an extremely proud father of Eric (14), Madison (7), Harrison (5) and Jack (4) along with my better half Laura-Jean.

I can assure you that we are going to have a fantastic year! We have a roster of Officers and Directors on our Board that are smart, willing, and go-doers. We have scheduled some fantastic seminars for our members that are being presented by experts in their fields, on-going training, and many other plans in the making. Our Board and committees continue to work extremely hard on providing each of our members the best value possible! We welcome anyone reading this to join the Trade Show or Membership Committee. If interested, please contact Christine at info@cai-li.org.

This year, I would like to focus on expanding networking opportunities, educational opportunities, legislative activities,

and membership growth. Through networking and fellowship, our members will connect with not only some of the finest and willing industry vendors (Business Partners), but very bright and experienced board members. Our monthly meetings, annual Trade Show, and quarterly newsletters, are all designed to help community board members expand their knowledge of community association governance. CAI National is extremely vibrant in the government world and their involvement and success is very important to all of us. I will be continuing my involvement in the NYS LAC (Legislative Action Committee), gathering our association's input, and providing our members with continuous updates on its workings. Lastly, we are eager to continue our membership growth.

We are extremely grateful for the support from our sponsors: **GOLD:** Bank United, Belfor Property Restoration, Capital One Bank, Lawn Elements, M&T Bank, and Schroder & Strom | **SILVER:** Accredited Property Management and Fuller Lowenberg & Co. CPAs | **BRONZE:** Alure Home Improvements, CAMCO Services of NY, Inc., Cohen, Warren, Meyer, & Gitter, P.C., James F. Sutton Agency, Sewer Stewards, and Union Bank. PLEASE always consider supporting our sponsors and business members through questions, friendship or referrals. I would also like to thank Christine Majid for her continuous support as our Executive Director, our immediate past president John Ryley for his efforts as Chapter President 2019 and Chris Byrnes (2018 Chapter President) for being my trade show co-chair for 4 consecutive years. ■

Please feel free to contact me directly with ANY questions, concerns, suggestions you may have at 516-396-9023 or eclemente@alure.com.

SAVE the DATE!

Trade Show

SATURDAY

OCTOBER 3, 2020

9:00 - 3:00PM

Hilton Long Island, Melville

**ATTENDANCE IS FREE FOR
COMMUNITY BOARD MEMBERS!**

BOB LEWIS

www.DumorConstruction.com
dumor@optimum.net



CONSTRUCTION INC.

PARKING AREA SPECIALISTS
ASPHALT PAVING & PATCHING, POWER SWEEPING
SEAL COATING, CRACK FILLING, STRIPING, SNOW PLOWING,
CONCRETE WORK, EXCAVATION, DRAINAGE

42 Grant Avenue
Bay Shore, NY 11706

Phone: (631) 586-7200
Fax: (631) 586-7208



Property Management

For decades, the name **Racanelli** has been synonymous with high-quality real estate services.

Today, **Racanelli Realty Services, Inc.** continues the tradition of providing the highest standard in residential property management by tailoring their services to accommodate each community's specific requirements.

We treat your community as if it were our own.

45 Mall Drive, Suite 5 • Commack, NY 11725

631-434-9400

lois@racanelli.com • www.racanelli.com

Continued from Page 1

not wait to address it. Contact a plumber immediately, as damage from a thawed pipe can potentially be substantial.

*Snowbirds who leave their New York home for the winter should keep these tips in mind before they leave for the season. If you stay in New York for the winter, these tips are relevant all season long.

How to Tell When a Pipe is Frozen

If water is not coming out of your faucets, and it is freezing outside, your pipes are likely frozen and you will likely need to contact a plumber. Check your house rules and community policies for details on who is responsible for addressing plumbing issues.

Stay Informed

Keep an eye on your preferred weather source for temperature drops throughout the winter season. For more cold-weather tips, read our winter safety article at einsidler.com/wintersafety. ■

If you have any questions, please contact Dana at her office #631.961.1092 or via email at Dana@einsidler.com.

M&T Bank. Helping you meet the financing needs of your association.

At M&T Bank, we understand the challenges faced by condominium and home owner associations when major projects, unexpected repairs or improvements need to be addressed. Our experienced relationship managers will partner with you and your board members, review your project requirements and offer the best solutions to help meet your needs. Please call Patrick Matheis at 516-391-7628 to learn more.

 **M&T Bank**
Understanding what's important®



mtb.com ©2013 M&T Bank. Member FDIC.

CAI Members Get All the Benefits

EXCLUSIVE, MEMBERS-ONLY CONTENT ONLINE

www.caionline.org/MemberContent

Research Library | Governance & Management Resources
Forms & Templates | Newsletter Archives



Continued from Page 5

Swale and riprap channel inlets should be clear of trees and woody vegetation. All channels that carry water to the facility should be kept clear of debris, sediment, and excess leaves.



Clogged Inflow Pipe

#4: Forebay functionality and debris removal.

Some stormwater ponds have forebays, which are collection points just beyond an inlet made of stones or earth. These forebays act as filters to capture most of the incoming debris and sediment in one location, making routine maintenance easier and

extending the longevity of the main pond or basin. Some vegetation is encouraged, as an added filter, but larger woody growth and trees are discouraged.

#5: Establishing a healthy safety bench.

Many stormwater ponds have one or more safety benches to help prevent people from falling into deep water and drowning. These safety benches usually form a ring around the entire facility and should be vegetated with grass and/or wetland and aquatic plants. In dry areas, the vegetation helps to keep the soil together and prevent erosion. Safety benches in wet locations should be vegetated for similar reasons and can also help to prevent algae growth in these warm shallow areas where algae is produced much quicker than in deeper regions of a wet pond.

#6: Installing a proper vegetative buffer along the lake or pond embankment.

A buffer zone can help stop trash and debris from entering the main section of the waterbody. It can also block the soil from rain splash erosion. Keeping an un-mowed embankment protects the soil from the continual weight of commercial lawn mowers as well as grass being blown into the pond. It is okay to allow some small shrub species exist in the buffer, but larger trees are problematic because their roots can lead to additional erosion

Continued on Page 10

**A HELPING HAND
WHEN NEEDED MOST**

- FIRE/SMOKE DAMAGE
- STORM DAMAGE RESTORATION
- WATER DAMAGE RESTORATION
- FROZEN PIPE BURST
- MOLD REMEDIATION
- DEODORIZATION
- SEWAGE BACKUP
- CONTENTS RESTORATION/STORAGE
- EMERGENCY SERVICES
- RECONSTRUCTION



WHEN DISASTER STRIKES, EXPERIENCE MATTERS MOST.

Whether your problem is minor water damage or a major fire, every property crisis calls for effective solutions—immediately. Knowing that the first 72 hours are critical to a successful recovery, our team of experts will work in a timely manner to expedite the process—helping to save your assets and your money.

BELFOR—THERE WHEN YOU NEED US.



Suzanne Borelli 631-478-7824

Continued from Page 9

around the waterbody.

Timing is important. As vegetation starts to go dormant over the winter, it is much easier to visually identify the key elements of the stormwater management facility and take appropriate action. This is also the time of year when the majority of debris accumulation occurs, especially leaf litter. Structural problems and upstream flooding can be very expensive and time consuming when a failure occurs. Having an annual management plan in place will allow professionals to see developing issues early, and proactive steps can be taken to prepare the stormwater facility before a massive rain event happens. With routine inspection and repair, the stormwater facility should continue to perform well for many years, even decades! ■

Greg Blackham is an Aquatic Specialist with SOLitude Lake Management, an environmental firm socializing in sustainable lake, stormwater pond, wetland and fisheries management services. Learn more about this topic at www.solitudelakemanagement.com/knowledge.

Interested in learning more about lake management?

Then please join us at the Fairfield Corporate Center in Melville on Thursday, March 12th from 6:00 to 8:00 p.m. as our guest speakers from Solitude Lake Management present an educational presentation “Technological and Ecological Advances in the Management of Lakes and Ponds Without Chemicals.”



**ACCREDITED PROPERTY
MANAGEMENT**
REAL PROPERTY MANAGERS

Restoring Balance. Enhancing Beauty.

Your community members deserve healthy and functional waterbodies that serve as beautiful focal points and provide a recreational outlet for family and friends. With a commitment to innovation and technological advancement, we offer an array of sustainable lake, wetland and stormwater pond management solutions tailored to your community’s needs.

Algae & Aquatic Weed Control | Water Quality Testing & Lab Services | Fountains and Aeration | Erosion Control
Invasive Species Management | Lake Mapping | Fish Stocking | Hydro-raking | Mechanical Harvesting | Dredging



Access a wealth of FREE lake and pond management resources: solitudelakemanagement.com/educate

Water: It's 71% of your world... 100% of ours.

855-282-3496 • solitudelakemanagement.com

For a full list of our superior service offerings, visit www.solitudelakemanagement.com/services

SOLITUDE
LAKE MANAGEMENT
A Rentokil Company

**SOLUTIONS THAT WORK:
LEARN WHAT TO DO WHEN YOUR WATER HEATER LEAKS**

By HARVEY KOLIN, DIRECTOR OF SALES - WATERHEATERS.COM

Have you noticed water heater leaks? Water heater leaks are relatively common and are normally easy to diagnose. It will also be easy to determine a course of action when you follow this guide. Upon discovering a water leak, turn off the breaker going to your appliance. This will allow you to investigate the source of the leak safely. Many leaks are nothing more than slow drips and will not cause you too much problem. However, if you notice water gushing from your pipes or the tank itself, you will need to turn the water supply off as well.



With the breaker and/or water supply turned off, you can now try to track down where your leak is coming from. Depending upon where your unit is located, you could need a flashlight to help you see into dark corners. Keep in mind that the outside of your tank could be very hot, so you should use caution whenever you are touching it.

Many times, what appears to be a water leak is not actually one at all. Instead, it is simply condensation that has built up along the outside of your tank. Condensation accumulates when your appliance is first filled with cold water that requires heating. As the water inside the tank warms up, droplets form on the outside of your tank, giving the appearance that it is sweating. Condensation is nothing to be concerned about and actually shows that your water heater is operating as it should.

Continued on Page 13

Condominiums. Cooperatives & HOA's

Call
Jim Sutton

Sutton Agency, Ltd.

www.SuttonIns.com

Insurance Services Since 1963

143 East Main Street East Islip, Long Island, NY 11730

631.581.7978

*See Us for All Your Insurance Needs
Representing more than 20 Companies*

LIMS INC.

Discover
The difference with our personal
Commitment to your community's future

Serving
Condominiums
Homeowners Associations
Cooperatives
Medical Parks
Commercial Properties
for 40 years

MEMBER OF
community ASSOCIATIONS INSTITUTE

Long Island Management Services Inc.
(631) 724-2424 | (800) 995-2700
manager@limsmanagement.net
www.limsmanagement.net



Building Community Through Excellence.
"Our goal is to continue establishing and maintaining the absolute finest homeowner association property management available, based on personal service, integrity, and empathy.
The company's objective is to continue to grow at a pace dictated only by our ability to serve; therefore our clients' satisfaction, their personal referrals, and their continuing loyalty, are our primary barometers."

Touchstone Property Management, LLC
 16 Sawgrass Drive, Suite #1
 Bellport, NY 11713
 Office: 631-448-7919, Ext: 103
 Fax: 631-448-7920
www.TouchstonePropertyManagement.org

Do you want to become a better board member?
Or earn your PCAM?

Then, check us out at www.foundation.caionline.org where you can access our free reports and show off **your smarts, promote your company, and generate new business with one small donation!**

Donate to the Foundation's Big Picture campaign with a gift as little as \$40 and your peers, colleagues, and clients will know that you make decisions based on factual data that has already been tested, vetted, and approved!




FOUNDATION FOR COMMUNITY ASSOCIATION
research
www.foundation.caionline.org



Your Total Outdoor Solution!



A landscape professional understands the difference between just mowing a lawn and manicuring a property.

We have pioneered a new approach to landscape maintenance and snow removal... one that includes direct supervision and communication processes, a series of checks and balances, and a proactive approach to every property we maintain.

Lawn Elements specializes in Condominiums, HOA's and 55 and over communities... We offer complete landscape maintenance and snow removal packages tailored to your specific needs.

Our services include:

- Landscape Maintenance
- Law Care Programs
- Tree & Shrub Care
- Snow Removal
- Landscape Design/Build Services
- Seasonal Flower Displays
- Masonry
- Irrigation

What Our Clients Are Saying...

“Lawn Elements makes responsible promises and always follows through. They truly care about what they do and take great pride in their work.”

-Willow Pond HOA Riverhead, NY

Read more: LawnElements.com/testimonials

Our proven landscaping support methods save you time, money, and aggravation... Guaranteed!

LawnElements.com

Call Us Today 631-656-9711

Make the change and experience the Lawn Elements Difference!

Continued from Page 11

Heating Element Gasket

Your appliance has an upper and lower heating element. Each one contains its own gasket, which seals the heating element to the tank. If the gasket is worn, you may notice small drips coming from the side of your tank. This problem can be resolved by removing the element and then replacing the gasket. Even if your gasket is not leaking, you should always replace it any time you change out one of the heating elements.

Temperature Pressure Relief Valve

A temperature and pressure relief valve is located on your water heater. The purpose of this valve is to monitor the water pressure of your tank. If the valve senses too much pressure, it will release water in order to alleviate it.

Often, too much pressure occurs whenever the water heater's temperature has been set too high. Try reducing the temperature, and if that does not work, then you could have a problem with the amount of pressure in your water supply.

Water Heater Drain Valve

Your unit's drain valve is located near the bottom of your appliance and somewhat resembles a garden hose spigot. If water is dripping from this location, it could mean the connection is loose. Tightening the drain valve will resolve most leaks coming from this area. Your drain valve might also be defective, in which case a replacement would be needed.

Water Heater Leaks

In some cases, you may notice water leaking from the tank. This is most often due to corrosion that has eaten away at the metal surface. You may observe rust or small holes in your water tank as well. Unfortunately, there is no way to patch up a corroded water tank, meaning that a replacement is in order.

If you are in need of a new water heater, buying a quality unit will reduce the odds of you developing a leak in the future. For water heater leaks, sales, and service, be sure to contact an industry professional. ■

For more information, please contact Harvey Kolin from Waterheaters.com at #631.300.5145 or via email at harvey@hkolin.com.



HOA Premium Reserve Solution

Put your funds to work with the leading community association bank.

Secure deposits, competitive rates and a streamlined banking experience.

CIT offers a range of solutions to manage and grow HOA funds safely and effectively:

- Choose from the Premium Sweep Account, Premium CD, Premium Ladders CD and Premium Money Market
- Enjoy the ease of dealing with one bank to serve all your HOA banking needs
- Get a competitive rate of return to grow your reserve funds
- Access your funds when needed with the flexibility of investment options

And with our HOA Premium Reserve Solution, you get the security of knowing your funds are protected and secured by a surety bond.

Let's see what we can do together.



Matthew Driscoll, VP, Regional Account Executive
443.866.9076 | 866.800.4656 x761 | matthew.driscoll@cit.com
cit.com/CAB

Deposit and loan products are offered through CIT Bank, N.A., the FDIC-insured national bank subsidiary of CIT Group Inc. ©2020 CIT Group Inc. All rights reserved. CIT and the CIT logo are registered trademarks of CIT Group Inc. MM#7464



626 RXR PLAZA, 6TH FLOOR
UNIONDALE, NEW YORK 11556

BAY RIDGE SECURITY SERVICE
EST. 1973

SECURITY GUARD SERVICE & VEHICLE PATROL
NASSAU: (516) 415-2061 • SUFFOLK: (631) 392-8305
AGLABELLA@BAYRIDGESECURITY.COM

John Ryley
President

1-866-498-SAFE (7233)

JRyley@dryerventwizard.com
www.dryerventwizard.com

Dry Clothes - Safe Homes

Dryer Vent Cleaning • Repair • Alteration • Installation

Banking solutions to help your communities thrive

Ralph Ascoli
Regional Account Executive
603-210-5215
ralph.ascoli@unionbank.com

A member of MUFG, a global financial group

Financing subject to credit and collateral approval. Other restrictions may apply. Terms and conditions subject to change.
©2018 MUFG Union Bank, N.A. All rights reserved. Equal Housing Lender. Member FDIC. Union Bank is a registered trademark and brand name of MUFG Union Bank, N.A.

SERVICES OF NY, INC.

Nancy Fox 631-476-2100 ext. 214
Director Operations FAX: 631-743-9780
Licensed Real Estate Salesperson CELL: 631-484-3066
Email: nancyf@camcoservicesny.com

Property Management • Leasing • Investment Sales
PO Box 990 • Port Jefferson Station, NY 11776

CAI - LONG ISLAND NEWSLETTER

The CAI - Long Island Newsletter is published quarterly by the Long Island Chapter of Community Associations Institute (CAI-LI) and is distributed to its members and is available on the Chapter website (www.cai-li.org). This publication provides members of CAI with letters from the Chapter President, informative articles written by industry professionals and service providers, updates on current legislation, and business advertising. The Chapter strives to provide our members with timely information and tools needed to keep them informed on community association issues.

The Newsletter Committee is always looking for new articles to publish. Articles should be educational, non-promotional in nature, and have a suggested word count between 500 and 1,500 words. CAI-LI retains the right to edit articles to conform to content and space requirements.

If you are interested in submitting an article for possible inclusion, please contact Christine M. Majid, Chapter Executive Director, at info@cai-li.org.

Quarterly Deadlines

Winter Issue - January 31 Summer Issue - July 31
Spring Issue - April 30 Autumn Issue - October 31

Interested in advertising with us? Let us know!

If you would like to reserve space in the next newsletter, just let us know the preference of your ad space:

- Business card size ad in color \$100
2.5" x 3.75" in b&w or color
- Quarter page ad in color \$200
3.75" x 5.0" in b&w or color
- Half page ad in color \$400
5.0" x 7.5" in b&w or color
- Full page ad in color \$800
7.5" x 10.0" in b&w or color

Annual pre-paid packages are available offering a 10% discount and include placements in 4 continuous issues.

Do you have an ad ready now? If so, send it along and we will keep it on file until needed. Any questions, please let us know.

MEMBERSHIP ACTION COMMITTEE

In 2020, one of the primary goals for the CAI-Long Island Chapter, and myself, is the establishment of the MAC (Membership Action Committee) and the pursuit of membership growth in the double digits. Together, we share a passion for providing all those who live in community associations and are community leaders the education and support to have a community culture that is reflective of where people choose to live. We would like to thank the following Business Partners for their support — Alure Home Improvements, Inc., Blackstone Property Management, Dryer Vent Wizard of Suffolk County, Long Island Management Services, and WaterHeaters.com.

Eric B. Clemente – President



get the lint out
866-498-SAFE
(7233)



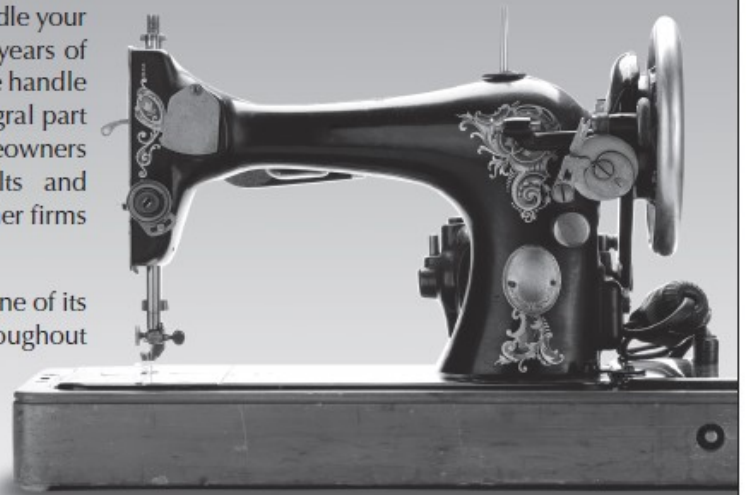
www.cai-li.org
Commack, NY 11725
P.O. Box 221
ASSOCIATIONS INSTITUTE
community
LONG ISLAND CHAPTER

Attorney Advertising

We Help Sew Up All The Details In Your Annual Tax Appeal.

Filing annual tax appeals can be a real chore for multi-family communities. Selecting the right law firm to handle your appeal is an essential Board responsibility. With our years of experience representing multi-family communities, we handle all the hard work on your behalf. We become an integral part of your Board and Owners meetings and talk to homeowners daily. Frequent communication, exceptional results and personal attention set Schroder & Strom apart from other firms handling tax appeals.

We strive to make the Board's decision to hire us just one of its success stories. Which is why managing agents throughout the Metropolitan area like working with us and recommend our firm. Creative negotiation strategies and success as trial attorneys have made us trusted advocates and Boards that retain us look their very best.



SCHRODER & STROM.LLP
REAL ESTATE TAX COUNSEL

Accountability. Communication. Results.

114 Old Country Road • Suite 218 • Mineola, NY 11501
P: (516) 742-7430 • F: (516) 742-7433 • www.nytaxreview.com

Prior results do not guarantee a similar outcome.