

COMMUNITY ASSOCIATION NEWSLETTER



Superheroes Hit the Links at the 2026 CAI-MI Annual Golf Outing

By Lisa Holbrook, Margie Elzerman & Erin Karim

CAI-MI members, sponsors and friends gathered at Cherry Creek Golf Club in Shelby Township on Friday, August 21, for the 2026 CAI-MI Annual Golf Outing. This year's superhero theme brought extra fun and energy to the event, with creative outfits, themed décor, contests and friendly competition throughout the day.

In addition to enjoying time on the course and connecting with industry colleagues, attendees came together to support The Rainbow Connection and CAI-MI's Wish Child, Landon. Thanks to the generosity of golfers, sponsors, donors and supporters, the event raised an incredible \$6,902.71 for this important cause.

We extend our sincere thanks to everyone who golfed, sponsored, volunteered, donated, purchased raffle tickets or helped make the event a success. Your support made a meaningful difference for Landon and The Rainbow Connection—and proved that sometimes all it takes to be a superhero is a golf club, a generous heart and a caring community.

Photos from Sleepless Dreamer can be found [here](#).



Business Partner Spotlight



Whether you are building a new community or managing an established one, you need sound legal advice.

2026 Annual Super Sponsors

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Upcoming Events Click Event for Details

September 2026

- September 10, 2026:
CMCA Review (Virtual)
- September 11, 2026: Meet the Managers (Eastern Market, Detroit, MI).
- September 30, 2026:
September Webinar

2026-2027

Board of Directors:

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2026 Business Partner & Membership Directory and 3rd Quarter Magazine Links

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Customer Service: How Board Members Build Trust, Stronger Communities

By David J. Schuknecht, PCAM



Most conversations about customer service in community associations center on management companies and managers. Yet one of the most overlooked aspects is the role of board members. Board actions and attitudes are interwoven with customer service and community culture.

Improving communication is a big issue. Boards often believe emailing meeting minutes once a month meets their obligation, but residents want real updates. They want to know why that pool repair is taking forever or the reason behind the new landscaping rules. Ignoring questions or giving vague answers builds frustration.

Being open and transparent builds a high level of trust. Selectively sharing details breeds resentment fast. If there is a question or concern, consider putting out a broadcast email or memo to address it. Proactive communication will always triumph over reactive communication. [Click here for full article](#)

**DON'T
MISS OUT!**



FREE TO ATTEND

CMCA Review

with Dr. Thomas Engblom, PhD, PCAM, CMCA
Refresh. Reinforce. Succeed.



THURSDAY
September 10, 2026

TIME
8:30 am - 12:30 pm

LOCATION
Concraft
4225 North Atlantic Boulevard,
Auburn Hills, Michigan

WHY ATTEND?

Preparing for the CMCA exam can feel overwhelming, but the right review course can make all the difference. This session will help you strengthen key concepts, sharpen your test-taking approach, and build the confidence you need to succeed.

WHAT YOU'LL GET

- ✓ Clear review of the most tested CMCA topics
- ✓ Practical tools you can use immediately
- ✓ In-depth explanations from an experienced instructor
- ✓ Proven test-taking strategies
- ✓ Greater confidence to pass the CMCA exam
- ✓ Support for your professional development

BOARD MEMBERS WELCOME!

This course is valuable for more than managers. Board members will gain a better understanding of governance, responsibilities, and the day-to-day fundamentals that help community associations operate successfully.

“ Tom's review course was the reason I finally passed the CMCA exam. His real-world examples and test strategies made all the difference! **”**

— Past Student ★★★★★

COURSE TOPICS INCLUDE

- Meetings & Governance
- Legal Responsibilities
- Budgets & Reserves
- Investments & Assessments
- Financial Controls
- Risk Management & Insurance
- Property Maintenance
- Contracting
- Human Resources
- Test Strategies & Review Questions

Presented by



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Help Protect Your Community! Donate a Dollar-a-Door.

The Michigan Legislative Action Committee (MILAC) is a volunteer committee of the Community Associations Institute (CAI), consisting of homeowners and professionals serving community associations.

CAI-MI Legislative Action Committee works toward legislative solutions that protect Michigan community associations like yours from bad legislation that would hurt the community association housing model and restrict your rights. You can help the legislative action committee by contributing a "Dollar-a-Door or More" from your association.

We need your help in passing legislation to ensure that condominium documents do not automatically expire!

For questions email:

Michael Pereira - mpereira@hirzellaw.com

Sarah Karl - skarl@maglawpllc.com

[Link to Additional Information and Donation Form](#)

[Link to Quarterly LAC Update](#)



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