

1 SUDDEN VALLEY COMMUNITY ASSOCIATION
2 BOARD OF DIRECTORS WORK SESSION MEETING MINUTES
3 February 25th, 2016
4 Dance Barn
5 6:00 PM

6 In Attendance:

7 Leslie McRoberts, President
8 Carol Bauman, Vice President
9 Grace Shaffner, Secretary
10 Carol Houlton, Treasurer
11 Samantha Rorabaugh
12 Michael Ashby
13 David Narsico
14 Mike D'Angelo
15 Gail Chiarello
16 Linda Bradley, N&E Chair
17 Rich Bailey, ACC Chair – EXCUSED ABSENCE
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20 Community Members: 20
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22 Sudden Valley Staff: Sarah Pratt, Administrative Specialist
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25 I. CALL TO ORDER

- 26 a. The meeting was called to order and the Board entered closed session at 6:03 p.m.

27 II. ROLL CALL

- 28 a. All were present with the exception of Rich Bailey, who had an excused absence.

29 III. CLOSED SESSION – LEGAL

- 30 a. The Board left closed session at 6:57 p.m., taking a 5-minute break before
31 resuming open session at 7:03 p.m.

32 IV. VOTING AS NECESSARY

33 **MOTION:** Director Houlton moved that the Board rescind their motion from January 28th,
34 2016 which approved \$16,000 from the \$22,000 insurance payout to be used for the Barn
35 entomologist report, and earmarked an additional \$30,000 from CRRRF for the Barn design.
36 Director Bauman seconded the motion and it passed unanimously.

37 **MOTION:** Director Houlton moved that the Board approve \$16,000 be funded from UDR
38 for the entomologist's report and \$75,000 be funded from CRRRF for Barn 7/8's design.
39 Director Bauman seconded the motion and it passed with 5 in favor and Directors Ashby,
40 Chiarello, and Rorabaugh opposed.

41 V. ADOPTION OF AGENDA

- 42 a. "Contract with Red Cross" was added under "Continuing Business" as item "H".
43 b. An additional "Member Questions and Comments" time was added just prior to
44 the meeting adjournment.

45 VI. ANNOUNCEMENTS

- 46 a. No announcements.

47 VII. PROPERTY OWNER COMMENTS

- 48 a. A member commented on the precedent of choosing a manager from within the
49 Valley, as well as his salary. He also asked how election costs would be
50 recouped.
- 51 b. A member referred to the roles and responsibilities of the Board of Directors. He
52 felt that between all of the media outlets, the views of the BOD are not reflected
53 evenly. He proposed that the pros and cons of a single major issue be evenly
54 reflected once a month in the Views and on the website. He listed various topics
55 where this could be beneficial. On this publication, each BOD member should be
56 listed with what side they took on the topic. This also provides members with a
57 clear view of positions held by candidates for election.
- 58 c. A member stated that the upcoming SGM has nothing to do with what the MD is
59 being paid, nor will it have any effect on his pay. He referred to false information
60 being circulated that says otherwise. The special assessments are already
61 earmarked for other purposes and this has been made very clear in all media
62 outlets. The issues need to be separated.
- 63 d. A member proposed the Board consider requiring individuals who run for the
64 Board to have experience working on committees within the Valley. This creates
65 a foreknowledge of issues in Sudden Valley as well as the obligations/workings of
66 the Board in relationship to its governance. He suggested there be some criteria
67 established to run for the Board.
- 68 e. A member provided history on the General Manager's salary. At the time of
69 Associa's exit, Sudden Valley decided to pay the next GM the same wages of the
70 Associa manager. This alone is what determined the current Managing Director's
71 salary.
- 72 f. The prior member apologized in light of this new information about the GM's
73 salary.

74 VIII. BOARD COMMENTS

- 75 a. Director Bradley stated there had been requests received on Facebook for
76 information on upcoming Town Halls. She also referred Mr. Casey to the Bylaws
77 for already existing requirements for Board candidates.
- 78 b. President McRoberts announced that the first Town Hall will be held on
79 Thursday, March 3rd in the MPR from 7 p.m. to 9 p.m. The second Town Hall
80 meeting will take place on Saturday, March 5th from 1 p.m. to 3 p.m. in the Dance
81 Barn. She noted that SVCA will not be providing any kind of literature for these
82 events.

83 IX. MEETINGS OF THE EXECUTIVE COMMITTEE

- 84 a. Director Shaffner announced that the Executive Committee met on Tuesday,
85 February 23rd. All were present; the MD was present telephonically. Legal
86 matters were discussed and no actions were taken.

87 X. APPROVAL OF MINUTES AND VOTING AS NECESSARY

- 88 a. January 28th, 2016
- 89 i. Director Bradley pointed out the absence of a second on Director
90 Houlton's motion on line 239. Insert a second by Director Bauman.

91 **MOTION:** Director Houlton moved to accept the minutes as amended. Director
92 Bauman seconded the motion and it passed unanimously.

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b. February 5th, 2016

MOTION: Director Bauman moved to approve the minutes as submitted. Director Shaffner seconded the motion and it passed unanimously.

c. February 11th, 2016

MOTION: Director Bauman moved to accept the minutes as submitted. Director Houlton seconded the motion and it passed unanimously.

i. Director Narsico pointed out an error on line 50. The Golf subcommittee meets on the first Monday of the month, not the first Wednesday.

ACTION ITEM: Admin will verify that the 2nd Organizational Meeting minutes were reviewed and approved by the Board of Directors.

XI. TREASURER’S REPORT AND VOTING AS NECESSARY

a. Minutes – January 20th, 2016

i. As submitted.

b. The Treasurer gave some background on issues that came up when generating last month’s financial reports. She explained that a significant software glitch caused a delay in generating year-end reports as well as reports for January 2016. She also mentioned their goal of publishing reports on a monthly basis in the Views. There will also be an article going into the Views and on the website regarding depreciation and how it affects amenities.

c. UDR Funding Request for Prior Barn 7 Legal Expenses

i. As of 12/31/2015, the Association has paid \$92,408 in legal expenses for Barn 7. The money has already been spent, but was improperly attributed to CRRRF/MR&R as revealed in the 2014 audit. This request is to formalize the transfer from CRRRF to UDR.

MOTION: Director Houlton moved the Board of Directors approve a UDR allocation not to exceed \$92,408 for legal expenses for Barn 7, formalizing the auditor’s adjusting entries from CRRRF/MR&R to UDR for 2014 and subsequent legal expenses through December 31, 2015 paid from the UDR fund. The motion was seconded by Director Bauman and passed unanimously.

d. UDR Funding Request for Anticipated Additional Barn 7 Legal Expenses

i. Director Houlton stated that they are requesting funding for ongoing legal expenses for Barn 7, as they are anticipating at least another 4-5 months of legal work before the process is complete.

MOTION: Director Houlton moved the Board approve a UDR allocation not to exceed \$17,500 to pay anticipated additional legal expenses of our insurance claim for damages to Barn 7. Director Bauman seconded the motion and it passed with 6 in favor and Directors Rorabaugh and Ashby opposed.

1. Director Chiarello expressed concern about overspending. Director Houlton replied that they are very careful to avoid overspending. Discussion followed.

ii. President McRoberts stated that since the funding for the Barn design has been approved, it’s important to determine the new purpose(s) of the Barns. She proposed the Board of Directors and Short-Term Strategy Team conduct a more focused examination of options and come back in two months with a plan. Barn 8 is highly used, has serious safety

138 concerns, but also has many potential uses. It is the Association's task to
139 find out what the community is interested in using these facilities for.

140 **MOTION:** Director Houlton moved to enact this proposal. Director Bauman seconded
141 the motion.

- 142 1. Director Rorabaugh suggested reactivating the original SST for
143 this because they have thorough knowledge of SVCA's assets and
144 goals.
- 145 2. Director Bradley commented on the scope of the project, noting
146 the importance of keeping our options open.
 - 147 a. Director Houlton responded, saying the Association will
148 choose a design that accommodates a variety of different
149 options.
- 150 3. Director Chiarello was concerned that there would not be enough
151 diversity in opinions involved in the planning process.
- 152 4. It was clarified that the standing motion is to create a new SST
153 chaired by the same people, but with a different charter.
- 154 5. Discussion followed on who should be involved and what the
155 process would look like, including whether or not the LRPC
156 should be involved.
- 157 6. Director Bauman pointed out that the cost of any potential projects
158 is the first thing homeowners will want to know.
- 159 7. Director Houlton stated that this is not a long-range project, but
160 rather a more immediate need – it has been languishing for some
161 time already.
- 162 8. President McRoberts emphasized the need for talking to the
163 community before moving forward.

164 **MOTION:** President McRoberts moved to have the original SST commissioned
165 to work on the project; reporting to the Board of Directors. Director Bauman
166 seconded the motion and it passed with 4 in favor and 4 opposed, and President
167 McRoberts breaking the tie by voting in favor of the motion.

168 **AMENDED MOTION:** Director Chiarello moved to amend the original motion
169 by having the SST report to the LRPC rather than the Board of Directors.
170 Director Rorabaugh seconded the amended motion. The motion failed with 4 in
171 favor and 4 opposed, and President McRoberts breaking the tie by opposing the
172 motion.

- 173 e. Capital Funding for Reserve Study 2017
 - 174 i. Director Houlton presented a request for funding to have a Reserve Study
175 conducted in 2016. They met with four different consulting firms. Some
176 of these firms had prior experience with Sudden Valley, but they were
177 difficult to use because of the level of detail they generated.
 - 178 ii. The company they selected provides the option for a maintenance plan to
179 be developed from the reserve study. The vendor is based out of Oregon
180 but has full knowledge of Washington State laws and regulations. They
181 are willing to work with the Association to find a suitable software
182 program to help schedule and budget routine maintenance. A Level I
183 Reserve Study through this vendor is \$15,000. A Level I study includes

184 an onsite visit with a three-person team, at which point they will study
185 SVCA's assets, ask questions, and come back with recommendations.
186 This dollar amount is well under what was allocated in the 2016 CRRRF
187 plan.

188 **MOTION:** Director Houlton requested the Board approve \$23,000, including tax and a
189 15% contingency, from the CRRRF fund to engage Schwindt & Co. to conduct a Level I
190 Reserve Study and maintenance plan. Director D'Angelo seconded the motion and it
191 passed unanimously.

- 192 1. Director Bradley asked about the data sheet that was missing from
193 the last reserve study vendor. Schwindt & Co. will provide us with
194 this information.
- 195 2. Schwindt will list items by group/value starting at \$20,000, rather
196 than itemizing every small asset.
- 197 3. They have been made aware of the scope of SVCA's needs.

198 f. Capital Funding for 1-Ton Maintenance Truck

- 199 i. Director Houlton explained that we spent a lot of money on a truck and
200 snowplow last year, but noted that the Association still needed a more
201 adaptable truck for narrower roads. The request is for a daily operational
202 vehicle that will replace a vehicle with over 120,000 miles on it.

203 **MOTION:** Director Houlton recommended the Board approve a CRRRF allocation not
204 to exceed \$49,498 to purchase and up-fit a 1 Ton 4x4 Maintenance Truck, Plow, and
205 Sander. Director Bauman seconded the motion. The motion passed with 7 in favor and
206 one abstaining.

- 207 1. Director Ashby inquired about the extensive vehicle upgrades
208 reflected on one of the bids and why they would be necessary.
209 Jacob explained that the included bid is a pricing example only.
210 He needs approved funding in order to finalize actual bids.
211 Director Houlton pointed out that the Association has been actively
212 postponing replacements as they come up on the CRRRF plan
213 wherever possible, but that replacement of this vehicle is
214 necessary.
- 215 2. Director Houlton explained how purchasing decisions are made
216 from the Reserve Study, noting that holding off another year would
217 only cost more in maintenance.
- 218 3. Jacob said the sander and plow are now made of stainless steel and
219 poly, which may mean a longer life span.
- 220 4. Discussion followed about spending on schedule versus saving
221 money, while keeping maintenance in mind.

222 g. Capital Funding for Golf Maintenance Equipment Package

- 223 i. Director Houlton explained the need for replacement as well as the items
224 as they are listed on CRRRF.

225 **MOTION:** Director Houlton requested the Board of Directors approve a CRRRF
226 allocation not to exceed \$180,250 to purchase Golf Course Maintenance Equipment.
227 Director D'Angelo seconded the motion and it passed with 7 in favor and Director
228 Chiarello opposed.

- 229 ii. Jacob explained upon request what bed knives and bedknife grinders are.
230 Knife sharpening can either be outsourced or done in-house with bedknife
231 grinders. We currently own bedknife grinders to sharpen our knives in-
232 house and this request is to replace the existing equipment. The Toro
233 4500D was on the reserve study last year, postponed, and now must be
234 replaced this year.
235 1. Director Narsico was concerned about golf expenses versus golf's
236 income and whether or not an expenditure of \$180,250 would be
237 wise.
238 a. Director Ashby referred to a discussion that took place at
239 the Finance Committee meeting regarding the creation of a
240 sub-line item that shows Golf depreciation.
241 b. Director Houlton pointed out that we have to look at
242 depreciation differently – this is a capital expenditure, not
243 operational. This is not considered cash out.
244 c. Director Ashby clarified that he is not singling out Golf,
245 but that he wants a clearer picture of profit and loss in that
246 department.
247 d. Director Bradley referred to a Larson Gross report showing
248 depreciation by all departments for all purchases.
249 h. Year-End Financials 12/31/15
250 i. Director Houlton overviewed the financial reports for 12/31/15. She
251 pointed out the net operating assets balance, saying that the Association is
252 essentially paying today's bills with future dues. Reports project the rest
253 of the year to be okay, but that December 2016 will find SVCA in this
254 position again. They will be working to remedy this wherever possible
255 with management.

256 XII. MANAGER'S REPORT

- 257 a. Questions were asked about the recent damage incident at AM/PM Beach. Brian
258 Kruhlak explained that vehicles were driven off road at AM/PM Beach in the
259 evening; causing serious damage to the grassy area. The gate is supposed to be
260 locked at about dusk, around 5:45 p.m. There was a delay that particular evening
261 in doing so because the single security guard was already dealing with two open
262 issues.
263 b. Director Ashby inquired if there were cameras in the area, and if so, if they
264 captured any usable information. Brian responded, saying the AM/PM Beach
265 camera is focused on the gate and does not capture the damaged area. There have
266 been no other recent, similar events of this nature.
267 c. Director Bauman asked what needed to be done to repair the damage. Jacob
268 mitigated the issue by 1:30 p.m. with straw and other filler to prevent erosion.
269 Now mud will not flow into the sandy area once the rain begins again. Until a
270 higher decision is made, the gate will be closed all day with a sign posted.
271 d. Director Ashby pointed out that there will unfortunately be an uptick in this sort
272 of activity simply due to the decrease in security staff.

273 XIII. COMMITTEE REPORT

- 274 a. Architectural Control Committee

- 275 i. Minutes – February 4, 2016
276 1. As submitted.
277 ii. Minutes – February 18, 2016
278 1. As submitted.
- 279 b. Communication Committee
280 i. Minutes – February 1, 2016
281 1. As submitted.
282 ii. Proposal for Sudden Valley Facebook Page
283 1. President McRoberts stated that she anticipates the new Sudden
284 Valley Facebook page being launched within the next month or so.
- 285 c. Document Review Committee
286 i. Minutes – January 26, 2016
287 1. As submitted.
288 ii. Minutes – February 3, 2016
289 1. As submitted.
290 iii. Minutes – February 16, 2016
291 1. As submitted.
292 iv. Director Bauman spoke to the Board, stating that the current policy review
293 effort revealed a significant amount of obsolete policies. To print these
294 for the Board to review is a waste of paper. She asked if the Board would
295 have an issue with policies being posted online; noting which ones will be
296 deleted and providing the numbers in the Board packet. Obsolete policies
297 will be archived.
298 1. Director Houlton stated that policies that are being reviewed will
299 be given a 2016 date and that the Board will need to decide if new
300 policies are needed to fill gaps.
- 301 d. Emergency Preparedness Committee
302 i. Map Your Neighborhood
303 1. Director D’Angelo sent out postcards to addresses from the old
304 Map Your Neighborhood map from 2008, asking them to contact
305 the EPC and let them know if they are still in the area and/or if
306 their neighborhood groups are still active. The EPC is having a
307 Map Your Neighborhood event in early April on Par Lane.
308 Several EPC members attended the EMC event and talked to
309 people about Map Your Neighborhood as well as the Safety Fair in
310 October.
- 311 e. LRPC
312 i. No minutes were submitted.
313 ii. Director Rorabaugh announced that all subcommittees of the LRPC are
314 firmly established, and all but one have a set meeting schedule. There will
315 be an article in the upcoming Views. If anyone is interested in
316 participating, they should contact Directors Ashby or Rorabaugh for more
317 information.
- 318 f. Nominations & Elections Committee
319 i. Minutes – February 15, 2016

- 320 ii. Director Bradley is working to obtain and post the ballot mailing report
321 from USPS in order to provide the community with proof of mailing.
322 iii. The N&E Committee is aiming to complete certification of the SGM in
323 time for the last Board meeting of March.
324 iv. She pointed Board members to the draft SGM calendar included in the
325 packet. Preparation is going well.

326 XIV. CONTINUING BUSINESS

327 a. ACTION ITEMS

- 328 i. Director Bauman reviewed minutes from 2013, 2015, and 2016. She
329 made a list of incomplete action items to review with the Board.
- 330 1. Audio at Board Meetings
 - 331 a. Director Bauman asked the audience if they were able to
332 hear better now that the meetings are held in a different
333 area of the Dance Barn. The audience had a mixed
334 reaction.
 - 335 2. Amplification at Board Meetings
 - 336 a. Mike D'Angelo explained that CTK was planning upgrades
337 that included their sound system, so the action item was put
338 off.
 - 339 3. Golf Cart Rental Fees in Relation to Lease
 - 340 a. Ongoing.
 - 341 4. ACC Fines Location
 - 342 a. The Fines & Fees schedule is posted online with ACC
343 Procedures, but the Security/ACC Fines is an ongoing
344 project, follow-up is needed.
 - 345 5. Ken Murray's Commercial Kitchen
 - 346 a. This is an ongoing issue. Mary Jayne has agreed to
347 facilitate in the meantime with the use of her kitchen.
 - 348 6. Project List for SST Rankings
 - 349 a. This has been completed.
 - 350 7. Teleconferencing Guidelines
 - 351 a. This was postponed to the March work session per Director
352 Rorabaugh.
 - 353 8. Member Information Requests
 - 354 a. This is included in the packet for tonight.
 - 355 9. Board Member Access Hours
 - 356 a. This has also been resolved. Access cards have been set to
357 allow access between 7:00 a.m. and 7:00 p.m.
 - 358 10. Board Goals
 - 359 a. This topic was tabled.
 - 360 11. Memorial Benches
 - 361 a. Director Narsico will finalize his proposal and bring it back
362 to the Board.
 - 363 12. Code of Conduct
 - 364 a. Some committees have signed the Code of Conduct, but
365 several have not.

- 366 13. Minutes for the Executive Committee Meetings
367 a. Director Shaffner forwarded the minutes for the Executive
368 Committee to the Administrative Specialist.
369 14. Stormwater Management
370 a. Ongoing.
371 15. President McRoberts at Condo Association Meetings
372 a. Ongoing.
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374 **PERSONAL PRIVILEGE:** The Board took a break for 5 minutes of personal privilege
375 at 8:56 p.m. The Board resumed business at 9:02 p.m.
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377 b. Bylaws Typos

- 378 i. President McRoberts explained that typographical errors were found in the
379 Bylaws. The corrections made are included in the packet alongside the
380 original copy. These changes do not need to be brought before the
381 membership.
382 ii. Director Chiarello asked for a review of a section 23, item A on page 91 of
383 the packet.

384 c. 2016 AGM Measure – Approve Dues by Simple Majority

385 **MOTION:** Director D’Angelo moved to place this measure on the ballot for the 2016
386 AGM. Director Bauman seconded the motion and it passed with 4 in favor, 3 opposed,
387 and Director Narsico abstaining.

- 388 1. Director Rorabaugh felt that a 60% vote provides a better indicator
389 of consensus in the community. She felt that placing this on the
390 ballot could cause issues with passing future dues measures.
391 2. President McRoberts pointed out that it would take 2/3 to pass a
392 Bylaw change, so if it passed it would show overwhelming support
393 in the community for this change.
394 3. Director D’Angelo felt that a simple majority shows a consensus.
395 4. Director Houlton agreed with putting this on the ballot, at the very
396 least it lets the community decide.
397 5. Director Narsico felt that requiring a 60% vote forces the Board to
398 do their job to educating the community on the necessity of any
399 proposed changes.
400 6. Director Chiarello felt that the proposed measure is virtually
401 guaranteed to fail at the AGM.

402 d. 2016 AGM Measure – Change to Appeals Bylaws

- 403 i. President McRoberts referred to how the Appeals bylaws were worded in
404 the past, requiring the Panel to be held in the open session unless a closed
405 session is requested by the appellant. This measure proposes reverting
406 back to this procedure.

407 **MOTION:** President McRoberts moved to place this measure on the ballot for the 2016
408 AGM. Director D’Angelo seconded the motion and it passed with 7 in favor and 1
409 opposed.

410 e. Sudden Valley Input to Whatcom County Comprehensive Plan

- 411 i. Director Bradley disliked that Sudden Valley's input towards Whatcom
412 County's Comprehensive Plan was only distributed to the Executive
413 Committee and not the entire Board of Directors. She expressed concern
414 that Sudden Valley essentially does not exist to the County anymore. She
415 referred to two documents that Sudden Valley submitted to the County,
416 asking if we are able to go back to seek more input. She felt Sudden
417 Valley is essentially being erased from the County's Comprehensive Plan.
- 418 ii. Director Chiarello proposed LRPC's Governance task force review our
419 contribution to the Comprehensive Plan. President McRoberts pointed out
420 that the Association has attempted to speak to the County Council three
421 times and have been shut down each time.
- 422 iii. Director Ashby referenced Section 5 of the Bylaws, stating that when the
423 Executive Committee takes action, those actions shall be presented to the
424 Board at their next meeting. This was not done and is concerning. He felt
425 that the Committee was not inclusive, at a bare minimum the entire Board
426 needed to be informed of what was done.
- 427 iv. President McRoberts provided a timeline in order to show the necessity of
428 her actions. On November 25th (the day before Thanksgiving), she saw an
429 article about the Comprehensive Plan being updated. The article said that
430 the Plan's review must be complete by June of 2016. A public hearing
431 was held on December 10th. They were delayed in dealing with the matter
432 due to the holidays, and by the time it was approached they were within a
433 week of the public hearing. They appointed Larry Brown to this matter
434 because of his extensive knowledge of the County Council and Whatcom
435 County. The Council stated that they were already conducting a final
436 review of the draft Comprehensive Plan. President McRoberts asked Mr.
437 Brown to put something together, and on December 5th he wrote to the
438 Executive Committee saying that he was putting together draft comments.
439 Those comments were sent to the Planning Commission on December 8th.
440 She reviewed the email they received in return and noted that an extension
441 was granted.
- 442 v. President McRoberts read the transcript of what she said to the County.
- 443 vi. She explained that the County didn't do much, they still took Sudden
444 Valley out of large parts of the Comprehensive Plan.
- 445 vii. She also noted that the President has full authority to speak for Sudden
446 Valley without permission; especially in situations where funds are not
447 expended or there is no change to the Bylaws. This matter needed to be
448 dealt with immediately.
- 449 1. Director Ashby continued to express concern with the process that
450 was followed. He referred to the Bylaws again, saying that checks
451 and balances were set up for the Board for a reason. The actions
452 should have been brought before the Board. President McRoberts
453 claimed the actions as her own.
- 454 2. Director Rorabaugh stated that she understands the short
455 timeframe, but felt that an extension was given and the Board had
456 a clear chance to work as a team. 30 days would have been

- 457 enough time to review it and call a special Board meeting. She felt
458 what was submitted was a good document but that it could have
459 been approached as a team, noting that these kinds of situations
460 have the potential to generate animosity.
- 461 3. Director Houlton expressed her appreciation for President
462 McRoberts and Mr. Brown's efforts in taking this on, despite
463 having missed the opportunity to involve the whole Board.
 - 464 4. Director Chiarello reiterated that the Governance task force should
465 look at the Comprehensive Plan.
 - 466 5. Discussion followed. It was reasserted that this matter will be
467 followed through.
- 468 f. Board Posting on Social Media
- 469 i. President McRoberts addressed Board postings on social media, clearly
470 stating that this is not intended as a gag order, just simply an observation.
 - 471 1. She prefaced the discussion with the fact that several Board
472 members are not on social media. Some Board members who do
473 have social media accounts have been discussing topics that have
474 yet to be discussed. Dialogue without all Board members on topics
475 that are on upcoming agendas is an issue. She asked Board
476 members to notify the others if they are planning to post.
 - 477 2. She also asked Board members to ensure that what is posted is
478 accurate; the community expects this. She suggested that Board
479 members be careful about what they post.
 - 480 ii. Director Houlton noted that in prior years, the procedure was that if you
481 posted something on Facebook, you would subsequently send out an email
482 saying "I posted "this"". She pointed out that social media is a great
483 opportunity to have conversation but was also concerned with not having
484 all involved.
 - 485 iii. Director Bauman felt that comments on Facebook should be kept to a
486 minimum.
 - 487 iv. Director Bradley felt that there is a limited opportunity for dialogue at the
488 Board meetings between the membership and the Board. Facebook is a
489 way to facilitate communication and discussion.
 - 490 v. Director Ashby echoed Director Bradley's point, saying social media is a
491 way the Board can reach out and get opinions. With this information, the
492 Board can subsequently reach out to subcommittees. He did not feel that
493 social media activity should be suppressed at all.
 - 494 1. President McRoberts reiterated that this request only has to do with
495 topics on upcoming agendas.
 - 496 vi. Director Rorabaugh said that she spends a lot of time on social media and
497 if she sent an email every time she posted, the Board would never get
498 through them all. She suggested notification emails be sent when larger
499 topics are discussed, not when they provide answers to obvious questions.
 - 500 vii. President McRoberts suggested that emails be sent when Board members
501 present an opinion of their own on social media.
- 502 g. Member Request Policy

- 503 i. Director Bauman reviewed the changes made to the Member Information
504 Request Policy. She pointed out that a bullet point was originally
505 removed, then added back in by staff.
506 ii. She also noted that the 30 minute timeframe was changed to 15 minutes at
507 staff's direction.
508 iii. Director D'Angelo pointed out typographical errors.
509 1. Insert a space after "not" in the first sentence
510 2. Under "B", add an "s" to the end of "request".
511 3. Under "C", insert a space between "required" and "form".
512 iv. Director Narsico felt that part of Administration's role is to satisfy the
513 needs of the membership; which could be defined as many different
514 things. Provision of those services is a part of customer service. He felt
515 that a cushion of wasted time is present in all organizations and that 30
516 minutes is not too much to expect of Administration staff.
517 v. Director Houlton pointed out that the Association has had to make tough
518 decisions regarding the number of staff they employ. Some things are
519 easy to find, but items that need to be researched take time away from
520 staff that really do not have much time to spare.
521 vi. Director Chiarello agreed with Director Narsico, stating that
522 accommodating the occasional 30 minute request is a matter of goodwill.
523 vii. Director D'Angelo did not feel that document retrieval was a matter of
524 customer service.
525 viii. Director Ashby felt that charging members for a service on top of the dues
526 that they pay (which subsequently pays the wages of Administration staff)
527 was questionable. He spoke in support of 30 minutes.

528 **MOTION:** Director D'Angelo moved that the Board accept the changes that were made
529 to the document, excising bullet point B, making point C into point B, correcting
530 typographical errors, and accepting the 15 minute time change.

531 **FRIENDLY AMENDMENT:** Director Chiarello amended the original motion to
532 change the 15 minute timeframe to 30 minutes. Director Narsico seconded the
533 amendment. It passed with 4 in favor and 4 opposed, and President McRoberts breaking
534 the tie by voting in favor. The remaining suggested changes in Director D'Angelo's
535 motion were passed with 6 in favor and Director Bauman abstaining.

- 536 ix. Director Bradley and Director Houlton discussed financial information
537 being made more available to homeowners.
538 h. Red Cross Contract
539 i. Postponed until the next meeting.

540 XV. New Business

541 XVI. Member Comments

- 542 a. A member stated that ways of communicating have changed. The voice of the
543 community is diminishing and social media has exploded. Members want to
544 speak, but in a different way. He felt there is a crisis of confidence in Sudden
545 Valley and a clear lack of trust. A lack of trust equals lack of communication.
546 There is an expectation of transparency. He asked the Directors to use these tools
547 for transparency and report how they'll address the trust concerns.
548 b. A member stated the importance of including grade in building plans.

- 549 c. A member referred to Board Facebook comments, stating that Board members
550 have to be very careful because even the truth can be twisted.
551 d. A member asked the Board to work together before using social media and offer
552 Larry Brown their presence to back him up before the County.
553 e. A member vocally acknowledged the work that Larry Brown completed and
554 noted that he was and is the right man for the job.
555 f. A member asked the President if she would be getting two County people here for
556 a meeting, she stated that she was. They echoed support for this and requested it
557 be as soon as possible.
558 g. A member commented that anyone involved in political outreach needs to take
559 their efforts further than they have been.

560 XVII. Adjournment

561 **MOTION:** Director Bauman moved to adjourn the meeting. Director Rorabaugh
562 seconded the motion and the meeting was adjourned at 10:17 p.m.

563 Minutes Approved By:
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569 Grace Shaffner, Board of Directors Secretary