

**Clearwood Community Association
Management Research Committee**

August 6, 2018 7:00 P.M.

Meeting Minutes

1. Call To Order

2. Attendance

- a. Present:** Malinda Poirier (Chair), Syndi Martin (Secretary) Emily Martin (Board Liaison), Jason Lane; Mariel Lindblad, Suzie LeFurgey, Andrew and Sarah Eubanks, Raechel Paige, Terry Jonason, Sooze Fitsik,
- b. Absent:** Darrel Owen, Pete Florschuetz, Heather Figueroa, Tom Jones Em Seymour Aaron Lang, Bob Coffey
- c. Guests:** Linda Azzarella, Mark Edwards

3. Discussion –

- a. Bookkeeper/accountant:** Terry Jonason asked to speak regarding the replacement of the bookkeeper, questioning when they were going to hire. Sooze Fitsik replied that they were not going to hire anyone right away. Terry recommended hiring someone just as a check signer and knew someone who might want the job. Linda asked who would do the payables that the bookkeeper did. Sooze recommended and the committee agreed that Terry should put together a proposal to submit to the board.
- b. September 3rd meeting:** There was discussion on moving the meeting scheduled for the first Monday in September since that would be Labor Day. Syndi made a motion to move the meeting to Sept 6, same time and location, Malinda seconded and the motion passed unanimously.

4. Additions to/Approval of Agenda

- a.** Syndi made a motion to add “Approval of Previous Meeting Minutes” to the agenda. Malinda seconded, the motion passed unanimously.
- b.** Suzie made a motion to change the name on the agenda to Management Research Committee, Syndi seconded and the motion passed unanimously.

5. Approval of Committee Minutes of the July 31, 2018 meeting

- a.** Syndi Made a motion to approve the committee minutes for the meeting of July 31, 2018. Raechel seconded and the motion passed unanimously

6. Old Business

a. Report from Heather and Suzie on Office staff questions.

- i. Suzie reported that they did not get a chance to meet in person with staff due to scheduling conflicts, so they typed up the questions and emailed them to the office staff for answers, as follows:
 - (a) What are your job responsibilities?
 - (i) Staff responded with numerous business office responsibilities and oversight
 - (b) Who do you report to and how do you resolve problems?
 - (i) Office manager reports to Board president, all other office staff reports to Office Manager. Issues are discussed at weekly staff meetings.
 - (c) Are there any responsibilities that you have or occasionally undertake that to you seem over and above your job scope?
 - (i) Yes. Office staff does a lot of the executive secretary's responsibilities
 - (d) Are there any specific areas where you feel it would make sense for you to take on responsibilities that you currently don't have?
 - (i) Staff prefers they be allowed to do their job without being micro-managed.
 - (e) About how many people come into the office each day/week/month to take care of business with your help?
 - (i) Staff could not quantify this, just that there are many and there are times when it is busier than others.
 - (f) Do you ever feel overwhelmed with traffic in the office?
 - (i) Yes, office is short staffed at this time by one person.
 - (g) Are there any areas where you feel you can fall behind when other things like taking care of customers takes your time?
 - (i) There seems to be an overabundance of board emails
 - (h) How often does the phone ring each day?
 - (i) 75-100
 - (i) Do you feel able to take care of the majority of the customers?
 - (i) Yes
 - (j) What issues can become the most bothersome?
 - (i) When members don't agree with a violation they receive
 - (k) What would you say is the major complaint of homeowners?
 - (i) Gates not working, allows non-members to take over the community, Renters not allowed to submit violations when there is an issue.

- (l) What do you do in your job that affects the community the most?
 - (i) Taking care of problems
- (m) How often do you interact with board directors?
 - (i) Daily
- (n) In general, how do you think your interaction with the directors goes?
 - (i) Depends on the director
- (o) Would you want to stay at your job if professional management were hired?
 - (i) No
- (p) How could a new kind of management help you do your job better?
 - (i) It can't
- (q) Do you think your job description is okay?
 - (i) They've not been given job descriptions
- (r) What is the one thing that needs better management?
 - (i) Large projects and violations, better policies and procedures in place between the Board and Staff

b. Report from Emily on getting info into newsletter, on the website or sent via email list

- i. Emily talked to Wendi Broden, who didn't think she knew how to do that but would check it out and get back to her. Sha has not responded since. Emily will touch base with her this week.

c. Report from Emily on list of HOAs

- i. Linda Doucette did not think we had a membership to CAI any longer but Emily will check with Elaine or Rebecca and if we're still members, will get the login info.

d. Develop list of maintenance questions

- i. The following list of questions was developed:
 - (a) How many full time, part time, and seasonal employees are there in Maintenance?
 - (b) Please summarize your department responsibilities
 - (c) What do you see is the main problem in Clearwood that some type of management might alleviate?
 - (d) What would you say the membership thinks is the main problem in Clearwood that some type of management might alleviate?
 - (e) How often do you interact with community residents?
 - (f) Regarding how Clearwood is managed, what do you think is working and what is not working?

(g) Do you feel you have responsibilities that you shouldn't have, and if so, what are they?

(h) Do you feel there are responsibilities that you should have and don't, and what are they?

(i) How will some type of management help with your relationship with the Board?

ii. Linda A expressed issues with the committee speaking directly to employees. Emily stated she would handle it.

e. Due to the late hour, the remainder of the agenda items were tabled until the next meeting.

7. Old Business for Next Meeting

a. Complete timeline

8. New Business for Next Meeting

a. Discussions with previous directors

i. Develop list of questions to ask

b. Schedule Town Hall

9. The meeting adjourned at 9:06 p.m.