



Community Association Managers Council 2025 Election Candidates

Open Positions:

- 1 CEO of Management Company
- 1 Large-Scale Manager
- 3 Other Manager (*Not a CEO or Large-Scale Manager*)
- 1 At-Large Position
(*may be filled by any type of manager member*)

CEO of Management Company

Angelina Amoye, CMCA, AMS, PCAM
Five Star CAM
Alpharetta, GA

Brian Butler, CMCA, AMS, PCAM
FirstService Residential
Chicago, IL

Kailin Francis, CMCA, AMS
Compass Rose Management
Cape Coral, FL

June Heydarian, CMCA, AMS, PCAM
Sage Management
Las Vegas, NV

Benjamin Kieffer, PCAM
Compass Management Group, Inc.
Plymouth, MN

Della Miller, CMCA, AMS, LSM, PCAM
Missouri Association Management
Lake Ozark, MO

Jason Schoenholtz, CMCA, AMS,
PCAM
Trident Management
Miami Beach, FL

Charles Small, CMCA, AMS, PCAM
ACS West, Inc.
Richmond, VA

Michele Trina, CMCA, AMS
Associa Chicagoland
Schaumburg, IL

Large-Scale Manager

Tina-Marie Adams, CMCA, AMS, LSM,
PCAM
Lake Land 'Or Property Owners
Association
Ruther Glen, VA

Julie Carter, CMCA, AMS, LSM, PCAM
Lake Forest Community Association
Lake Forest, CA

Tom Cooper, CMCA, AMS, LSM, PCAM
Sandestin Owners Association
Miramar Beach, FL

Stacey Cosentino, CMCA, AMS, PCAM
CCMC
Summerville, SC

Kimberly Cowart, CMCA, AMS, PCAM
Inframark/Cinco Residential Property
Association
Katy, TX

William Dix, CMCA, AMS, PCAM
Palmetto Dunes POA
Hilton Head Island, SC

Lynelle Glysson, CMCA, AMS, LSM,
PCAM
BlueStar
Sun Lakes, AZ

Timothy Ketcham, CMCA, AMS, PCAM
Chincoteague Bay Trails End
Association
Horntown, VA

Jeremy Mayes, CMCA, AMS, PCAM
Hidden Valley Lake POA
Lawrenceburg, CA

Lesley Millender-Irwin, AMS, PCAM
HOAMCO/Providence Point
Issaquah, WA

Edward Mueller, CMCA, AMS, PCAM
First Real Estate Management
Ellicott City, MD

Other Manager (not CEO or Large-Scale)

Tonya Bates, CMCA, AMS, PCAM
Terra West Management Services
Reno, NV

Jessica Baechle, CMCA, AMS, PCAM
CCMC - Capital Consultants
Management Corp.
Lehi, UT

Darla Benoit, CMCA, AMS, PCAM
RealManage
Myrtle Beach, SC

Cameo Fong, AMS, PCAM
Angel's Site Management Solutions
Kapolei, HI

Victoria Garner, CMCA, AMS, PCAM
Cardinal Management Group, A
RealManage Company
Woodbridge, VA

Daniel Harris, PCAM
Crest Management AAMC
Houston, TX

Other Manager (continued)

Burt Jones, CMCA, AMS, PCAM
Associa - Principal Management
Group of North Texas
Richardson, TX

Emily Ramirez, CMCA, AMS, PCAM
Colorado Association Services
Fort Collins, CO

Raymond Barnes, CMCA, AMS, PCAM
Taylor Management Company/Lake
Ridge Homeowner's Association
Toms River, NJ

Casmira-Anne Brown, AMS, PCAM
EJF Real Estate Services, Inc.
Washington, DC

Chelsa Fenner, CMCA, AMS, PCAM
Forestar
Greenville, SC

Kara Foley, CMCA, AMS, PCAM
Seabreeze Management Company
Aliso Viejo, CA

Shayla Love, CMCA, AMS, PCAM
FirstService Residential
Fairfax, VA

Roxanne Martinez, CMCA, AMS, LSM,
PCAM
Sterling Association Services, Inc.
Houston, TX

Sarah Metcalf, CMCA, AMS, PCAM
Pelican Cove Condominium
Association Ince
Sarasota, FL

Jim Norman, CMCA, AMS, PCAM
The Park Lane Towers Condominium
Association, Inc.
Fort Collins, CO

Ann Osuna, CMCA, AMS, PCAM
Goodwin & Co
Houston, TX

Carissa Pezewski, CMCA, AMS, PCAM
MPC Property Management LLC
Burlington, WI

Suzanne Popielec, CMCA, AMS, PCAM
Goodman Management Group
Moseley, VA

Tammy Sanderford, AMS, PCAM
PPM, Inc.
Garner, NC

David Schuknecht, AMS, PCAM
Personalized Property Management
Cathedral City, CA

Jo Sivils, CMCA, AMS, LSM, PCAM
Hawaiiana Management Co., Ltd.
Honolulu, HI

Danielle Smith, CMCA, AMS, PCAM
CAMS
Charleston, NC

Megan Smith, CMCA, AMS, PCAM
Maredith Management, AAMC
La Plata, MD

Cheryl Walker, CMCA, AMS, PCAM
FirstService Residential
Bethesda, MD

Catherine Walston, CMCA, AMS,
PCAM
Walston Management LLC
Henrico, VA

Kristen Wickham, CMCA, AMS, PCAM
Hughes Properties II, LLC
Huntsville, AL

Crystal Williams, CMCA, AMS, PCAM
Cardinal Management Group
Stafford, VA

Community Association Managers Council 2025 Candidate Statements

CEO OF MANAGEMENT COMPANY

Angelina Amoye, CMCA, AMS, PCAM
Five Star CAM
Alpharetta, GA

Who Am I?

My name is Angelina Amoye, and I am the CEO of Five Star CAM. I also hold the PCAM (Professional Community Association Manager) designation. My mission is to give back by supporting and uplifting other community association managers. I want to use my experience and care to help others build stronger, happier communities where everyone feels heard and valued.

My Vision for CAI

My vision for the Community Associations Institute (CAI) is that it continues to educate and support managers and homeowner leaders to create communities where everyone feels heard, respected, and empowered. I want CAI to be a supportive resource where community association managers and volunteers can learn, grow, and lead with integrity and compassion. By fostering stronger connections, promoting professional growth, and encouraging fairness and transparency, I hope to help make our neighborhoods better, happier places for everyone.

My CAI Experience

I have been an active member of CAI for about six years and am deeply involved in the Georgia Chapter. I currently serve as Treasurer for the Education Seminar Committee and Secretary for the CAI Cares Committee. I regularly attend nearly all of our local events and have also participated in national conferences including CEO MC. I am passionate about learning and frequently take part in classes to continually improve my skills to better serve the communities I work with. Being engaged with CAI has allowed me to connect with others who share my commitment to excellence and community growth.

My Other Relevant Experience

I have a background in manufacturing, sales, and human resources, along with extensive association management experience—including running my own management company. These roles have strengthened my leadership, communication, and problem-solving skills, all of which I bring to my work in community management.

Brian Butler, CMCA, AMS, PCAM
FirstService Residential
Chicago, IL

Who Am I?

As President at FirstService Residential Illinois and a community association management professional based in the Midwest, I oversee a dynamic team of senior leaders and community managers, serving hundreds of high-rises and building co-ops in downtown Chicago and large-scale master planned, townhome, and HOA communities in the surrounding suburbs.

I actively hold the CMCA and AMS designations, and I have earned the Professional Community Association Manager (PCAM) accreditation. I frequently teach at training seminars for both Board members and managers. I have very much appreciated the guidance and mentorship from fellow CAI members and am proud to pay that forward to new community managers.

My Vision for CAI

I am passionate about the role managers play in bettering the lives and values of community association members, managers, and vendors who serve communities throughout the country. I know that our strong national Community Association Managers Council continues to be the platinum standard when it comes to homeowner education, professional manager support, legislative guidance, and non-profit values.

I believe that bringing talented managers from across our country together plays a pivotal role in supporting local chapters in managing diverse communities effectively, developing future Board members and managers, improving ethical decision making and best practices, and it helps in combining voices to affect legislative support and protection for association members and their managers.

My CAI Experience

I have been a CAI member since 2012 and I was proud to be elected to the CAI's Manager's Council in 2021. My active term on the Manager's Council is ending this year and I am seeking re-election to this important CAI body. I was appointed as its chair-elect and now currently serve as its Chair through 2025. I've written several articles for the national and Illinois CAI magazines and other industry publications as part of my service to the Council.

Since 2022, I've also served on the National Board of Trustees where I've enjoyed working with talented colleagues from around the globe. I've also appreciated supporting the broader organization, including in the Board's recent decision to appoint Dawn Bauman as our new CEO.

At the award-winning Illinois Chapter level, I was elected to serve on the Board of Directors and later served as its President in 2020-2021, during the strategically critical pandemic years. In 2024, I was graciously awarded the Barbara D. Wick Award for extraordinary acts of service to the Illinois Chapter and to the National CAI organization. In 2019, I was previously awarded the CAI Olympus Award for chapter leadership and volunteerism and received a Rising Star Award from the Chapter in 2018.

I am a licensed attorney and currently co-chair the CAI Illinois Legislative Action Committee (ILAC), a position I've held since 2019. I have organized and led lobbying efforts in the Illinois capital of Springfield and supported and attended national lobbying events for CAI in Washington, DC.

My Other Relevant Experience

I do believe that strong neighborhoods build strong communities. Whether in urban settings or in the surrounding suburbs, I spend my time trying to improve the quality of life of those who live, work, and visit those neighborhoods.

I work throughout the City of Chicago and was the long time Vice President of the Board of the Streeterville Organization of Active Residents (SOAR). I chaired a number of committees for the organization, which is dedicated to preserving, promoting and enhancing the quality of life and community in this highly-visible downtown Chicago neighborhood, home to Navy Pier, and sitting between the Mag Mile/Michigan Avenue, the Chicago River, and Lake Michigan. Through those efforts, neighbors have helped to clean parks and streets and volunteer with disadvantaged communities.

I also actively serve as a Board Member on the Chicago-based Apartment Building Owners and Managers Association (ABOMA), who serve as the management bargaining team in negotiations with the SEIU Local 1 chapters.

Kailin Francis, CMCA, AMS
Compass Rose Management
Cape Coral, FL

Who Am I?

I am a community association manager, a role I've proudly grown into since entering the industry in 2012. What began as a career opportunity has evolved into a calling. Over the years, I've worn many hats in this field—administrator, liaison, problem-solver, mediator, leader, and educator. The dynamic nature of this profession is what keeps me passionate. Every day presents new challenges: navigating homeowner concerns, guiding boards through legal and financial decisions, ensuring compliance, and maintaining the integrity and functionality of entire communities. It's not just about buildings or budgets—it's about people, their homes, their investments, and their trust. That responsibility is something I never take lightly.

Through these roles, I've learned patience, resilience, and diplomacy. I've developed a deep understanding of human behavior, conflict resolution, and the importance of clear communication. I've had to be both assertive and empathetic, both strategic and compassionate. In essence, I manage not only properties but relationships, expectations, and sometimes, hopes. This career has shaped my worldview, teaching me how deeply people value their homes and how critical it is to protect that space for them.

My Vision for CAI

As someone who has been in the community association industry since 2012, my vision for CAI is deeply rooted in both gratitude for what it has already accomplished and hope for what it can become. Over the years, CAI has been an invaluable resource—a hub of education, advocacy, and connection. But like our industry, I believe it must continue to grow, adapt, and lead. My vision for CAI is one of inclusion, innovation, and impact.

I envision CAI as the undisputed standard of excellence for the community management profession. Not just a support organization, but a guiding force that sets the tone for ethical leadership, industry best practices, and board governance. I see it continuing to elevate the role of community association managers—not just as administrators, but as strategic partners and respected professionals whose voices carry influence within their communities and beyond.

My CAI Experience

I was first introduced to CAI early in my career, when I attended a local Southwest Florida chapter event. At the time, I was still learning the basics of the industry—governing documents, statutes, meeting procedures, and all the behind-the-scenes efforts that go into running a successful association. That first CAI event was eye-opening. I was surrounded by experienced professionals, industry partners, and vendors who were all willing to share their knowledge. I realized then that CAI wasn't just a professional organization—it was a true community, and I knew I wanted to be part of it.

Over the years, I've taken full advantage of CAI's educational offerings, including local workshops, webinars, and legal updates. Staying informed about legislative changes is especially important in Florida, where the regulatory landscape for associations is constantly evolving. Through CAI, I've been able to stay current and proactive—helping boards navigate challenges and ensure compliance.

My Other Relevant Experience

Early in my career, I worked in administrative and support roles that gave me firsthand knowledge of the operational, behind-the-scenes work that keeps associations running smoothly. This foundational experience taught me the importance of process, organization, and communication—skills that remain core to how I lead today. As I advanced into management, I had the opportunity to work with a diverse portfolio of communities, including HOAs, condominiums, and master-planned developments. Each community came with its own culture, challenges, and governance dynamics, and navigating them helped shape my approach to problem-solving and decision-making.

Beyond traditional management duties, I've been heavily involved in board training, onboarding, and leadership development. I've spent time educating board members on Florida statutes, governing documents, financial responsibilities, and best practices for governance.

June Heydarian, CMCA, AMS, PCAM
Sage Management
Las Vegas, NV

Who Am I?

I'm June Heydarian, President/Founder of Sage Management, with 26 years of experience in community management. I've managed a wide range of communities, from single-family homes to luxury high-rises. What I am truly passionate about is affecting positive change in our industry through education and innovation. In 2022, I was appointed to the Nevada Commission for Common Interest Communities and Condo Hotels by the Governor of Nevada, which has been a very rewarding experience. I have authored over 20 continuing education classes for managers and also instruct for UNLV's Community Association Manager Pre-Licensing Certification course.

My Vision for CAI

My vision for CAI is to continue to prioritize emotional wellness initiatives while modernizing educational materials for today's community management landscape. By integrating programs focused on mental health support, conflict resolution, and community engagement, we can create environments where managers and homeowners/residents feel valued and connected. Additionally, updating educational resources to reflect contemporary issues, such as the integration of technology, will equip community managers with the tools needed to navigate challenges effectively. Together, we can cultivate resilient, harmonious communities that adapt to the evolving needs of their members.

My CAI Experience

I've been recognized for my dedication to excellence in the industry, having received the following awards from CAI Nevada: 2023 Golden Star Award, 2022 AMS of the Year, 2021 On-Site Manager of the Year, 2019 Business Partner of the Year, and a 2020 President's Award. I am Past Vice Chair and Past Chair of the CAI Southern Nevada Education Committee, creating classes for the Chapter and serving as a regular speaker in our industry. I also served on the Nevada Legislative Action Committee.

My Other Relevant Experience

During my community management journey, I have also served as a Nevada-educated business partner, working with HOA attorneys and a General Contractor serving community associations.

Benjamin Kieffer, PCAM
Compass Management Group, Inc.
Plymouth, MN

Who Am I?

I started my career in property management while attending college as a caretaker for a small condominium building. That experience led me to pursue a full-time career in property management, and in 2014, I founded my own company. Over the past 10+ years, we've grown into a trusted leader in community management in the Twin Cities metro area. Starting as a caretaker and now running my own company has given me a deep, hands-on understanding of the industry and the experience needed to successfully manage associations of all sizes.

My Vision for CAI

My vision for CAI is to be a continued leader in education, ethics, and support for community associations; as well as management companies. I want to see CAI expand its reach to serve a more diverse range of communities and professionals, ensuring all associations—regardless of size or resources—have access to the tools they need to succeed. By fostering stronger connections between homeowners, board members, and management professionals, CAI can continue to elevate the standards of our industry and create thriving, well-managed communities.

My CAI Experience

I have been a proud member of CAI since 2009. Over the years, I've attended multiple annual conferences—including one year when we invited our entire company—demonstrating our commitment to professional growth. I completed all required education to earn my PCAM designation in 2021, and our company is honored to be recognized as an AAMC. We strongly believe in continuous learning and provide all employees with education and advancement opportunities at no cost, helping CEOthem deepen their industry knowledge and better serve the communities we manage.

My Other Relevant Experience

In addition to my professional work, I actively give back to both the community and the industry. I volunteer with and donate to the University of Minnesota Masonic Children's Hospital. I also previously served on the CAI Midwest Education Committee, helping to develop meaningful content for industry professionals. My career began with hands-on roles and has grown into leadership and business ownership. These varied experiences give me a well-rounded perspective and a strong foundation to support and advocate for community associations of all sizes.

Della Miller, CMCA, AMS, LSM, PCAM
Missouri Association Management, LLC
Lake Ozark, MO

Who Am I?

My name is Della Miller and I have 30 years of experience in community association management. I am the co-owner and CEO of Missouri Association Management, LLC, based in Lake Ozark, Missouri, where we specialize in managing large-scale communities and condominiums. I am deeply committed to elevating industry standards, supporting my peers, and advancing best practices that strengthen the communities we serve.

My Vision for CAI

My vision for CAI is to strengthen its position as the premier resource for community association education, advocacy, and collaboration. I aim to support initiatives that enhance manager professional development, advance legislative efforts that protect associations' interests, foster greater collaboration between all stakeholders, integrate innovative technologies, and uphold the highest ethical standards in our industry.

My CAI Experience

I hold the CMCA, AMS, LSM, and PCAM designations and remain actively involved with CAI, currently serving as Secretary of the Missouri Legislative Action Committee, President-Elect of the Missouri CAI Heartland Chapter, and Community Association Managers Council.

My Other Relevant Experience

This year, I've had the privilege of serving on the Managers Council through an appointment to fill an unexpired term. This opportunity has allowed me to gain a strong understanding of the Council's responsibilities and has provided valuable insight into the challenges and opportunities facing our profession. It has also sharpened my perspective on the training and resources we must prioritize to better support community managers at all stages of their careers. I'm enthusiastic about the potential to continue contributing to the Council's work with this experience and momentum.

Jason Schoenholtz, CMCA, AMS, PCAM
Trident Management
Miami Beach, FL

Who Am I?

I'm Jason Schoenholtz, CAM, CMCA, AMS, PCAM, co-founder and CEO of Trident Management, managing associations across SE Florida. With over 25 years in community management, I've trained dozens of CAMs and led Trident to AAMC accreditation. A CAI member since 2013, I serve as 2025 SE Florida Chapter President, FLA delegate, and CAI faculty. I'm passionate about education, mentorship, and advocacy. I bring a forward-thinking, service-driven approach to leadership and believe in empowering professionals & volunteers to meet today's challenges through innovation, collaboration, and education that reflects the evolving demands of our industry and communities.

My Vision for CAI

I believe CAI must evolve through education, innovation, and collaboration to meet the demands of today's association management. CAMs, business partners, and homeowner leaders need modern tools to navigate technology, AI, rising owner expectations, and legislative pressures. My vision is to modernize CAI's educational offerings, expand mentorship, and lead in advocacy, empowering members to thrive in a changing world and ensuring CAI remains the leader in shaping the future of community living.

My CAI Experience

I've been an active CAI member since approximately 2013, participating in countless chapter events, national conferences, and CEO-MC retreats. I currently serve as 2025 President of the SE Florida Chapter, where I've helped grow membership and expand programming. I'm also a delegate to the Florida Legislative Alliance, working with the LAC to advocate for impactful legislation. In 2025, I joined CAI's national faculty and am training to teach professional development courses. I also serve on this year's CEO-MC planning committee.

My Other Relevant Experience

I actively engage with peer organizations and industry leaders to stay at the forefront of community association trends. As a regular participant in CEO-MC Florida, I collaborate with executives across the state to exchange ideas and elevate management practices. I bring a business owner's perspective as CEO of a CAM and real estate firm, balancing operational leadership with strategic growth. My early experience in hospitality shaped my service-first mindset, and my long-standing Realtor license since 1997 gives me a broad view of real estate dynamics that impact associations.

Charles Small, CMCA, AMS, PCAM

ACS West, Inc.

Richmond, VA

Who Am I?

I am a second generation association management professional. I have been in the industry not just straight out of college, but I worked for contractors that worked in associations while I was in high school. I have been in the industry as a professional since 1998. I have aspired to work in this industry at the highest possible standards of integrity and good ethics.

My Vision for CAI

CAI can become a more compassionate industry institute by working more toward training professionals within the industry to take more practical and sympathetic approaches to the clients they serve. I also hope for the industry to work with political leaders to help create a better image for the industry.

My CAI Experience

I have been attending CAI events and classes since 1998. The most I have gotten out of CAI is through my experiences with colleagues in the industry.

My Other Relevant Experience

I have spent a life working in the home maintenance industry which translates well into my handling of maintenance in the communities I manage. I also have a degree in philosophy which helps not only to understand the logical construction of governing documents, but also the different approaches owners and board members apply to their community via their own governing documents.

Michele Trina, CMCA, AMS

Associa Chicagoland

Schaumburg, IL

Who Am I?

I joined Associa in 2020 and currently hold the role of President. I have over 25 years' experience in the property management industry with a strong background operating suburban properties and working directly with community associations. My areas of expertise include business strategy, operational improvement, financial and budget planning, and conflict management. Prior to joining Associa, she spent over 15 years as director of suburban management operations with two large property management firms in the Chicagoland region. I began my career as a Real Estate Sales person and also held roles as an office and property manager for a real estate company before moving into community management full time.

My Vision for CAI

My vision is to assist the organization with my knowledge and contribute to the success of the organization. I hope to be able to help raise the awareness of the need for education in our industry as well as increase membership. I want to see

CAI grow and be recognized for being the best resource for information that pertains to our industry. It is so important for board members, community managers, and vendors to have a place where we can all collaborate and learn while also helping to maintain the professionalism of our industry.

My CAI Experience

I have been a CAI member for 20 years and hold my CMCA and AMS designations. I have been a speaker several times for the Chicago Annual Conference and trade show. I participate in many events in our area including the annual holiday and awards party, summer cruise and annual golf outing. I enjoy networking with my peers and love any opportunity to help educate board members and community managers.

My Other Relevant Experience

Aside from being a long-time member of CAI and having many years of experience in our industry, I have also worked as a licensed real estate salesperson. I also have my community association manager license through the state of Illinois. I previously was on the board of directors for my community association and was happy to volunteer. I take pride in my work and would love the opportunity to show the positive impact that CAI can continue to make and feel that we all need to volunteer our time and share ideas.

LARGE-SCALE MANAGER

Tina-Marie Adams, CMCA, AMS, LSM, PCAM
Lake Land 'Or Property Owners Association
Ruther Glen, VA

Who Am I?

Who am I? A proud Army veteran who served honorably for three years, leaving in 1987. After working at a Northern Virginia news station, I began a 17-year career managing apartments, earning my ARM and CPM designations. In 2005, I transitioned into community association management, where I continue to grow professionally—earning the CMCA, AMS, PCAM, and most recently, the LSM designation. With decades of experience, I am deeply committed to promoting our industry, fostering professionalism, and supporting the continued growth and recognition of community association management.

My Vision for CAI

My vision for CAI is to elevate our industry through initiatives that increase professionalism and awareness. I would like to commit to promoting community association management as a viable career path by engaging high school and undergraduate programs. I also believe in the importance of supporting new professionals—especially those serving professionally self-managed communities—by developing a structured mentorship program. Through these efforts, we can strengthen the pipeline of qualified managers and enhance the credibility and value of our industry.

My CAI Experience

Involved with CAI through various volunteer roles, including the local chapter's Education Committee, where I served as a Chair for two years. I currently serve on the Virginia Leadership Retreat Committee and have participated in the past three leadership retreats. My involvement continues to expand as I begin presenting at local education events, sharing knowledge with fellow professionals. I also volunteer on task force opportunities with the Large-Scale Manager Committee, supporting initiatives that promote best practices and innovation within our field.

My Other Relevant Experience

Seasoned community association professional with experience managing large-scale communities, guiding boards, and leading operational, financial, and governance functions. Proven ability to build strong resident relationships, mentor staff, and implement efficient systems that support community goals and enhance quality of life. Actively engaged in industry development through volunteer service, education, and promotion of best practices. In addition to professional service, volunteered with a local equine rescue by coordinating pro bono support from area businesses—demonstrating a strong commitment to community engagement, creative problem-solving, and collaborative leadership that benefits both residents and the broader community.

Julie Carter, CMCA, AMS, LSM, PCAM
Lake Forest Community Association
Lake Forest, CA

Who Am I?

My name is Julie Carter, and I am the General Manager of the Lake Forest Community Association in Lake Forest, California, a vibrant, diverse community of 1701 homes. I am married, have two daughters, and I have the privilege of residing in the same city as the community that I manage. I have been in the community management industry for 22 years, since 2003. I began my career as a portfolio manager, providing service to a diverse portfolio ranging from small condominium communities to large, gated master associations. I have also been the assistant manager of a twin tower, 18-story high rise in LA County.

My Vision for CAI

I'd like to help CAI navigate the new challenges and opportunities that A.I. presents to ensure that CAI advocates for new laws which protect our communities. I will work with CAI to continue to grow our membership on a local, state, national and international level. Continuous outreach and education of the residents and businesses we serve is key. The value of being involved with CAI continues to grow as our membership base grows. Drawing on the experience and expertise of Board members, community volunteers and business partners allows us to contribute and increase our collective knowledge base, by expanding the educational opportunities for our members.

My CAI Experience

I am a current member of the Large-Scale Managers Committee, and current Vice President of my local CAI chapter. I am a prior member of the CAI Managers Council. Since I joined CAI in 2015, I have attended numerous educational sessions and have been able to draw on these opportunities to better serve my clients. After becoming a member, I quickly realized that I was under-utilizing the incredible learning and networking opportunities offered by CAI, to better myself and my career, as well as to serve my clients. CAI's educational events have given me the chance to stay connected with current issues and upcoming trends within our industry. I achieved my PCAM in 2019, and my LSM in 2024.

My Other Relevant Experience

Living in various HOA communities since 2003 has provided me with a balanced perspective of our industry and how HOA's serve the goal of supporting our neighborhoods. I have experience living in well-managed as well as extremely financially challenged Associations, and each has taught me lessons on giving grace to those who serve as well as those who live in, but don't necessarily understand the governance structure of Association living. My empathy, honest and straight-forward communication style, and ability to connect with people of diverse backgrounds, allow me to serve our members no matter where we each stand on the issues at hand.

Tom Cooper, CMCA, AMS, LSM, PCAM
Sandestin Owners Association
Miramar Beach, FL

Who Am I?

I am focused and success oriented. I have held an association manager's license in the state of Florida since 2007. Through CAI's professional development opportunities, I have achieved my goal of obtaining each designation that has been offered, proudly achieving the PCAM designation in 2022, and the LSM in 2024. Throughout my adult life, I have found that I thrive for and succeed in servant leadership roles, dedicated to serving my community early in the public sector as a law enforcement officer, then into the private sector as a departmental director, and into executive leadership for the Sandestin Owners Association. My experience and commitment to success is the driving factor that affords me the opportunity to serve my community with the upmost professionalism.

My Vision for CAI

A vision for any organization should be built around a framework of collaboration, innovation and unbiased communication and opinion. As many would say, I would like to see CAI continue to grow worldwide as the leader in fostering positive community association relationships. These relationships should not only be between managers, but between support staff and community leaders. I believe there is an opportunity to expand focus groups beyond just the manager or other current levels of designations to recognize support groups within association operations, such as

leaders in finance, security, facility maintenance etc. These support roles are imperative to the success of any association and its manager, yet we fail to recognize them through some sort of designation process. Many associations have Board Members who serve their communities tirelessly and, in some cases, continuously, but again no designation. So, along with CAI's continued worldwide endeavors, let's expand our educational outreaches to those support groups that allow managers to be the best we can be.

My CAI Experience

I became a member of CAI in 2015, obtained my CMCA in August of that year, followed by AMS in 2017, PCAM in 2022, and LSM in 2024. I have attended National each year since 2015, with the exception of the COVID years, and several LSM workshops. I served on my Chapter Board for 3 years, as VP, P-Elect, and President respectively. I am currently on the Florida LAC representing the North Gulf Coast Chapter. During my tenure at Sandestin, we have hosted a PCAM Virtual Case Study and are scheduled to host the 2027 LSM Workshop.

My Other Relevant Experience

As previously mentioned, I am a servant leader. I began my adult working career in my dream job of law enforcement, retiring with the rank of Captain. I have been involved in many facets of community service organizations such as Crimestoppers, Lions Club International and Emerald Coast Children's Advocacy Center, serving in leadership roles of each. I have also served my local government as a Commissioner, Vice Chair with our fire district, and as an appointee on the Walton County Redistricting Committee.

Stacey Cosentino, CMCA, AMS, PCAM

CCMC

Summerville, SC

Who Am I?

Hello, I am Stacey Cosentino, currently the Executive Director of a large-scale, mixed-use master-planned development spanning over 5,000 acres in Summerville, South Carolina. I have managed condominiums (both high-rise and mid-rise), single-family homes, and commercial associations. With over twenty-four years of dedicated experience in Common Interest Communities, I have a deep passion for serving others.

Earning the AMS designation in 2009, the CMCA in 2007, and the PCAM in 2021 are some of the proudest moments of my career. I would like the opportunity to actively support the Community Associations Institute (CAI) and its members. Having grown up in this industry and witnessed its evolution, I am eager to leverage my insights and experiences to make a meaningful impact.

My Vision for CAI

There is a need to connect members in all states, not just the larger ones. Most events in the Charleston area are held virtually or require traveling a couple of hours to attend. This issue seems to affect other smaller states as well, and I would like to see all chapters represented equally. Overall, my vision is for all chapter members to receive the same benefits and have reasonable access to comparable in-person networking opportunities.

My CAI Experience

I have attended numerous CA Day and educational events over the years. In 2014, I served on the Newsletter and Gala Committee and wrote an article titled "Budget Season - Every Dollar Should Have a Name," which was published in Common Ground in August 2014.

Kimberly Cowart, CMCA, AMS, PCAM

Inframark/Cinco Residential Property Association

Katy, TX

Who Am I?

I began my career as a community manager in 2013 and have successfully managed a diverse portfolio of residential, specialty, and commercial associations. I hold the CMCA, AMS, and PCAM designations, and over the years, I've developed the skills needed to be an effective large-scale manager. In addition to community management, I've contributed at the executive level and served on various company committees. When I'm not working, you'll likely find me enjoying time at the beach with my family, where I recharge and find inspiration.

My Vision for CAI

My vision for CAI is to build a stronger, more informed community by increasing membership, expanding education, and advocating for community association managers. With over 10 years in HOA management, I've seen how CAI empowers professionals—but many remain unaware of its value. We must broaden outreach, engage new members, and highlight the benefits of involvement. Continuing education should be accessible, practical, and relevant to today's challenges. I also believe in being a strong voice in policy discussions, ensuring managers are represented and supported in decisions that impact their daily work.

My CAI Experience

Throughout my career in community management, CAI has been an essential part of my professional development. Earning my AMS, and PCAM through CAI has provided me with the knowledge, resources, and network needed to manage communities effectively. I've participated in chapter events, continued education courses, and national conferences, each offering valuable insights and connections. CAI's focus on best practices and legislative advocacy has directly supported my work and helped me grow into a large-scale manager. I'm committed to giving back and helping others find the same value in CAI that I have.

My Other Relevant Experience

Prior to my career in community management, I served as a supervisor in the Municipal Courts for the City of Oklahoma City. During my time there, I gained valuable experience interpreting municipal code and applying policies and procedures with consistency and accuracy. This background has given me a strong foundation for understanding governing documents, navigating legal requirements, and communicating effectively with boards, homeowners, and legal counsel.

William Dix, CMCA, AMS, PCAM
Palmetto Dunes POA
Hilton Head Island, SC

Who Am I?

I am a dedicated community association management professional who is proud to be part of the Community Associations Institute (CAI) and its mission to build better communities. My career in this industry has been more than a profession—it's been a journey of 20 years dedicated to service, stewardship, and a deep belief in the value of strong, well-governed communities.

The community association management field challenges and rewards in equal measure. It requires a blend of technical knowledge, people skills, strategic thinking, and calm under pressure. I have always been drawn to the point where sound policy meets fulfilled human experience. Using CAI's principles, I've worked to elevate community governance by promoting professionalism, education, and ethical leadership. Through active listening, transparent communication, and fair enforcement of standards, I help create communities where people feel respected, included, and proud to live, invest and visit.

My Vision for CAI

I'm particularly passionate about CAI's commitment to education and advocacy. I love the opportunity to attend webinars, seminars, earn designations, educate and teach at local chapter events and participate in legislative affairs. I view professional development as essential—not just for personal growth, but for the benefit of the communities we serve. I believe that informed managers and board members make better decisions, and I work every day to bring those best practices into action.

Manager and Board members live busy lives. Sometimes they do not have availability on their schedules to attend the informative webinars or in person chapter educational events. I would like to see Interactive Scenario based learning platforms. With the advancement and development of AI, managers and board members can log into the CAI website and at their own pace create "choose-your-own-path" simulations where users make decisions as a board or manager and see potential consequences. This encourages critical thinking and real-world application, especially in governance, enforcement, or crisis management situations.

My CAI Experience

As a committed community association management professional, I have proudly aligned my career with the values and mission of the Community Associations Institute (CAI). I hold the Certified Manager of Community Associations (CMCA), Association Management Specialist (AMS), and Professional Community Association Manager (PCAM) designations—credentials that reflect my dedication to professionalism, ongoing education, and ethical leadership in this field.

I have been fortunate enough in my career to have been a member of multiple CAI chapters, including Hawaii, North Carolina, Utah and South Carolina.

During my time in Charlotte, North Carolina I was appointed to the Piedmont Regional Council of the North Carolina Chapter. Our drive was to bring members (and future members) together to both learn and have fun. We would plan events that offer education PLUS recreation or social downtime, generating local engagement in creative ways.

My Other Relevant Experience

I am currently the General Manager for Palmetto Dunes POA, a large scale, premier oceanfront residential resort community on Hilton head Island, SC. Palmetto Dunes is a private gated community with primary residences, second homes and short term vacation rentals, whose 2,000 acres including 21 miles of roads, 12 bridges, 11 miles of lagoon waterway, dedicated common areas, open spaces, miles of leisure paths, and 19 beach access areas are owned and maintained by the POA. Within the POA there are 15 condominium associations, 13 commercial businesses including 3 golf course, two hotels and multiple other commercial entities such as pickleball & tennis, restaurants, and other facilities.

From 2020 - 2024, I was in St George, UT as the General Manager at a large-scale active adult community of 2,308 single Family homes, SunRiver St George. I was also responsible for the management and oversight of the entire Utah Division for a west coast based management company, growing the division from one community to ten communities during this time, as well as opening a division office with support staff.

Lynelle Glysson, CMCA, AMS, LSM, PCAM
BlueStar
Sun Lakes, AZ

Who Am I?

I'm Lynelle Glysson, a results-driven Executive Director and property operations leader with over 15 years of experience managing complex homeowner associations and luxury residential communities. My career spans from large-scale master-planned developments in Arizona to premier high-rise condominiums in Los Angeles, including the iconic Ritz-Carlton Residences at LA LIVE.

Currently, I serve as Executive Director of IronOaks at Sun Lakes HOA #3, a vibrant 55+ community with over 4,000 homes and 7,500 residents. I help manage more than \$18 million in combined budgets, oversee multimillion-dollar capital and reserve projects, and lead organization-wide modernization efforts—ranging from infrastructure upgrades to preventative maintenance programs and smart access systems. I also support over 30 community volunteers and ensure board and committee governance is strategic, effective, and transparent.

My Vision for CAI

As a credentialed professional with CMCA®, AMS®, PCAM®, and LSM® designations and an active member of the Arizona CAI Legislative Action Committee, my vision for the Community Associations Institute is to elevate the standards of community leadership through accessible, high-quality education.

I am committed to advancing CAI's mission by promoting professional development opportunities that empower board members, managers, and community leaders with the knowledge and tools they need to make informed, ethical, and forward-thinking decisions. Through structured education, mentorship, and advocacy, I envision a future where every community benefits from skilled leadership, informed governance, and a culture of continuous learning.

By fostering strong partnerships with industry experts and educational platforms, I aim to expand CAI's impact—ensuring that education remains a cornerstone of successful community association management across Arizona and beyond.

My CAI Experience

My involvement with the Community Associations Institute (CAI) began in 2011 with the M-100 course, which laid the foundation for my commitment to continued professional growth within the community management industry. Since then, I have earned every CAI designation available to me—including CMCA®, AMS®, PCAM®, and LSM®—as part of my dedication to excellence in leadership and management.

I am an active participant in my local CAI chapter, regularly attending meetings, educational programs, Large-Scale Managers Workshops, and the Annual CAI Conference. In 2021, I joined the Arizona Legislative Action Committee, where I've had the opportunity to testify before the state legislature, advocating for balanced and reasonable legislation that supports the effective operation of homeowners associations.

Through CAI, I have not only developed professionally, but have also contributed to advancing the industry through education, advocacy, and collaboration.

My Other Relevant Experience

Beyond my involvement with CAI, I bring extensive experience in rebuilding and strengthening teams within HOAs. I've led efforts to standardize operational processes, implement key policies, and cultivate a positive culture that boosts morale for both residents and staff. My focus has always been on fostering efficient, ethical, and inclusive community environments where both team members and homeowners feel supported and heard.

Timothy Ketcham, CMCA, AMS, PCAM
Chincoteague Bay Trails End Association
Horntown, VA

Who Am I?

With 19 years of experience in community association management, I've built a career rooted in professionalism, leadership, and service. I began by managing portfolios of condominium communities in the resort and beach areas of the Mid-Atlantic region, where I developed a strong foundation in navigating the unique dynamics of vacation and second-home communities.

I later transitioned to managing on-site communities across Maryland, Virginia, North Carolina, and South Carolina—gaining hands-on experience in operations, governance, and resident engagement, while developing a deep understanding of regional differences, community dynamics, and operational excellence.

I currently manage a 2,545-unit community in Virginia and am actively pursuing my Large-Scale Manager (LSM) designation to further advance my professional growth and leadership within the industry.

My Vision for CAI

To drive the continued growth of the community association industry by raising the standard for education and professional designations, cultivating a strong network of reputable professionals, and preparing and empowering the next generation of industry leaders.

I believe in providing strategic direction that is anchored in a commitment to excellence, ethical leadership, and a forward-looking vision for the future. By focusing on education, professionalism, leadership development, and sustainable growth, we can continue to elevate the community association profession and deliver unmatched value to our members and the communities we serve.

My CAI Experience

I am a proud member of the Chesapeake Chapter of CAI and have actively contributed to the organization's mission throughout my career. I've served as a committee member, supported numerous chapter initiatives, and contributed as a published author—sharing insights and experiences to help educate and elevate others in the industry.

In addition to professional development, I'm enjoy about giving back through CAI-affiliated charity events and volunteer efforts. These experiences have deepened my connection to the community association industry and strengthened my commitment to CAI's values of education, professionalism, and service.

My Other Relevant Experience

I proudly served in the United States Marine Corps Reserve from 1989 to 2005, specializing in communications and military police. This experience instilled in me a strong sense of discipline, accountability, and calm leadership under pressure.

The skills I developed during my service—particularly in conflict resolution, operational problem-solving, and team coordination—have proven invaluable in my work within community association management. Whether de-escalating tensions related to community governance or finding efficient solutions to complex operational issues with minimal financial impact, my military background continues to inform and strengthen my professional approach.

Jeremy Mayes, CMCA, AMS, PCAM
Hidden Valley Lake POA
Lawrenceburg, CA

Who Am I?

I'm honored to be considered for the CAI Community Association Managers Council. With over a decade of experience managing large, diverse communities nationwide, I bring proven leadership, operational expertise, and a passion for raising industry standards. As General Manager of Hidden Valley Lake in Indiana, I focus on transparency, innovation, and strategic improvement. I look forward to advocating for professional growth, supporting new leaders, and helping shape the future of our profession through CAI.

My Vision for CAI

My vision for CAI is to lead the advancement of our industry by promoting high standards, practical education, and strong professional support. CAI should empower managers with real-world tools, advocate for smart legislation, and develop the next generation of leaders. I believe in fostering collaboration, strengthening community trust, and helping managers exceed expectations through innovation, integrity, and service. CAI must be the trusted guide for navigating the challenges and opportunities ahead.

My CAI Experience

As a CAI member for over seven years, I've actively supported the organization's mission through numerous trainings, chapter meetings, and regional and national conferences (Orlando, DFW, Las Vegas). I've also attended the Large-Scale Managers Workshop, gaining valuable insights from industry leaders and exchanging best practices with peers. These experiences have expanded my knowledge, strengthened my network, and reinforced my commitment to lifelong learning and excellence in community association management.

My Other Relevant Experience

In addition to my community management roles, I hold an MBA from the University of North Texas, providing a strong foundation in operations and leadership. Before managing communities, I served as Director of Entertainment for Carnival Cruise Lines, overseeing large-scale events, contracts, and vendor relationships. That experience sharpened my ability to lead teams, manage complex logistics, and deliver high-quality service—skills I've applied throughout my management career to drive results and exceed expectations.

Lesley Millender-Irwin, AMS, PCAM
HOAMCO/Providence Point
Issaquah, WA

Who Am I?

With over 20 years of experience in community and property management, I specialize in overseeing the operations of luxury high- and mid-rise residences, hospitality-driven developments, mixed-use properties, and 55+ communities. Throughout my career, I've had the pleasure of managing a diverse portfolio of multi-family communities and collaborating closely with boards of directors, service vendors, community organizations, and homeowners to foster both comfort and connection.

I hold the highest industry credentials, including the PCAM (Professional Community Association Manager) and the AMS (Association Management Specialist) awarded by the Community Associations Institute (CAI).

I am also actively involved in volunteer city government, serving as Chair of the City of Issaquah's Equity Board and as a Commissioner on the Planning Policy Commission.

Outside of work, you'll often find me enjoying trail walks with my family, tending to my garden, diving into true crime podcasts, and cooking gourmet meals in my kitchen.

My Vision for CAI

My vision for CAI is to solidify its role as the premier hub for connecting community managers and board members with cutting-edge knowledge and industry best practices. I envision CAI as a catalyst for improving the quality of life in community associations through proactive legislative advocacy, active engagement with local governments, and the delivery of high-impact educational opportunities that empower community leaders.

My CAI Experience

Industry Involvement & Recognition

- Advisory Editorial Committee Member, Common Ground publication, CAI National
- Committee Member, Social and Publications Committees, Greater Los Angeles and Orange County Regional CAI Chapters
- Published Author, contributing articles to both Greater Los Angeles and Orange County Regional CAI Chapter publications
- Program Presenter, Orange County Regional CAI Chapter – delivered four educational programs on key industry topics
- Editor of the Year, 2020, Greater Los Angeles CAI Chapter – honored for the article "Addressing Mental Illness in Our Community Associations"
- National Presenter, CAI Conference, Washington D.C., 2018 – delivered the session "Managing the Chaos"
- PCAM Case Study Host & Presenter, Laguna Village Owners Association, Laguna Hills, CA
- Onsite Manager of the Year, 2014, Orange County Regional CAI Chapter

My Other Relevant Experience

In addition to my professional work, I am deeply committed to civic engagement in the City of Issaquah. I currently serve as Chair of the Equity Board, where I advocate for equitable access, representation, and inclusion of underserved populations throughout the community. I also serve as a Commissioner on the Planning Policy Commission, a policy advisory body to the Mayor that helps guide Issaquah's future growth. In this role, I contribute to the ongoing review and development of the City's Comprehensive Land Use Plan and related policy documents, ensuring thoughtful, sustainable, and inclusive planning.

Edward Mueller, CMCA, AMS, PCAM

First Real Estate Management

Ellicott City, MD

Who Am I?

My name is Ed Mueller, and I am a committed Community Manager with a strong background in property management, community engagement, and operational leadership. I am passionate about upholding high standards, finding practical solutions, and working collaboratively to strengthen the communities I serve.

Throughout my career, I have built a reputation for being approachable, responsive, and results-driven. I take pride in fostering positive relationships with residents, board members, and contractors. I believe transparent communication and proactive management are essential to building trust and achieving long-term community success.

I am dedicated to bringing integrity, accountability, and a hands-on approach to every aspect of my work. I genuinely care about the people and neighborhoods I support, and I strive to make a meaningful, positive impact each day.

My Vision for CAI

As a candidate for the Community Associations Institute, my vision is to foster stronger, more connected, and better-educated communities. I believe CAI plays a vital role in empowering community leaders, board members, and managers through education, collaboration, and advocacy.

My focus is on promoting:

- **Transparent Leadership** – Encouraging open communication, ethical management practices, and decision-making that builds trust and long-term community success.
- **Education and Professional Growth** – Expanding access to meaningful training and resources for both new and experienced community leaders, ensuring we are always growing and improving.
- **Stronger Community Connections** – Building bridges between boards, residents, and service providers to promote understanding, engagement, and shared responsibility.
- **Operational Excellence** – Advocating for practical, sustainable solutions that address the real, day-to-day challenges facing our communities.

My CAI Experience

Over the past 10 years, I have had the privilege of managing a diverse portfolio of communities, including commercial properties, condominium associations, homeowners' associations, and active adult (55 and better) communities. This broad experience has provided me with a deep understanding of the unique challenges and opportunities within each type of community.

Throughout my career, I have actively engaged with the Community Associations Institute (CAI) to expand my knowledge, build valuable industry relationships, and uphold the highest standards of professional community management.

My involvement with CAI has been instrumental in shaping my approach as a community manager. Through continuous education, networking, and collaboration, I have stayed at the forefront of industry best practices and emerging trends. I am passionate about bringing this knowledge to the communities I serve, ensuring operational excellence, financial stability, and positive resident experiences.

My Other Relevant Experience

In addition to my property management background, I bring valuable experience in real estate management and real estate finance, which has provided me with a strong foundation in budgeting, financial analysis, and long-term capital planning—key elements of successful community leadership. I understand the financial complexities that associations face and take pride in developing responsible, sustainable solutions that protect and grow community assets.

I also have firsthand experience as a homeowner and a community leader, having served as the president of my own homeowners' association. This role gave me direct insight into the resident perspective and reinforced the importance of transparent communication, accountability, and balancing the diverse needs of homeowners.

Through my professional experience, leadership roles, and deep engagement with CAI, I am passionate about contributing to the advancement of the community management profession and helping build stronger, more connected communities.

OTHER MANAGER (NOT CEO OR LARGE-SCALE)

Tonya Bates, CMCA, AMS, PCAM
Terra West Management Services
Reno, NV

Who Am I?

As a manager member of CAI, I'm dedicated to championing stability within our industry. This commitment ensures all members can thrive with confidence. I've built trust through transparent communication and ethical decisions, always prioritizing honesty. My passion for our industry drives me to empower individuals to lead with compassion and empathy, strengthening our collective success. I'm a lifelong learner, embracing continuous growth alongside my peers to navigate challenges and seize new opportunities for CAI.

My Vision for CAI

My past work with CAI has always centered on fostering vibrant, forward-thinking communities. I've consistently championed quality and ethical education, empowering our members and strengthening their connections. Looking ahead, I'm eager to expand our educational outreach and bolster our legislative advocacy. I'm excited to promote

innovative, collaborative solutions that will elevate professional standards across all community associations. Let's work together to make CAI even more impactful!

My CAI Experience

With over 15 years as a dedicated CAI member, I've had the privilege of deeply investing in our industry's growth. I've worked to significantly expand chapter educational opportunities and classes, serving as the Nevada Chapter NN Education Chair, Outreach Committee Co-Chair, and Legislative Action Committee Co-Chair. As the Nevada Chapter's 2024 Chapter President, I gained invaluable insights, and I'm still actively contributing to the Magazine and Legislative Action Committees. Plus, I'm proud to be an NRED certified instructor for chapter classes!

On a national level, I'm currently collaborating with the LSM Committee to plan the 2025 LSM Workshop in Henderson, NV. My extensive experience, both locally and nationally, has equipped me with a comprehensive understanding of CAI's mission and how we can continue to elevate our industry together. I'm excited to bring this experience and dedication to further serve CAI.

My Other Relevant Experience

Beyond my work with the local chapter, I've had some pretty cool experiences! I've even teamed up with CAMICB to help revise their CMCA Standards of Professional Conduct and Enforcement Procedures – talk about impactful!

I also get to share my passion for the industry as a PT Continuing Education educator with the UNLV 60-Hour Pre-Licensing class, helping shape the next generation of community managers. And if that's not enough, I also serve as the secretary for my women's philanthropic organization. It's been a truly rewarding journey, and I'm excited to bring this diverse experience to whatever comes next!

Jessica Baechle, CMCA, AMS, PCAM

CCMC - Capital Consultants Management Corp.

Lehi, UT

Who Am I?

I am the Vice President of Community Operations for the Salt Lake City, UT market for CCMC. I have been with my company for just over seven years and have grown within the industry for nearly 15. I obtained my PCAM designation in 2022 shortly after receiving my Master's in Business Administration degree. Over the past several years I have instructed industry professionals with a state-run organization for Community Managers, been involved in various industry charity events and encouraged teams to attend and engage at CAI events.

My Vision for CAI

As this industry grows, my vision for CAI is to help differentiate this industry from the stigma most HOAs currently have fallen into. I would see that manager education is elevated and increased along with more opportunities to learn better business practices, business acumen, leadership skills and risk identification skills. I would encourage CAI markets to engage with more networking opportunities to allow business partners the opportunity to meet and engage with managers and boards while increasing the benefit for business partners to join CAI.

My CAI Experience

My CAI experience has been positive; however, varies by market. I have seen some events ran very well as well as seen some with more to be desired. The CAI education has been consistent and informative.

My Other Relevant Experience

I have been a member of the AZ Chapter CAI Membership Committee and the Arizona Association of Community Managers Education Committee. I have been an instructor with AACM for five years and have assisted in the creation of education materials for the organization.

Darla Benoit, CMCA, AMS, PCAM

RealManage

Myrtle Beach, SC

Who Am I?

I am a dedicated professional with over 31 years in Community Association Management across South Carolina, including 15+ years in leadership roles along the Grand Strand. With a degree in mass communication and certifications including CMCA, AMS, and PCAM, I bring strong interpersonal and operational expertise to the communities I serve. I've built my career on trust, responsibility, and collaboration—supporting boards, homeowners, and staff through the complexities of governance and development. From on-site roles to Director-level leadership, I remain committed to professional growth and creating communities that are well-managed, connected, and proud to call home.

My Vision for CAI

My vision for CAI is to remain the global standard of excellence in community association living—empowering professionals, volunteers, and homeowners to build inclusive, proactive, and resilient communities. I see CAI as more than an educator and advocate; it's a driver of innovation in governance, sustainability, and resident engagement. As community needs evolve, CAI must expand access to education, support legislative progress, and develop future leaders grounded in both operational excellence and ethical leadership—making communities places of pride, safety, and connection.

My CAI Experience

I've been an active member of the Community Associations Institute (CAI) since 2011 and have served on the CAI-South Carolina Board since 2018. In 2024, I was honored to serve as Chapter President, leading efforts in member engagement, education, and growth. I now continue to support the chapter as Past President. My commitment to CAI reflects my passion for the community management profession and my belief in CAI's essential role as an educator, advocate, and leader in setting industry standards and best practices.

My Other Relevant Experience

Beyond my core community association management duties, I coordinate vendor and contractor relationships with key business partners essential to our industry's success. I also mentor new managers and volunteer at industry events, helping to promote the vital role community management plays in improving residents' quality of life.

Cameo Fong, AMS, PCAM

Angel's Site Management Solutions

Kapolei, HI

Who Am I?

My name is Cameo Fong. I was raised in Hawaii on the island of O`ahu since I was 9 years old and graduated with a Pre-Medicine degree from the University of Hawaii. I have been married for almost 20 years and have two beautifully mixed teenaged children (14 ethnicities). I love to volunteer and help others. I have been an officer on the Board of Directors for my Master Planned Community Association of 3,620 homes for about 16 years and have held every Officer position through the years. I also volunteer as a Head Judge for the Academy of Science and have been a leader for many years with both the Girls Scouts and Boy Scouts of Hawaii. I am a former Miss Hawaii Teen USA, so I continue to be actively involved with the organization, the Executive Committee, and the Foundation Board of Directors. I love spending time with my family and staying involved in my community.

My Vision for CAI

My primary goal for volunteering with CAI at a national level is to help grow and enhance the education and resources to our members and communities. I believe every RM, SM, and CAM should have credentials to do the important job and responsibilities that come with managing a community and properly protecting the value of the largest and most important asset that most homeowners will ever have. Board Member education is also very important and should be enhanced and encouraged. Education is the most important key to our Manager's and our community's successes, to limit liabilities, and to facilitate consistent industry standards. In my first term on the Manager's Council, I have volunteered to help in every opportunity available for input on education topics. I would like to continue to participate

and guide this important area of our industry. I also advocate for more growth of On-Site Management and Facilities Management education and resources.

My CAI Experience

I have been an active CAI Member since 2008 and have held the designation of PCAM since 2014. I am a former Chairperson for the CAI Hawaii Chapter Education Committee and have been a consistent Annual Pass holder for all CAI educational seminars. I also personally advocate and encourage others to attend seminars, take courses, and help whoever I can to promote and help them understand the designation process. I am currently in my first two-year term on the CAI Manager's Council and I would love to continue the momentum through another term. I enjoy providing my input and expertise in all areas of site management I was honored this year to be a reviewer for an upcoming resource publication with CAI and have volunteered for the committee to review and update the education course materials. I would like to continue to stay involved on the CAI Manager's Council and to help shape our industry in any way possible. I continue to stay involved with my state chapter and attend their monthly meetings and events. I also proudly participate on the welcoming team for annual conferences to greet, guide, and encourage first time attendees to ensure they have a great experience. Many of the new attendees are also new to association management so, it is a great way to make a friend and become an industry mentor to others from around the country and even internationally. Although I joined the Manager's Council to help in growing our industry's educational importance, I feel the experience so far has helped me grow so much as a leader, mentor, and community manager.

My Other Relevant Experience

I bring diversity and representation of the different challenges and successes that members from Hawaii experience. Being a Site Management Company CEO versus a Community Management Company CEO also helps to diversify and enhance the Council and CAI. Site Managers and Community Managers may have some overlap in responsibilities, but the daily duties, education, and resources needed to support our Site Management members may be different in some ways. I am well versed in on site operations and facilities management and have also earned the Certified Pool Operator, National Pool & Spa Inspector, CMCA, AMS and Notary Public (Hawaii) designations. I may be able to help CAI encourage Site and Facilities Managers to join or stay with CAI versus joining other organizations such as IREM for their management credentials. I believe my experiences as a homeowner, an association Board Member, a Site Manager, and a Site Management Company owner, I have perspective from all different aspects of leadership and areas for growth related to community associations. The CAI Manager's Council is the best place for me to share my knowledge and talents.

Victoria Garner, CMCA, AMS, PCAM

Cardinal Management Group, A RealManage Company
Woodbridge, VA

Who Am I?

Victoria has two decades of experience. The past ten years, she has been a key executive, focusing on leadership development, client retention, and brand awareness. She currently oversees all aspects of business development and branch operations. She holds the CMCA, AMS, and PCAM designations. She is an active participant in ongoing education, regularly attending seminars and conferences. She serves as co-chair of the Quorum Editorial Committee for her local CAI chapter. A frequent speaker and panelist, having facilitated educational sessions for the Prince William Neighborhood Conference and served twice on panels for the ACAM-CEO Retreat. Most recently she was selected as a speaker for the Annual Virginia Leadership Retreat and was recognized as Recruiter of the Month by her CAI chapter.

My Vision for CAI

My vision for CAI is to foster a collaborative, educated, and forward-thinking industry that empowers both professionals and homeowner volunteers. I am committed to advancing CAI's mission by promoting professional development, encouraging ethical leadership, and enhancing community engagement. I aim to help shape a future where community associations thrive through innovation, inclusivity, and are recognized in a more positive light. As our industry continues to evolve and face growing challenges, it is important that we continue to think outside the box and deliver value. I look to challenge the status quo and increase CAI's reach and visibility to help foster an improved reputation for community associations and the professionals who care for them.

My CAI Experience

I have been a member of CAI since 2008, earning my CMCA, AMS, and PCAM designations. I have authored numerous articles for my local chapter's publication, Quorum Magazine, and currently serve as co-chair of the WMCCAI Quorum Editorial Committee. I do my best to attend my local chapter's Board of Directors meetings and actively increase my engagement with CAI. I annually attend the CAI Law-Seminar, regularly attend CAI National Conference & Expo, and almost always attend my local chapter's conference and expo, along with other local events. I have served as a session moderator at WMCCAI Conference & Expo.

My Other Relevant Experience

With two decades of experience in community management, I have served the industry as a resale coordinator, administrative assistant, portfolio manager, business development manager, and now as an executive leader overseeing a team of 200. I have undergone professional leadership coaching and development and am Dare to Lead certified. I have served on my own community's social committee and served on the Board of Directors for Prince William SPCA.

Daniel Harris, PCAM

Crest Management AAMC

Houston, TX

Who Am I?

I am an experienced and credentialed professional General Manager / Executive Director with over two decades in HOA leadership and operations. I currently serve as a Director of Commercial Association Management and lead large master-planned communities. I hold a PCAM, AMS, CMCA, and the CAI Board Leader Certificate. I've worked with city, county, and state entities in many appointed roles including Chair of a Charter Review Commission and City/HOA Task Force member and County/HOA Task Force member. My approach is rooted in transparency, innovation, and strategic governance.

My Vision for CAI

My vision is to advance CAI's mission by enhancing education, advocacy, and collaboration between managers, boards, and public and private institutions. I aim to expand CAI's reach in supporting all types of communities. I believe in elevating the professionalism of community management through training, certification, and ethical leadership while increasing CAI's presence in public policy conversations. I envision CAI as the essential partner in driving excellence across all community types both locally nationally and internationally.

My CAI Experience

As a long time committed CAI member, I've served on the Texas Legislative Action Committee (TLAC) as part of the Large-Scale Advisory Council. Locally, I've chaired committees and served in many other Committees for CAI Greater Houston chapter. I've earned the PCAM designation and AMS®, CMCA®, and Board Leader credentials. These experiences have deepened my understanding of CAI's value in legislative advocacy, education, and professional development for managers and association leaders.

My Other Relevant Experience

Beyond association management, I've led initiatives at the city and county levels including Chair of the Sugar Land Charter Review Commission and longtime service with the Police Department's Community Assistance Support Team (CAST). I've completed the Citizens Police and Fire Academies and serve on the Fire Department alumni board. I'm also active with the CERT County program. With 26+ years in nonprofit child advocacy, I bring a lifelong commitment to civic service and leadership through action.

Burt Jones, CMCA, AMS, PCAM

Associa - Principal Management Group of North Texas

Richardson, TX

Who Am I?

I am Burt Jones, a proud native of Brooklyn, New York. Growing up amidst the vibrant, yet challenging, streets of New York City instilled in me a strong work ethic and a deep appreciation for community. My mother, a dedicated Registered

Nurse, served on the front lines in ER and OR Trauma, while my father held the esteemed position of NYC's Chief of Microbiology and was a distinguished chemistry professor at multiple universities.

My journey in the service industry began at the age of 17 as a summer-relief doorman in a luxury high-rise condominium in Battery Park, NYC. This early experience ignited my passion for customer service and community management, setting me on an unwavering career path. I steadily advanced through various roles, progressing from a temporary building services worker to a permanent doorman, porter, maintenance worker, concierge, and ultimately, a lead and executive concierge. My dedication led me to Director of Resident Services, then Assistant Property Manager, Assistant General Manager, and Management Executive. Today, I serve as a Senior Community Association Manager, actively leading and mentoring Community Association Managers across the nation.

My Vision for CAI

My vision for CAI is centered on empowering professional managers to cultivate unwavering confidence in their ability to guide HOA/POA Boards toward successfully thriving communities. I aim to inspire our younger generation, from all ethnicities and backgrounds, to embrace this challenge, believing they can genuinely make a difference in the world by enhancing people's quality of life through providing safe and wonderful places to live.

I firmly believe in the saying, "Home is where the heart is," and I see community managers playing a pivotal role in offering homeowners a sense of reprieve from the often-tumultuous outside world. Providing education, mentorship, and warmth are the greatest gifts we can offer one another, and this is the ultimate vision and mantra I see for CAI.

My CAI Experience

I have been a proud member of CAI since 2021, a connection I made upon my move to Texas. Hailing from New York City, I was not familiar with CAI prior to this, otherwise, I would have joined much earlier in my career.

Since becoming a member, I have actively engaged with CAI events, regularly attending the DFW chapter's monthly breakfast/luncheons and annual tradeshow. My commitment extends to the national level, having attended two (2) National Expos, where I was recently honored with the PCAM designation at the Expo in Orlando, FL. I frequently participate in local webinars and continuously pursue advanced learning, having completed a majority of the M:300 programs. My intent is to complete all courses CAI offers, driven by a desire to deepen my knowledge and be the most effective manager and educator for my peers, Boards, and homeowners.

My Other Relevant Experience

My experience as a former U.S. Army Paratrooper, where I served as a team and squad leader, has profoundly shaped my approach to leadership and collaboration in the civilian sector, making me an ideal candidate for the CAI Council. The military fundamentally transforms an individual's mindset from self-focus to a deeply ingrained team concept, emphasizing that "you are your brothers/sisters keeper." This environment taught me that my actions directly impact those around me, and vice versa, fostering a strong sense of collective responsibility.

Crucially, this experience also cultivated profound empathy and the ability to logically evaluate situations by first seeking to understand other perspectives. These embedded principles of selflessness, courage, and sacrifice have been instrumental in my personal and professional development. They have directly translated into my capacity to be a better student, a more effective leader, and a dedicated advocate for others within the community association management industry, aligning perfectly with the collaborative and service-oriented nature of the CAI Council.

Emily Ramirez, CMCA, AMS, PCAM

Colorado Association Services

Fort Collins, CO

Who Am I?

I am a dedicated Community Association Manager with a strong commitment to excellence, collaboration, and ethical leadership. With 20 years of experience both managing homeowner associations, and managing those who manage homeowner associations, I have built a reputation for fostering transparent communication, driving operational efficiency, and prioritizing the well-being of the communities and team members I serve. I believe in the power of professional development, sharing best practices, and supporting my peers in navigating the complexities of our industry.

My Vision for CAI

My vision for CAI is to continue building a dynamic, inclusive, and forward-thinking organization that empowers community association professionals through education, connection, and advocacy. I see CAI as the leading voice shaping the future of community living - one that embraces innovation, promotes ethical leadership, and supports managers at every stage of their careers. I envision a CAI that continues to expand access to resources and training, fosters mentorship opportunities, and strengthens partnerships between homeowners, board members, and management professionals.

My CAI Experience

I have been an active member of CAI for 19 years, and it has been a cornerstone of my professional development. Through CAI I've earned industry-recognized credentials including CMCA, AMS, and PCAM designations, I regularly attended monthly educational seminars, and I served on the Board of Directors for the Bay Area Central Chapter of CAI from 2012 to 2017, ending my term as President. I attended the CAI Annual Conference 3 years, the CAI Legal Forum for California Communities 2 years, and every chapter event held during my tenure on the Board of Directors. Beyond professional development, I have contributed by serving on various committees, volunteering at events, mentoring new managers, and participating in advocacy efforts.

My Other Relevant Experience

I bring hands-on experience managing a wide range of communities in two states. My background includes budgeting, vendor coordination, board relations, and strategic planning. I've also contributed to professional development and mentoring efforts with my company. Outside of management, I serve on the Board of Directors for the Metro District where I live.

Raymond Barnes, CMCA, AMS, PCAM

**Taylor Management Company/Lake Ridge Homeowner's Association
Toms River, NJ**

Who Am I?

I am currently the General Manager for a 926-unit active adult community in Toms River, New Jersey. I have been involved in the property management industry since 1999, both as a community manager and by also serving on community boards. I have managed several types of associations to include active adult communities, townhome and condos associations, mid-rises and golf courses.

My Vision for CAI

My primary focus for CAI has always been education. Our industry continues to grow, and the new generation of managers can only benefit from timely instruction, but by the experience of our seasoned professionals. We need to stay "sharp" and well-informed, especially in what could be a difficult situation.

My CAI Experience

I am proud to be a member of our New Jersey Chapter. I have met, trained and associated with a great number of managerial and contracting professionals. I consider myself a better manager because of these relationships. I have served on Membership, Manager's and social networking committees. I have also accelerated my education, actively enrolling in annual M-300 courses, since attaining my PCAM certification in August of 2015. I was also honored as CAI-NJ's Manager of the Year (Candace Bladt Award) for 2015. I have also participated in and planned both CAVL and managerial training classes.

My Other Relevant Experience

I am very involved in my community and also privately serve on several area fraternal and charitable organizations. I have also held municipal Chair and Board positions.

Casmira-Anne Brown, AMS, PCAM
EJF Real Estate Services, Inc.
Washington, DC

Who Am I?

Mira Brown serves as the Director of Internal Operations at EJF Real Estate and has worked in Community Association Management for over 20 years. She manages a team of Community Association Managers for EJF as well as handling compliance and IT matters. She is the proud holder of CAI's PCAM® designation and is an active participant in the Washington Metro Chapter of Community Associations Institute serving on committees and teaching programs.

My Vision for CAI

I am committed to raising the profile and esteem of Community Association Managers in all that we do. Having been in the industry for over 20 years, I feel that Managers are frequently not treated with the same level of respect as other professionals. By continuing to educate ourselves and those who interact with our industry, we can raise our profile and dispel some of the negative perceptions of what we do in this space.

My CAI Experience

I have been an active member of the Washington Metro Chapter of CAI for over 20 years, serving on the DC Legislative Action Committee, Events Committee and as co-chair of the Quorum Committee. I enjoy participating in and leading education sessions for the chapter.

Chelsa Fenner, CMCA, AMS, PCAM
Forestar
Greenville, SC

Who Am I?

I am Chelsa Fenner, and I am a proud single mom, a woman of strong faith, and someone who is passionate about making a meaningful difference in the communities around me. From my very first role in Association Management at a young age, I knew I had found a career that aligned with my values and gave me the opportunity to contribute in a lasting way.

Over the years, I've had the privilege of serving in various roles that have allowed me to shape and strengthen communities across a wide range of settings—from brand-new developments to long-established neighborhoods. I have enjoyed the leadership aspect of my work, especially when it comes to mentoring others in the field. Helping managers find their footing and develop a true passion for this profession has been one of the most fulfilling parts of what I do. I've always believed in lifting others up and creating a culture where people feel empowered, appreciated, and inspired to make a difference.

My Vision for CAI

My vision for CAI is to elevate the standards of our industry through professionalism, respect, and a renewed focus on what truly matters in community management. I believe that every manager, board member, and stakeholder deserve to be part of an organization that values integrity, transparency, and a shared dedication to serving communities with excellence.

One of the top priorities is to continue advancing the conversation around mental health and physical well-being within our profession. The work we do is both rewarding and demanding, and it's critical that our industry continues to foster a culture where self-care, balance, and mental wellness are supported and normalized. When community managers are supported personally and professionally, they are better equipped to serve the neighborhoods that rely on them.

My CAI Experience

Over the years, I've had the privilege of being actively involved with CAI at both the local and national levels. I've participated in events and initiatives through the North and South Carolina chapters, as well as attended national conferences that have expanded my knowledge and network. I served on the CAI High-Rise Workshop Committee in 2023, where I collaborated with industry professionals to help shape an impactful event for high-rise managers nationwide and participated with hosting a community as part of the workshop. I always find CAI events to be both fun and rewarding—they offer a perfect blend of professional development, inspiration, and genuine connection. Through

my involvement, I've built lasting relationships and friendships with peers from across the country—from Hawaii to Texas to New York and beyond. Many of these individuals have played a key role in shaping me professionally, and I'm grateful to be part of a professional community that continues to challenge, support, and uplift one another.

Kara Foley, CMCA, AMS, PCAM
Seabreeze Management Company
Aliso Viejo, CA

Who Am I?

I am a passionate advocate for the community management industry, committed to supporting both current professionals and the next generation of leaders. As Vice President of Seabreeze Management Company in Orange County, CA, I have the privilege of guiding teams with a leadership style rooted in service, mentorship, and integrity. Beyond my day-to-day role, I give back to our industry through volunteer leadership and as a co-host of The HOA Pros Podcast, where I help spotlight the voices, challenges, and successes of professionals across our field. I believe in the power of mentorship, collaboration, and continuous learning.

My Vision for CAI

My vision for CAI is to continue championing our certifications and training programs, as success in our industry is deeply rooted in education. I'm committed to mentoring those who seek to grow their careers through continuing education, and I believe we can expand our reach by partnering with colleges to introduce the next generation to the incredible opportunities in community management. Together with the Managers Council, I aim to elevate our profession and ensure its long-term growth by promoting the value and impact of a career in this field.

My CAI Experience

I'm a proud multi-chapter CAI member with a deep commitment to advancing our industry. I served on the CAI Orange County Chapter Board of Directors for six years, including a term on the Executive Committee as Secretary. I'm also the co-founder and co-chair of the chapter's Emerging Leaders and Mentorship Committee, helping shape the next generation of community managers.

At the national level, I've served on the CAI Managers Council for the past two years and regularly contribute as a CAI speaker, sharing knowledge and best practices with peers.

My Other Relevant Experience

In addition to my leadership roles, I've previously served on the CAI Public Relations and Awards Committees, and I'm a regular attendee of the CAI National Conference. I'm also the author of a children's book that celebrates the work of HOA managers—written to help kids understand and take pride in the important role their parents play in community management.

Shayla Love, CMCA, AMS, PCAM
FirstService Residential
Fairfax, VA

Who Am I?

I'm Shayla Love, a Regional Director with FirstService Residential, leading a portfolio of high-rise condominiums across the DC Metro area. I bring over a decade of frontline and executive experience in community management, overseeing complex properties, multimillion-dollar budgets, and cross-functional teams. My leadership philosophy is rooted in accountability, collaboration, and development—both of people and processes.

I'm known for building high-performing teams, mentoring the next generation of managers, and restoring trust with boards through transparency and execution. I've successfully guided communities through major capital projects, financial turnarounds, and operational transitions, while never losing sight of the human element behind every decision.

As someone deeply invested in the future of this industry, I see service not just as a job—but as a calling. I believe community managers deserve systems that work, training that empowers, and leadership that listens. I bring not only hands-on experience but a vision for what's next.

My Vision for CAI

My vision for CAI is one of bold expansion. I want to see CAI become a household name—not just in the boardrooms of community associations, but in classrooms, career fairs, and leadership development programs across the country. We need to introduce this industry to high school and college students, creating a talent pipeline that reflects the diversity and complexity of the communities we serve.

As a Black woman leader in property management, I know firsthand how transformational this career can be—and how invisible it often is to young people looking for purpose-driven work. CAI has the opportunity to change that. I envision partnerships with schools, mentorship tracks for emerging leaders, and curriculum that builds real-world skills in governance, financial stewardship, and community-building.

CAI should be the gold standard not only for continuing education, but for workforce development. We have the platform. Now we need to scale it—and I want to help lead that charge.

My CAI Experience

CAI changed my life. As a teen mom trying to find my way, I never imagined I'd build a successful career leading high-rise communities, managing multimillion-dollar budgets, and mentoring a team of professionals. But CAI gave me direction. It gave me a language for leadership, a framework for growth, and access to a network of people who believed in raising the bar—not just for communities, but for the professionals who serve them.

Through CAI, I earned my designations, deepened my industry knowledge, and found a sense of belonging in a field I didn't even know existed when I started. It has been a foundation for my confidence, credibility, and continued growth. Now, I want to give back—to open doors for others the way CAI opened them for me.

My Other Relevant Experience

Leadership shows up in every part of my life. Outside of work, I coach youth volleyball and basketball—mentoring young athletes and teaching them not just skills, but discipline, teamwork, and confidence. I'm also active in my church and community, always looking for ways to support, organize, and uplift others.

I don't believe in sitting back when something needs to be said or done. I live by *"see something, say something" — *and more importantly, do something. I've always been the person who speaks up, takes action, and follows through. That's who I've been since day one.

I bring that same passion and purpose to everything I touch—whether I'm leading a team, guiding a community, or showing up for the next generation. To me, leadership isn't optional. It's a responsibility.

Roxanne Martinez, CMCA, AMS, LSM, PCAM
Sterling Association Services, Inc.
Houston, TX

Who Am I?

I am a seasoned professional with over 20 years of industry experience, known for driving results, leading with integrity, and building strong, collaborative teams. As a dedicated mom, I bring balance, resilience, and exceptional multitasking to every role. I'm passionate about continuous learning and fostering positive, inclusive environments where people can thrive. With a strong work ethic and a genuine commitment to excellence, I strive to inspire others and make a meaningful impact.

My Vision for CAI

My vision for the Community Associations Institute is to support its growth as a dynamic, forward-thinking organization that leads the way in education, innovation, and community building. I am committed to helping CAI expand its reach, embrace new technologies, and develop fresh, relevant approaches that meet the evolving needs of our industry and members. By fostering collaboration and encouraging creative solutions, I aim to contribute to CAI's continued success as a trusted resource and driving force for positive change.

My CAI Experience

I have actively served CAI for several years through multiple local chapter committees and now as a member of the Houston Chapter Board. In this role, I've had the privilege to collaborate with leaders across Texas, supported by our

chapter director's strong commitment to statewide connection. I regularly attend CAI conferences and maintain my continuing education to stay aligned with evolving industry standards. I am dedicated to advancing CAI's mission and supporting its growth and innovation within the community association industry.

My Other Relevant Experience

I began my career in the industry in entry-level roles and have steadily worked my way up to leadership positions. I've managed portfolio-style properties, overseen teams of managers as a director, and gained valuable experience working with newly developing communities and MUD districts. This well-rounded background has given me a deep understanding of both day-to-day operations and big-picture strategies, allowing me to effectively support communities, managers, and organizational growth.

Sarah Metcalf, CMCA, AMS, PCAM
Pelican Cove Condominium Association Ince
Sarasota, FL

Who Am I?

I am dedicated with over a decade of experience in community association management and a strong commitment to enhancing the quality of life in our communities. As the Business Manager at Pelican Cove, I oversee a vibrant 731-unit community, applying my expertise in mgmt., acct., and HR. I am a FLCAM, RE Salesperson, and Notary, with certifications as CFCAM, CMCA, AMS, and PCAM. My leadership roles include Advocacy Ambassador for CAI Headquarters, co-chairing the LSM Task Force - Education Sessions, and teaching Civility and Dignity at the 2025 National Conference. Serving on the Manager Education Committee and an Ambassador for CAI West Florida. I believe in fostering collaboration and expanding educational opportunities, ensuring every voice is heard.

My Vision for CAI

My vision for CAI is to foster a collaborative community where association managers and board members thrive through shared knowledge and resources. I aim to enhance educational programs that empower professionals with the latest industry trends and best practices. By promoting innovation, sustainability, and civility, we can create vibrant, resilient communities that adapt to changing needs. My commitment to civility emphasizes respectful communication and conflict resolution, ensuring a positive environment for all. I envision CAI as a leader in advocacy, ensuring our voices are heard in legislative matters affecting community associations. Together, we can build a network of support that enhances community living and strengthens the value of our associations for all stakeholders.

My CAI Experience

My CAI experience has been transformative, shaping my commitment to community association management. Thirteen years ago, my GM and friends from the CAI West Florida Chapter encouraged me to pursue my education and become a PCAM. I was honored to take the PCAM Case Study in 2018 and successfully passed. Attending the National Conference annually has broadened my expertise, and new friends have motivated me to be more active. As an Advocacy Ambassador, I am working towards becoming an LSM and have taken on the role of writing and teaching Civility and Dignity in Community Associations. I am excited to contribute further to CAI's mission.

My Other Relevant Experience

I have a diverse background in community engagement and leadership. I was a member of Rotary International, overseeing the Annual Student Art Competition for three years, and served on the Sarasota Community Foundation Scholarship Committee for four years, helping to award scholarships to deserving students. My volunteer work with the Girl Scouts of America included running Zoo camps and horse-riding training camps. I also organized activities for American Savings Bank, engaging up to 5,000 participants. My extensive accounting and HR experience includes managing 159 branch locations at American Savings Bank, overseeing 2,000 employees and a \$200 million budget, with my largest budget being \$26 billion at American Shared Hospital Services. I hold a degree in Business Admin. and Mgmt.

Jim Norman, CMCA, AMS, PCAM
The Park Lane Towers Condominium Association, Inc.
Fort Collins, CO

Who Am I?

I have been the manager of our self-managed multi high-rise condominium association for the past 9 years. I have earned my CMCA, AMS, and PCAM certifications. Previously, I was the board president for 3 years. I bring a unique combination of management and prior board experience to my position which helps me bridge the gap between manager and board members.

My Vision for CAI

I think the best of CAI is in bringing together association volunteers, managers, and business partners to be able to help each other provide excellence in housing options to our members leveraging and sharing expertise. There are no other such organizations dedicated to all facets of community living. We are stronger and all succeed when we work together.

My CAI Experience

I received CAI's Excellence in Membership award for 2024 at the 2025 National Conference in Orlando. I have attended the last 3 national conferences. I have attended all my local chapter's conferences since I joined CAI many years ago. I am active on the CAI Exchange learning from and helping my fellow managers, homeowners, board members, and business partners.

My Other Relevant Experience

I worked as an IT Consultant for Hewlett-Packard for 22 years and then spent 13 years managing 200 student rental properties before moving into association management.

Ann Osuna, CMCA, AMS, PCAM
Goodwin & Co
Houston, TX

Who Am I?

As a dedicated member of our community association for the past 20 years, I have cultivated a profound understanding of our industry's objectives, values, and the vital role we play in fostering a sense of community among our residents. My journey within this industry began as an assistant manager, and through perseverance and commitment, I have ascended to my current position as an onsite director. Along the way, I have also served as a community manager and an education and training director. These experiences have equipped me with the comprehensive perspective needed to understand the diverse challenges and opportunities we face in our community.

Holding industry designations such as the Certified Manager of Community Associations (CMCA), Association Management Specialist (AMS), and Professional Community Association Manager (PCAM), I am passionate about maintaining the highest standards of professional development. Education is not just a personal priority for me; it is a shared responsibility. I actively engage with local initiatives to enhance continued education and development opportunities for our team of community managers. In addition, I proudly support the Community Associations Institute (CAI) annual conference, recognizing its invaluable role in bringing together knowledge, networking opportunities, and innovative ideas that empower our community.

My Vision for CAI

As the landscape of community management continues to transform, I firmly believe that our field's future lies in the hands of the next generation of community managers. Among my core objectives for the Community Associations Institute (CAI) is to uplift and mentor these emerging professionals, equipping them with the tools they need to succeed. We must blend the timeless attributes of traditional community management with the innovations crucial for navigating today's dynamic environment.

I envision a hybrid model of community management that harmoniously combines the wisdom of our past with the contemporary strategies necessary for the success of modern associations. This approach will not only enable us to address the immediate needs of our communities but also position us to anticipate and respond proactively to future

challenges. By embracing both traditional practices and new technologies, we can create robust frameworks that support the diverse needs of our associations.

My CAI Experience

My journey within the Community Associations Institute (CAI) began in an unfamiliar environment. I entered the community management field from a background in the apartment industry, where my experiences had shaped my understanding of residential living. Still, I offered little insight into the intricacies of homeowners associations (HOAs). When I came across a local advertisement for an assistant community manager position, I felt it was a relevant opportunity to explore, despite my lack of experience in the HOA realm.

Little did I know that this decision would lead me to a transformative mentor who would profoundly impact my career and perspectives. Under their guidance, I was introduced to the fascinating yet complex world of community associations—a realm characterized by order and chaos. Each day brought new challenges and opportunities that tested my adaptability and resilience. My mentor gave me invaluable lessons on the importance of consistency, dedication, and continuous education, which became the cornerstone of my professional development.

Carissa Pezewski, CMCA, AMS, PCAM
MPC Property Management LLC
Burlington, WI

Who Am I?

Hello, my name is Carissa Pezewski, and I'm the Director of Community Associations at MPC Property Management in Burlington, Wisconsin. I've been with MPC for over 14 years and was proud to be the company's first full-time employee. Since then, I've helped grow the business from managing a single condominium association to serving over 80 community associations throughout Southeastern Wisconsin.

Today, MPC is a thriving team of 30 dedicated professionals—and I'm honored to have played a key role in that journey.

I hold a Bachelor of Arts in History and International Studies from the University of Wisconsin–Oshkosh, and a Master of Arts in Organizational Management from Ashford University. My educational background has helped shape my leadership style and approach to community development, client relations, and team management.

Outside of work, I enjoy reading all genres but in particular books about World War II, traveling, staying active, and spending quality time with my husband and our beloved dog, Thelma.

My Vision for CAI

My vision for CAI is continual growth through education. There is no handbook a new manager or homeowner leader can read to cover each scenario. The M100 lays the groundwork. After that, the classes that are offered help managers grow and learn. We need to continue educating through classes, publications, events, and any other methods to reach homeowner leaders and managers to provide current information and updates. This career can make a manager feel like they are on an island sometimes, so continual growth and education can assist them in learning how to handle situations and make it through the experiences. Each day is a new day to learn something new and grow, and to retain managers and encourage homeowner leaders, education needs to be provided and offered.

My CAI Experience

I joined CAI in 2015 when our community association division grew exponentially. I obtained my CMCA and joined the Wisconsin Chapter Education and Programs Committee. I have written and participated in programs for our chapter. I obtained my AMS in 2019 and most recently received my PCAM in 2023 at the National Conference. I am also a member of our chapter magazine committee and write articles as needed as well as work with our business partners for these articles. I was elected to our chapter board in 2023 and am excited to further contribute to our chapter. CAI has given me the opportunity to learn from other managers and perspectives, which is important in this career. In addition, being part of CAI has helped me achieve my career goals and continually learn, which is important to me as a professional.

My Other Relevant Experience

I believe my passion for volunteering and my involvement with CAI-Wisconsin in various capacities make me a strong candidate for the Community Association Managers Council. I am a lifelong learner and am confident that I can both contribute to CAI and gain valuable insights from colleagues across the United States and around the world—insights I

can bring back to benefit my chapter and organization. I've always enjoyed expanding my knowledge and sharing my perspective with others, and I would welcome the opportunity to serve in this role.

Suzanne Popielec, CMCA, AMS, PCAM
Goodman Management Group
Moseley, VA

Who Am I?

Experienced Community Management Executive and member of the International Facilities Management Association. I specialize in 55-plus, large-scale, luxury, and private communities, including high-rise condos. Known for thoughtful decision-making, open communication, and collaborative leadership. As a mentor, author, and educator, I'm passionate about sharing knowledge and uplifting others. I truly believe in an Advocacy vs. Adversity mindset and that the Civility Pledge deserves to be embraced and upheld more widely to foster kinder, stronger, and more connected communities.

My Vision for CAI

My vision focuses on strengthening our Association through deeper chapter-level engagement, improving manager mindset and mental health, expanding mentorship opportunities, advocating for fair compensation, and supporting practical legislation. Community management is demanding, and professionals need more than self-care — they need real, ongoing support from leadership, boards, and homeowners alike. I promote a culture of collaboration, transparency, and continuous professional growth. By embracing an Advocacy vs. Adversity mindset, we can build stronger, more connected communities and elevate the value and respect of our profession.

My CAI Experience

With nearly a decade as a dedicated member of CAI Central Virginia, I've proudly served both as a chapter volunteer and as part of the GMG team. In 2022, I was honored to receive the Chapter Rising Star award. For over 3.5 years, I chaired the PR committee and served as publisher of Consensus magazine, helping to strengthen chapter communications and community engagement. I have also instructed CMCA candidates as they pursue their designation. As a passionate advocate for women in the industry, I am committed to fostering inclusion, mentorship, and professional growth within the community association management field.

My Other Relevant Experience

I hold a Bachelor's degree in Marketing Communications and bring two decades of experience as an advertising professional, copywriter, and freelancer — including writing for Long & Foster Real Estate's luxury homes magazine. As part of a military family with nearly three decades of worldwide service, I've developed strong skills in collaboration, resourcefulness, resilience, and inclusivity. I'm especially passionate about advancing women's roles in community management, creating environments where every voice is heard and valued, and diverse perspectives shape our field's future. While legal, insurance, and financial issues are vital, I focus on the human side—bringing joy and respect to the work we do.

Tammy Sanderford, AMS, PCAM
PPM, Inc.
Garner, NC

Who Am I?

Beyond professional life, there are roles as a wife, a proud mother of three, and a grandmother to four grandchildren. Faith is central, reflected in service as Assistant Financial Secretary and singing with the church choir. Time is dedicated to supporting various non-profits across the state, driven by a deep desire to help others. In leisure time, quality moments with grandchildren can be enjoyed, as well as exploring new places through travel, immersing in the beauty of the mountains, tackling Sudoku puzzles (a numbers person!), and sharing laughter over board games. There is also a love for discovering hidden treasures during antique shopping trips with my daughter.

My Vision for CAI

CAI is a powerhouse for the community association industry, providing essential support and resources to all stakeholders. The strategic focus is on expanding membership to include every HOA, board member, business partner,

and community manager. By actively educating non-members about the benefits of CAI, it aims to foster greater industry collaboration and promote widespread excellence in community association governance and management.

My CAI Experience

Throughout 31+ years in the industry, there has been consistent and engaged membership of CAI, attending numerous events and actively contributing to various committees. The tenure as Treasurer on the NC LAC for over a decade is a testament to long-term commitment. Further contributions have been made to the Master Education Committee, Programs Committee, and several conference committees. Presently, the role as Treasurer of the NC PAC reflects a dedication to continuous professional development and industry leadership.

My Other Relevant Experience

In the role as VP of Operations and Industry Education for a leading management company, the role oversees the manager education program. This drives excellence and ensures managers are well-equipped to handle the complexities of the industry. Additionally, the role maintains the company's compliance by staying abreast of all current legislation and acting as the crucial link between the company and CAI.

David Schuknecht, AMS, PCAM

**Personalized Property Management
Cathedral City, CA**

Who Am I?

As the Vice President at Personalized Property Management in Indio, California, I bring a wealth of experience, a commitment to excellence, and a unique perspective shaped by my diverse background. With credentials including the Association Management Specialist (AMS) and Professional Community Association Manager (PCAM) designations from the Community Associations Institute (CAI), coupled with a Master's of Business Administration from LSU Shreveport with an accounting specialization, I am driven to advance CAI's mission of fostering professional, well-managed communities.

My journey to community management is unconventional and enriched by a decade-long career as a Division 1 and professional baseball athlete. A 2012 NCAA College World Series Champion with the University of Arizona and a 12th-round draft pick by the Colorado Rockies in 2011, I learned the value of discipline, teamwork, and resilience—qualities I now apply to leading high-performing management teams. Transitioning from sports to business, I earned my MBA and honed my expertise in financial management, strategic planning, and operational efficiency, which I leverage to ensure communities thrive under my stewardship.

My Vision for CAI

My vision for CAI is to amplify its reach to every board member and homeowner, ensuring they recognize the critical value of CAI's education and credentialing programs. By elevating the perception of community association professionals to the level of esteemed professions like CPAs and attorneys, we can transform the industry into one synonymous with expertise, trust, and professionalism.

CAI's strength lies in its commitment to education and professional development. Programs like the Certified Manager of Community Associations (CMCA), Association Management Specialist (AMS), and Professional Community Association Manager (PCAM) designations equip managers with the skills to navigate the complexities of community governance, financial management, and regulatory compliance. Similarly, credentials such as the Community Insurance and Risk Management Specialist (CIRMS) and Reserve Specialist (RS) ensure specialized expertise, while the College of Community Association Lawyers (CCAL) recognizes excellence in legal practice. These programs are not merely certifications; they are pathways to professional mastery, enabling individuals to safeguard community well-being and enhance property values. My goal is to make these opportunities universally known, ensuring every board and homeowner understands that CAI-credentialed professionals are indispensable to their community's success.

My CAI Experience

My journey with the Community Associations Institute (CAI) has been both rewarding and eye-opening, shaping my understanding of community association management while revealing opportunities for growth. As a member, I've engaged deeply with CAI's educational offerings, earning credentials like the Certified Manager of Community Associations (CMCA) and participating in workshops, webinars, and local chapter events. These experiences have

provided a solid foundation in governance, financial management, and regulatory compliance—core pillars of effective community management. However, I’ve found much of the learning to be too basic and elementary, lacking the rigor needed to truly elevate our profession. My CAI experience has convinced me that we must push for more challenging classes and make designations harder to achieve, thereby increasing their prestige and aligning our credentials with the stature of professions like CPAs and attorneys.

My Other Relevant Experience

At CAI National conferences, I’ve had the privilege of connecting with colleagues from across the nation, exchanging ideas on best practices, and gaining knowledge that transcends regional boundaries. These events have been a cornerstone of my professional growth, offering opportunities to engage with industry leaders, attend advanced sessions on topics like strategic reserve planning and legal compliance, and contribute to discussions on elevating the community management profession. Speaking with peers from diverse markets has broadened my understanding of the challenges and opportunities facing community associations, from navigating complex state regulations to fostering homeowner engagement. These interactions have reinforced my commitment to CAI’s mission of promoting professionalism and have inspired innovative approaches to education and credentialing that I aim to champion.

Jo Sivils, CMCA, AMS, LSM, PCAM
Hawaiiana Management Co., Ltd.
Honolulu, HI

Who Am I?

I am a proud kama’āina and longtime Community Association Manager with over 30 years experience, guided by the values of aloha, kuleana, and service. Like many of us in this field, I didn’t set out to become a community manager—but once I stepped in, I realized this work was more than a job. It was a calling. Helping neighbors find solutions, supporting Boards through tough decisions, and seeing a community thrive because of your guidance—that’s what drew me in, and that’s what keeps me here. Today, I have the joy of watching my daughter follow in my footsteps, continuing this legacy of service. For us, it’s about more than buildings and bylaws—it’s about people, trust, and connection.

My Vision for CAI

My vision for CAI is to be a true partner in helping managers, Board members, and industry professionals feel empowered, educated, and supported. I’d love to see more culturally grounded outreach, mentorship for new managers, and events that embrace both the technical side of our work and the human side. CAI has the tools to strengthen our industry, but here in Hawai’i, it’s also about laulima—working together. I want to help CAI be a space where both long-time professionals and newcomers feel a sense of belonging, purpose, and pride in what we do.

My CAI Experience

From local chapter seminars to the CAI National Conference in Orlando, I’ve actively sought opportunities to learn, grow, and share with my colleagues. I use CAI resources to stay current and help train my team, and I’ve contributed to the development of Standard Operating Procedures, educational sessions, and peer-to-peer learning events for covenant and site managers. CAI has played a key role in shaping how I lead, and I want to give back to that same community by serving and helping others see the value in lifelong learning.

My Other Relevant Experience

I’ve worked alongside Boards to navigate complex challenges—from enforcement to insurance and governance—with both firmness and empathy. I’ve led department initiatives, onboarded new managers, and hosted best practice sessions with other associations across the island. My approach blends structure with heart. I understand that this role can be demanding, but I also know it’s incredibly rewarding. We get to be part of the story that shapes communities for the better—and that’s why I’m still here. That’s why I care so deeply about supporting others in this profession.

**Danielle Smith, CMCA, AMS, PCAM
CAMS
Charleston, NC**

Who Am I?

I am a dedicated HOA Community Manager who believes that strong communities are built through communication, consistency, and care. My role is not just to manage properties and enforce rules—it's to serve people, protect shared investments, and foster an environment where residents feel heard, respected, and connected.

I bring to this role a balanced mindset: professional, yet approachable; organized, yet flexible; firm when needed, but always fair. I understand that community management is not just about policies and procedures—it's about problem-solving, maintaining trust, and finding practical solutions that serve the greater good.

Day to day, I work to ensure the community runs smoothly—handling maintenance concerns, supporting board members and providing trusted guidance, coordinating with vendors, communicating with residents, and enforcing governing documents consistently. Behind every task is a larger goal: to preserve property values, enhance quality of life, and create a community that people are proud to call home.

My Vision for CAI

As a committed member of CAI, my vision is to contribute to a community where professionalism, education, and ethical leadership define every aspect of association management. I believe CAI plays a vital role in shaping not only better communities, but also better leaders—and I am passionate about being part of that mission.

My goal is to serve as a bridge between residents, board members, and industry professionals—to foster understanding, encourage collaboration, and ensure that decisions are grounded in fairness and long-term vision. I want to use my voice, experience, and continued learning to help raise the standards of community management, advocate for best practices, and support others on their path to growth and excellence.

Through CAI, I aim to inspire trust, promote transparency, and uphold the highest level of integrity in all that I do. I see every challenge as an opportunity to grow, and every community as a reflection of the leadership behind it. I'm here not just to manage properties, but to elevate people, strengthen processes, and help create communities where pride, connection, and good governance thrive.

My CAI Experience

My journey with CAI has been one of growth, connection, and purpose. From the moment I became involved, I recognized CAI as more than just a professional organization—it's a community of passionate individuals who are committed to elevating the standards of community association leadership and management.

Through CAI, I've had access to invaluable resources that have helped me deepen my knowledge, strengthen my leadership, and approach challenges with confidence and clarity. Educational programs, networking opportunities, and professional certifications have all played a critical role in my development—not only as a community manager but also as a strategic partner to boards, residents, and fellow industry professionals.

Beyond the education, what has impacted me most is the people. CAI has connected me with a network of professionals who lead with integrity, share generously, and genuinely care about the communities they serve. Collaborating and exchanging ideas with peers—whether at chapter events, through committee service, or in online forums—has enriched my perspective and reminded me that while the work we do is complex, we are never in it alone.

My Other Relevant Experience

As a dedicated HOA Community Manager, I bring a strong track record of hands-on experience in managing and developing a wide range of communities—including condominiums, single-family neighborhoods, and newly built associations. My management style is grounded in proactive communication, strategic planning, and a clear understanding of the distinct needs that come with each residential community type.

Over the years, I've worked closely with boards, developers, and homeowners to promote the growth, stability, and long-term success of both developing and established communities. From guiding new communities through transitional phases and helping implement governance structures, to streamlining operations in mature associations, my focus has remained on long-term planning, resident engagement, and delivering practical, measurable outcomes.

Megan Smith, CMCA, AMS, PCAM
Maredith Management, AAMC
La Plata, MD

Who Am I?

I'm a seasoned community association professional with a PCAM designation and over 15 years of experience helping communities thrive. I've led teams, navigated business transitions, and even launched a mobile app for the HOA industry — all driven by my passion for building strong neighborhoods and better processes. Now VP of Operations, I love improving how things work and supporting people along the way. Spent some time living overseas before Covid, originally from Maryland, I'm also a mom of two living in McLean, VA, happiest with a good yoga class, a glass of wine, a cozy movie night, or trying a new restaurant with my husband.

My Vision for CAI

I want to see CAI empower the next generation of community association leaders through practical education, meaningful networking, and innovative solutions that address the real challenges we face — from evolving technology, professionalizing the industry, community engagement and industry consolidation.

My CAI Experience

For years, we've made CAI's education and resources a priority in our company — we're all members, and we invest in training at every level to make sure our teams have the knowledge and tools to serve communities well. Personally, I've earned my PCAM designation and recently authored an article for Community Manager to share my experience navigating business consolidation. I've also loved attending the CEO Retreat annually — it's been an invaluable way to connect with peers, learn about new tech in our space, and bring fresh perspective back to our business.

My Other Relevant Experience

I bring over 15 years of experience in the community association industry, ranging from hands-on management to leading our family business through a successful sale. As VP of Operations, I focus on streamlining processes, supporting our teams, and meeting with every prospective client — keeping me closely attuned to what communities truly want and need today.

I also founded a mobile app for the HOA industry and spent time living overseas while supporting my husband's venture capital career. It's been fascinating to witness how private equity is increasingly investing in our industry, and I apply that broader insight to help shape our work.

Catherine Walston, CMCA, AMS, PCAM
Walston Management LLC
Henrico, VA

Who Am I?

Catherine has over 40 years of experience in administration and management, including 25 years specifically dedicated in the capacity of a portfolio community association manager (CAM). Catherine is the founder of Walston Management, promoting "boutique" professional management and consultant services.

Catherine studied Criminal Justice, Biblical Studies/Exposition, and Real Estate at the Old Dominion University, University of Alabama and Andersonville Theological Seminary, and Moseley School of Real Estate. She was also inducted into the National Honors Society for Collegiate Scholars.

However, the most rewarding position Catherine holds today is the proud Nana of 10 wonderful grandchildren.

My Vision for CAI

Catherine's vision for CAI is to actively support managers, volunteer leaders, and vendors while promoting the Professional Management Development Programs (PMDP) and all other educational initiatives offered by CAI.

As a current member of the Manager's Council, I would be honored to continue working on programs to retain and recruit managers. Additionally, I believe it is crucial for CAI to continue reaching out to event attendees to promote inclusivity, which enhances participation and creates a welcoming environment for everyone.

My CAI Experience

Catherine served on the CAI Board of Directors, Manager's Council, in addition to being appointed to the Nomination Committee for the CAI Trustee Board Candidates. With her outgoing personality, Catherine enjoyed spearheading the "Welcome Committee" at the Annual CAI Conferences for the past 3 years. She also served numerous chapter positions as follows:

- Nashville, Tennessee (TN-CAI): Served as volunteer member - Membership and Golf Committees
- Birmingham, Alabama (AL-CAI) Served as volunteer member - Membership Committee
- Central Virginia Chapter (CVC-CAI): Served as Chairperson, CA Day at the State Capitol, President, Vice President, Secretary, Chairperson, and Editor of the "Consensus" magazine.
- Southeastern Virginia (SEVA-CAI): Served as Chairperson and Editor of the "Current" magazine; Volunteer member on CA Day, Membership and Directory committees.
- Awarded the President's Award for volunteer services
- Inducted into the CAI National Recruiter's Club since 2005
- Manager member of CAI since 2001

My Other Relevant Experience

- VA Licensed Principal/Supervisory Community Association Manager and
- VA Licensed Realtor

Cheryl Walker, CMCA, AMS, PCAM

FirstService Residential

Bethesda, MD

Who Am I?

My name is Cheryl Walker, PCAM, and I bring over 30 years of experience in property management, with the past 14 years focused specifically on residential property management. Staying connected and engaged with the counties and communities I serve in is a personal and professional priority.

In support of this commitment, I currently serve as a Commissioner for the Montgomery County Commission on Common Ownership Communities (COC), a Board Member of the Charles County Dispute Resolution Board, and a consultant for the Prince George's County COC. Additionally, I am honored to serve as an Affordable Housing Trustee, originally appointed by Governor Larry Hogan and now Governor Wes Moore.

I would be truly honored to share any resources that may be helpful and to build meaningful connections with new colleagues and fellow professionals in our industry.

My Vision for CAI

My vision aligns closely with the established mission and values of CAI:

- Our Clients – To partner strategically with community associations to help them reach their full potential.
- Our Colleagues – To support professionals by providing the resources they need to thrive personally and professionally.
- Our Communities – To enrich the lives of residents in the neighborhoods and communities where we live and work.

My personal goal is to contribute meaningfully to CAI's mission by reinforcing its commitment to education and advocacy. I aim to support the continued growth and empowerment of both professionals and the communities they serve.

My CAI Experience

While I have been a CAI member for over a decade, my involvement has been relatively low-key. I have previously served on the Legislative Committee and consistently made it a priority to attend the annual EXPO at the Walter E. Washington Convention Center. I am now ready and eager to take a more active role and contribute meaningfully to CAI's mission and initiatives.

My Other Relevant Experience

In addition to my property management experience, I also serve as an educator. I have provided training on behalf of the Montgomery County Commission, where I previously held the role of President. During my tenure, I collaborated

with fellow commissioners to deliver community education on demand—allowing any county community to request training sessions tailored to their needs.

Furthermore, I worked closely with county leadership to establish Memorandums of Understanding (MOUs) that grant access to general structured training programs. While these MOUs exclude the 10B training, they provide a framework that neighboring counties can evaluate and potentially adopt for their own leadership and governance structures.

Kristen Wickham, CMCA, AMS, PCAM
Hughes Properties II, LLC
Huntsville, AL

Who Am I?

Hi! I am Kristen and I am a portfolio manager and the office manager for Hughes Properties in Huntsville, Alabama. HP is a locally owned company working with primarily single-family homes in North Alabama. I work closely with the owner of the company to manage our communities, while personally managing eight communities. I manage both volunteer, homeowner leader boards and declarant ran properties.

Personally, I am a wife, mother (and taxi driver) of one daughter, and homeowner living in a Community Association.

My Vision for CAI

Community Associations have received a negative reputation in previous years, but I think CAI is working to overcome and change opinions of Community Associations. Highlighting the positive aspects of association living with the opportunities, community engagement, volunteerism, and benefits to the community's area are a step in the right direction. Through education, community events, and communication, attitudes toward Community Associations can be improved. Continuing this path of uplifting examples and work supplied by Community Associations will work to change opinions and attract more professionals, volunteers, and business partners to the field of Community Associations and build the reach and impact of CAI.

My CAI Experience

I joined CAI after attending the first luncheon in our area in 2022. Since joining CAI, I have attended 2 national conferences, 2 CEO-MC Retreats, and numerous quarterly luncheons. I serve on the Huntsville Area Council for CAI Alabama and help to plan the quarterly luncheons for the Huntsville area. I volunteer with the CAI Alabama Serve, Communications, and Nominating Committees. I have also served as a breakout room facilitator for two national webinars. I was honored as the CAI Alabama Member of the Year in December 2024.

My Other Relevant Experience

Other experience that I bring include serving as a homeowner leader for 5.5 years in my community association of 450 homes. I served as the Secretary/Treasurer and the Social Committee Chair. The committee organized monthly events, including small and large events. Before transitioning into Community Association Management, my work experience was working with builders/declarants.

Lastly, I earned an HVAC contractor license in 2008. While the company does not work directly with associations, I do understand the standpoint of a business partner.

Through these experiences, I feel this makes me a better manager due to having a unique perspective because of the knowledge of Association Management from multiple viewpoints.

Crystal Williams, CMCA, AMS, PCAM
Cardinal Management Group
Stafford, VA

Who Am I?

I am a passionate and people-centered leader with 10+ years in community association management and nearly 20 years in property management overall. I currently serve as Director of the Condominium Division at Cardinal Management Group. I'm also a wife, a proud mom to a 16-year-old daughter, and dog-mom to two pups. I serve as Vice President of my own HOA Board, giving me firsthand perspective as both a manager and a homeowner. I love what I do, and I'm

especially passionate about discovering talent, developing people, and building strong, informed communities through mentorship, empathy, and accountability.

My Vision for CAI

My vision for CAI is to continue evolving as a bold, inclusive, and future-focused organization—one that not only supports managers and board members through practical education but also leads industry-wide conversations around innovation, DEI, and sustainability. I want to help CAI strengthen its mentorship pipelines, elevate underrepresented voices, and expand access to meaningful training at all levels. By focusing on excellence, collaboration, and relevance, we ensure that CAI continues to be the gold standard for education, leadership, and advocacy in community associations.

My CAI Experience

I have been an active CAI member for years and recently earned the PCAM designation—an accomplishment made possible through CAI's training, standards, and professional network. I regularly attend educational events, Town Halls, and expos and am deeply invested in promoting CAI's mission of education, networking, and advocacy. I've also mentored fellow managers as they work toward their credentials and often use CAI's resources to train new team members and Board members alike. CAI has been instrumental in my professional development, and I am excited to give back in a more formal leadership role.

My Other Relevant Experience

In addition to my leadership role at Cardinal Management Group, I've built programs that support emerging professionals and vulnerable communities. I created and taught the Introduction to Property Management course at Prince George's Community College to offer practical entry into the industry. I also served as a Court Appointed Special Advocate (CASA) in Prince George's County, advocating for children in foster care. My work blends education, advocacy, and mentorship—whether in the boardroom or the classroom—and I bring that same energy to every opportunity to serve, build, and lead.