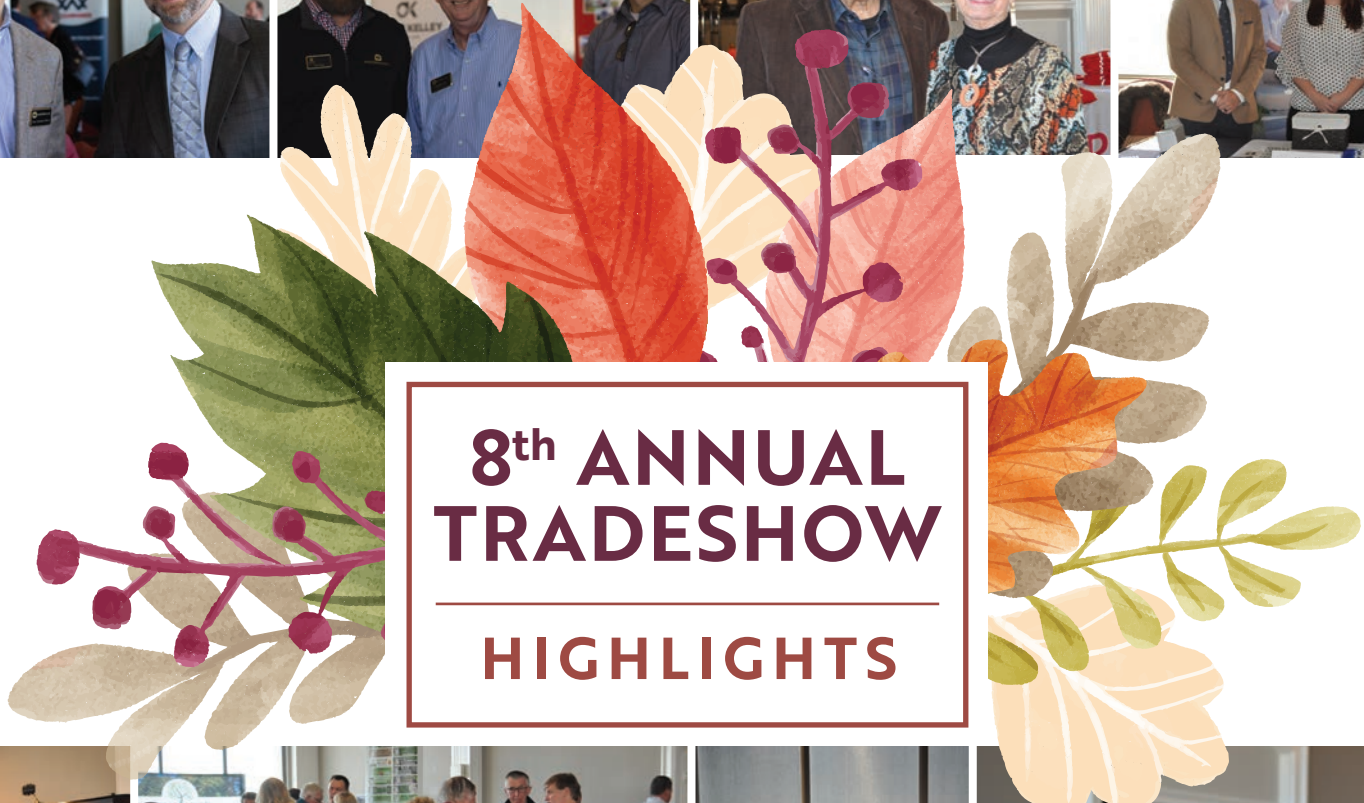




GHERTNER & COMPANY

# ONBOARD

Newsletter For Association Board Members



## 8<sup>th</sup> ANNUAL TRADESHOW HIGHLIGHTS





## OUR CLIENTS SAY IT BEST!

Catherine Davis was so responsive, helpful and friendly when I contacted Ghertner about downed trees in the common area behind our home. What an asset she is for Ghertner and they are lucky to have someone who understands good service.

J. DANCICO

The "small project" on my property turned into multiple emails needing additional information and explanations.

Danielle Hayes was prompt with her responses and thorough in her follow up.

BILLY ROSS

In any endeavor problems are presented. The response received is the real indicator of good or poor management. I have owned property in the Townhomes of Forrest Crossing for a number of years now and during that time I have, on infrequent occasions, had reason to contact Janice Tantaris concerning those problems. I can unequivocally say that on every occasion she has approached the issue with reasoned analysis and has presented a solution that exhibits outstanding judgment.

She is a valuable asset for both Ghertner and our community.

SAM C. MITCHELL.

While the entire team is helpful, Demetria Nunley is a shining STAR. She loves what she does in helping residents and it clearly shows in her professionalism and caring.

SHEILA STERN

Ghertner & Company, along with our property manager Kim Maynard, has been an awesome partner for our HOA. Kim goes out of her way to go above and beyond and always has the best interest of the community as her primary focus. Our partnership with Kim is the foundation on which we are successfully migrating our HOA from builder to homeowner control.

CHRIS MELEG

Mary Kate Smith has been so awesome to work with. Always gets back quickly with answers and always on top of things. We are lucky to have such a responsible person handling our business.

RENEE BELL

Angela Perry has been my main point of contact. She has been very quick to respond on all my questions. She has a broad knowledge of the HOA, the Board and what is currently going on with the common areas. I have asked questions about the pool, the clubhouse, green spaces, etc. She was able to answer all within the same business day. She also passed along some of my suggestions to the Board and then followed up with them to get me their feedback. I would consider this excellent service! Thank you!

DEBORAH ISBELL

# 2020 LUNCH & LEARN TOPICS ANNOUNCED

The 2020 Lunch & Learn Volunteer Training Workshops will cover a variety of topics helpful to Homeowner Association Board Members and are offered monthly at the Ghertner & Company home offices in Metro Center. Led by industry professional, Kathleen Sutherland, attendees are able to participate by discussion or asking questions. This service is provided free of charge to Ghertner & Company managed community board members and includes a complimentary meal. These workshops are also being offered some months at remote locations throughout Middle Tennessee to reach more board members.

## Tentative plans are to cover these topics in 2020:

January 14	Strategic Planning
February 11	Time Management for Volunteers
March 3	Community Standards (Murfreesboro)
March 10	Community Standards
March	Vision & Mission Statements (remote)
April 14	Financial Reports & Planning
April	Financial Reports & Planning (remote)
May 5	Financial Reports & Planning (Murfreesboro)
May 12	Code of Conduct
May	Code of Conduct (remote)
June 2	Time Management for Volunteers (Murfreesboro)
June 9	Communication
July 7	Meetings (Murfreesboro)
July 14	Meetings
July	Meetings (remote)
August 11	Board Role, Duty and Care, Business Judgment Rule
August	Board Role, Duty and Care, Business Judgment Rule (remote)
September 1	Budgets and Communication
October 6	Budgets and Communication (Murfreesboro)
October 13	Vison & Mission Statements



# ARBORETUM SPEARHEADS SUSTAINABILITY INITIATIVE

After several years of careful and strategic planning, the efforts to create an arboretum at the corporate offices in Metro Center is coming to fruition. An arboretum is a living collection of trees and shrubs cultivated and labeled for educational and scientific purposes. Ghertner & Company is leading by example to demonstrate the many health, economic and aesthetic benefits trees provide to communities. Over 40 species of trees and plants are present on the property as the site map below illustrates. Learn more at <https://ghertner.com/sustainability>



Map Location	Common Name	Scientific Name
1	Sycamore	<i>Platanus occidentalis</i>
2	Coralbark Japanese Maple	<i>Acer palmatum 'Sango-kaku'</i>
3	Willow Oak	<i>Quercus phellos</i>
4	Kousa Dogwood	<i>Cornus kousa</i>
5	Serviceberry	<i>Amelanchier x grandiflora 'Autumn Brilliance'</i>
6	Cherry Laurel	<i>Prunus sp.</i>
7	Pin Oak	<i>Quercus palustris</i>
8	Franklin Tree	<i>Franklinia alatamaha</i>
9	Redbud	<i>Cercis canadensis</i>
10	Sweetbay Magnolia	<i>Magnolia virginiana 'Green Shadow'</i>
11	Bottlebrush Buckeye	<i>Aesculus parviflora</i>
12	Downy Serviceberry	<i>Amelanchier arborea</i>
13	Water Oak	<i>Quercus nigra</i>
14	Bladdernut	<i>Staphylea trifolia</i>
15	Two-Winged Silverbell	<i>Halesia diptera (Magniflora group)</i>
16	Ironwood	<i>Ostrya virginiana</i>
17	Paw Paw	<i>Asimina triloba</i>
18	Shumard Oak	<i>Quercus shumardii</i>
19	Spicebush	<i>Lindera benzoin</i>
20	Holly	<i>Ilex sp.</i>
21	Yellowwood	<i>Cladrastis lutea</i>
22	Sassafras	<i>Sassafras albidum</i>
23	Black Cherry	<i>Prunus serotina</i>
24	Staghorn Sumac	<i>Rhus typhina</i>
25	Tuliptree	<i>Liriodendron tulipifera</i>
26	S. Rusty Blackhaw	<i>Viburnum rufidulum</i>
27	Elderberry	<i>Sambucus canadensis</i>
28	Flowering Dogwood	<i>Cornus florida</i>
29	Nellie R Stevens Holly	<i>Ilex 'Nellie R Stevens'</i>
30	Wahoo	<i>Euonymus atropurpureus</i>
31	River Birch	<i>Betula nigra</i>
32	American Plum	<i>Prunus americana</i>
33	Hoptree	<i>Ptelea trifoliata</i>
34	Carolina Buckthorn	<i>Fragula (Fraxinus) caroliniana</i>
35	E. White Pine	<i>Pinus strobus</i>
36	Kentucky Coffeetree	<i>Gymnocladus dioica</i>
37	Red Maple	<i>Acer rubrum</i>
38	Basswood	<i>Tilia americana</i>
39	Chinkapin Oak	<i>Quercus muhlenbergii</i>
40	Japanese Zelkova	<i>Zelkova serrata</i>
41	Red Buckeye	<i>Aesculus pavia</i>

# TREE PLANTING DAY 2019

In the continuing effort to lead by example, associates participated in a Tree Planting Day on November 13. Twenty-five associates brought their gloves, shovels and picks and planted twelve trees throughout the grounds. Some of the trees were donated by employees in memory or honor of loved ones or in support of the effort.

Leadership and volunteers from the **Nashville Tree Foundation** were on hand to offer guidance and information to participants. Ghertner & Company presented NTF with a \$1,000 donation to assist them in their mission to *preserve and enhance Nashville's urban forests by planting trees in urban areas, identifying the oldest and largest trees in Davidson County, and educating the public about the value of trees.*

## TREES PROVIDE MANY BENEFITS:

### ECONOMIC:

- Mature trees in yards and along neighborhood streets increase the value of residential properties by 5-15%.
- High quality landscaping increases commercial property rental rates.

### HEALTH AND WELLBEING:

- Trees improve air quality acting as giant air filters.
- Trees reduce the amount of noise pollution.

### COMMUNITY BENEFITS:

- Trees provide important food and shelter to wildlife. By focusing on trees that are native to Tennessee and eliminating the use of pesticides, the Ghertner & Company Arboretum is providing healthy habitat for many different native species of wildlife. We have observed over 70 different species of birds and pollinators, including Monarchs and the American bumblebee.



# THE EIGHTH ANNUAL VENDOR TRADE SHOW IS A SUCCESS!

A RECORD CROWD ATTENDED THE 8TH ANNUAL VENDOR TRADE SHOW HELD ON FRIDAY, NOVEMBER 1, 2019 AT THE MILLENNIUM MAXWELL HOUSE HOTEL.

All Ghertner & Company managed community board members and CAMs (Community Association Managers) were able to network with vendors offering a variety of services like landscaping, pest control, insurance, pool maintenance, legal and financial services. A complimentary lunch was provided and door prizes were awarded throughout the event. Prior to the event, two seminars were offered on reserve studies and the management of delinquent accounts.



## PARTICIPATING VENDORS INCLUDED:

ABSOLUTE PEST

ACCUWORKS

ACT SECURITY

ALLIANCE BANK

BOUVIER INSURANCE

COMMUNITY TREE

JON CURTIS

GMR

GREATER NASHVILLE POOL

GREATHOUSE LANDSCAPE

GREEN PASTURES

ALVIN HARRIS

HART PROPERTY ADVISORS

LEWIS LETTERWORKS

LSI

MILLER DODSON

NORTHWEST EXTERMINATING

POOLSIDE NASHVILLE

PYE BARKER

RENOVIA

ROBINS INSURANCE

JAMES A. ROTHBERG & ASSOCIATES

SUNSET POOL

TOPCOAT PAVING

UNION BANK

GERALD WIGGER



# ACTIVE HUMAN RESOURCES DEPARTMENT INVESTS IN ASSOCIATES



Stacy Adams, Director of HR, utilizes her teaching background to train and develop the associates at Ghertner & Company. Several topics were taught in 2019 based

on current needs within the industry, changes in employment law and current hot topics.

Stacy conducts training on several levels to include bi-monthly Lunch & Learns for which an invitation is extended to everyone on staff for either a morning or a lunch session. Ghertner & Company provides a breakfast and lunch on those scheduled days.

## TOPICS THIS YEAR INCLUDED:

- New Year, New Features  
(to their Company Wellness Program)
- Active Shooter Training (conducted by Davidson County Law Enforcement Training & Development Officer)
- Work Ethic You Can Count On
- Why Trust Matters in an Organization
- Employee Assistance Program Ins & Outs
- CPR, First Aid & AED Refresher Courses

Stacy also conducts on a bi-monthly basis, leadership training for the supervisors within the company. This is a morning session where breakfast is served as well.

## TOPICS INCLUDED:

- Ways To Empower Your Staff
- Leading Effective Meetings
- Best Ways To Manage People
- Maximizing Full Potential
- Associates Don't Quit the Company, They Quit Their Boss

Another program spearheaded by Stacy is the Wellness Program where associates from each department volunteer their time to be Champs, acting as the “go to” for all Wellness yearly activities. Every month a new theme is decided upon and activities surrounding them.

## THEMES & ACTIVITIES INCLUDED:

- Presentation on Syncing Devices to the online wellness program called Humana's Go365
- Heart Month
- Diabetes Month
- Biometric Screenings
- Spring Fling 5k
- Alzheimer's Month
- 4th of July Teambuilding Activity
- Hydration Month
- Drug & Alcohol Awareness
- Health Fair to Include Flu Shots
- Turley Wobble 5k
- Flu Prevention

## CHAMPS INCLUDE THE FOLLOWING ASSOCIATES:

- Stacy Adams, Chair
- Jackie Almanza
- Dorothy Ratliff
- Juan Carey
- Erica Willis
- Cassandra Watkins
- Rusty Baltz
- Bob Welborn



Participation in the Wellness program has increased from last year. Some benefits that Ghertner & Company has experienced within our Wellness Program include:

- Improved our associates health behaviors – education, daily food choices, motivation to be healthy
- Reduction in health care costs – according to “Health Affairs” the average ROI is 3.27 – meaning for every dollar that is spent on the program the company saved on average \$3.27 because of reduced healthcare costs
- Excited participation in the health fair, 5k events and teambuilding activities
- Large perk for associate recruitment and retention
- Strong associate morale resulting in winning the Top Workplace Award 5 times

Ghertner & Company is passionate about the health and wellbeing of their associates. It is the culture of this company that says **“We care that you care!”**





# A PAC IS BORN...

**SCOTT GHERTNER**

After several years of discussion, on August 27, 2019, CAI Tennessee, formed CAI PAC TN, a Political Action Committee dedicated to promoting strong public policies supporting Homeowner Associations.

These HOAs and vendors contributed in 2019. If your HOA hasn't given, please consider a contribution this year, so that work can continue in this effort to support members who support public policy that helps Homeowner Associations.

## COMMUNITIES AND INDIVIDUALS

- |  |                            |
|--|----------------------------|
| Barnes Crossing                                | Mark Riebau                |
| Blackman Farm                                  | Ridgeport                  |
| Cottage Grove<br>at Twelve Stones              | Riverwalk                  |
| Doral Country Villas                           | Sheffield Park             |
| Eagle Ridge at the Reserve                     | Silver Springs             |
| Franklin Green                                 | Southern Meadows           |
| Golf View Estates                              | Stewart Springs            |
| Harbor Village P.U.D.                          | Stonehollow                |
| Hermitage Point                                | The Reserve at Wright Farm |
| Highland Creek                                 | Townhomes of Fredricksburg |
| Honey Brook                                    | Tulip Cove                 |
| Jackson Hills Residential<br>Association, Inc. | Tulip Grove Pointe         |
| Lockwood Glen                                  | Tuscan Gardens             |
| Market Place                                   | Villas Indian Creek        |
| Mooreland Estates II                           | West End Lofts II          |
| Oakwood  | Westfield                  |
| Picketts Ridge, Inc.                           | Whitehall                  |
| Polk Place                                     | Willowmet                  |
| Providence                                     | Wright Farms               |
| Puckett Downs                                  |                            |
| Puckett Station                                |                            |
| Quail Run                                      |                            |
| Retreat at Charleston South                    |                            |

## VENDORS

- Accuworks
- Bouvier Insurance
- Chief Fire Protection Company
- Cover My Assets  
Insurance Group, LLC
- Green Pastures Landscape Co.
- Alvin L. Harris
- HomewiseDocs.com
- James A. Rothberg and  
Associates, Inc.
- Brad Jenkins
- Jon D. Curtis, Attorney at Law
- Landscape Services, Inc.
- Lewis Letterworks, Inc.
- Robins Insurance Agency, Inc.
- Surber, Asher,  
Surber & Moushon, PLLC
- Waste Tech Services, Inc.



*State Representative Bob Freeman and Ghertner & Company Co-President Scott Ghertner met recently with members from the Harpeth Trace Estates HOA regarding the homes for rent legislation about HOA's control over rentals in their community.*

# WESSEX TOWERS

## RENOVATIONS ELEVATE LIVING EXPERIENCE

Nestled on top of historic nine-mile hill in the Belle Meade area near Cheekwood, Belle Meade Mansion and the new Bellevue Place mall, Wessex Towers offers a distinct address for its residents. Built in the 1970's, it was one of the first high rise living communities in West Nashville. Through the years, each Board of Directors has maintained and overseen improvements to the benefit of the condominium owners.

This year many renovations were done to the exterior and interior of the community for not only mechanical and structural upkeep, but also to be aesthetically appealing. Investments were made on green space improvements, a complete exterior paint coating, main lobby and social room renovations, custom elevator work, full state of the art fitness area, conversion to a salt water pool, improved recreational room with pool table, television, and patio area with amazing views.

Wessex Towers has a full staff to ensure that the property is maintained in excellent condition throughout the year. Wessex Towers has been financially managed by Ghertner & Company since the 1990's.

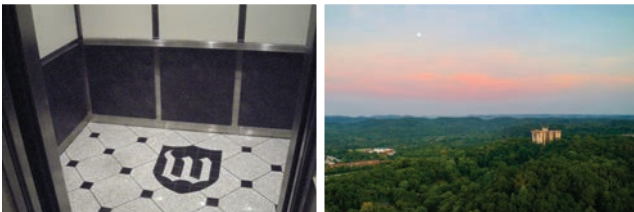
***“ Wessex Towers is Nashville’s best kept secret, the luxury of high rise living in a peaceful rural setting.”***

### THE WESSEX TOWERS TEAM



Back row left to right  
 Frank Kelly (Front desk),  
 Frankie Kelly (Maintenance),  
 Brandi Dryden (Manager),  
 Rebecca Smith (Housekeeping),  
 Richard Patterson (Housekeeping),  
 Gerald Henderson  
 (Maintenance Supervisor).

Not pictured George Linsell  
 (Maintenance) and Sammy Adams  
 (Front desk).





## GHERTNER & COMPANY

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[www.ghertner.com](http://www.ghertner.com)



## GHERTNER & COMPANY

SINCE 1968



**65,000+**  
HOMES



**500**  
COMMUNITIES



**150**  
ASSOCIATES

*Excellence*

IN COMMUNITY ASSOCIATION MANAGEMENT