



Community Chaos CRACKING THE CASE

**8:30 - 10:15 am EXHIBIT HALL OPENS • GENERAL ADMISSION AND CONTINENTAL BREAKFAST (COFFEE & DANISH)****8:30 - 9:45 am****(GLASS ROOM)****PRESIDENTS' BREAKFAST:****THE CAPER OF THE DIFFICULT UNIT OWNER(S)**

This event is exclusively for presidents. You MUST select this registration option if you wish to attend. Act fast and register today! Seating is limited!

Speakers: Kristie Leff, Esq. – Bender, Anderson & Barba, P.C.
Kristen Greene, Esq. – Feldman, Perlstein & Greene, LLC

Moderator: Jamie Kay Redden, CMCA, AMS – Alliance Association Bank

Sponsored by: Alliance Association Bank

Disgruntled unit owners can create a maelstrom of havoc in a community. How can you manage the owners' grievances and do your job as a president? Our speakers will offer strategies for handling hostilities and constant complaints as well as apathy. Dealing with complaints filed with CHRO and DCP as well as avoiding petitions for board removals will also be covered. This session also offers a great opportunity to connect with your fellow board presidents from throughout the state!

8:30 - 9:45 am**(WAGON ROOM)****MANAGERS' BREAKFAST:****WATCH OUT! LITTLE PROBLEMS CAN LEAD TO BIG EXPENSES**

This event is exclusively for state registered Community Association Managers (CAMs). Pre-registration for this session is required.

Speakers: Benjamin Whittemore – Pro-Klean Cleaning & Restoration Services
Adam Quenneville – Adam Quenneville Roofing, Siding & Windows
Victoria McCarthy – SavATree

Moderator: Jon Boryssiewicz – SavATree

Sponsored by: SavATree

How can seemingly minor problems turn into major disasters? Mold and asbestos can cause a nightmare of cleanup costs, time and health and well-being of the residents. Tree rot and damaged branches are often one bad storm away from creating a major disaster. Poor flashing and old and/or rotting decks create another whole panoply of problems. Taking action before chaos happens is key. Our speakers will provide insights about how to convince your boards to be more proactive to save money and headaches in the long run.

10:15 - 11:00 am • General Session I**A: MAINTENANCE TODAY = SAVINGS TOMORROW (GLASS ROOM)**

Speaker: Richard Filloramo – National Consulting Group, Inc.

Moderator: Karl Kuegler, Jr., CMCA, AMS, PCAM – Imagineers, LLC

Sponsored by: Imagineers, LLC

Crumbling concrete, cracks in the pavement, leaky roofs and languishing landscaping not only looks bad, it can also lead to significant increases in insurance costs among other consequences. Deferred maintenance is a common concern in many common interest communities. Yet, those ignored repair issues often turn into enormous construction problems requiring special assessments or loans when the association does not have adequate reserve funds. Discover ways to create a strategy to get repairs done and ultimately enhance property values. After the collapse in Surfside, FL, reserve studies and funding are more essential than ever. CAI's new Reserve Study Standards will be discussed.

B: DO YOU SEE WHAT THEY SEE?**CYBER CRIME – ASSOCIATIONS AND COMPANIES ARE MORE VULNERABLE THAN YOU THINK****(WAGON ROOM)**

Speakers: Jamie Kay Redden, CMCA, AMS – Alliance Association Bank
Matt Hogan - Detective – Connecticut State Police
Dave Pilon, CIRMS – Bowvier Insurance

Moderator: Kristie Leff, Esq. – Bender, Anderson & Barba, P.C.

Sponsored by: Prime Touch Services

Reports of hacking of major businesses and institutions seem to happen on a daily basis. How secure is your association/company when it comes to cyber crimes? Do you know how to protect your association/company assets from bank or wire fraud scams? Does your association/company have the proper insurance to protect from such crimes? Hint: If it's not a separate insurance policy, you don't!

11:00 - 11:45 AM • EXHIBIT HALL**11:45 - 12:30 pm • General Session II****A: THE DEVIL IS IN THE DETAILS – RFPS****(GLASS ROOM)**

Speakers: Scott J. Sandler, Esq., CCAL – Sandler & Hansen, LLC
Steve Lang, R.A., AIA, NCARB – The Falcon Group

Moderator: Michael Famiglietti, CMCA, AMS – CM Property Management

Sponsored by: CM Property Management

Ensuring your Request for Proposal (RFP) includes a complete and accurate scope of work is critical to the success of a future project. Discover ways to develop RFPs that clearly reflect the expectations and needs of your community. Learn the importance of using your experts to develop RFPs and before executing your contracts.

B: I SPY - INSURANCE INCREASES**(WAGON ROOM)**

Speakers: Carrie Mott – Bowvier Insurance
Frank Pingelski – Tooher Ferraris Insurance Group
Kevin S. Reardon – The Reardon Agency, Inc.

Moderator: Robert A. Pacelli, Esq. – Zeldes, Needle & Cooper, P.C.

Sponsored by: United Property Restoration Services

Our insurance professionals will share details about the many dynamics causing the rapid rise in insurance costs. How can your association work to keep those costs down? How can you prevent being dropped by your carrier? Is an HO6 requirement necessary? Share your strategies for getting owners involved in risk management.

Please note: Handouts for the sessions will be posted when available. Please keep in mind that not all speakers provide handouts.

12:30 - 1:00 PM • EXHIBIT HALL

1:00 - 2:00 pm • Session III

A: LURKING LEGAL ISSUES – LEGAL PANEL (GLASS ROOM)

Speakers: Chas Ryan, Esq. – *Pilicy Ryan & Ward, P.C.*
Gregory McCracken, Esq. – *Jacobs, Walker, Rice & Barry, LLC*
Kasey Burchman Esq. – *Feldman, Perlstein & Greene, LLC*
Ronald J. Barba Esq. – *Bender, Anderson and Barba, P.C.*

Moderator: Karl Kuegler, Jr., CMCA, AMS, PCAM – *Imagineers, LLC*

Sponsored by: Bellwether Property Group

Are there legal curiosities confronting your community? Do you have concerns about managing your association's liability? Our panel of legal professionals will answer your questions. Be prepared for a lively discussion!

B: LUNCH WITH AN EXPERT OF YOUR CHOICE (WAGON ROOM)

Pre-registration for this session is required. Additional \$32 fee required. Seating limited to 8 per expert.

Moderator: Michael Famiglietti, CMCA, AMS – *CM Property Management*

Have lunch with ONE expert of your choice from a list of the best and brightest in our industry. This is a great opportunity to explore your concerns on a specific topic with a small group of your peers in a more comfortable setting.

Your Choice includes:

- **Legal: General (for Homeowners)**
Robert A. Pacelli, Esq. – *Zeldes, Needle & Cooper, P.C.*
- **Legal: General (for Managers)**
Christopher K. Leonard, Esq. – *Collins Hannafin, P.C.*
- **Legal: Executive Session**
Franklin Pilicy, Esq. – *Pilicy Ryan & Ward, P.C.*
- **Legal: Governing document interpretation and amendments**
Christopher Hansen, Esq. – *Sandler & Hansen, LLC*
- **Insurance: General**
Frank Pingelski – *Toober Ferraris Insurance Group*
- **Insurance: Maintenance Standards (for Homeowners)**
Dave Pilon, CIRMS – *Bowvier Insurance*
- **Reserve Studies: Who, What, Where, When and Why**
Melissa Yocum – *Reserve Advisors*
- **Reserve Studies: How reserve funding methodologies are calculated and the different funding methods.**
Dave Chesky – *The Falcon Group*
- **Restoration: What you need to know**
Licia Ciotti – *United Property Restoration Services*
- **Mold & Asbestos Mitigation Requirements**
Benjamin Whittemore – *Pro-Klean Cleaning & Restoration Services*



2:00 PM • DOOR PRIZE DRAWING (WAGON ROOM)

**YOUR NAMETAG IS YOUR
PRIZE DRAWING CARD**

**Deposit your Nametag at the entrance
to the Wagon Room at 2:00 pm.**



**REGISTRATION INFO
ON THE NEXT PAGE...**

