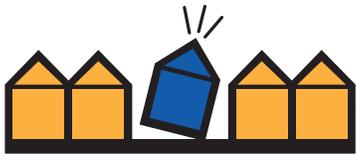


# WHAT'S NEW?

a PUBLICATION to INFORM & ENTERTAIN | August/September 2013



**NEW CONCEPTS**

**ASSOCIATION MANAGEMENT**

**COMMERCIAL/RESIDENTIAL  
REAL ESTATE SERVICES**

**BUSINESS OPPORTUNITIES**

**GENERAL CONTRACTING**

**RENTAL MANAGEMENT**

**MORTGAGE SERVICES**

**CONSULTING**

## Featured Article: "A Reasonable Accommodation? Not For Everyone."

By Gene Sullivan – President, New Concepts Management

A gentleman recently purchased a unit in a Miami Beach Florida condominium in large part because the governing documents stated very clearly that pets were not allowed in that association. This was a very important factor for the 49 year old man due to his recent kidney transplant, and his doctor's orders that avoiding animal fur and dander was imperative for his health and recuperation.

In spite of all this, he and his association must now contend with another unit owner in the building who has a rather large dog claiming that they need this dog as a companion animal.

### Epidemic?

A Florida association manager was quoted as saying "It's almost an epidemic here.....it's highly suspect when people start asking whether or not they can have a pet.....and all of a sudden, they show up and say they need it for emotional support. If you legitimately have an issue, you don't ask!"

It seems to me we are living in a world where many people are fine with rules as they pertain to others, however, when they are the one wanting the exception, they believe it is heartless for others not to give them what they seek.



**Gene Sullivan, President of  
New Concepts Management**

### No win situation

How can an association address such an issue? In the case above, it appears to truly be a no win situation. If the association acknowledges the one homeowner's right under the ADA to have a companion animal, it is at the risk of the physical health of another homeowner, and possible law suit? Or if the association acknowledges the others need for the building to be 'pet free' do they do so at the peril of someone else's mental health and a law suit by the ADA?

In either case, what is perfectly clear here is that society will not place it upon the two individuals to work out amongst themselves; it will be left to the association to figure out a solution, and to take the brunt of any possible litigation in the process.

What will add fuel to this fire, is the number of others who have been and will continue to be cavalier and see this as a loop hole in giving them the ability to thumb their noses at the association's 'no pet' policy as they claim a disability they don't truly have, and who will dare to question them?

My hope is that in the very least, we could begin looking into narrowing down the professionals who are truly capable of making mental health assessments from those who aren't, and acknowledging perhaps the right of an HOA community, by the consent of the majority, to able to set no pet policies, and have the expectation that the individual who may not now have a pet, but may wish one in the future, to make *that* decision *prior* to purchasing a home in an HOA with pet prohibitions. ■

### Companion vs. service animals

Companion animals are not to be confused with service animals. Where a service animal is highly and specifically trained to help someone such as an individual who might be blind or deaf, the companion animal is not a trained animal; its purpose is simply to provide comfort and support to their owner. All that it takes to have an animal recognized as a companion animal is a letter from, a physician, psychiatrist, mental health professional, or even a social worker stating that the individual needs the animal for its emotional well being.

Because companion animals fall under the auspices of the Americans with Disabilities Act, the ADA have established protections intended to protect a disabled individual from feeling any stigma whatsoever that might be associated with their disability. At this time, it also leaves a wide opportunity for many others to abuse the system, because even the slightest possibility of offending someone, is a greater transgression than any inconvenience or trouble it could possibly cause to others.

**SPECIAL STATE  
FAIR EDITION!**

*What's in the News?*

**Featured Article:**

**"A Reasonable  
Accommodation?  
Not For Everyone." -pg. 1**

**FREE - Online Seminars -pg. 2**

**Home Savings Store -pg. 2**

**Contact Information pg. 2**

**"Where you Live"**

Brought to you by New Concepts Management

**Saturdays  
10:00 am**

**With  
Gene  
Sullivan**

**WWTC  
AM 1280  
THE PATRIOT**

Brought to you by:



A talk show dealing with the news and events that affect you whether you rent or own, live in an HOA, single family home or apartment building. We deal with the issues "Where you Live".

## Really?



**Sometimes credibility can be very hard to re-establish!**  
Submitted by Jim R. from Bloomington

*Do you have a humorous picture, a funny story? Share it with us, and if it is published, win a \$25 gift card from Target.*



## FREE SUBSCRIPTION

*If you are receiving this newsletter for the first time and would like to start receiving this free publication, or would like to know more about any of the services offered by **New Concepts Management** – give us a call at **952-922-2500** and ask for **Lori**.*

## Free On Line Webinars – For September and October!

Classes run between 30-60 minutes. You can register anytime right up to the start of any seminar by going to [www.webinar.com](http://www.webinar.com). Select the “Join a webinar” button; and you will be guided through the registration process. To register you will need to supply your e-mail address and identify the seminar you wish to join by typing in the 9 digit I.D. # assigned to each class below. Here are our upcoming offerings:

**“The Roles and Responsibilities of the Board”** – Thurs. September 12, 2013 from 7-8 p.m. I.D. #151647910. Have you been asked to consider running for the Board of your Association, but didn’t know what it entailed? Perhaps you have been elected but are now asking ‘so now what?’ Get all your questions answered in this helpful class. – Instructor Gene Sullivan, President of New Concepts Management.

**“Updating Rules & Regulations and Amending Governing Documents”** – Tues. September 24, 2013 from 7-8 p.m. I.D. #806856614. How important are the governing documents to an Association? How easily can they be changed? When should they be updated? Why? These questions and more will be answered for you by – Instructor Paul Roth, Executive Vice President of New Concepts Management.

**“Keys to Association Success – The Hallmarks of a Successful Association.”** – Wed. October 16, 2013 from 7-8 p.m. I.D. # 213401902. What are the Hallmarks of a truly successful association? No fighting and everyone getting along? Money in the Bank? Short Board meetings? Guaranteed to make you happier and wiser! – Instructor Paul Roth, Executive Vice President of New Concepts Management.

**“Whose Above the Board Anyway?”** – Tues. October 22, 2013 from 7-8 p.m. I.D. #210890406. Frustrated because you see those on the Board making decisions for you and all the other homeowners, and you just don’t agree. What can you do? How can you make a difference? – Instructor Gene Sullivan, President of New Concepts Management. ■

### Home Savings Store

Resources, products and services available at special pricing for our homeowners and subscribers. To take part in any of these specific offerings, please contact our Home Savings Store Coordinator Lori Madson at 952-224-2663 and ask her for full details.

### Home Appliances & Cabinets

We are happy to add to our list of preferred vendor relationships – All Inc. Everything you need in appliances, cabinet and counter top refinishing and/ or replacement and all at prices that can’t be beat. Call Coordinator Lori Madson at 952-224-2663 in order to receive the New Concepts special pricing.

### Furniture, floor coverings and more!

In our efforts to expand the very best in products and services we are happy to include HOM Furniture and Abbey Floor coverings! – Special pricing and discounts that you

won’t find anywhere else are available to all New Concepts clients and customers. Call Coordinator Lori Madson at 952-224-2663 in order to receive the New Concepts special pricing.

### Home Maintenance

Don’t know where to turn to when you need a new water heater? Who can handle all those handyman tasks that you have been meaning to get to around your home? You can be assured that when Start To Finish is on the job, it will be done right by experienced, licensed, and insured professionals who care about your home as much as you do.

### Mortgage Network

Whether you’re refinancing to reduce a high rate adjustable mortgage, preparing to pay the cost of a special assessment, or getting back on your feet from near foreclosure, experience the difference that only MetLife Home Loans can offer. Mortgage Banker Mike Cass doesn’t

simply put you into something in order to make a sale. He spends the time to counsel you to see what makes the best sense.

### Preferred Realtor Network

Because we are involved with the resale disclosures on every sale at your association, we know who does the best in getting the job done quickly and at top dollar. If you do not have a relationship with an experienced agent, we can help. Discounts are also available on the cost of a re-sale disclosure by going through this program.

### Rental Management Services

Your preference was to sell, but your home isn’t moving. That new job is calling, and you don’t want to walk away from your equity. What do you do? Call New Concepts. We can give you peace of mind knowing your property is being watched closely, and the renters aren’t getting you in hot water with the Board or your neighbors. ■