

HOA Board Meeting Highlights for June 2019

In attendance: KayMarie Briddell, Van Free, Yahnira Backus, Thomas Marangoly, Larry Stevenson, Henry Davis

- Meeting was called to order at 2:04 p.m.
- May 30 Board Meeting minutes approved with addition of the following: There was a discussion about whether the current budget was approved. Board will make sure Budget is approved and handled the right way.
- Board discussed the General Manager (GM) job description. The old one did not have the Board mentioned. Made it accountable to the Board. Question was asked about the role of GM and realtors selling homes in Deer Creek. The realtors contact the office for sign approval and for the covenants for the pod their clients are interested in. Motion for the GM job description to be approved. Approved unanimously.
- Board discussed mileage and gas reimbursement. Ideas to reduce driving were discussed: 1) Neighborhood reps could help report violations 2) In the past, security would do drive bys using checklists
- A member of the former Board raised the question about the past board president granting raises without board approval. He doesn't remember the Board being notified at that time. Decisions like that need to be made at an official Board Meeting where minutes are taken.
- Board discussed the concerns residents had with previous board prior to last election. Some of the concerns are: 1) We need policies and procedures in place. 2) Office staff need evaluations so that they can be used for things like raises. 3) We are spending a lot of money for the newsletters. We have to be accountable to home owners. Our agenda is to fight for every hard earned dollar. How much are we getting for advertisements? How many copies do we really need? 4) Board member's names should be in the newsletter.
- Board unanimously agreed to keep General Manager's salary and pay 30 cents per mile during the summer months. Moving mail from post office to local mailbox, someone picking up checks, and having security doing home checks to report violations should lessen the burden.
- Board will email General Manager with all the changes and updates.
- Board discussed evaluations of all staff positions. It was suggested using former POD rep's help with this. Idea of employees evaluating the GM was suggested.
- Board unanimously agreed for General Manager to keep her cellphone. Everyone needs her number, including the Neighborhood Reps. Homeowners own the cellphone. We will post her number on the door.
- Concerns about the resignation letter from one employee wrote were discussed. It was suggested by a member of the Board that we should have met with the employees, but it was not recommended by General Manager prior to the changes.
- Board discussed the amount we pay for the cellphones that security use as well as General Manager. We will look at the provider when it's time to renew. We can have Pam keep track of calls she receives.

- Board discussed the need for a larger number of applicants to fill the vacancy in the office. We need a person who is qualified. GM needs to notify Board of open position. Position can be posted online, within Deer Creek community and then outside sources.
- Board discussed an outside source coming to do help us with the work assessment. The specific date is not yet set. Preliminary observations showed there were too many people working in the office. The importance of cross-training was discussed. This will facilitate transitions so that when one person leaves then someone else can take over. We can hire help during the summer months and then resume with core staff in August. The use of Kelly Services or Employment Services was suggested.
- Board discussed the website, including: 1) Difficulty in contacting support. 2) Formatting of Website. 3) It is not mobile-user friendly. 4) Residents are having a difficult time navigating it. Board unanimously approved to redesign the website. The Board will also work on posting some FAQs.
- Board discussed CAI and how it only covers General Manager and not the entire Board. Also, CAI membership requires part of dues go toward a political lobbying. It was suggested we sign up for HOA Leader.
- We need to meet with the office staff and listen to their concerns and explain why we are making changes. This open line of communication will hopefully help with morale and reduce anxiety.
- The Board discussed General Manager's work. Based on what we have seen, which is limited, everyone feels like she is probably doing a good job. However, we need to do an evaluation to confirm. At this point, we all want her to continue to fill the General Manager position. We are just trying to streamline duties and helping to reduce costs wherever we can. Board concluded that our only agenda is being accountable and transparent to homeowners.
- Information submitted to board members on State by State Community Managers salaries.
- It was suggested we need to be at social events and address homeowners.
- Board discussed the Biscuit Game and how it is a good way to thank the Neighborhood Reps and fellowship and get to know them. The amount of money spent was discussed.
- An addendum was submitted to the minutes with information and documentation of: 1) concerns regarding one of the employee's resignation letter 2) Wynlakes/salary comparison data 3) CAI Training
- Meeting was adjourned at 3:51 pm