

REPORT

MESSAGE FROM THE PRESIDENT -

By: Jan Hall

Hopefully, you were one of the many co-owners who attended the annual meeting on September 26th. I presented an overview of the Association's activities for the summer including an update on unit painting, deck staining and roof replacements. I also updated the status of the re-planting at Area A which hopefully will be finished when you are reading this newsletter. I also discussed our objective of reviewing the windows with the intention of developing a comprehensive plan for window repair and/or replacement. There were also questions from the floor regarding repairs and safety when contractors are on-site. The entire presentation is available for your review on our website.

We also re-elected four members to the Board of Directors. I believe that I can speak for all the re-elected Directors in that we sincerely thank all of you for your support. Hopefully, you agree with me that the Association is in good shape but that we have some issues to address. We also know that the issues to resolve will increase as our complex ages.

Thank you again for your support and for our co-owners leaving for the South, see you in the Spring.

CONTRACTORS AND PARKING

There are times when contractors bring large equipment into our complex. Lawn care, roofing, painting and other contractors must park equipment on our streets. This narrows the road in these spots. If someone parks directly across from this equipment, the road is even narrower and extreme caution is required for co-owner traffic. Also if emergency vehicles needed to pass through this area, it could be a very tight fit or impassable.



The Board of Directors addressed this problem at the last board meeting and there will be a new procedure in effect soon. Temporary "No Parking Signs" will be placed in the designated areas. Details such as how the signs get there and are removed when the contractors are finished need to be worked out. All our contractors will be informed of this procedure and signs purchased. It should be a done deal in the near future.

Your Board of Directors



RIVER PINES AND THE TREES

The River Pines complex had some very nice Ponderosa & Scotch Pines. Unfortunately, we found that over 450 of our trees had developed a disease called Pine Wilt that prevents the tree from absorbing moisture and the tree dies. As there is no cure, the infected trees had to be cut down before they fell on units or infected other trees.

There were two choices: Cut some of the diseased trees each year for the next five years or cut them all now. It was to our advantage financially to cut them all at once. This would also make future replanting easier.



We obtained bids for the tree removal and Andrew Tree Service got the job. It wasn't an easy task but they did a good job. We had Greenlawn plant trees in Area C (pump house) and were criticized by some for not bidding the job. One co-owner insisted that Steinkopf would have done the job cheaper. So we obtained bids for Area A (between River Pines & Lancrest) and guess what? Greenlawn had the lowest price and Steinkopf's bid was twice as much with all bidding to the same specification and drawing.

The Grounds Committee met with Greenlawn to review the type and quantity of trees. We decided on 40 trees for Area A. Although they will not fill in the total area right away, they

will look good and allow for future growth. If we planted more now, they would become too close as they grew.

By the time you read this article, Area A should be planted, with the exception of a few trees that would do better with a Spring planting. Area B (between Lone Pine and Blue Spruce) will be planned this fall and winter and planted in 2008.

The Grounds Committee and Board have a responsibility to plan for the future. We want this community to continue to look good and be as maintenance free as possible. While the affected areas may look like war zones now they will look great in a short period of time. Thanks to all who participated in the Tree Project and thanks to all co-owners for their patience.

Your Grounds Committee



River Pines Board of Directors

Janet Hall	President
Doug Keno	Vice President
Tom Cornell	Treasurer
Gene Kerwin	Secretary
Donna Jones	Director
Jim Rogers	Director
Chuck Beesley	Director

Management Company
McShane and Associates
6230 Orchard Lake Road, Suite 200
West Bloomfield, MI 48322
Phone: 248-855-6492
For Emergencies after 5:00 p.m. call:
248-456-0233

ATTEMPTED BREAK-IN ON RIVER RIDGE TRAIL —

By: The Board of Directors

We had another attempted break-in Friday afternoon, 4:00 PM, September 28th, on River Ridge Trail. Fortunately these events don't happen very often. However, considering the world we live in today, this type thing seems to happen more often than we would like. We have experienced a break-in around the complex about once a year over the past few years.

We have been reluctant to publicize these events as we did not want to alarm our residents or cause undo concern. On the other hand, it is important that you be aware that these things do happen in our community.

Security and preventive steps should be considered for your unit. This most recent break-in did not succeed but there was damage done to the unit. The co-owners had installed a security system and it did send an alarm to the security agency. In addition, they have installed what might be called a "security door stop" that was a deterrent to the thief. This door stop is a brass bar or rod that goes through the floor and is located about 1 to 2 inches inside the door. The door can swing open but only to the point where it contacts the door stop. The thief apparently gave up trying to enter through the doorway and went to a window to gain entry. As they tried to pry the window open the alarm system was tripped and that apparently drove off the thief.



As mentioned, there was damage to the unit door frame and also the window but these things can be repaired. The good thing was that the thief did not gain entry and nothing was stolen. We have not been so fortunate in other instances of a break-in.



We may not be able to prevent these break-in and attempted break-ins but there are things we can do to discourage them:

1. We can help one another by being observant and watching for suspicious persons. During the summer, we have many contractors around the site but most have their truck and vehicles identified. We will encourage contractors that do not have their vehicle marked to do so in the future. We will also ask them wear clothing or uniforms that identify their company. If you see something suspicious, call a neighbor and see if they have the same concern as you. If so, then call the police.
2. Consider joining the "Neighborhood Watch" program. This is sponsored by the police department and it will give you the training to help identify suspicious activity.
3. Keep your garage door closed.
4. If you sit out on your rear deck, be sure to lock your front door.
5. Lock your doors and windows when you leave your unit.
6. If you have an alarm system, use it.

There is no foolproof answer but, being aware and paying attention to security is the least we should do. Remember, being safe starts with you.



PLANTING AROUND YOUR CONDO —

By: Doug Keno

When co-owners move into their condo, they have certain expectations as to where and what they can plant outside. Few actually read the rules and policies. This results in plantings that do not conform to Association Policies. Co-owners also refer to the common area around their unit as “their yard”. This also is not correct.



Each unit has an area between the sidewalk and the outside wall of the unit where a co-owner is allowed to plant flowers or shrubs. The co-owner is responsible for the maintenance of these plantings. Some co-owners have chosen to plant in common areas around their unit. If these additional plantings are maintained by the co-owner and do not interfere with grounds maintenance, objections from the Grounds Committee have been overlooked. However recently some co-owners have failed to maintain their plantings and have assumed or requested the association take responsibility for their weeding and maintenance.

Sometimes a new co-owner moves into a unit assuming that all plantings belong to the as-

sociation and wants them maintained by the association. They are often very disappointed to find out that these plantings are their responsibility.

Many of these areas are attractive and add to the overall appearance of the condo complex. However, new co-owners need to read and understand the policy and the association restrictions. The Association Handbook has the planting policy defined and it is easy to read. Future additional plantings should be in accordance with the policy and it requires that you submit your plan to the Board for approval before you begin your project.

Please do your part and help us keep River Pines looking good. Thank You for your cooperation.



SIGNS — FOR ESTATE AND MOVING SALES

By: The Board of Directors

In an effort to help the process of estate and moving sales the board has decided to provide signs for this purpose. A sign may be located in the lawn area in front of the unit having the sale. Directional signs will also be available to direct traffic from the association entrances to the specific unit.

Signs are available at the Maintenance Building, so contact Greg at (734) 323-

Moving Sale



7594 and he will make them available to you. Please return them to the maintenance building when you have finished.

Thank You.



PARKING ON THE LAWN?

By: The Architectural Committee

Have you noticed the cars parked along the street and also up on the lawns? We realize that parking can be a problem particularly when you have multiple visitors. But please ask your visitors not to park on the grass because we have “sprinklers” in the lawn area next to the curbs.

The sprinkler committee members spend a lot of time replacing broken heads because cars are driven up onto the lawn and over the sprinkler heads. Ask your visitors to park in your driveway but not on the lawn.

In most cases, if cars are parked next to the curb on one side of the street, there is adequate room for two way traffic to pass by. The exceptions of course are the streets where we do not allow street parking at all.



So, please help us reduce the cost of sprinkler repairs and give some consideration to nearby co-owners by not parking on the lawn.



DOOR LOCK REPAIR –

The Board of Directors

At the Annual Meeting in September, a question was asked regarding a work order to repair a door lock on their unit. It was agreed that the board would review the work order and provide resolution to this issue. We are providing our answer to this issue for the benefit of those who attended the meeting and those who may have a similar problem.

Upon investigation of the Condominium By-laws, we confirmed the association is not responsible for door handle or lock repair, maintenance or replacement. Under Article V, Section 4 Co-owners responsibility for repair; paragraph (b) it says: “Interior or entry door and its deadbolts, locking mechanism, handles and knobs on both sides of door, all interior doors and related hardware within the individual unit storm door, closer and all related locks and hardware for the storm door.”

This is not in conflict with the Master Deed where it defines that the association is responsible for the exterior door and hinge, repair, maintenance or replacement. The condominium bylaws clarifies the issue of door handles and locks.

Hopefully, this explanation closes this issue.





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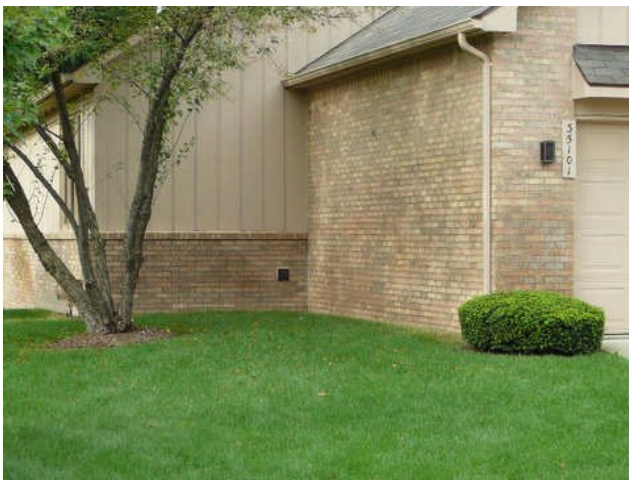
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BRICK CLEANING PROJECT HELPING TO KEEP RIVER PINES ATTRACTIVE -

By: The Architectural Committee

In our travels around the complex we have noticed that several units have stains on the brick siding. It's pretty evident that the sprinkler system is causing the problem. Here is a photo of a unit that looks pretty bad.



Some of this overspray can be controlled by adjusting the sprinkler heads themselves.. But we also see that there are occasions where the wind blows the water onto the brick. It has taken over ten years for this

problem to really become noticeable. Nevertheless, we need to get the stains removed.

We found that by using a high pressure water blaster with a little rust inhibitor the stain can be essentially removed. At least it looks a lot better than before the high pressure washing. As you can see from the second photo, this technique works very well.

Bob Goodman completed a survey in early September and we have approximately forty units that are showing significant brick staining. By the time you read this newsletter we will have at least started the cleaning process and we expect to complete the project very soon.



RECENT CONSTRUCTION AT THE NINE MILE ROAD ENTRANCE -

By: The Architectural Committee

Did you notice the construction at the Nine Mile Road entrance in September? Everyone wondered what was going on. Well, the AT&T Telephone Company was installing fiber optic telephone lines to feed our telephone distribution system. The fiber optic lines will allow for faster transmission of data across the lines and well as clearer voice communications. So, this will be beneficial to those who use the telephone lines for dial-up Internet service as well as the DSL users.



We have not received information as to when the service will be available but the project is progressing.



The Snow Season is Headed in our Direction

Our Bylaws state rules for parking in the confines of River Pines. They state that no vehicles are to be parked overnight on *any* street. This includes the hours between 12:00 AM and 6:00 AM.

NO parking *of any kind* (guests, visitors, etc.) is permitted on River Pine Court, Red Pine Trail, Silver Ridge Court and Court Ridge Court because of their narrow width.

Out of town guests must park within their host's driveway. Street parking for out of town guests will be limited and only with written permission of the Board of Directors.

Vehicles may not be parked in the driveway under cover or protection from the elements. No driveway parking is allowed for any commercial vehicle owned or operated by a Co-owner. These vehicles must be parked **IN** the garage. Trailers and recreational type vehicles cannot be parked in the driveway.

With the winter weather and all the ice and snow, parking is a big problem. The snow plows and salt trucks need to get up and down our streets and cars left in the street make it



difficult for the trucks to maneuver around them.

Remember, we are plowing the streets for you and your neighbors. Your cooperation will be greatly appreciated.



Thank you, Residents!

Residents who have lived here for several years may remember all the crows that frequented River Pines on Trash Collection Day.



We pushed a campaign for all residents to purchase 32 gallon trash containers to discourage the Wednesday feeding frenzy.

Have you noticed the lack of crows and other critters on Trash Day? Isn't this much more pleasant? We do not have trash all over the streets from critters feeding on it.

Thank you to all who took heed and helped us with this problem.



If you have not purchased a 32 gallon trash can, please do so. We do not wish to see the return of the birds or other wild creatures looking for food.

UNIT ALTERATION OR MODIFICATIONS REQUESTS

By: The Architectural Committee

Realizing we have twenty to thirty new residents every year, it is necessary every so often to remind everyone of various board policies. The unit modification request policy is one of those issues that seems to come to the board frequently.

It seems that whenever the seasons change we all begin to think about projects around our unit. In most cases such modifications require submission of an “Architectural Modification Request” and board approval of the project you plan. This process is designed to maintain the integrity of the condominium association and continue with the uniformity concept.

Of course, when we decide to do a project, everyone is anxious to get started. On page 107 of the Association Handbook, the board policy on “Interior Modifications” is explained and is applicable to exterior modifications as well. The paperwork is easy to complete and basically all we ask for is your explanation of what you want to do and to provide a drawing or architectural sketch of your project. Many times it is necessary to have a contractor develop the drawing of what you are planning to do. Once the drawing is completed, the contractor and you are anxious to start. You can obtain a copy of the Architectural Modification Request form by calling the McShane office, 248-855-6492 or you can go to:

www.riverpinescondominiums.com
or
www.mcshanemanagement.com

Here’s what the (2) page form looks like for your reference:—

**CONDOMINIUM ASSOCIATION
REQUEST FOR MODIFICATION APPROVAL**

Name: _____ Phone: _____

Address: _____

NATURE OF MODIFICATION (Describe in detail, using additional sheets and/or sketches as required):

(Check all items that are applicable)

Modification will affect the following:

Exterior Appearance _____	Structural Parts of Unit _____
Limited Common Elements _____	General Common Elements _____
Landscaping _____	Other _____

Approval from each neighbor that the modification will affect, if any:

If approved, modification will be started on: _____

Contractor Name: _____

Contractor Phone: _____

Anticipated date of completion: _____

Please read the following closely before signing:

1. The actual construction must be performed by a licensed builder who is insured. All applicable codes will be followed and the co-owner will obtain all appropriate permits and/or City/Township inspections at the co-owners expense. No modification shall commence without prior Board approval.
2. I have read all applicable sections of the Bylaws and understand same.
3. All maintenance to this alteration/variance/ modification will be performed at my expense.
4. I understand that, should any legal regulatory agency require, at anytime in the future, modifications to this variance, they will be done at my expense.
5. Decks cannot be installed over drainage swale. In the event the deck does interfere with the surface drainage the owner will be required, at their expense, to correct the drainage to the Association’s satisfaction.
6. Any maintenance costs incurred by the Association as a result of variance will be paid by me.
7. This alteration/variance/modification is subject to all the requirements of the Bylaws, occupancy agreements and other applicable regulations at the Board’s discretion.
8. I understand it is my responsibility to advise future assigns or owners of this unit of this modification and of their responsibility for same.
9. Co-owner will be responsible for any damages to common elements due to modification.

10. All the above information is truthful and accurate.

An inspection of the completed modification shall be conducted by the Board of Directors to insure compliance with all appropriate ASSOCIATION restrictions and with reasonable standards of quality and aesthetics.

Co-Owner signature: _____ Date: _____

Co-Owner signature: _____ Date: _____

COMPLETED FORM MUST BE MAILED TO:

MCSHANE AND ASSOCIATES, INC.
6230 ORCHARD LAKE ROAD, SUITE 200
WEST BLOOMFIELD, MI 48322
(248) 855-6492

NO WORK SHALL COMMENCE UNTIL WRITTEN APPROVAL IS RECEIVED

This modification request has been evaluated by the Board of Directors and is:

ACCEPTED _____ with the following restrictions: _____

REJECTED _____ due to: _____

For the Board of Directors: _____ Date: _____

Recognizing the urgency to provide approval for your project, the board has implemented may things to expedite the approval process. However, Co-owners should not expect the

(Continued on page 9)

(Continued from page 8)

approval process to be treated as an “Emergency Situation”.

The management agency, McShane and Associates, receives the modification request and insures that all the proper information is provided. Once the request is finalized, the information is forwarded to the board for approval.

Remember, the board and the Architectural Committee serve on a voluntary basis and cannot be expected to stop everything they are doing to process your project for approval. Nevertheless, rather than wait for the next board meeting the information is e-mailed to the board members and that usually allows us to obtain approval within 2 or 3 days. The entire process, from the time you mail in your request for modification to receiving approval from the board, will take from 5 to 10 business days. If the project has to go the board meeting for discussion and clarification, the process can take up to four weeks.

So, refer to the association handbook for the rules, regulations and policies as you develop your project. Once you are sure you are in compliance, submit your information to McShane & Associates and we’ll do everything we can to get you prompt approval.



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FINAL CHAPTER – LAWSUIT CLOSED

The Board of Directors

Since our last newsletter the final chapter of the co-owner lawsuit has been written. On July 17, 2007 a hearing was held at the 47th District Court as a result of the co-owner’s refusal to sign the settlement that had been agreed upon in court back in May 2007.

The Association Attorney introduced a motion that essentially reiterated the verbal agreement of the May 2, 2007 trial and asked the court to issue an order for this settlement. After considerable discussion, the court did in fact order the settlement.

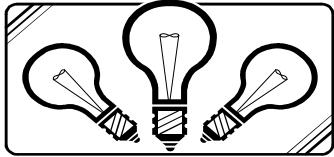
Although there were eight orders in all, the most significant to the association was the requirement the co-owner “will not maintain, repair or replace any common elements of the Condominium, nor alter the exterior appearance of the unit, without the prior written consent of the Association as required by the Condominium Bylaws.

This Order resolves the last pending claim and closes the case. Signed by the Hon. Marla Parker, 47th District Court Judge.”

The irony of these orders is that the association was ordered to pay \$100, by agreement, for work the co-owner had contractors complete. Then an order was issued that prohibits the co-owner from hiring contractors to do such association projects without board approval.

Case closed.





Lighting Committee

The purpose of the Lighting Committee is to identify and replace burned out garage and mailbox lights. Each month Committee members identify lights that are burned out and replace them. Residents may contact Committee members listed below when help is needed. Be sure to identify which light you wish replaced.

This committee does an outstanding job finding burned out lights on their own. If you see a light out, please take the time to call the appropriate Area Person.

Area 1 River Pines Ct. Blue Spruce Dr.	Alice Hamele Bruce Tobis 471-5981
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Area 2 22255-21930 River Ridge Tr 35080-35040 Silver Ridge Ct	Frank Pilzner 426-6851
Area 3 21920-21780 River Ridge Tr 35017-35106 Red Pine Dr	Larry Frey 477-5278
Area 4 34911-35021 White Pine Tr 21770-21620 River Ridge Tr 21480-21610 River Ridge Ct	Charles Jones 476-7606
Area 5 22265-22380 River Ridge Tr	Cliff Askren 473-7293
Area 6 35053-35233 Knollwood Ln	Andy Tarpinian 478-3478
Area 7 35275-35495 Lone Pine Ln 21951-22162 Lancrest Ct.	Terry Connolly 473-8414 Carl Wiatr 474-8242
Area 8 22280-21945 River Pines Dr	Rickard Raney 615-8527
Area 9 35535-35595 Court Ridge Ct 35515-35862 Lone Pine Ln	Gene Milczarski 615-7544

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- Lubricate All Moving Parts
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Furnace Check List

- Check Fan Control
- Lubricate Motor & All Moving Parts
- Clean Pilot Assembly
- Check Orifice for Corrosion
- Inspect Heat Exchanger
- Check Thermostat

- Clean & Check Burners
- Clean & Check Safety Controls
- Check Flue-Pipe
- Check Draft Diverter
- Check Belts
- Check Complete Furnace Cycle
- Check Glo-Coil
- Check Vent Motor / Inducer Motor

***Please Welcome
Our New
Co-owners
and Residents***

Joan Boivin
35360 Blue Spruce Dr
478-6356

Pat Kerlly
21955 River Ridge Trail
471-3265

Barabra Lee
35233 Knollwood Lane
426-7474

Rodney & Kimberly Love
21865 River Ridge Trail
615-3521

Joan Murphy
35590 River Pines Ct.
476-0844

Herb & Bernie Shaw
35031 White Pine Trail
474-3222

Catherine Spencer
35085 Silver Ridge Ct.
847-804-1495

Patricia Kinney
22235 River Ridge Trail
586-214-4846

If you know of new co-owners or residents,
please call June Holmes at 248 442-7439.

**Social Committee
Announcements**

**“Forbidden Christmas”
at the
Historic Gem Century
Theatre.**

**“Holiday Party” Saturday,
December 8th at 4pm at G.
Subu’s, Leather Bottle.**

**Don’t forget our Monthly
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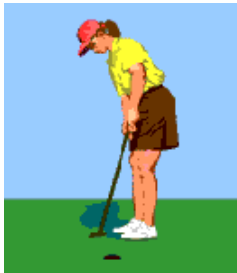
Fall Golf Outing was Sunny and Fun

by Paul Millis

Yes, we DID have a Fall Golf Outing, and it was sunny and we had a lot of fun. Although we only had 20 people, we had smiling faces and loads of enthusiasm. The Golf Gods continued to smile on us and provided us with a really great day...almost a repeat of the Spring Outing with sunny skies and a gentle breeze wafting over us at the Farmington Hills Golf Club.

Paul Pardee did a great job, as usual, of making up the foursomes, each consisting of two men and two women, with each team being handicapped within four points of each other. The match is played as a scramble, with special River Pines rules to make it as fair as possible.

The winning team, with a net score of 33 (after deducting a 4 stroke handicap) was the team of Paul Pardee, Mike Lypka, Nancy Rogers, and Janet Hall. Close on their heels in second place with a net score of 34 (after deducting a 3 stroke handicap) was the team of Jim Mayotte, Carol Anderson, Arick Casper and Tom Cornell.



It seems like the closest to glory that I will achieve happened in this outing as I was in the same foursome as both "Closest to the Pin" winners. Glenda Wilkinson won for the ladies on Hole No. 5, and Chuck Wendt won on Hole No. 8 for the men. Ahhh, so near and yet so far. Congratulations to all of our winners.

After the golf, players gathered together in the Pine Tree Grill at the golf course where they ordered meals from a special menu prepared for us by Penny White, owner and operator of the restaurant. The food was delicious. Many favorable comments were heard about the food from our golfers.

Special thanks to the Pardee's, Paul and Clare, and to my wife Linda for all of their help in doing all of the special things that makes these outings flow so smoothly. Also, thanks to Jamie Cole, Resident Golf Pro, for his help in making this happen.

There will be outings for the Spring and Fall of 2008, but the dates have not been established as of this writing. Look for more information about these outing in your next newsletter.



TENNIS ANYONE?

By: Lee Holmes

On schedule, weather permitting, a small but enthusiastic group of men meet regularly to play tennis on our two courts. More players will be welcome. Everyone who comes to play will play in rotation. If you enjoy a neighborly game of tennis, please join us. Men may call Lee Holmes for more information at 248-442-7439.

Wednesdays at 5:00 PM
Saturdays at 9:00 AM

Women interested in forming a group may call Joanne O'Bryan at 248-478-9296. Come join in the fun.

MAIL STATIONS –

By: *The Architectural Committee*

At the annual meeting on September 26th, a question was asked concerning the condition of the mail stations and potential wood deterioration. As a result, the architectural committee conducted a survey of several main stations and observed the following:

1. It has been approximately four years since the mail stations were painted and some are showing their wear.
2. Some of the cedar shingles have warped and curled but generally are in good shape.
3. The angle iron hold down are showing some rust from the salt and snow melt chemicals used in the winter.

Generally, the mail stations do not look too bad. We have decided that we will have contractor inspect the twelve mail stations we have and determine if any of the wood, including the shingles, needs to be replaced. We will also ask the contractor to provide a quote for the needed wood replacement and then completely paint the units. The mail boxes will not be painted; just the wood structure. We would like to complete this project yet this fall if possible.



In our reserve plans, we have schedule the complete replacement of the twelve mail stations for 2010. We are considering some design upgrades and hope to enlarge the units to provide better weather protection for both our co-owners and the mail deliver personnel. If

our inspection, mentioned above, indicates that the mail station units should be replaced sooner than planned we will take that into consideration in finalizing the project planning this fall.



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Management Company Partners with Social Services Organization

*By Lloyd Silberman, McShane and Associates, Inc.
Reprinted from the Community Association News, published by the Michigan
Chapter of CAI*

Management companies can do more than replace roofs, plow snow, cut grass and attend board meetings. They can make a difference in the lives of their communities' residents.

That's why our company is working with Jewish Family Service (JFS), a non-sectarian social service organization serving individuals and families in the Detroit area. One of the primary JFS specialties is offering support services for senior adults. With the aging demographics of the communities we manage, a JFS-McShane partnership made a lot of sense for both organizations. For McShane and Associates, JFS can help our seniors and their caregivers to maintain the seniors' independence and enable the seniors to stay in their own homes when they might otherwise be forced to move to adult care facilities. More and more, we find that the seniors in our communities need a helping hand because their families and friends have moved away. Sometimes, it's a matter of providing their busy caregivers with information and timely assistance to help them cope with the challenges of managing their loved ones' affairs while dealing with their own children and careers. Among the kinds of services JFS offers are:

- **Counseling** – Individual, family, and group counseling for depression, grief and loss, family relationships, retirement, and other life changes.
- **Care management** – Coordination of resources and services to assure that older adults and others requiring assistance at home receive appropriate and continuous

support to meet their individual needs. A care manager identifies needs, determines a plan for short or long-term care, arranges for delivery of services and monitors those services to assure continuity of care.

- **Home care services** – Personal care, and homemaker services to ensure safety and independence at home.



There is one other connection with JFS which we are facilitating – volunteerism. JFS depends on individual contributions from the community as well as volunteers to help carry out the many programs which they offer. Individuals and families in our communities who are willing to give of their time and energy can volunteer once a week, twice a month or once a year. They can become a mentor or a school reading tutor. Or maybe they have special skills such as legal, accounting, electrical or plumbing, just to name a few. Volunteer opportunities helping seniors include becoming a Friendly Visitor, Meals on Wheels packer or driver or becoming a hospice volunteer. Once a year opportunities include Fall Fix Up (doing seasonal yard work and home winterization for seniors), Thanksgiving Basket Distribution and Holiday Gift Distribution.

So, how do we make the connection between

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our residents and the JFS services and volunteer opportunities? First, we set up a link from our web site: (www.mcshanemanagement.com) to custom web pages at the JFS web site. These pages welcome McShane residents to their site and give them specific information about services and volunteer opportunities available. Second, we included a discussion about the JFS-McShane partnership at each of our community board meetings. Some of these communities also agreed to publish articles about the new partnership in their newsletters. Finally, many of our communities have allowed a JFS representative to address their residents at community meetings, such as their annual meeting and/or an informational meeting.



They also approve having a JFS information table at their community meetings.

What has the reaction been so far? We have been greeted with some surprise and much approval. Naturally, people do not expect their management company to be involved in this kind of activity. It seems to change the mood of the meetings. I can't prove it, but it appears to make people think about more important issues compared to combating crab grass or eliminating non-conforming architectural changes. It also seems to reinforce the community concept; the sense that we can depend on each other in our time of need.

I had one early experience with a co-owner from one of communities I manage. An older woman lives in a community which is made up of predominantly senior residents. I had been instructed by the Board President to send out several violation notices shortly af-

ter Memorial Day to those resident who did not take into account the one day delay in putting their waste out for pick up that following week. So, "Mrs. Smith" calls me to contest the violation notice, blaming the situation on her physical disabilities which force her to rely on others to put out her waste containers and to put them back the next day. Since JFS had recently appeared at this community's annual meeting, I immediately thought of referring her to them for help. She said, "Who do you think puts out the waste containers now?" The problem was that her JFS volunteer always comes on Tuesday, the day that the waste containers are normally put out. When a holiday delays the pick up, the containers remain at the curb an extra day. Rather than descending into a conflict with Mrs. Smith, I got into the spirit of the JFS mission and assured her that we would find a way to help her on those four or five days a year that the pick up day is delayed.

Will this new JFS-McShane partnership bring more business to our management company? I don't know and frankly, I don't care. The sense of accomplishment it has given me and my fellow associates is reason enough to spend our time and resources connecting JFS with our residents. And yes, the feeling is contagious. Guess who will be participating in the Fall Clean Up this year? If there are any contractors out there who want to help out with supplies or bodies, give me a call.

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