

*Sundance at Klahanie*

This edition's Community Spotlight is about Sundance at Klahanie which is part of the Klahanie Master Association. Ms. Sue Dahlin currently serves as Member at Large after serving three years as President of Sundance's Board of Directors, and Ms. Toyan Copeland of The Copeland Group, LLC, is Sundance's association manager. Both Ms. Dahlin and Ms. Copeland are active members of the WSCAI and feel that WSCAI provides them with the information and resources to do the best possible job for the people they serve. I caught up with both of them for this article.

Sundance at Klahanie, located in Issaquah, was built approximately 10 years ago, has 15 buildings and a total of 158 units (1 of which is occupied by an on-site maintenance manager). Issaquah is located in the foothills of the Cascade Mountains and is an easy, I-90 commute to Seattle.

Klahanie has a number of amenities for their homeowners and families. In addition to a beautiful Northwest-style club house situated among beautifully landscaped grounds and miles of walking and biking trails, there is an exercise room, a Jacuzzi, and a swimming pool.

While talking to Sue, on Sundance's Board of Directors, I learned that her goal has been to get homeowners more involved with their association. Sue has had a very active and busy role during her six years on the Board. During her tenure she's been involved in activities that consumed a large portion of her time requiring her commitment and dedication while the association was in litigation against the builder/developer for construction defects. Sue acted as the liaison between the Board of Directors, the homeowners, the Barker Martin, P.S. legal team who represented them during their construction defect litigation, and the McBride Construction team responsible for the repairs and remediation once the case settled. Sue's goal was to get all 15 buildings, 158 units and their homeowners through the litigation and remediation process without any major problems. Through the help of the other board members and the support of the homeowners, along with Sue's familiarity with construction issues, litigation issues and her professional background in the insurance industry made the process successful. It was worth it to Sue, especially when homeowners see her and they compliment her on how nice everything looks today.

Imagine my surprise as I was trying to catch up with professional association manager, Ms. Toyan Copeland, when she answered the phone herself on the first ring! I was impressed because in today's professional environment, it's almost impossible to get a live person on the first ring. As I spoke to Ms. Copeland and asked her about her client she shared with me the pleasure she has working with the Sundance Board of Directors. I asked her what made this relationship so special. It's simple – the Board of Directors are devoted to their association and community, they have attention to detail, they

communicate with each other and the homeowners, and they are creating a sense of community and it shows!

Sundance has a few projects planned for 2005. The association will contract to have a large retaining wall behind one building built to retain the bank from eroding and allow for better landscaping. Gutter cleaning is also on the agenda due to the number of trees surrounding the 15 buildings. A first annual New Year's Eve event is planned so homeowners can celebrate the New Year without having to drive.

When I asked Ms. Copeland's most rewarding experience since working with Sundance, she said "it's an absolute pleasure and joy to work with the Board of Directors because they are involved, dedicated and appreciative." What more can an association manager ask for?

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