

**Sudden Valley Community Association
Board of Directors Special Meeting
Thursday, February 6, 2014
Adult Center
7:00PM**

In Attendance:

Larry Brown
Carol Bauman, Vice President
David Narsico, Secretary
George Shaffner, Treasurer
Tom Doll
Carol Houlton
Melissa Lange
Mitch Waterman
Leslie McRoberts, N&E Chair
Jo Jean Kos, ACC Chair

Excused Absence:

Tammy Woodin

Staff:

Jeff Schlaack, General Manager
Michelle Miller, Accounting Manager
Stacy Flores, Assistant to the GM
Maxx Pugne, Administrative Assistant

Community Members:

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I. Call to Order

The meeting was called to order at 7:04PM.

II. Roll Call

III. Adopting of the Agenda

The agenda was adopted by acclamation.

IV. Announcements

V. 2014 Goals and Objectives

The purpose of this meeting was to create a single compiled list of goals and objectives for 2014 for EMB and Sudden Valley. Director Shaffner commented that the first step is to declare what we are, in regards to vision, mission and values of the Association. Director McRoberts commented that she believes this discussion should be helping EMB focus on their objectives for the year. There was discussion about developing a long term strategy in the future, with much more input, but that tactical goals should be given to EMB tonight. The process of developing an identity will take more time, but analysis of security and maintenance of our infrastructure has to be constructed now. The strategic planning committee is tasked with constructing a vision. The first and most important objective is successful implementation of C3, which will allow financial reports to be run on the association easily and efficiently. C3 will allow us to also more successfully analyze other amenities, such as Area Z and marina accounts. Director Lange commented that the discussion about particular amenities should be postponed until we can physically see the data provided by the software after it has been fully implemented. Director Houlton commented that we need to get the big plans in place- like establishing a maintenance

program, and the other pieces will fall into place. There is a work order prioritization system in C3 already. The goal now should be that the software is fully online, and the old one is done away with. Director Shaffner commented that we have physical revenue goals already for all operations and amenities set by the Finance Committee, and that they are already operating on a prioritized set of goals.

MOTION: Moved to accept and adopt the C3 Implementation and Database Upload with the details provided by EMB as one of the goals for 2014. (1)

The motion was seconded for discussion.

There was discussion about the specific details about C3 that should be followed, and that C3 should be fully implemented by April 1st. The motion was approved unanimously.

MOTION: Moved that a goal be set for EMB to create a starter Preventative Maintenance Plan by the 2nd quarter and have it be fully operational by the 4th quarter. (2)

There was discussion about purchasing a maintenance program from a company that can be tailored to our association. The motion was seconded and approved unanimously.

MOTION: Moved that EMB create, complete and publish a 3-year plan for Golf Department by the end of the 2nd quarter. (3)

The motion was seconded for discussion. This plan will be for years 2015-2017, and will outline how we will reach projected revenue targets for the Golf Course. The motion was approved unanimously.

MOTION: Moved that EMB executes the 2014 CRRRF Plan. (4)

The motion was seconded for discussion. There was discussion about how all projects requiring funds from the CRRRF will still need to be approved by the Finance Committee and the Board. President Brown commented that the Board functions independently from the Finance Committee and still has to approve all expenditures. The Roads and CRRRF plans were created by Finance Committee volunteers. The motion was approved unanimously.

MOTION: Moved that EMB executes the 2014 Roads Plan. (5)

The motion was seconded and approved unanimously.

Director Waterman stated that he would like to formally create a project management and tracking process. He would like to see a Board or committee member be a contact for each project and if there are issues that person would be responsible for its success.

MOTION: Moved that a project initiation and performance tracking procedure be implemented by the end of the 2nd quarter. (6)

The motion was seconded and approved unanimously.

MOTION: Moved that a goal be added that EMB exceed 2014 revenue projections and come under budget. (7)

The motion was seconded and approved unanimously.

There was discussion about customer service goals already being implemented within other goals and daily operations. Director Lange commented that ACC Guidelines are not currently being followed and there has been an issue with garbage in the community. Violations of all Sudden Valley policies and rules should be tracked more efficiently. GM Schlaack commented that within C3, violations can be better tracked and enforced. President Brown commented that there should be a process for educating the community on rules and regulations. GM Schlaack commented that appeals regulations should also be changed to handle citation and regulation appeals more efficiently.

MOTION: Moved that EMB creates and implements a plan to substantially improve compliance with all Sudden Valley rules and policies as they are currently written by the end of the 3rd quarter. (8)

Director Kos commented that the ACC is currently in the process of redesigning the rules and regulations to make them more community member friendly.

The motion was seconded and approved with 4 in favor and 3 opposed with the tie-breaking vote of President Brown.

There was discussion that EMB will be judged on how well these goals are met. Director McRoberts commented that she would like to see an objective regarding public relations and the communication between management and other relevant parties in the community. President Brown stated that we should substantially improve the cooperation and integration with other relevant jurisdictions in the county. GM Schlaack commented that we are already working on this with groups like the Lions Club.

MOTION: Moved that EMB combine the goals of improving public relations and image with becoming more civic minded.

The motion was seconded for discussion. There was discussion about the number of goals already on the list and that it is a lot for EMB to focus on and that more objectives can be added later if need be. The motion was not passed.

VI. Property Owner Comments

- A. Member commented that the ACC Guidelines and compliance process do need refining.
- B. Member commented that both short-term and long-term items should be a priority. The Document Review committee is going to review reports done over the years and that this information should be better utilized. She also commented that the audit information from past years needs to be analyzed, as well as the website having a lot of information if we look through the archives. Community information and plans made should be made more available to members.
- C. Member commented that we need to continue to reevaluate community processes.
- D. Member commented that positive communication can really improve the image of the community as a whole.

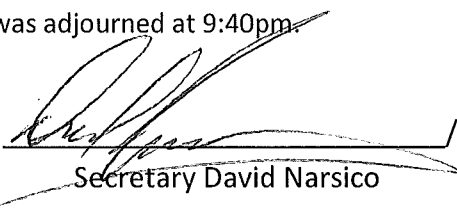
VII. Board Comments

- A. President Brown commented that while efforts have been made to reevaluate the community as a whole, it will not be reinvented.
- B. Director Doll commented that the issue the strategic planning committee has faced is being unable to finalize the information that has been pulled from reviewing documents the past year.

VIII. Adjournment

The meeting was adjourned at 9:40pm.

Board approved


Secretary David Narsico

Date

27 MARCH 2014