



The Gassen Way

COMMUNITY ASSOCIATION MANAGEMENT

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What clients are saying about their Property Managers:

“She always responds to requests in a very timely and respectful manner. She is nothing short of professional, respectful, and courteous in all manners. I am delighted to be working with her.”

-Board Member, West Village

A Note from Kirk Gassen: Mission Statement

Fall

You hear the words “customer service” everywhere these days. How do you know what customer service is if you haven’t truly experienced *UNBELIEVABLE* customer service? Management Companies today must provide this type of customer service & value if they want to keep long-term relationships. Customers need to feel that the value of their management company is worth their investment.

Our mission statement reads: **“To remain the premier property management company in the industry...begin with serving our customers in every aspect of association ownership. Remembering this is what separates us from**

our competition. We demonstrate excellence by caring more and providing more than others think is wise.”

At Gassen our goal is to provide value to each association we manage. 98% of our customers feel they receive value from Gassen Management, proven by our customer retention rate. Gassen strives to provide excellence and value by returning communication within one business day, providing accurate and timely financial statements to the associations we manage, and like our mission statement says, by caring more and providing more than others think is wise.



Fall Painting Checklist

By: Nick Roell

Where did the summer go? It feels like just yesterday that we here in Minnesota were planning a trip up north or out to the local beach to escape the hot/humid weather. As we say goodbye to summer and hello to fall,

it is important to plan for the snowy (and hopefully not too cold) winter that is quickly approaching.

This is a great time of year to complete a thorough inspection around your property. It allows time to address any problem areas before the weather gets too cold. Here is a list of some exterior maintenance items one should inspect:

Door frames: It is important to inspect frames, as snow/ water will undoubtedly do it’s best to damage these surfaces throughout the year. This includes garage doorframes, service doorframes, patio doorframes and front doorframes. Inspect each frame for any peeling or flaking paint. If it has peeled, check the integrity of the wood to make sure that the wood is not soft. If the wood has deteriorated, get it replaced. The next step is to scrape, caulk, prime and paint the frame. It is important not to skip any of these steps for a lasting finish.



Caulk joints and seams: Check the exterior for any missing or cracked joints. Be sure to check for problem areas around doors, windows, pipes or venting. Water intrusion and heat loss can occur when your home is not properly sealed. Use a high performance urethane caulk which has excellent flexibility to allow for contraction and expansion (Shermax, Volkem, Sonneborn NP1).

Siding: Scan the siding for evidence of loose, peeling or bare wood. Additionally, it is also important that your siding is free of mold/ mildew, so look for that too. If you find evidence of paint failure, get the problem corrected by properly preparing the surface and painting the area in question. Addressing these items now will give you peace of mind during the winter.

Decking: Is your deck gray or has the previous finish worn away? It is a good idea to treat the wood if you haven’t done so in years. The appropriate remedy is to pressure wash the deck using a detergent and seal the substrate with a high quality stain. Maintenance to this area will prevent decay in the wood.

As part of our continued effort to provide the absolute best in class service to you, we would love the opportunity to perform this walkthrough with you. Please contact your Property Manager to schedule a time for a representative of our company to walk your association and outline a plan for your painting needs. Lastly, please visit our blog (blog.roellpainting.com) for additional product and painting tips throughout the year!

What is this “MCIOA”, and how does it affect my Association? By: JoAnn Borden, PCAM

“MCIOA”, or the Minnesota Common Interest Ownership Act, is the Minnesota Statute governing associations. With regard to townhouse developments it applies only to those which were originally constructed on or after June 1, 1994. The MCIOA Committee of the Minnesota State Bar Association, with input from the Legislative Committee of CIC Midwest and the Legislative Action Committee of the Minnesota Chapter of the Community Associations Insti-

tute, adopted amendments to Chapter 515B of Minnesota Statutes, on April 22, 2010. Most of the changes to MCIOA were effective August 1, 2010.

A few changes that may pique your interest:

- With the electronic age that we live in, voting in person or by proxy may be a thing of the past. Voting by electronic means is now permitted.

- For associations created after August 1, 2010 special assessments may be levied only to cover emergency expenses, replenish underfunded reserves, cover unbudgeted capital expenses, or replace certain components.

- Also, did you know, when you sell your townhome or condominium a re-sale disclosure certificate is required and specific details regarding the reserve are required to be disclosed?

Gassen Company has complied with the new amendments and all re-sale disclosure certificates have been updated with the required information.

To view Chapter 515B and learn more about MCIOA please visit the Gassen website (www.gassen.com), under the Homeowner Services' FAQ's page.

Gassen seeks FHA Approval on Associations' behalf

Have you had trouble selling your townhome or condominium? FHA (Federal Housing Administration) Approval may be the key to selling your unit! If your Association is not FHA approved, buyers seeking FHA loans are unable to purchase a unit at your property.

With this in mind, Gassen Company can begin the process of prequalifying your Association. Not all Associations will be able to qualify because of the strict guidelines adopted by the FHA. The U.S. Depart-

ment of Housing and Urban Affairs adopted new guidelines for FHA loans related to Common Interest Communities that went into effect on February 1, 2010. Projects that were approved before October 1, 2008 will require re-certification by December 7, 2010. Projects that were approved between October 1, 2008 and December 7, 2009 will require re-certification within two years of their approval date.

At the direction of the Board, Gassen Company will assist

with the FHA application approval process on your Association's behalf for a cost of only \$500.00. Independent Mortgage Brokers charge \$2,000 or more for this process!

Gassen has already gained FHA approval for approximately 22 properties this year. If you'd like Gassen to provide assistance to your Association, please contact your Property Manager today.

FREE C02 DETECTOR WITH ANY SERVICE!

Free Carbon Monoxide Alarm Detector and Installation with any homeowner service.

Sign up by November 15, 2010 to receive your FREE C02 Detector.

Call Gassen at 952-253-4915 for details.

Not to be used with any other offer.

Tip of the Season: Winterizing

It's time to think about winterizing your units! Here are some tips:

Seal Leaks around Doors and Windows: install storm doors/windows & weather-stripping.

Seal Other Leaks: add weather-stripping/caulk around pipes and ducts.

Heating System Checks: Vacuum vents & other heating components.

Check the Fireplace: clean & close the fireplace damper

when not in use.

Winterizing Outdoor Items: Drain water from outdoor faucets when you think a hard freeze is coming.

Winterize the Plumbing: Drain garden hoses, roll them up, and store them inside.

The tasks aren't overwhelming when you prepare for winter one step at a time, and if you plan to be home, you'll be glad you did, because the steps you take will protect your property and save you dollars in heating costs!



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