

## Memo

To: Cara Pavlicek, Village Manager  
From: Beth Swaggerty, CAM, CMCA, Small Condo Management Program Coordinator  
Date: 07/28/2019  
Re: Small Condo Management Program – Scope of Work & Program Accomplishments through 07/31/2019

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### PROGRAM SERVICES

During this reporting period, Program Coordinator, Beth Swaggerty worked closely with five (5) associations to address specific concerns and issues and to reinforce the more formal monthly training offered by the program. A summary of the objectives, activities, and outcomes for each of the five (5) associations can be found starting on page 2 of this report.

Ms. Swaggerty has conducted to date seven (7) of the eleven (11) annual formal training seminars included in the SCMP. In attendance were various board members of the five (5) primary program associations and members from an additional twenty (20) associations listed below.

During this period, Ms. Swaggerty also met in person, by phone, or by email with representatives of the following twenty (20) Oak Park condominium associations regarding issues pertaining to restatement of declaration and bylaws, proper procedure for amending governing documents, hierarchy of state statutes and governing documents, fiduciary responsibilities of the board, change of registered agent, annual reports, open meetings, board vs. owners' meetings, effective record keeping and owners' rights to review association records, rental restrictions, rules and regulations, foreclosure process, disclosure of association information to potential buyers/banks, risk mitigation, reserve accounts, capital improvements, notice requirements, conducting meetings and rules of order.

- ✓ Maple Tree Condominium (6 Units)
- ✓ Park Avenue Manor Condominium Association (10 Units)
- ✓ Maple Arbor Condominium Association (6 Units)
- ✓ Euclid Point Condominium Association (12 Units)
- ✓ 720 North Austin (11Units)
- ✓ 417 South Kenilworth Condominium Association (6 Units)
- ✓ 152 North Scoville Condominium Association (4 Units)
- ✓ Taylor-Lake Condominium Association (10 Units)
- ✓ Wisconsin Manor Condominium Association (6 Units)
- ✓ 2 LeMoyne Parkway Condominium Association (10 Units)
- ✓ 511 North Humphrey Condominium Association (6 Units)

- ✓ 608 South Highland Condominium Association (4 Units)
- ✓ 257 Washington Condominium Association (10 Units)
- ✓ 409-411 Washington Blvd. Condominium Association (6 Units)
- ✓ 106 South Ridgeland Condominium Association (22+Units)
- ✓ 833 N. Harlem Condominium Association (9 Units)
- ✓ 820 N. Austin Condominium Association (11 Units)
- ✓ 514 Wenonah Condominium Association (4 Units)
- ✓ Barclay Court Condominium Association (11 Units)
- ✓ 439-441 S. Taylor Condominium Association (10 Units)

Lastly, Ms. Swaggerty has attended five (5) association board meetings YTD to provide guidance in proper parliamentary procedure, clarification of pending issues, and/or to introduce the program to potential participants.

### **PRIMARY PARTICIPATING ASSOCIATIONS**

#### **The 100-104 South Austin Condominium Association (9 Units)**

Program Start Date: July 2016

Program End Date: Anticipated December 31, 2019

#### **Association Objectives**

#### **Status**

- |   |            |
|---|------------|
| 1. Meet regularly with SCMP coordinator to reinforce formal training and establish and/or review action plans | On-going   |
| 2. Establish proper financial recordkeeping and provide membership with regular financial reports             | Achieved   |
| 3. Achieve and maintain a positive cash flow in operating account   | Achieved   |
| 4. Establish separate operating and reserve accounts  | Achieved   |
| 5. Prepare and adopt annual operating budget(s)   | Achieved   |
| 6. Effective Board Transition   | In-process |
| 7. Address deferred maintenance at building   | In-process |
| 8. Initiate collections against delinquent owner(s)   | In-process |

#### **Association Outcomes**

1. Meetings with new board members have been scheduled. One board member has completed several of the formal training seminars.
2. The association now has three (3) full years of detailed financial records. Owner assessment are being raised annually to effectively meet their on-going expenses. Membership is regularly provided with financial reports.
3. Proper record keeping has resulted in a positive cash flow in their operating account.
4. and a separate reserve account has been established and is being contributed to on a monthly basis in accordance with annual budget.
5. Association is working from its duly adopted annual operating budget.
6. New board has been elected.

7. The board established three (3) special assessments to cover the cost of correcting building violations as cited by the Village
8. Collection action has been initiated

Comments: This association is transitioning to a new board this year. Hopefully the new board will benefit from the training and experience the previous board received as participants in the program. One new board member is currently attending the program's monthly formal training seminars.

#### **The George Condominium Association -713 Washington Blvd (6 Units)**

Program Start Date: January 2018

Program End Date: Anticipated July 31, 2019

##### **Association Objectives**

##### **Status**

- |   |            |
|---|------------|
| 1. Regularly meet with SCMP coordinator to reinforce formal training and establish and/or review action plans | Achieved   |
| 2. Board members to attend each of the 12 formal training seminars  | In-process |
| 3. Correction of four (4) years of miscalculated and misallocated monthly assessments                         | Achieved   |
| 4. Establish best practices and written protocol for bidding capital projects                                 | Achieved   |
| 5. Review of Board Officers' roles and fiduciary responsibilities   | Achieved   |
| 6. Review of current building insurance policy and risk mitigation  | Achieved   |
| 7. Review bylaws for needed updates/revisions   | In-process |

##### **Association Outcomes**

1. Association is now managed through the board rather than by consensus of all owners. Decisions are made and action taken in compliance with the Illinois Condominium Property Act, therefore their liability and risk in their actions has been mitigated.
2. The appropriate allocation of assessments has been implemented and repayment has been made to the owner who was over paying.
3. Property insurance policy now provides appropriate coverage and mitigates risk
4. Reserve study has been contracted

Comments: This association no longer requires one-on-one guidance and SPC personnel will work with them strictly on an as-needed basis.

#### **1103-1107 S Austin Condominium Association (11 Units)**

Program Start Date: September 2017

Program End Date: Anticipated December 2019

##### **Association Objectives**

##### **Status**

- |   |          |
|---|----------|
| 1. Regularly meet with SCMP coordinator to reinforce formal training and establish and/or review action plans   | On-going |
| 2. Attend each of the twelve (12) formal training seminars  | On-going |
| 3. Clarification of governing documents regarding: <ul style="list-style-type: none"> <li>A. Rentals</li> </ul> | Achieved |

B. Annual Elections	Achieved
C. Rules & Regulations – violations & hearings	Achieved
D. Process for amending bylaws	Achieved
4. To understand board officers' duties and roles	On-going
5. To conduct meetings with proper notice, parliamentary procedure, and Proper minutes	On-going

#### Association Outcomes

1. Board secretary is participating in monthly training seminars
2. Formal Rules & Regulations have been drafted and approved
3. Board meetings are being regularly conducted and minutes are being kept
4. Association has amended bylaws to limit number of rentals

Comments: In formally limiting the number of rentals within the building, the property gains value and is more attractive to potential buyers and their lenders. The board secretary has reported the board is meeting regularly and taking action on a number of issues.

#### Ridgeland Station Townhome Owners Association

Program Start Date: September 2018

Program End Date: Anticipated October 2019

#### Association Objectives

#### Status

- |   |          |
|---|----------|
| 1. Regularly meet with SCMP coordinator to reinforce formal training and establish and/or review action plans | On-going |
| 2. Understand board officers' duties and roles  | Achieved |
| 3. To learn proper notice, parliamentary procedure, voting, and taking minutes for meetings                   | On-going |
| 4. Hold regular meetings  | On-going |

#### Association Outcomes

1. Training on board duties and roles is completed
2. Board Treasurer has attended seven (7) of the monthly formal training seminars.
3. Treasurer is still struggling to engage other board members and owners in meeting regularly, making it difficult to take action on several pending issues.

Comments: Effective self-management and compliance with governing documents is difficult for this association because of lack of participation and engagement from owners and board members. Essentially, the current board treasurer is managing all aspects of the property.

#### Brickwood East Condominium Association (4 Units)

Program Start Date: January 2019

Program End Date: Anticipated January 2020

### Association Objectives

### Status

- |   |          |
|---|----------|
| 1. Regularly meet with SCMP coordinator to reinforce formal training and establish and/or review action plans | On-going |
| 2. Attend each of the twelve (12) formal training seminars  | On-going |
| 3. Clarification of governing documents regarding:  |          |
| A. Limited Common Elements/Capital Improvements   | Achieved |
| B. Insurance Coverage and Risk Mitigation   | Achieved |
| C. Waiver of Subrogation  | Achieved |
| 4. To conduct meetings with proper notice, parliamentary procedure, and recorded and approved minutes         | On-going |
| 5. Conflict Resolution  | On-going |

### Association Outcomes

1. Entire board has regularly met with SCMP coordinator on various issues and has taken formal action as needed.
2. Board president is participating in monthly training seminars
3. Board has better understanding of governing documents
4. Board is conducting regular meetings with proper notice, following parliamentary procedure, and minutes are taken and approved as official records of the association.
5. Communication among board members is improving

Comments: The board president has indicated that the information and training she has received and related back to the rest of the board has strengthened communication within the board and it has become easier to make decisions and take action in the management of the association.

### PROGRAM ENHANCEMENTS

Formal training has become a key component of the program, consisting of twelve (12) power-point training seminars on specific aspects of association management (see exhibit A). Written and designed by Program Coordinator, Beth Swaggerty; these presentations are updated on a regular basis to reflect current legislation and best practices. Many of the seminars include industry professionals as guest presenters. In addition, Ms. Swaggerty utilizes and distributes "Best Practice Guides" on specific areas pertaining to condominium association management. These "Best Practice Guides" are written by various professionals in the field of condominium management and are published by CAI – Community Association Institute. These enhancements have allowed the program to grow from a program of reactive crisis management to one emphasizing proactive training, support, and action.

Ms. Swaggerty also continues to expand and update the program's pages on OPRC's website to include current articles, written by association professionals, on relevant issues and changing legislation. There are also links to relevant documents, events, and organizations - such as the Illinois Condominium Property Act, the Association of Condominiums Townhomes and Homeowners' Association (ACTHA) and the Community Association Institute (CAI). Visit [www.oakparkrc.com/small-condo](http://www.oakparkrc.com/small-condo).

Ms. Swaggerty continues to maintain her CMCA (Certified Manager of Community Association) and CAM (Certified Association Manager) licenses.

EXHIBIT A

SMALL CONDOMINIUM PROGRAM – FORMAL TRAINING SEMINARS 2020

SEMINAR 1

***ASSOCIATIONS AS NON-PROFIT CORPORATIONS***

Oak Park Residence Corporation

21 South Blvd., Oak Park, IL 60302

Thursday, January 16, 2020

7:00 pm – 8:30 pm

SEMINAR 2

***GOVERNANCE - UNDERSTANDING YOUR GOVERNING DOCUMENTS, RELATED STATUTES, LEGISLATION, AND COMPLIANCE***

Oak Park Residence Corporation

21 South Blvd., Oak Park, IL 60302

Thursday, February 20, 2020

7:00 pm – 8:30 pm

SEMINAR 3

***ROLES AND FIDUCIARY RESPONSIBILITIES OF THE BOARD***

Oak Park Residence Corporation

21 South Blvd., Oak Park, IL 60302

Thursday, March 19, 2020

7:00 pm – 8:30 pm

SEMINAR 4

***FINANCIAL RECORD KEEPING***

Oak Park Residence Corporation

21 South Blvd., Oak Park, IL 60302

Thursday, April 16, 2020

7:00 pm – 8:30 pm

SEMINAR 5

***MEETINGS***

Oak Park Residence Corporation

21 South Blvd., Oak Park, IL 60302

Thursday, May 21, 2020

7:00 pm – 8:30 pm

SEMINAR 6

***RISK MITIGATION & INSURANCE***

Oak Park Residence Corporation  
21 South Blvd., Oak Park, IL 60302  
Thursday, June 18, 2020  
7:00 pm – 8:30 pm

SEMINAR 7

***ASSESSMENTS & COLLECTIONS***

Oak Park Residence Corporation  
21 South Blvd., Oak Park, IL 60302  
Thursday, July 16, 2020  
7:00 pm - 8:30 pm

SEMINAR 8

***RESERVES & RESERVE STUDIES***

Oak Park Residence Corporation  
21 South Blvd., Oak Park, IL 60302  
Thursday, August 20, 2020  
7:00 pm - 8:30 pm

SEMINAR 9

***CAPITAL IMPROVEMENTS***

Oak Park Residence Corporation  
21 South Blvd., Oak Park, IL 60302  
Thursday, September 17, 2020  
7:00 pm - 8:30 pm

SEMINAR 10

***ANNUAL BUDGET***

Oak Park Residence Corporation  
21 South Blvd., Oak Park, IL 60302  
Thursday, October 15, 2020  
7:00 pm - 8:30 pm

SEMINAR 11

***AMENDING GOVERNING DOCUMENTS - DRAFTING RULES & REGULATIONS***

Oak Park Residence Corporation  
21 South Blvd., Oak Park, IL 60302  
Thursday, November 19, 2020  
7:00 pm - 8:30 pm

## Memo

To: Cara Pavlicek – Village Manager  
From: Beth Swaggerty, CAM, and CMCA - Small Condo Management Program Coordinator  
Date: 07/28/2019  
Re: Small Condo Management Program – Program and Performance Measures

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The Small Condo Management Program (SCMP), administered by Oak Park Residence Corporation provides education, training and guidance to small (12 units or less) Oak Park condominium associations which are newly formed or experiencing difficulties in the management of the condominium property. This assistance, underwritten by the Village of Oak Park, is temporary with the ultimate goal of competent, successful self-management by the condominium association.

Under OPRC's current Agreement with the Village of Oak Park, the Small Condo Management Program is committed to working regularly and closely with 4 qualifying Oak Park condominium boards to establish effective self-management. In addition, program staff and resources are available - on an as needed basis - to any qualifying small Oak Park condominium association to address their immediate questions and management concerns. Information and resources for self-managed associations can also be accessed through the Oak Park Residence Corporation's website. Website pages, designated to the Small Condo Management Program, provide current information and articles written by association professionals on relevant issues and changing legislation. These pages also include links to relevant documents such as the Illinois Condominium Property Act and organizations such as ACTHA and CAI.

A key component of the SCMP is the formal training available to all board members and/or owners of Oak Park small condominiums. This formal training; designed and conducted by Beth Swaggerty consists of eleven (11) seminars on specific aspects of association management including basic governance, how to conduct and document board and owner meetings, board fiduciary roles and responsibilities, financial record keeping, regular and special assessments, collections, annual budgets, reserves, capital improvements, risk management, rules and regulations, and conflict management (see exhibit A).

Additionally, Ms. Swaggerty continues to maintain her CAM (Condominium Association Manager), & CMCA (Certified Manager of Condominium Associations) licenses.

Program performance measures include semi-annual reports, detailing the activities within the program, and written annual program evaluations from the participating boards. These reports and evaluations are submitted to the VOP Housing Programs Coordinator. Our latest semi-annual program activity/accomplishment report is included in this funding request for your review.



# Memo

To: Jeff Prior  
From: Beth Swaggerty, CAM, CMCA, Small Condo Management Program Coordinator  
Date: 07/29/2019  
Re: Small Condo Management Program – Scope of Work & Program Accomplishments through 06/30/2019

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## PROGRAM SERVICES

During this reporting period, Program Coordinator, Beth Swaggerty worked closely with five (5) associations to address specific concerns and issues and to reinforce the more formal monthly training offered by the program. A summary of the objectives, activities, and outcomes for each of the five (5) associations can be found starting on page 2 of this report.

Ms. Swaggerty has conducted to date seven (6) of the eleven (11) annual formal training seminars included in the SCMP. In attendance were various board members of the five (5) primary program associations and members from an additional twenty (20) associations listed below.

During this period, Ms. Swaggerty also met in person, by phone, or by email with representatives of the following twenty (20) Oak Park condominium associations regarding issues pertaining to restatement of declaration and bylaws, proper procedure for amending governing documents, hierarchy of state statutes and governing documents, fiduciary responsibilities of the board, change of registered agent, annual reports, open meetings, board vs. owners' meetings, effective record keeping and owners' rights to review association records, rental restrictions, rules and regulations, foreclosure process, disclosure of association information to potential buyers/banks, risk mitigation, reserve accounts, capital improvements, notice requirements, conducting meetings and rules of order.

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- ✓ 439-441 S. Taylor Condominium Association (10 Units)

Lastly, Ms. Swaggerty has attended five (4) association board meetings YTD to provide guidance in proper parliamentary procedure, clarification of pending issues, and/or to introduce the program to potential participants.

### **PRIMARY PARTICIPATING ASSOCIATIONS**

#### **The 100-104 South Austin Condominium Association (9 Units)**

Program Start Date: July 2016

Program End Date: Anticipated December 31, 2019

#### **Association Objectives**

#### **Status**

- |   |            |
|---|------------|
| 1. Meet regularly with SCMP coordinator to reinforce formal training and establish and/or review action plans | On-going   |
| 2. Establish proper financial recordkeeping and provide membership with regular financial reports             | Achieved   |
| 3. Achieve and maintain a positive cash flow in operating account   | Achieved   |
| 4. Establish separate operating and reserve accounts  | Achieved   |
| 5. Prepare and adopt annual operating budget(s)   | Achieved   |
| 6. Effective Board Transition   | In-process |
| 7. Address deferred maintenance at building   | In-process |
| 8. Initiate collections against delinquent owner(s)   | In-process |

#### **Association Outcomes**

1. Meetings with new board members have been scheduled. One board member has completed several of the formal training seminars.
2. The association now has three (3) full years of detailed financial records. Owner assessment are being raised annually to effectively meet their on-going expenses. Membership is regularly provided with financial reports.
3. Proper record keeping has resulted in a positive cash flow in their operating account.
4. and a separate reserve account has been established and is being contributed to on a monthly basis in accordance with annual budget.
5. Association is working from its duly adopted annual operating budget.
6. New board has been elected.

7. The board established three (3) special assessments to cover the cost of correcting building violations as cited by the Village
8. Collection action has been initiated

Comments: This association is transitioning to a new board this year. Hopefully the new board will benefit from the training and experience the previous board received as participants in the program. One new board member is currently attending the program's monthly formal training seminars.

### **The George Condominium Association -713 Washington Blvd (6 Units)**

Program Start Date: January 2018

Program End Date: Anticipated July 31, 2019

#### **Association Objectives**

#### **Status**

- |   |            |
|---|------------|
| 1. Regularly meet with SCMP coordinator to reinforce formal training and establish and/or review action plans | Achieved   |
| 2. Board members to attend each of the 12 formal training seminars  | In-process |
| 3. Correction of four (4) years of miscalculated and misallocated monthly assessments                         | Achieved   |
| 4. Establish best practices and written protocol for bidding capital projects                                 | Achieved   |
| 5. Review of Board Officers' roles and fiduciary responsibilities   | Achieved   |
| 6. Review of current building insurance policy and risk mitigation  | Achieved   |
| 7. Review bylaws for needed updates/revisions   | In-process |

#### **Association Outcomes**

1. Association is now managed through the board rather than by consensus of all owners. Decisions are made and action taken in compliance with the Illinois Condominium Property Act, therefore their liability and risk in their actions has been mitigated.
2. The appropriate allocation of assessments has been implemented and repayment has been made to the owner who was over paying.
3. Property insurance policy now provides appropriate coverage and mitigates risk
4. Reserve study has been contracted

Comments: This association no longer requires one-on-one guidance and SPC personnel will work with them strictly on an as-needed basis.

### **1103-1107 S Austin Condominium Association (11 Units)**

Program Start Date: September 2017

Program End Date: Anticipated December 2019

#### **Association Objectives**

#### **Status**

- |   |          |
|---|----------|
| 1. Regularly meet with SCMP coordinator to reinforce formal training and establish and/or review action plans | On-going |
| 2. Attend each of the twelve (12) formal training seminars  | On-going |
| 3. Clarification of governing documents regarding:<br>A. Rentals  | Achieved |

B. Annual Elections	Achieved
C. Rules & Regulations – violations & hearings	Achieved
D. Process for amending bylaws	Achieved
4. To understand board officers' duties and roles	On-going
5. To conduct meetings with proper notice, parliamentary procedure, and Proper minutes	On-going

#### Association Outcomes

1. Board secretary is participating in monthly training seminars
2. Formal Rules & Regulations have been drafted and approved
3. Board meetings are being regularly conducted and minutes are being kept
4. Association has amended bylaws to limit number of rentals

Comments: In formally limiting the number of rentals within the building, the property gains value and is more attractive to potential buyers and their lenders. The board secretary has reported the board is meeting regularly and taking action on a number of issues.

#### Ridgeland Station Townhome Owners Association

Program Start Date: September 2018

Program End Date: Anticipated October 2019

#### Association Objectives

#### Status

- |   |          |
|---|----------|
| 1. Regularly meet with SCMP coordinator to reinforce formal training and establish and/or review action plans | On-going |
| 2. Understand board officers' duties and roles  | Achieved |
| 3. To learn proper notice, parliamentary procedure, voting, and taking minutes for meetings                   | On-going |
| 4. Hold regular meetings  | On-going |

#### Association Outcomes

1. Training on board duties and roles is completed
2. Board Treasurer has attended seven (7) of the monthly formal training seminars.
3. Treasurer is still struggling to engage other board members and owners in meeting regularly, making it difficult to take action on several pending issues.

Comments: Effective self-management and compliance with governing documents is difficult for this association because of lack of participation and engagement from owners and board members. Essentially, the current board treasurer is managing all aspects of the property.

#### Brickwood East Condominium Association (4 Units)

Program Start Date: January 2019

Program End Date: Anticipated January 2020

### Association Objectives

### Status

- |   |          |
|---|----------|
| 1. Regularly meet with SCMP coordinator to reinforce formal training and establish and/or review action plans | On-going |
| 2. Attend each of the twelve (12) formal training seminars  | On-going |
| 3. Clarification of governing documents regarding:  |          |
| A. Limited Common Elements/Capital Improvements   | Achieved |
| B. Insurance Coverage and Risk Mitigation   | Achieved |
| C. Waiver of Subrogation  | Achieved |
| 4. To conduct meetings with proper notice, parliamentary procedure, and recorded and approved minutes         | On-going |
| 5. Conflict Resolution  | On-going |

### Association Outcomes

1. Entire board has regularly met with SCMP coordinator on various issues and has taken formal action as needed.
2. Board president is participating in monthly training seminars
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4. Board is conducting regular meetings with proper notice, following parliamentary procedure, and minutes are taken and approved as official records of the association.
5. Communication among board members is improving

Comments: The board president has indicated that the information and training she has received and related back to the rest of the board has strengthened communication within the board and it has become easier to make decisions and take action in the management of the association.

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Ms. Swaggerty continues to maintain her CMCA (Certified Manager of Community Association) and CAM (Certified Association Manager) licenses.