

KCCA Board Advisory committee

November 14, 2022

Minutes

KCCA Board member present: N/A

Advisory Board members present: Benson Meyers, Debbie Hartvickson, Sandi Fuhrman, and Elaine Simms.

Residents Nancy Hayes and Beth Freeman participated in the meeting.

Sandi shared that the due date for this committee's work is now considered flexible by the KCCA board. Eventually we will need more direction from the board since we don't have any cost-benefit information pertaining to our organizational design recommendations.

The members discussed KCCA possible future organizational design from the perspective of "what do we want the community to look like in the future".

Aspirational community values included:

- Trust/harmony
- Friendliness
- Property value
- Valuable
- Affordable
- Customer service
- Consistent communication, information
- Availability, consistent office hours
- Staff availability; maintenance repairs, golf course, etc.
- Professionalism, leadership
- Integrity
- Problem solving

For the sake of discussion, the committee took out the golf course and pro shop management.

Members posed the question “might it be better to have the administrator responsibilities fulfilled by the property management company”?

The board sets KCCA policy. The property management company will work closely with the board. An administrator will be the “face” of the organization to the community.

Debbie suggested that love, respect, and integrity be the KCCA guiding values. All decisions would be made looking through that lens.

Do we need a bookkeeper or is this redundant to a management company?

A management company can support the board to be highly effective and proactive.

The next meeting will review the pros and cons of the roles of an administrator and a property management company. The next meeting will be Nov. 21 @ 4:00 in the clubhouse.

These minutes were recorded by Benson Meyers.