

**Clearwood Community Association
Management Research Committee**

July 30, 2018 7:00 P.M.

Meeting Minutes

1. The meeting was called to order at 7:10 p.m.at Reichel Beach

2. Present were: Jason Lane, Emily Martin (Liaison), Mark Edwards (observer), Mariel Lindblad, Suzie LeFurgey, Andrew and Sarah Eubanks, Malinda Porier, Darrel Owen, Tim Francen (observer), Pete Florschuetz, Heather Ffiguroa

3. Approval of Agenda

A. There were no changes to the agenda and it was approved unanimously

4. NEW BUSINESS

A. Set Date and Time for recurring meetings:

I. It was agreed the committee would meet the first and third Monday of each month, at 7:00 pm. Meetings will be held at Reichel Beach as long as the weather is good.

B. Committee Name

I. Malinda Porier asked for suggestions for the Committee name because "Professional Property Management Committee" did not really represent what we were doing. Since we intend to research all types of community management, the name "Management Research Committee" was suggested and voted unanimously as the new committee name

C. Nominees and Votes for Committee Chairperson and Secretary

- I. Suzie LeFurgey nominated Malinda as committee chairperson. Syndi Martin seconded and the motion passed unanimously
- II. Malinda nominated Syndi as Secretary. Mariel Lindblad seconded and the motion passed unanimously

D. Committee Goals

I. Discussion:

- (1) Darrel Owen, who has been here 25 years, gave a brief history of Clearwood and how it used to be a community where people knew each other, helped each other and the community. He talked of community gatherings and beach parties. He also informed us the famous gorilla, Ivan, was raised here for three years.
- (2) Tim Francen stated that volunteers should not be contacting vendors, and that there should be one point of contact for each project. He also discussed there needs to be a firewall between the board and paid staff, volunteers and paid staff, and volunteers and

contractors. Finally, he stated Clearwood needs a Digital IT System and Standard Operating Procedures.

- (3) Mark Edwards stated we need to identify what needs to be managed before we can look into how to manage it, and Andrew Eubanks added that we need to find out what our weaknesses are, and what is not on track, before we could explore options that would resolve those issues.
- (4) Andrew discussed how having division representatives would change the way voting is done, and how it would change the way management operates.

II. The Committee's initial goals are:

- (1) Research all options for community management and bring to the membership an objective and unbiased review showing both pros and cons of the different management options and the real costs of each
- (2) To be transparent
- (3) To include the community in making the decision on how Clearwood should be managed, by polling for opinions, holding town halls and providing information to the community in different formats and venues to accommodate everyone.

E. **Develop Timeline with Steps and Milestones**

I. Discussion

- (1) Malinda discussed having something ready for the March 2019 meeting, which means it must be completed by February to give the board time to review.
- (2) Suzie informed everyone there would be 12 meetings between now and then to get everything done.

II. Phase 1

- (1) Malinda announced Phase 1 should be determining what the community needs, and that should be determined by asking members and staff what they think are weaknesses.
 - (a) Emily and Mariel will talk to maintenance staff after the next meeting
 - (b) Heather and Suzie will talk to office staff this week
 - (c) A list of questions to ask the office was developed:
 - (i) Where do you see there could be improvement
 - (ii) How many people visit the office daily and do you feel overwhelmed by it
 - (iii) Do you feel you have responsibilities that you shouldn't have, and what are they
 - (iv) Do you feel that there are responsibilities that you should have but don't, and what are they

- (v) How would some type of management help with your relationship with the board.
- (vi) Who do you report to and how do you resolve problems
- (2) Some of these same questions will be asked of maintenance; maintenance questions will be developed at next meeting
- (3) We also need to get input from members. The following question was developed for a one-question poll:
 - (a) What is Clearwood's biggest management issue?
 - (i) The poll will have the following options:
 - Large projects
 - Violations
 - Maintenance of community amenities
 - Daily Operations
 - Security
 - Other – this will be an open-ended option to write in something else
 - (b) Discussion on how to get the poll out to the membership resulted in the agreement that Heather would see about getting the poll on the Clearwood website and a link to it would be posted on:
 - (i) Facebook pages related to Clearwood
 - (ii) Next Door Clearwood
 - (iii) Mailboxes
 - (iv) Gates
 - (v) Bulletin Boards
 - (vi) Office
 - (vii) Emily is to see whether she can send it out to the Clearwood member email addresses and/or get it in the newsletter that is emailed out.
 - (4) Define Different Options for Management
 - (a) Professional Property Management Company
 - (b) Hiring an operations manager either directly or contracted
 - (c) Self Management of some type
 - (d) Self Management with division representatives
 - (e) Becoming a city

III. Phase 2

- (1) Phase2 will be investigating the different options and developing presentations for each
- (2) Let the research make the decision

- (3) Sub-committees to be formed for each option
- (4) Visit other HOAs
 - (a) Emily to see if she can get a list of HOAs from Community Association Institute (CAI)
 - (b) Find out what their management style is
 - (i) Pros and cons
 - (ii) Costs
 - (iii) Savings
- (5) Meet with management companies that offer the services as defined in Phase 1

5. OLD BUSINESS OR NEXT MEETING

- A. Report from Heather and Suzie on Office staff questions
- B. Report from Heather on getting info into newsletter or sent via email list
- C. Report from Emily on list of HOAs
- D. Develop list of maintenance questions
- E. Complete timeline

6. ADJOURNMENT – The meeting was adjourned at 9:17 p.m.