

## Progress Report on 2009 Goals and Objectives

At the close of 2008, the Board of Directors had established a set of Goals and Objectives for the coming year. This was meant to focus attention on high priority issues that were needed to continue the process of moving the Association and community toward achieving an effective and responsive organization and a vital community. We all know that it is essential that we not only protect the investment in property and amenities but also continue to revitalize our programs.

This information is being provided to report on our progress through the first half of the year toward meeting these goals and objectives.

1. Improve Organizational Effectiveness and Governance to Address the Residents' Vision for a Responsive and Effective Organization.

- Review and modify as necessary current Board committees and operating support team structure, roles and definitions. Complete 4/1/2009

**Status: Completed 4/1/2009**

The Board transferred responsibility for the Common Area infrastructure issues to the Infrastructure Committee. The Board also established a Sub-committee on Common Area Maintenance under the auspices of the ALC committee. With the reorganization of the F&B department a "Kitchen Cabinet" will be established as a support team to the new manager.

- Establish a scope of authority and level of performance targets Limits of Authority for the General Manager by 4/1/2009.

**Status: Draft in Review**

- Implement training program for Board members/committee chairs on legal, financial and governance issues. Complete 5/1/2009.

**Status: Completed 4/1/2009**

- Provide opportunities for residents to gain more knowledge on governance and operational programs.

**Status: In Progress.**

An initial study session was held on Reserve Planning in April. Additional sessions will be held in the Fall.

- Re-establish a monthly Board/Chair briefing by 4/1/2009.

**Status: Completed 5/1/2009. Scheduled bimonthly.**

2. Implement Programs to Provide the Residents with Quality Service and Amenities

- Implement and upgrade safety and security improvements.

**Status: Street Safety Poll conducted in June 09. A Gate Management poll is scheduled for release in August.**

Recommendations forwarded to Finance Committee for consideration. Poll on Gate Management issues due for release in August.

- Restructure the HOA website to provide easier access to and better presentation of HH information. Complete by 6/1/2009

**Status: A base platform has been selected for the website. However, additional resources are needed to fully transition the current site to the new platform. This will be addressed during the 2010 budget process.**

- Increase transparency of Board business by increasing resident awareness of Board decision process(es).

**Status: Completed 4/1/2009.**

Established a Board and Committee section in the Week Ahead message to provide added information on activities pending and concluded by the Board and committees. This is to keep residents informed on the agendas and items being addressed and to encourage them to attend sessions considering these issues. Also the issuance of Straight Talk articles has been increased to provide more focused information on issues.

- Require management to implement service standard measurements for organizational service components in each department.

**Status: Pending**

3. Implement Measures That Provide a Financially Secure and Cost Efficient Operation.

- Incorporate Strategic Planning inputs into future business models.

**Status: In Progress.**

The development of a Strategic Planning effort is continuing.

- Institute plans/controls on F&B deficit for 2009 and beyond by 4/1/2009.

**Status: Completed 03/09.**

A contingency plan was put in place in March to control the deficit. A weekly report has been established to monitor the operations. A reorganization is underway to further address the problem. New management is expected to be introduced by September.

- Establish BOD Ad Hoc Committee to evaluate the Common Area Guidelines and current maintenance programs (Desert Keepers, Pre-Certified Landscaper, and Trained Resident). Complete by 4/1/2009.

**Status: Completed 4/1/2009.**

Committee evaluation report was completed on 6/17/2009. Minority report completed 7/17/09. Both reports are being reviewed by the ALC committee prior to release of the material to residents for comment. A study session will be scheduled in the Fall to consider all the inputs.

- Establish a Board advisory subcommittee to the ALC which will provide information on the general appearance of the common areas which could have an impact on resident enjoyment and marketability of the community.

**Status: Completed 4/22/2009**

- Conduct a quarterly review on Reserve Fund planning adequacy.

**Status : Completed initial review in 04/2009. Process is ongoing on quarterly basis.**

4. Develop and implement a Strategic Plan That Reflects the Residents' Values and Vision for the Community.

- Complete pre-planning by 03/2009

**Status: Completed 3/2009**

- Establish Strategic Planning standing committee of the Board to begin plan implementation by 06/09.

**Status: Completed 3/18/2009**

Establish a Strategic Planning Ad Hoc committee. This committee will recommend a committee structure and ongoing planning process that will commence in 2010.

- Integrate strategic directions into budgeting process and BOD goals/objectives by 6/2009.

**Status: In Progress**