

**Clearwood Community Association
Management Research Committee**

August 20, 2018 7:00 P.M.

Minutes

1. **Call To Order:** The meeting was called to order in the Clearwood Board Room at 7:00 p.m. Chairman Malinda Poirier and Secretary Syndi Martin were present
2. **Attendance**
 - a. **Present:** Malinda Poirier (MP) - Chair, Syndi Martin (SM) - Secretary, Emily Martin – (EM) - Board Liaison,; Mariel Lindblad (ML), , Andrew Eubanks (AE), Heather Figueroa (HF),
 - b. **Absent:** Jason Lane, Suzie LeGurgey, Sarah Eubanks, Terry Johason, Sooze Fitsik, Darrel Owen, Pete Florschuetz, Tom Jones, Em Seymour, Aaron Lang, Bob Coffey, Raechel Paige
3. **Additions to/Approval of Agenda**
 - a. MP made a motion to add “Description for Website” to New Business. The motion was seconded and passed unanimously without discussion
 - b. SM made a motion to approve the Agenda as amended. The motion was seconded and passed unanimously without further discussion
4. **Approval of Committee Minutes of the August 6, 2018 meeting**
 - a. SM made a motion to approve the August 2, 2018 Committee Minutes. The motion was seconded, and passed unanimously without discussion.
5. **Old Business**
 - a. Report from Emily Martin on Maintenance staff questions.
 - i. EM met with Albert. Asked the following:
 - (a) How many full/part/seasonal employees are in maintenance?
 - (i) Answer: Should be 6 total, only have 5 because one was let one go. There are 4 FT, and 1 PT; there should be 5 FT
 - (b) What are your department’s responsibilities?
 - (i) Answer: All issues pertaining to Clearwood minus anything the office would handle
 - (ii) Comments:
 - i. MP thinks we need more detail for what he does
 - ii. AE was asked to draft a list of possible responsibilities
 - iii. SM doesn’t think its pertinent to our committee goal
 - iv. HF is working on job responsibilities and can provide that later

- v. ML commented on presence in office
- (c) What do you see the main problem in Clearwood is that some form of management might alleviate
 - (i) Answer: Lack of consistency, inconsistency of board and lack of following policies and procedures, constant change
 - (ii) Comments:
 - i. AE addressed how having detailed policies, procedures, etc will alleviate that
 - ii. MP stated those are needed for board as well
 - iii. AE stated this will fix almost everything that's broken
- (d) What would you say membership thinks is main problem
 - (i) Answer: Board not being forthright, and timing of info supplied and not following rules and regulations
- (e) How often do you interact w/residents?
 - (i) Answer: Not often other than basic greeting
 - (ii) Has more with committees and directors
- (f) Regarding how Clearwood is managed, what do you think is and isn't working
 - (i) Answer: Biggest issue not working is managers are not empowered to make decisions. Its been like this for 3 years; nothing is working the way it should in regard to his responsibilities
- (g) Do you feel you have responsibilities you shouldn't have
 - (i) Answer: Yes, responsibility of project manager for big projects, helping with board meetings, and pet projects of the president
- (h) Do you feel there are responsibilities you should have but don't
 - (i) Answer: To be a manager like he was hired to be, left alone to do his job, too much micro-managing
 - (i) How would some type of management help with your relationship with the Board
 - (i) It would create a buffer between staff and board and with 3rd party companies, it is outlined in their contract the list of duties and they stick with those duties
- b. Report from Emily Martin on getting info into newsletter, on the website or sent via email list
 - i. Wendi still hasn't responded. SM was asked to put together the poll for the members and forward to committee for approval, and EM would give it to Wendi with instructions to send out
- c. Report from Emily Martin on list of HOAs

- i. CAI update – HF is going to update CAI w/current board and will get access She will have it done before next meeting
- d. Complete Timeline
 - i. Phase 1 by Sept 5
 - (a) Town hall – Have a booth set up Saturday 8th at the country fair
 - (i) Purpose will be to ask for any new issues and go over identified issues
 - ii. Phase 2 by Nov 5
 - (a) Determine which HOAs to visit by Sept 17
 - (b) Determine what questions to ask by Sept 17
 - (i) Break into visiting groups by Sept 17
 - (ii) Site Visits Complete by Oct 15
 - (iii) Results compiled by Nov 5
 - (iv) Town Hall to share results with community TBD
 - (v) Share results with Board TBD
 - (vi) Phase 3 by Feb 4
 - (c) Determine which forms of management to investigate by Nov 19th
 - (d) Determine research teams by management option by Nov 19th
 - (e) Determine questions to ask by Dec 3
 - (f) Contacts/visits/etc. complete by Dec 17
 - (g) Town hall to discuss recommendations with Community by Feb 4
 - (h) Recommendation to Board by Feb 4
 - (i) Resolution by Feb 18 (if necessary)
 - (j) SM and MP will prepare a list of HOAs to visit by compiling information where possible on the following factors
 - i. Size
 - ii. Location
 - iii. Amenities
 - iv. Assessment amount
 - v. Water system
 - (k) SM will begin with communities that have their own water system, using DOH website to identify communities with water systems

6. New Business:

- a. Discussions with previous directors

- i. SM will draft the question and send out to previous directors
- b. Description for Clearwood Website
 - i. EM to send out the draft description to all committee members

7. **Adjournment**

SM made a motion to adjourn the meeting. The motion was seconded by AE and passed unanimously. **The meeting was adjourned at 8:55 p.m.**

DRAFT