

Conversation with Kent

May 16, 2018
Flipchart Notes

- Suggestion boxes for centers is in the works
 - Woodworking club will create the boxes
 - Process for collection and addressing issues will be defined
- 2018 Survey results
 - Slide #8 – Survey response rate:
 - o 21593 contacted / 5719 responded
 - o 26% response rate is high (typical response rate is 15-30%)
 - o 3½ times more than 8 years ago
 - **RATING OF EXCELLENT/GOOD**
 - o 70% Accessibility to Staff
 - o 40% Accessibility to Board

COMMUNICATIONS

- Noticeable changes in communications since last Conversation with Kent on March 13?
Governance? Board Matters?
 - Board making effort – easier to access staff/board
 - More closed sessions - negates efforts
 - Good changes on GVR website re board communications
- GVR Website – Governance - Meeting Docs – “one stop shop”
 - Calendar is up to date
 - Link above calendar with list format for all meetings
 - Shows Agenda, Exhibits, Highlights, Minutes. Progressively updated as new docs/info become available
 - Every set of minutes that will be posted will have “Approved by” and date
- Concern at last meeting: more than one place to find docs/calendar
 - Looks great now
 - Up-to-date
 - Can find same info in different places
 - Easier to access

- Board website: (requires Board login): Meeting Documents PLUS confidential documents, e.g. legal matters, not viewable by public. Links to same documents as #1 above so everyone sees the same information.
- **Handout:** Servicing Board Meetings, Committees and Committee Meetings – Schedule Updates & Posting Documents (Draft – rev. 2 – 5/10/18 jsm)
- Additional Communication Sources
 - Phone App – can email addresses transfer to eBlast sign up?
 - o Email lists are not sync'd, need to sign up separately
 - GVR Now! Printed newsletter at centers
 - o Great info to have/keep accessible
 - o Contact info for staff
 - o Hotline
 - o Share yours with a neighbor after reading
 - o Also available online the GVR Home page
- Request to reinstate Kent's Column
 - "Really enjoyed – it was the first thing I read "
 - "I want to know what the guy in charge has to say"
 - Liked pic with dog
 - Personalized letter from the guy in charge
 - Here's the deal ...
 - several "dittos" from audience
 - Kent's response
 - o Never got feedback Workload started to evolve
 - o Reserves were 1.2 million dollars, now 9 million dollars
 - o Capital projects
 - o Investment Advisor
 - o Communications
 - o No more quiet time to write article, stopped
 - o One email from disgruntled member re credentials
 - Represent GVR/members to professional organizationis
 - Still working

RECREATION

- (Anne)
 - North Abrego Pool – fantastic!

- Aqua Aerobics
- Article re metal working – fantastic!
- A lot of progress, very thankful
- Scheduling Meeting Rooms – where are we at with that?
 - 63 Clubs + 59 HOAs
 - GVC request for focus group with 5 HOAs - mandatory deed restricted focus group. Met 5/15/18. Notes being typed. Will be presented at GVC meeting 5/17.
 - Suggesting to board
 - August 18 for ensuing calendar year, 1 year in advance
 - Some CC&Rs define date/time for meetings
 - Is there a priority list for scheduling?
 - Need to uncover details for all requests.
 - 1st – MEETINGS (August-September)
 - 2nd – SOCIAL
 - Member, “Can’t they meet outside GVR centers?”
 - CPM (p.49)(rev. 2014) states
 - Board
 - Recreation Staff (classes)
 - Clubs
 - Community
 - ?
 - Private
 - Recommend to Board not to be
 - Mandatory deed-restricted HOAs higher priority than voluntary
 - Local HOA members need close proximity

GOVERNANCE

What works?

- (demo) How to access full member survey on website – Powerpoint – 188 pgs
 - New Member, “If you want to know what’s going on, go to meetings”
 - Don’t assume
 - You cannot win
 - No good deed goes unpunished

- New Member, “Say what you mean, mean what you say, but don’t be mean”
- No forward motion without friction
- We need to support each other
- Contact by email
 - #1 board@gvrec.org – questions get forwarded to everyone on the board.
 - #2 hotline@gvrec.org – for members with issues – filtered to proper dept.
- Went to Board 1.5 years and begged for docs/agendas - finally done - thanks to Board & Staff - can’t expect things to happen immediately
- Fabulous info – how do you communicate to “average Joe”? Most people don’t know about it or where to go

What to improve?

- Inherent conflict to communication – the board
- Impressed with strides –
 - Not receiving response from hotline emails – how will this improve?
 - How do we know when a concern has been addressed
 - Send response
- How do we make communications work without offending anyone/going against policy?
 - (Kent) It’s complicated
 - Suggestion: if emailing a specific board member, would like a response “I will bring that to the board” or “I can’t for xx reason”
 - Would like some response
 - Is there a place to post Questions/Comments/Answers?
- Comment Cards - not addressed
 - Frequency? Who? How do they get logged?
 - Include on comment card “Do you wish to be contacted”