

**Call to Order:** The meeting was called to order at 9:30 AM.

**Determination of Quorum:** By show of hands of attending NRs, a quorum was established.

**Pledge of Allegiance**

***Approval of December 7th Meeting Minutes:*** Motion made by Charlie Farthing, seconded by John Mark, no discussion, motion passed.

**Introduction of New Executive Council:**

Bruce Fulton, Chair - Two Year Term to Executive Council  
Anthony Barbera, Program Director - Two Year Term to Executive Council  
Cindy Thomas, Vice Chair - One Year remaining of Two Year Term  
Jim Spicer, Communications Director - One Year Term

**Introduction of New NRs and ANRs:** Several new members were recognized who introduced themselves and the Neighborhoods they represent.

**Chair's Comments:** Bruce Fulton Made the following comments:

- Recognized past Executive Council members Mike Thackray, Jane Gregor, and Audrey Hulsart and returning member Cindy Thomas thanking them for their service.
- Recognized several NRs and ANRs for their efforts behind the scenes for the good of the organization, including Charlie Farthing for continuing to provide name tents; Audrey Hulsart for continuing to maintain the member roster; Terry Hall for providing content promoting HOAC in the community Lifestyle Newsletter; Tony Gargiulo for continuing to maintain the HOAC web page; Mary Chaney for compiling data analytics; Susan Wallerstein for providing program content; Mike Thackray for continuing to conduct training sessions for new NRs and ANRs, and Diane Szulimowsky for her efforts on Nominating and Election Committee.
- Enhance efforts to make HOAC the Voice of the People in community affairs.
- Collaborate with the new Board and act as an effective communication resource.

**Welcome Club:** Audrey Hulsart reviewed services provided by the welcome club to a current list of 21 neighborhoods and encouraged others to take advantage of them. NRs interested in adding their neighborhoods to the list should contact Audrey.

**The agenda was modified to add:**

**Modifications Committee Update - Lou Singer, Chair**

- Modification Committee is NOT Compliance!! Their task is to help residents achieve what they want to achieve, not tell them what they can or can't do.
- The Design Guidelines are in their seventh review since inception. When the committee identifies requirements that seem to be no longer valid, they have the ability to initiate a change, however, some modifications requirements are established in the CC&Rs, which really cannot be changed easily.
- The most recent review includes language that supports installation of solar panels, once the State OK's their use.
- Another change is to eliminate the location of the bird feeders/houses. Still restricted to three by the CC&Rs, but now they can be wherever the resident wants.
- The two types of Modifications Request, Fast Track and Full Modifications, need to have the forms filled out as required. The forms are board approved documents and cannot be changed or modified by the Committee.
- Fines for non-compliance with Modifications requirements were waived during Covid, but were reinstated last year. The fine is a penalty payment for proceeding without following the rules. Residents should NOT ignore compliance with the Design Guidelines! However, a violation must be an egregious one in order for the Committee to recommend a fine.
- Once a Modification Request has been approved, the scope of the approve project cannot be changed without another modification request.
- The Modification Committee hosts a recurring meeting on the first Monday of every Month from 9-10 AM for residents to stop by with Modifications questions.

**Management Company Update - Michelle Pearl, Lifestyle Director**

- The room reservation process was in transition last year and got a late start. A group of residents was primarily responsible for scheduling over 6,500 room events for 2024. The room reservation process for 2025 will be the responsibility once again of the Management Company and will begin during the summer as in previous years.
- The Lifestyle Department took particular care in scheduling their events around those of clubs and neighborhoods and tried to introduce new and exciting activities that did not require room space.
- Fitness classes are tailored to our senior demographics. Classes are currently operating at a financial loss and the Lifestyle Department has been directed by the

Board to make them self supporting. The focus is on attracting higher participation, but may have to resort to higher fees if necessary to achieve that outcome. Until the economics improves, no new fitness classes will be added.

- Lifestyle events are scheduled out 2 and a half months into the future and all events can be seen on the Lifestyle Calendar.
- Michele feels the current Lifestyle newsletter, Social Buzz, is poorly designed and requires readers to scroll through the content too long to find what they are interested in. She plans to propose a better designed communication solution that will permit readers to click to content of interest more easily.
- Michele reserves times every Thursday from 3-5 PM for residents to make 15 minute appointments to discuss Lifestyle comments, suggestions or questions.

#### **Health Advocacy** - Jane Gregor, Leader Healthshare

- Jane revealed a near death experience she had that amplified the need for more health care advocacy for our community, and reminded residents of the value of the Vial of Life program.
- Healthshare will host a Health Care Advocacy event on February 13th from 10:00 AM - 2:00 PM which will provide residents access to over 30 health care providers.

#### **Debrief on HOAC Candidate Forum** - Susan Wallerstein and Mary Chaney

- Roundtable discussion at December meeting of HOAC Candidate Forum was reviewed to focus on lessons learned and identify areas for improvement.
- Considerable effort was made to develop the questions eventually asked of candidates at the forum, including:
  - All NRs/ANRs were provided the opportunity to gather questions from their residents and present them at two planning meetings;
  - Copies of questions developed in previous years were reviewed;
  - Copies of final questions were provided to Candidates in advance of the Forum
- Comments received during the Roundtable discussion included the following:
  - Should questions be mixed up (like they were this time) or should the same questions be asked of each candidate? The candidates were given the opportunity to comment on a previous question if they had time left after answering the particular question they were asked.

- Should the forum be available to residents on Zoom or YouTube to review later?
- General consensus was that the questions developed did focus on important topics for the community.

### **Looking Back/ Looking Forward - Assessing HOAC Opportunities - Anthony Barbera, HOAC Program Director**

- The Second Roundtable discussion at December's HOAC Meeting focused on the effectiveness of the HOAC in fulfilling each of the responsibilities listed in our Bylaws, rated from 1-10. Note that the questions were not whether or not we SHOULD be doing these things, rather they are specifically listed in the Bylaws as things we are SUPPOSED to be doing.
- Caution was given regarding reliance on the ratings themselves, since there was no benchmark provided. Furthermore, since only two-thirds of neighborhoods were represented in the discussions and since some neighborhoods had more than one participant, the ratings are likely skewed and therefore somewhat meaningless. However, the ratings do have significance when evaluated against the ratings of other questions.
- The 2024 HOAC Executive Council plans to use the results of the Roundtable discussions as input in developing meeting programs throughout the year.
- Here is how the effectiveness of various responsibilities were rated:
- **Question 1. How effective have we been as an HOAC, fulfilling each of the responsibilities listed in our Bylaws Article 2.1 (Purpose)?**
  - **Responsibility A - Be responsible for disseminating information, assuring that it is factual, appropriate, and conveyed in a professional manner (Rating 8.4).** This question received the highest rating of all and the consensus was that we do a good job generally of communicating information to our residents. Some comments received suggested that more training be provided on what information should be communicated; the lack of information provided by the Board of Directors, Committees and Management Company due to their absence at our meetings; and a suggestion that HOAC Executive Council distribute the meeting notes directly to residents rather than relying on NRs to do so. It was pointed out that HOAC does not have access to a distribution list of all residents in the community and therefore does not have this ability.
  - **Responsibility B - Provide orientation, training and mentoring of NRs and ANRs (Rating 4.9).** This responsibility had the lowest rating of all, with over a third of participants rating it lower than a 5. **In response, Larry Ayres was asked to make a presentation at next month's HOAC meeting on NR/ANR**

***Responsibilities and a separate training session will be conducted by Mike Thackray for new NRs and ANRs after the meeting, similar to what he did in 2022.***

- ***Responsibility C - Develop education programs that expand member awareness of SCCL governance and operations. (Rating 5.3).*** There was a wide variance in the ratings on this question with the common response being that the lack of the Board, its Committees, and the Management Company participation in HOAC meetings results in an absence of governance information available to report.
- ***Responsibility D - Make the homeowners, the Management Company, and the SCCLCA BOD aware of common community issues. (Rating 5.3).*** The ratings on this responsibility were consistently mediocre. This is really a two-part question and the communication to **homeowners** was much higher while the ability to communicate issues to the **Management Company and BOD** was lacking. Over two-thirds of participants rated this below 5.0, making it really the poorest performance. There were many negative comments about not having the opportunity to carry out this responsibility and the lack of an effective “two-way” line of communication. There was also a comment suggesting the need to develop a mechanism to gather information from residents to pass up the governance hierarchy reflecting the voice of the people on key community issues. It was noted that NRs and ANRs are not just 50 or 60 individuals speaking for ourselves, but are elected representatives of 40 neighborhoods representing over 5,000 residents. ***In response to this, the EC will reserve open time periods at each of our monthly meetings for representatives of the Management Company and Board of Directors to address HOAC representatives.***
- ***Responsibility E - Communicate HOAC and related information to homeowners as requested by the BOD and the Management Company. (Rating 7.9).*** This responsibility received consistently high ratings, indicating we generally do a good job communicating what we are asked to communicate.
- ***Responsibility F - Assist the community with neighborhood and BOD elections. (Rating 7.3).*** Most of the comments received were somewhat redundant to the ones received during the first Roundtable on the recent Candidate Forum. However, it was noteworthy that no comments were received about Neighborhood elections, which are equally important. We are all supposed to hold elections annually to give other residents the opportunity to serve as NRs or ANRs, even if the election is uncontested.
- ***Question 2. What are the top three community-wide issues/challenges SCCL faces according to you and your neighbors?*** The good news is that there were no clearcut burning issues cited, but rather many smaller issues raised by many

different people, many neighborhood specific. Residents are concerned about different things and there are no one or two overwhelming issues. The responses were grouped into four primary categories based upon the frequency of occurrence, as follows:

- The most common (but only raised by one-third of participants) concerned the apparent lack of maintenance on our amenities and the lagging asset management.
- The second most common concern (expressed by about 20% of participants) was about the apparent lack of transparency in Board operations. Also included in this group was a general disappointment with landscaping, although improvements were noted.
- The third group of concerns (representing approximately 10% of respondents) concerned the lack of concise information about community events, including published times of Committee meetings and the apparent disconnect between the Board and Management Company with residents.
- The last group of concerns consisted of a dozen different issues each mentioned by only one respondent.
- **Question 3. Should HOAC recruit NRs/ANRs to serve as liaisons to Board Committees, reporting back at monthly meetings? If so, are you willing to volunteer?** The responses to this question were evenly split, with half of respondents saying it would be helpful, however, would be much better if the Board or Committees would address the HOAC directly at regular meetings. The half that were opposed to this idea cited the resulting reliance on second-hand information and the potential bias from one individual's interpretation as negative influences. The second half of the question received very few takers.
- **Question 4. Any other ideas for improving our effectiveness?** There were not many responses to this question because most may have been made in response to previous questions.
- **Conclusions** - Responses to these questions will be used throughout the year as we develop programs for our monthly meetings. In the spirit of continuous improvement, "you don't have to be sick to get better". HOAC is not sick, but we can get better and that is the goal of the Executive Council during 2024.
- **Comments from Attendees:** The following comments about the main program:
  - NRs/ANRs should not rely strictly on information obtained at the monthly HOAC meeting but should become more involved in community governance by attending

Board meetings or listening to recordings of them, attend committee meetings or read their minutes.

- We should make the “Look Back/Look Forward” exercise a standing agenda item at each December HOAC meeting.
- The role of NR/ANR is a service position and if neighbors have a similar question or concern, for example, something about Technology at SCCL, the NR/ANR should probably take the lead in communicating the question by attending the relevant committee meeting.

**HOAC Announcements:**

HOAC Planning Meeting	Thursday, January 11 9:30 AM Lodge Room 2
HOAC Monthly Meeting	Thursday, February 1, 9:30 AM Lodge Room 3

**Other Announcements:**

- The Computer & Technology Club holds drop in “Help Sessions” on the fourth Monday of each month from 1:00 - 2:30 PM at the Lake House for residents who need assistance.
- Copies of Committee Report Outs are listed on the Agenda of Board Workshops. Read the agenda to see anything that may be of particular interest that is being discussed by the Board.
- The Renaissance Club will be hosting their usual celebration of MLK Day on Monday, January 15th. Tailgaters will be serving refreshments. Look for announcement from the Management Company for details.

**Your Turn:**

- Meeting Notes and Minutes will be provided in both Word and PDF formats.
- LAC will be hosting a meeting with Club leaders on January 30 to discuss Room Reservations.
- Jim Bell reported good success with the Management Company entering new resident information onto the SCCL Website with the fewest number of entry errors yet experienced, which were all corrected within two days.
- Help was requested from Neighborhoods with active social events to assist those without them.

**Adjournment:** A motion was made and seconded and the meeting adjourned at 11:11 AM.