

# Ventana Lakes Property Owners Association

## Board of Directors Planning Meeting Monday, May 12, 2008 Minutes

**Called to Order:** by President Sue Alandar at 11:05 a.m.

**Meeting Location:** Ventana Lakes Yacht Club  
20015 North 108<sup>th</sup> Avenue

**Board Members Present:** Sue Alandar, Tony Fiore, Moe Frenette, Richard (Dick) Matsuishi, Joe McCord, Lori Norris and Darrell Smith

**Property Manager present:** Not Present

The purpose of the planning meeting was to identify issues, concerns, projects, task Board Members with project responsibilities and to organize them in priority so the Community is aware of all the things happening at Ventana Lakes and who is responsible for the overall project completion. In other words; making the Board of Directors and Community accountable to each other.

Secretary Norris provided a power point presentation which outlined the structure of the Ventana Lakes and identified the numerous areas to be addressed.

1. Mission Statement

*Suggestion #1* - The VLPOA Board of Director shall serve the entire community, all sixteen subdivisions, through open communication and constructive input.

2. Brain Storm Ideas - List any idea and leave personalities out of it

3. Building Issues

a. Management Office (Board Room & Meeting area)

b. Recreation Center (Gym, Steam Room, Card Room, Library & Rest Rooms)

4. Craft Room (Ceramics)

5. Multi-Purpose Room

6. Yacht Club (Kitchen, Billiard Room, Stage & Dance Floor)

7. Pool & Spa Issues (Recreation Center, Yacht Club, North Park & Coves)

8. Lakes (#1 - #9)

9. Landscaping (Trees, Bushes, Grass & Gravel areas)

10. Communications (Email, Newsletter, Flyers, Bulletin Boards, Sign Posts)

11. Committees (Architectural, Lakes, Maintenance, Finance) (Policy & Procedure Guidelines, Written Reports & Code of Conduct)

12. Administrative Operations (Office Hours, Record Retention & Destruction, Record Retention & Destruction, RFQ Process, CD/Tape Storage, Old Documents Review, Equipment (proxima, digital camera/recorders, computers, chairs, tables, etc.)

13. Staff (responsibilities, reviews, training, etc.)

President Alandar provided specific topics to be addressed, obtained commitment from each Board member to work on the various projects and prioritized the items.

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## WHAT ARE THE BOARD'S RESPONSIBILITIES?

### A. PROTECTING THE ASSETS OF THE CORPORATION

1. Financial
2. Property
3. Human
4. the Good Name of the Community

### B. BUILDING THE COMMUNITY

1. Amenities
2. Activities
3. Communication
4. Trustworthy Leadership

### C. POLICING ITSELF: RULES AND ETHICS OF THE BOARD

1. Place NEW Oath of Office on Website
2. Place NEW Rule of Practice for Board Members on Website
3. ADD A PROMISE/MISSION STATEMENT
  - a. Suggestion #1 - "Working toward continuity and a planned, visible future to ensure continued stability and success or working together for a better future".
4. ADD A PLAN
  - a. establish goals and objectives and ask the Community to vote each year to tell the Board if the Board is accomplishing them and/or if the Board is on the right track.
  - b. this could be done in conjunction with the annual meeting, or separately.
  - c. *Darrell*: Some kind of accountability
  - d. *Joe*: Report card -- give them line items to rate us on
  - e. *Dick*: questionnaire in the newsletter or online...did we accomplish our goals -- establish specific goals and ask if we accomplished them. Not too general.
  - f. Leave room for recommendations
  - g. aimed toward board, not individuals

### D. TRAINING FOR THE BOARD AND THE COMMUNITY IN HOW A BOARD SHOULD OPERATE?

1. There are other sources than the Peoria HOA Academy.

### E. MANAGEMENT AND OPERATIONS

1. Properties Maintenance: Five Year Planning Schedule
  - a. Know when the last time or when something is due for maintenance, whether it is painting, paving, repairs, etc.
  - b. A separate page for each amenity with a column or table of history for various things completed or to be completed.
  - c. Break down each facility into various components (i.e., gym, bathrooms, steam room, library, kitchen, stage, etc.)
  - d. There may well be cases where there are no records or information on particular amenity, leave blank to calculate future maintenance needs.
  - e. This is going to be a big job, will need volunteers to help

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## SAMPLE LAKE MAINTENANCE CHART

LAKE	1	2	3	4	5	6	7	7	8	9
Date Built										
Fences Painted										
Sidewalks Inspected, repaired										
Gummitte Inspected Repaired										
Motors Repaired, Replaced										

**F. BOARD MANAGEMENT OF EMPLOYEES (Sue Moe Lori)**

1. Hiring and employment practices

**G. BOARD POLICIES FOR MANAGEMENT TO FOLLOW**

(This could be in a simple handbook for the staff to use, part of their employee handbook)

**EXAMPLE**

<p>Ventana Lakes Property Owners Association Board of Directors Policies for Management and Operations</p> <p>Part 1: Records Management Part 2: Procurement Part 3:.....(etc)</p>
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1. Swimming Pool Policies – heating and rotation (Place on June Open Meeting Agenda)
2. EMERGENCIES: Board not the police... call the police when LAW enforcement is needed (Management Staff to instruct residents too)
3. Procedures for outside office hours
  - a. Board Members to handle emergencies
    - Establish a community alpha pager to be rotated among Board Members.
    - Establish Point of Contact numbers for various service companies used for emergency response (Plumber, Electrician, Landscape, etc.)
    - Establish Vacation schedules
    - Establish guidelines for running the Community without having to rely solely on Property Manager.
4. Use of common areas and buildings by residents and nonresidents
  - a. Facilities Management Policy to be written by Board
5. What to do if a petition comes in from Administrative Law Judge (Sue)
6. Activities Fund Accounting (Moe)
  - a. Karaoke, Craft Show, etc.

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7. Procurement (Form and Process)
8. Records Management (Form)
9. Board Meeting Procedures
10. WEBSITE
  - a. critical part of RECORDS MANAGEMENT
  - b. Must be kept up to date
  - c. Need written instruction, should not rely on a single source
11. RECALL POLICY (Sue)
  - a. Community Manager would be a neutral party and must be the one to transmit any petition to the attorney for validation and contact the Election committee.

## POLICIES AND RESOLUTIONS (New & Old)

1. create a format to put them in one place where all residents can find them by subject (OR according to internal, management, and relating to community) and they cannot be “lost” or changed without it being very visible (on the web, numerical not by year, similar to Secretary of State numbering, with historical footnotes.)
2. *Joe* -each Board can adopt each previous Boards Resolutions or they die with the new Board.
3. Policies/resolutions need to be numbered and sign to MAKE OFFICIAL.
4. Passed Resolutions are placed on website with a link to the Governing Documents page under Resolutions.
5. Lori to review previous Minutes for all Resolutions (Charging Fees, No fees to instructors giving classes to homeowners, No fees to homeowners clubs using Yacht Club, Using CFL’S, etc.) in order to create complete listing.
6. Create a webpage for new proposed “Resolutions” so the community can read them in advance of a meeting. This will help the “Open Board” concept.

Begin drafting rules for Architectural Committee’s promulgation of rules and performance of duties (draft will be shared with Architectural Committee for input before discussion in open meeting.)

Finalize RFQ Process (was adopted, but has not been put in final format)

## NEW HOMEOWNER ORIENTATION (Sue)

1. A meeting and a packet. A social gathering.
2. Have a letter sent to them...office keep a list of new homeowners.
3. Include the dates of the social events if planned ahead in the packet.
4. Staff could ask them about it too. Personal followup.
5. Minimum of three Board Members to attend welcoming. Other residents too.

## CITY LAND VLPOA MAINTAINING (Darrell)

1. Property Manager keeping separate bills for all the land the City should be taking care of.  
**We are watering all of the landscaping all the way down Beardsley even though it is private property....not ours.** The sides of Beardsley are not deeded to us.
2. VP Smith has been doing some research to facilitate the City taking over the expenses.
3. VLPOA maintaining all palm trees which places responsibility on VLPOA.

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4. Previous Boards believed VLPOA have to take care of this but we do not. Median belongs to Peoria.
5. Darrell believes City may take it back by fall.
6. Rose Lane will also be a problem when it is finished. Darrell will continue working with Peoria and ask them about this. If he gets a stone wall we can ask as a Board.
7. 107th...a lot of common property that we do maintain. Storage facility...??? We need to trim far southern border of our community, south of Cimarron.

## VOLUNTEER PROGRAM (Joe, Moe, Lori)

### NOTICES FOR COMMUNITY

1. Flyers by mailboxes
2. This would be expensive and logistically difficult without “neighborhood” contacts to change out the flyers as needed. It could be coordinated with members of Block Watch although Chuck warned Block Watch should not be combined with “neighborhood committees.”
3. *Tony* to count the mailboxes and their location. Identify where common area or private property. Which ones would need homeowner’s permission?
4. Who to Post? Office Staff?, Advisory Group Rep?
5. What to Post? FOR UPCOMING IMPORTANT ACTIVITIES. (BOARD would have to set policy.) Keep in mind cut off date for tickets.
6. When: not every day; not to be left up for long periods of time
7. Darrell will look up designs and costs for sign holders; (check Bell Signs)

### WORK ORDER SYSTEM (Moe)

1. Software programs available (see if Office Manager has one already)
2. Software program will help with tracking expenditures and identify purchased items
3. Need Inventory of all VLPOA property (tables, chairs, computers, tools, AV equipment, etc.)
4. What happened to the tables and umbrellas at North Park Pool?
5. Need accurate accounting for insurance purposes.
6. Need to know what we have and protect it (Dave Bracken has accounting of Maintenance equipment, limited access to Maintenance shed)
7. Per Dave Bracken, Mid-State Mechanical has maintenance contract for all VLPOA services (ice machine, air conditioning, etc.)
8. Computer maintenance, need accounting of who is being called, for what, need cost comparison.
9. Printing, Correctional industry is available for reduced costs. **Distribution of new CC&Rs (after voting and approval.)** Homeowners will have to sign for them; have them printed by DOC. Dick suggested using high school kids, community service project, to distribute new CC&R’s and obtain homeowners signature.

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## BOARD MEMBER ASSIGNED PROJECTS TO BE PLACED ON WEB

<b>TASKED</b>	<b>TOPIC</b>	<b>DETAILS</b>
Moe	Activities Fund Accounting	
Sue, Lori	Board Policies for Management Staff to Follow and Educate Community	1. Calls from Residents regarding Emergency matters
		2. Common Areas/Building use by Residents/non-Residents
		3. Procurement (Forms and Process)
		4. Records Management (Forms and Process)
		5. RFQ Process - Finalized
		6. Vacation Schedules (Board & Office Staff)
		7. WEBSITE Procedures, Access, Maintenance, etc.
Sue, Joe	CC&R & Bylaws Revisions	
Sue, Dick	Community Guidelines AC	
Sue	Duty Board Member On-Call for handling emergency calls	Group pager and Emergency POC list
Darrell, Tony	Inventory System for all VLPOA equipment	Audio Visual, Electronic Equipment
		Chairs, Tables, Cabinets,
		Office Equipment & Supplies
Darrell	Lake #2 Irrigation Specifications	
Sue	Petition from Administrative Law Judge	Draft Process for processing
Sue, Dick	Promulgation Rules for Architectural Committee	
Sue	Recall Policy / Procedures	Property Manager to Process through/Election Committee
Sue	Swimming Pool Policies	1. Heating Guidelines
		2. Rotation for Childrens Use
		3. Down for Service Guidelines
Joe, Moe, Lori	Volunteer Program	1. Activities
		2. Projects
		3. Standing and Ad Hoc Committees
Darrell	Beardsley Median Maintenance	
Sue, Moe, Lori	Board Management of Employees/Staff Responsibilities	1. Board
		2. Property/Community Manager
		3. Administrative/Assistant Manager
		4. Activities Director
		5. Receptionist(s)
Board	Board Mission Statement	
Darrell	Common Facilities Use Guidelines	Draft simple guidelines for use by all Members w/o charge
Tony	Community Mailbox locations	Identify whether private property or common area
Sue	Computer Systems Accounting	
Sue	Current Policies and Resolutions	Review and create a Searchable format
Sue, Dick, Lori	Employee hiring and Employment practices	Review job descriptions; employee handbook
Joe	Monthly Magazine and Newsletter	
Sue	New Homeowner Orientation	Re-establish
Lori	New Policies/Resolutions Numbering System	Ability to track and make official

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Sue	Oath of Office – NEW	Place on Website
Darrell	Printing Costs/Sources	Correctional Printing Services/turn around time?
Darrell	Rose Garden Construction	
Sue	Rules of Board Practice	Place on Website
Lori	Security Committee	Recommendations to address Thefts
Sue	Board Meeting Procedures	
Sue	Board Member Projects Assigned	Place on Web
Sue	Briefing packet for new Board members	
Darrell, Joe	City of Peoria Land Costs	Identify land owned by City that VLPOA is maintaining
Darrell, Tony	Communication - Additional Flyer Stands by mailboxes	Research Costs for stands
Darrell, Tony	Communication-new Flyer Stands	Draft Guidelines - Community Activities Only
Sue, Joe	Distribution of new CC&R's	After voting and approval
Joe	Feedback Procedure	Community to evaluate Board & progress of projects
Sue	HOA Academy	Possibility that Ventana could host
Lori	Keyless Entry System	
Darrell	Paving Schedules	1. Recreation Center Parking Lot
		2. Yacht Club Parking Lot
		3. Management Office Parking Lot
		4. North Park Pool Parking Lot
		5. Coves Pool Parking Lot
Sue	Webpage for new proposed "Resolutions"	Means for Community to view prior to vote by Board
Joe	Yacht Club - Paint exterior	Updating colors, research costs
Sue, Lori	5-Year Maintenance Schedule	

Smith moved, Frenette seconded, THERE BEING NO FURTHER BUSINESS TO DISCUSS, MOVED TO ADJOURN.

**Motion passed**

**Board Meeting adjourned at:** 3:50 p.m.

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Lori Norris, VLPOA Secretary

Date: \_\_\_\_\_