

POSSIBILITIES.



POSSIBILITIES.



DEAR CAI MEMBER:

Empowering yourself with resources and information can make the difference between success and failure. CAI's National Conference and Exposition, April 28–May 1, 2010, in Las Vegas will give you the tools you need to maximize opportunities and discover possibilities in the most demanding situations.

This year's conference offers more opportunities than ever to connect with peers and gain fresh perspectives. Expanded education sessions, a robust exhibition and a wide variety of networking events will help you build practical skills and give you new solutions that will save you time and money and expand your personal and professional potential.

There is no better time to benefit from the experience, wisdom and expertise of those who face similar personal and professional challenges. And there's no better opportunity to do that than by attending CAI's National Conference and Exposition.

I look forward to seeing you in Las Vegas.



Tom Skiba, CAE
Chief Executive Officer



Conference Benefits:

POSSIBILITIES, PERSPECTIVES, PEERS, PLACE

- Expanded education program featuring five tracks and 28 sessions
- Industry experts sharing practical strategies and tactics—not just theories
- Pre-conference professional development program, including eight PMDP courses
- Networking events designed to help maximize professional contacts
- State-of-the-art exposition spotlighting the industry's leading product and service providers
- Local attractions offering something for everyone

A vibrant, low-angle shot of a theater lobby. The scene is dominated by a bright red carpet that leads into the distance. The walls and ceiling are lined with numerous neon lights in shades of blue, yellow, and red, creating a dynamic and colorful environment. The perspective is looking down the length of the lobby, with the carpet and lights receding into the background. The overall atmosphere is one of excitement and grandeur.

PERSPECTIVES.

General Session Featuring General Anthony Zinni **Leading the Charge: Leadership Lessons From the Battlefield to the Boardroom**

What does the Israeli-Palestinian peace process have to do with managing community associations? Perhaps more than you think.

General, diplomat, professor, strategist, businessman and Marine Anthony Zinni shares his life lessons on leadership, team building and crisis management and how they apply to the day-to-day management of community associations. In his keynote presentation, General Zinni will discuss the core skills and traits required to be an effective leader, how to build an exceptional team and how to address and resolve conflicts and challenges—from international peace initiatives to association board meetings.



ABOUT GENERAL ANTHONY ZINNI

From a second lieutenant in 1965 to chairman of \$25 billion BAE Systems, Inc., today, General Zinni has experienced profound and fundamental changes in the military, business and political arenas, learning what works and what doesn't. In his newest book, *Leading the Charge: Leadership Lessons from the Battlefield to the Boardroom*, General Zinni takes on the challenge of exceptional leadership in periods of turbulence. "People are desperate for leadership they can trust and depend on," he says. "They want role models who earn their respect and can get them through tough times."

Opening General Session Featuring Derek Daly

How Fast Can You Get Fast? How to Remove the Speed Bumps to Success

As the speed of doing business continues to increase, will you and your team be able to keep up the pace?

International sports commentator and former race car driver Derek Daly explains how and why speed is the competitive tool of the future for business success. Exploring the three elements of speed—having the right people, being in the right place and doing the right thing—Derek reveals how removing speed bumps and deftly avoiding obstacles can help you respond more quickly, effectively and efficiently to high-pressure situations and improve your chances for professional victory.

ABOUT DEREK DALY

During his international auto racing career, Derek drove for some of the world's most successful teams. He won races all over the globe, dined with royalty and was almost killed three times. Now one of television's most popular sports commentators and a world-class speaker, Derek uses his personal study of the glamorous, success-oriented world of motorsports to engage, inform and inspire. Drawing on his original business research with some of the legends of professional racing, including Rusty Wallace, Roger Penske, Mario Andretti and A.J. Foyt, Derek explains why some individuals and teams fail to reach their potential while others become successful.



EDUCATION TRACKS & SESSIONS

THIS YEAR'S CONFERENCE

offers more choices than ever to tailor an education program to your individual needs and interests. Meaningful information that meets your requirements is the goal. Five tracks and 28 sessions allow you to gain the most take-home value by exploring the issues that have the greatest impact on your job and performance. Custom-build your education program and maximize your learning opportunities.

CONTINUING EDUCATION UNITS (CEUs)

CEUs for professional certifications are awarded for attendance at the National Conference as listed below. Conference attendance also fulfills continuing education requirements for PCAM and LSM redesignations. Visit www.caionline.org/education for details.

CIRMS: National Conference Presentation = 10 CEUs

AMS: 1 day = 6 CEUs; 2 days = 12 CEUs; 3 days = 15 CEUs

CMCA: 1 day = 6 CEUs; 2 days = 12 CEUs; 3 days = 15 CEUs

CMCA is administered by NBC-CAM (www.nbc-cam.org)

**Sessions marked with an asterisk are especially appropriate for association board members and other homeowner volunteer leaders.*

TRENDS

- Communities in the Current Economy: The Four Impacts
- Seeing Red in a Blue America
- Chinese Drywall: The Science and the Myths*
- A License to Practice? Regulation of Community Association Management
- Successful Capital Improvement Projects in a Challenging Economy*

BUSINESS

- Keeping Your Association Healthy: Records Management to Reduce Association Cost and Liability*
- Strategies for Rough Seas: Managing in Difficult Economic Conditions*
- The Claim Has Landed: Now What?
- The Most Effective Collection Practices: Lessons Learned From the Front Lines*
- Going Green: How To and How Much*

SKILLS/PROFESSIONAL DEVELOPMENT

- Points of Order: Revised Robert's Rules for Meeting Strategy, Effectiveness and a Little Fun
- Isn't the Association a Business Too?*
- Hope on the Horizon: The Recovery of Horizon Run Condominium*
- When Opportunity Knocks...
- Avoiding a Crash That Totals Your Career
- Maximizing the Value of Your CAI Membership

LEGAL

- Getting the Most out of Association Legal Counsel*
- Whose Club Is It Anyway? Managing Clubs in Community Associations
- Decision Making: The Business Judgment Rule Plus*
- Getting Elvis to Leave the Building and Other Practical Ways to Restore Order*
- What Do You Do When You Get Sued?

TECHNOLOGY

- Search Engine Marketing: Easy Tactics and Tools to Rise Above the Competition
- Smartphone Technology in Community Associations
- Using Social Media to Connect With Your Community*
- One Touch Does It All: An Interactive Look at the State of Management Technology
- Streamline Your Management Company With the Industry's Best Practices in Workflow

TRENDS

Communities in the Current Economy: The Four Impacts

Associations that govern planned communities are not immune from the effects of the current economic environment, and there are no governmental bailout programs for associations. Learn about the impact of the economy on associations in four specific areas: foreclosures, developer insolvencies, reserves and insurance.

Candyce D. Cavanagh, ESQ., Orten Cavanagh Richmond & Holmes, LLC, Denver, CO, and Jerry C.M. Orten, ESQ., Orten Cavanagh Richmond & Holmes, LLC, Denver, CO

Seeing Red in a Blue America

In 2009, the economy was rocked by challenges: the banking crisis, growing unemployment, the insolvency of Fannie Mae and Freddie Mac, spiking energy prices and sweeping political change favoring greater federal intervention in the marketplace. Free-market defenders are crying socialism, while advocates of greater regulation move forward with changes to address economic challenges that could have a profound impact on how lending decisions are made, how you conduct your business and the operations of community associations overall. Learn where fault lines are likely to emerge and what homeowners, managers and business partners need to know to adapt to these changes.

Moderated by Andrew S. Fortin, ESQ., CAI, Alexandria, VA, and Panel Members TBD

Chinese Drywall: The Science and the Myths*

Chinese drywall was introduced to the United States when demand outstripped supply and forced the importation of foreign-made drywall. Investigate the adverse health effects of Chinese drywall on residents and homeowners beyond the odors from sulfurous off-gassing and examine the impact of corrective activities.

Alan E. Burt, MBA, Building Health Sciences, Rockville, MD, and Barbara Manis, M.D., Building Health Sciences, Rockville, MD

A License to Practice? Regulation of Community Association Management

For 30-plus years, industry leaders have established the community association management profession through highly successful training and credentials. The previously self-regulated profession is now experiencing a trend of government regulation through manager licensure regimes at the state level. Interact with a panel of experts to examine the current status of various CAI member-led efforts to proactively raise the standards of professionalism, promote CAI member-developed credentials and create new consumer protections.

Dawn Bauman, CAE, NBC-CAM, Alexandria, VA, and Andrew Fortin, ESQ., CAI, Alexandria, VA

Successful Capital Improvement Projects in a Challenging Economy*

In difficult times, many associations are reluctant to embark on major capital improvement projects. This advanced seminar will teach you how to take advantage of the current economic situation to benefit your association. Learn about obtaining energy efficiency tax and utility credits, preparing a bid packet, pre-qualifying contractors and design professionals, communicating with homeowners, conducting inspections, handling change orders and avoiding liens.

Jerry C.M. Orten, ESQ., Orten Cavanagh Richmond & Holmes, LLC, Denver, CO, and Jeffrey P. Kerrane, ESQ., Benson & Associates, Golden, CO

EDUCATION TRACKS & SESSIONS

BUSINESS

Keeping Your Association Healthy: Records Management to Reduce Association Cost and Liability*

Justified or not, associations often face potentially costly lawsuits. Discover how legal and membership requirements can be satisfied by proper record retention for all aspects of association management. This preventive maintenance will strengthen the health of associations and reduce liability risks and litigation costs.

Howard J. Silldorf, ESQ., Silldorf & Levine, LLP, San Diego, CA

Strategies for Rough Seas: Managing in Difficult Economic Conditions*

Explore financial, governance and employment strategies that have been implemented successfully in response to challenging fiscal issues. Examples will include implementing revenue-producing events and activities, utilizing sponsors to reduce association costs and creating effective internship programs.

Donald Cheek, CMCA, AMS, Corolla Light Community Association, Corolla, NC

The Claim Has Landed: Now What?

Find out what it takes to get insurance claims submitted and resolved as expeditiously and painlessly as possible. An expert panel that includes a community association attorney, an insurance carrier claims analyst, a community manager, a public adjuster and a community association insurance professional will explain what type of insurance claims fit under what type of policies and how to avoid the most common mistakes that slow the claims process.

Joel W. Meskin, CIRMS, ESQ., McGowan & Company, Inc., Fairview Park, OH

The Most Effective Collection Practices: Lessons Learned From the Front Lines*

Learn best practices for association management firms and explore real-life examples of cutting-edge strategies from the front lines of the community delinquency battlefield. This interactive session will focus on accounts receivables and their conversion into cash. While the examples focus on struggling associations, they apply equally to healthy associations.

Alexander D. Moskovitz, Association Financial Services, Miami, FL, and Lewis Freeman, Lewis B. Freeman & Partners, Miami, FL

Going Green: How To and How Much*

Learn not only how to go green, but also how much it costs, how much it can save and how you can get the money to do it. This session explores energy usage and waste; energy-saving maintenance, repair and replacement techniques; and individual resident and common-area conservation programs. You will also find out how to motivate board members to think green and how to fund environmental initiatives with reserves, rebates, incentives and tax credits.

Mitchell H. Frumkin, P.E., RS, CGP, Kipcon, Inc., North Brunswick, NJ, Ellen Fix, CMCA, AMS, PCAM, North Seattle Community College & Rockwell Institute, Bellevue, WA, Marjorie J. Meyer, CMCA, PCAM, Associa, Houston, TX, and Lynn S. Jordan, ESQ., Jordan Law, LLC, Denver, CO

SKILLS/PROFESSIONAL DEVELOPMENT

Points of Order: Revised Robert's Rules for Meeting Strategy, Effectiveness and a Little Fun

Duke University Professor Clayton Callaway offers an interesting perspective on parliamentary law, emphasizing *Robert's Rules of Order Newly Revised*. Examine meeting protocol, hierarchy of motions, bylaws, special rules, committees, boards and officers' duties, as well as strategy and fun in the meeting place. Attention is also given to the role of state laws in relation to parliamentary law. S. Clayton Callaway, Jr., *Parliamentary Strategies*, Wilmington, NC

Isn't the Association a Business Too?*

While our associations play a significant role in building community, they are also businesses. Therefore, basic business principles should be used in operating an association regardless of the size of the association or the type of management. Gain ideas on how to relate the association model to a business model and identify elements critical to success.

Sandra K. Denton, CMCA, LSM, PCAM, *Sienna Plantation Residential Association, Inc.*, Missouri City, TX

Hope on the Horizon: The Recovery of Horizon Run Condominium*

In 2008, 40-year-old Horizon Run Condominium faced high levels of delinquency, dispirited residents, disinterested absentee owners, a lack of board meeting quorums, widespread rule violations, deteriorating community property, constant emergency calls, and murder and mayhem right outside. The community now has a functioning board, has gone six months without an after-hours emergency call and, according to residents, is looking better than ever before. Benefit from the out-of-the-box, low- and no-cost strategies that brought this community back to health.

Aimee Winegar, CMCA, AMS, PCAM, *Montgomery Village Foundation*, Montgomery Village, MD

When Opportunity Knocks...

Professional success isn't a stroke of luck—it's predicated on a person's ability to recognize and act on opportunity. More than ever, community managers need to be aware of what creates and sustains professional upward mobility and success. Discover the five elements crucial to moving up in your current position or moving on to bigger and better things.

Julie Adamen, *Adamen, Inc.*, Poulsbo, WA

Avoiding a Crash That Totals Your Career

When the unexpected happens and stress builds, your personal commitment to your career may not be enough to carry you through. Where's your breaking point? Discuss the causes and effects of today's stress points and develop solutions before professional pressures derail your career.

Linda Warren, CMCA, AMS, PCAM, *Warren Management Group, Inc.*, AAMC, Colorado Springs, CO, and Robert A. Felix, CMCA, AMS, LSM, PCAM, RS, *The Felix Reserve Group*, Scottsdale, AZ

Maximizing the Value of Your CAI Membership

Have you ever wondered how to get an article published in *Common Ground*, *Community Manager* or one of CAI's e-newsletters? Want to learn about the latest legislative, regulatory and legal developments impacting the industry—or how you can support our government affairs efforts? Want to know more about CAI designations and education programs? If you have questions about CAI or your membership, this is your chance to get answers from CAI national staff members during an informal Q&A session.

Frank Rathbun and CAI Panel, CAI, Alexandria, VA

WHAT HAPPENS IN VEGAS... CAN ADVANCE YOUR CAREER

Eight PMDP courses, including all six 200-level courses, will be offered in conjunction with the CAI National Conference. Take advantage of these pre-conference learning opportunities to earn career-enhancing CAI designations and become a more qualified and respected professional.



- M-100 The Essentials of Community Association Management
- M-201 Facilities Management
- M-202 Association Communications
- M-203 Community Leadership
- M-204 Community Governance
- M-205 Risk Management
- M-206 Financial Management
- M-400 Contemporary Issues in Community Association Management



For complete course descriptions visit caionline.org/pmdp



LEGAL

Getting the Most out of Association Legal Counsel*

This session explores the roles of the manager, board member and attorney. Learn when legal counsel is prudent and necessary and how to frame questions to reduce cost and expedite useful responses. Discover which communications with counsel are privileged, examine the lawyer's role in the decision-making process and explore evolving billing and fee arrangements.

Steven S. Weil, Esq., Berding & Weil, Alamo, CA, Sandra L. Gottlieb, Esq., Swedelson & Gottlieb, Los Angeles, CA, and Stephen M. Marcus, Esq., Marcus, Errico, Emmer & Brooks, P.C., Braintree, MA

Whose Club Is It Anyway? Managing Clubs in Community Associations

Many large community associations have clubs that benefit the culture of their communities. But these organizations often exist as distinct and independent entities—collecting fees, organizing events and processing memberships—and represent a number of challenges in their efforts to optimize the cultural value of resident groups at minimal risk to the association. Join a high-level discussion of when exactly a gathering of residents becomes a private club and how associations should manage these organizations.

J. David Ramsey, Esq., Greenbaum, Rowe, Smith, Davis, LLP, Woodbridge, NJ, Jennifer A. Loheac, Esq., Greenbaum, Rowe, Smith, Davis, LLP, Woodbridge, NJ, Debbie Pasquariello, CIC, CRMS, BHB Insurance, Toms River, NJ, and Edward Guttenplan, Wilkin & Guttenplan, P.C., East Brunswick, NJ

Decision Making: The Business Judgment Rule Plus*

While some community association board members assume that the Business Judgment Rule applies to the day-to-day decisions they make, a growing trend is emerging that blends the Business Judgment Rule with other concepts to create a Business Judgment Rule Plus. Discover the differences between the two approaches and learn which standard should be used by community association boards.

Augustus H. Shaw, IV, Esq., Shaw & Lines, LLC, Phoenix, AZ

Getting Elvis to Leave the Building and Other Practical Ways to Restore Order*

Every conference attendee has at least one war story of a meeting hijacked by an unhappy homeowner with a "pressing" issue, a belligerent mob that formed as a result of a new policy or a member who believes it is her job to question every expenditure. Discuss beyond-the-norm meeting scenarios and develop realistic, practical and legal solutions.

Jerry M. Wright, Jr., Esq., Chadwick, Washington, Moriarity, Elmore and Bunn, P.C., Glen Allen, VA, and Sara J. Ross, Esq., Chadwick, Washington, Moriarity, Elmore and Bunn, P.C., Fairfax, VA

What Do You Do When You Get Sued?

Sooner or later you may have to deal with managing litigation aimed at your association or manager. Explore the process and pitfalls through interactive discussion and real-life examples. Learn what to expect when you face a lawsuit and how to proceed in the most beneficial and cost-effective manner.

William M. Slaughter, Esq., Procter, Slaughter & Reagan, LLP, Ventura, CA, Barry J. Reagan, Esq., Procter, Slaughter & Reagan, LLP, Ventura, CA, and Bevin A. Berube, Esq., Procter, Slaughter & Reagan, LLP, Ventura, CA

TECHNOLOGY

Search Engine Marketing: Easy Tactics and Tools to Rise Above the Competition

When you do a search on Google, the results on the first page are no accident. Learn how search engine consultants bring a website to the top of Google, Bing and Yahoo. Using volunteers from the session, we will analyze member websites, and you will leave with concrete and practical ways to improve your search engine presence.

David Carnes, ArcStone Technologies, Minneapolis, MN

Smartphone Technology in Community Associations

Many industries are using smartphones and hand-held computers to provide staff with accurate information in the field and to cut down on paper work and labor costs in the office. Learn how this technology is becoming available to the association management industry, including automation of work orders and compliance inspection, and how management companies are affected by its use.

Raj Doraisamy, Tracer Pro, Sarasota, FL

Using Social Media to Connect With Your Community*

How do you engage your community when they aren't in your facilities? Learn how to keep connected by using social media tools such as blogs, Facebook, Twitter, YouTube and podcasts. Evolve your community website into a social media platform that keeps your community tuned in and discover tips and tricks on using each social media tool for the biggest impact.

Anita Mattice, ActiveCommunities, Burnaby, BC

One Touch Does It All: An Interactive Look at the State of Management Technology

How many touches does it take to get things done in your organization? If it's more than one, this session is a must. Explore the current state of management technology, share best practices and discover real-world techniques you can implement to transform your work into a "one-touch" operation.

Drew Regitz, MBA, AssociationVoice, Inc., Denver, CO, Greg Pater, Home-WiseDocs.com, Suisun City, CA, and Bruce R. Gran, CMCA, AMS, PCAM, Jenark Business Systems, Scottsdale, AZ

Streamline Your Management Company With the Industry's Best Practices in Workflow

Learn how to streamline the workflow in your management company by discovering the industry's standard business process. Hear case studies of peers who implemented these best practices in their management companies and leave with a detailed list of workflow processes you can implement as soon as you get home from the conference.

Jim Small, Parker Finch Management, Tempe, AZ

A vibrant, neon-lit sign for 'PEERS.' The sign is composed of numerous vertical light tubes in various colors, including yellow, blue, and purple. The word 'PEERS.' is written in large, bold, black letters with a yellow outline, slanted slightly to the right. The sign is mounted on a base of colorful circular lights in shades of red, green, and yellow. The background is dark, making the neon lights stand out prominently.

PEERS.

NETWORKING PROGRAM

IT'S NOT JUST WHAT YOU KNOW—it's who you know. A strong peer network and a broad spectrum of professional contacts can be as critical to success as education and experience. The conference puts you face-to-face with colleagues and service providers from around the country as well as a full array of resources.

Meetings & Exchanges

Business Partners Council Annual Meeting/Member Exchange

Open to all CAI product and service providers, this annual meeting is an opportunity to discuss issues important to CAI business partners.

Association of Professional Community Managers Annual Meeting/Manager Exchange

Join other community managers and management company executives to compare experiences and discuss issues during this best-practices roundtable.

Center for Community Association Volunteers Annual Membership Meeting/Homeowner and Volunteer Leader Exchange

Join your peers to exchange ideas about day-to-day issues facing your association. This is an interactive, informal opportunity to share practical concepts that you can implement in your community.

CAI Annual Membership Meeting

Open to all CAI members, this meeting includes a financial report and a review of CAI's 2009 activities and initiatives. The meeting is led by President P. Michael Nagle, ESQ., and CEO Thomas M. Skiba, CAE.

ShopTalks

ShopTalk for Accountants

Discuss the latest and best association accounting practices in an informal setting. Interact with your fellow accountants as they get to the bottom of the bottom line.

ShopTalk for Attorneys

Get advice and swap anecdotes with your colleagues in the legal profession. You'll benefit from the experiences of your peers in an informal setting where you can share perspectives and best practices.

ShopTalk for Bankers

Discuss new and existing banking services and how community associations can use these products to their best advantage. You'll gain up-to-date information you can use in your operations.

ShopTalk for Insurance & Risk Management Professionals

Don't miss this opportunity to exchange information on industry practices and standards. Learn how others are addressing the situations you and your company face each day.

ShopTalk for Reserve Professionals

Discuss the latest trends in reserve practices and network with colleagues to discover how they are overcoming common challenges and serving their association clients.

FLY ME TO THE MOON: NEVADA CAI CHAPTER PARTY

Join CAI's Nevada chapter for a fun-filled night at the Palms' new nightclub, Moon. Tickets include a buffet dinner, entertainment, raffle prizes, two drink tickets and transportation to and from the party.

A shuttle bus will run continuously throughout the evening between Caesars Palace and the Palms Hotel. Dress is business casual. Take advantage of this one-of-a-kind networking opportunity while enjoying some of the best nightlife in Vegas.

The Nevada CAI chapter party is not included in your conference registration. Tickets are \$100. The first 200 members who register for the party directly with the Nevada chapter by phone at (702) 648-8408 or online at www.cainvchapterparty.com will receive a discounted rate of \$75 per ticket. All party proceeds go to the chapter.



WE THANK OUR SPONSORS FOR SUPPORTING THE CAI NATIONAL CONFERENCE & EXPOSITION.

These CAI business partner sponsors enable CAI to provide the high-quality education sessions and special events enjoyed by all conference attendees. Please visit them in the exhibit hall.

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Managers' Reception
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Chapter Executive Directors' Scholarship and Breakfast
Union Bank

CEO-MC/Large-Scale Managers' Lounge
Smartstreet
G4S Wackenhut

Name Badges
Management Resource Center

NETWORKING PROGRAM

Receptions

President's Club Reception

Invitation only

A unique event for members of the President's Club, this reception provides an opportunity for CAI's biggest supporters to socialize, enjoy drinks and hors d'oeuvres and conduct club business.

Welcome Reception

Open to all registrants

Kick off your conference experience by mingling with attendees, exhibitors, corporate partners and sponsors in a relaxed atmosphere.

Sponsored by AssociationVoice, Inc., Jenark, U.S. Lawns and Yardi Systems

Professional Community Association Manager (PCAM) Member Reception

PCAMs only

This is an exclusive event for PCAM members to welcome new PCAM inductees, socialize with colleagues and share their professional experiences.

Coffee, Conversation and Community

Open to all registrants

Begin your morning with coffee, conversation and community. Mingle with foundation board members and leaders and learn about the foundation's initiatives, programs and plans for the future.

Presented by the Foundation for Community Association Research

Managers' Reception

Open to all managers

This popular social event is a great way to wrap up a productive day of learning and build your professional network.

Sponsored by Kevin Davis Insurance Services

Annual Awards and Reception

Open to all registrants. Guest tickets are \$75 by March 23 or \$85 after March 23.

Enjoy an elegant evening as we honor CAI's 2009 national award winners. This can't-miss event promises to be full of surprises as you celebrate with CAI friends and colleagues.

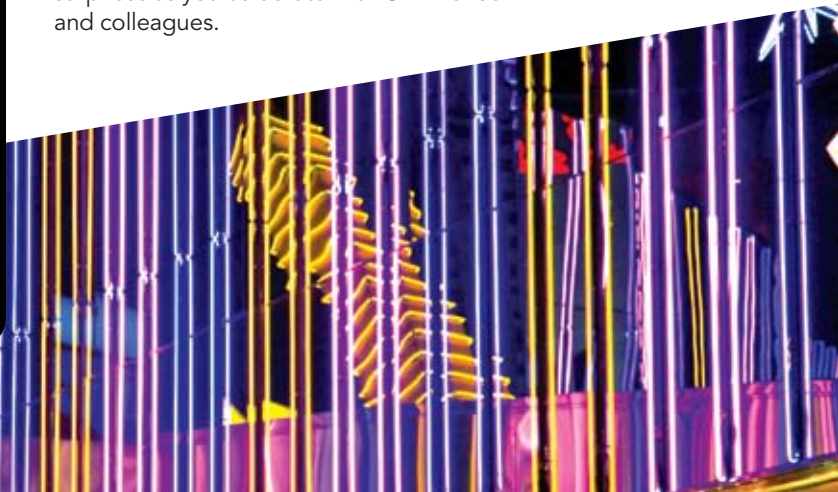




EXHIBIT HALL & LUNCHEONS

THE EXPOSITION showcases the latest technologies, solutions, products and services in one convenient marketplace. Because face-to-face interaction with product and service representatives is an invaluable aspect of attending the conference, conflict-free exhibit hours enable you to consult one-on-one with representatives of companies from across the country. Meet the leading vendors of the products and services you use every day and explore new offerings to meet specific needs within your communities.

Exposition events, including luncheons, are included with your conference registration. The exhibit hall is free to the public. Guests must purchase a ticket to enjoy the luncheon. Tickets are \$35 per day if purchased by March 23 and \$45 after March 23.



Products featured in the exhibit hall include:

- Management software
- Banking services
- Legal services & collections
- Pipe restoration
- Landscaping services
- Pool liners & products
- Insurance
- Internet products & websites
- Security systems & services
- Reserve study providers & software
- Roofing, siding & paving
- Building materials
- Outdoor/pool/patio furniture
- Mail boxes & signs

Mystery Booth

Each day of the exposition, at least two mystery exhibitors will each give away up to \$1,000 cash! To qualify for the drawings, visit the exhibit booths and leave your business card. Be sure to visit as many booths as possible, since we don't know which exhibitors will be selecting the winners.



PLACE.



CONFERENCE HEADQUARTERS

LAS VEGAS INSPIRES a wealth of possibilities and offers convenient and inexpensive travel. We took full advantage of these benefits by expanding our pre-conference training opportunities and organizing the conference in the heart of the action.

Our Las Vegas conference headquarters is Caesars Palace—one of the most prestigious resorts in the world. Celebrated for its impeccable service and luxury, here you can enjoy legendary shopping at 120 stores. The Spa at Caesars features a full selection of services such as massage, body treatments, wraps and salt glows, and you can also scale the rock-climbing wall and participate in yoga classes. At the Garden of the Gods Pool Oasis, graceful fountains and classically inspired statuary surround three large swimming pools and two outdoor whirlpool spas where you can relax with friends. Then cap off your night at Pure, a remarkable club that sets new standards for Las Vegas nightlife. Featuring three stylish venues in one, including a VIP room, a dance floor with progressive DJs and a large outdoor patio with cascading waterfalls, walls of fire and breathtaking views of the Las Vegas Strip, an evening at Pure is a must. And, let's not forget the 129,000 square feet of space to occupy your time after an inspiring day at the conference.

**LOWER ROOM RATES!
NEW MID-WEEK RATES**
Effective until March 11:
\$169 Run of the House (\$209 weekend)
\$199 Palace Tower (\$249 weekend)
\$199 Augustus Tower (\$289 weekend)

CONFERENCE REGISTRATION

Register by March 23 and save \$50.
Mail or fax the attached registration form or register online at www.caionline.org/events/conference.

Hotel Reservations

Exclusive room rates (single/double) for the Palace Tower and \$289 for Augustus Tower at Caesars Palace for CAI conference attendees. To make a reservation, contact the hotel at (702) 731-7222 and identify yourself as a CAI attendee. A limited number of rooms have been reserved and will be held as a block until March 25. To ensure a room reservation, call as soon as possible.

PEERS. PERSPECTIVES. POSSIBILITIES. PLACE.



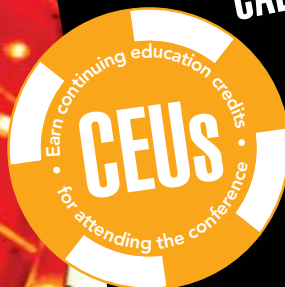
Enlighten your career possibilities, enhance your peer network and enliven your professional perspective in one unforgettable and illuminating place. CAI's National Conference and Exposition brings you face to face with hundreds of community association professionals and resources to shed light on the present and future of the industry.



BRIGHT LIGHTS, BIG IDEAS!

An illuminating experience for:

- Community managers
- Management company executives
- Product and service providers
- Association board members



CAI'S 59TH NATIONAL CONFERENCE
CAESARS PALACE LAS VEGAS
APRIL 28—MAY 1, 2010