



# Committee Report to the Board Gates, Property and Patrol Committee

Chair: Ted Finnell

January 28, 2016

## I. Recent Activities and Projects

1. Project Manager Selection.
2. Finalize body cameras for manned gate personnel.
3. Continue to analyze and monitor traffic concerns.
4. Revise long-term street maintenance plan.

## II. Recommendations

1. To increase the budget line item for a Project Manager from \$25,000 to a figure not to exceed \$33,000. This recommendation is subject to the Finance Committee's recommendation to adjust the line to \$33,000.

Respectfully Submitted,  
Ted Finnell, Chair, Gates, Property and Patrol Committee



# Committee Report to the Board Lifestyle Enhancement Committee

Chair: Holly Matson

January 28, 2015

## Notices

Trim plants/trees, trash/recycle containers left out and clear landscape debris were the top three violations in the Fourth Quarter, 2015.

- Courtesy Notice: 159.
- 2<sup>nd</sup> Notice: 65.
- 3<sup>rd</sup> Notice: 39.

## Exterior Change Applications

- There were 186 Exterior Change Applications.
- Approved: 106.
- Not Approved: 13.
- Pending: 13.

## Recommendations

- The Lifestyle Enhancement Committee has no recommendation.

## Updates

- LEC is working on the final draft of the RDG Exterior Home and Lot updates. These changes are for readability, consistency and understanding.
- LEC is in the process of RDG Paint updates and organization with assistance from local vendors, focus group and staff. These changes are for consistency, ease and understanding.

Respectively Submitted,  
Holly Matson, Chair, LEC



# Committee Report to the Board Policy Committee

Chair: Carl Benner

January 28, 2016

## Summary of Appeal Reviewed by the Committee – 4th Quarter, 2015:

- One approved.
- Four approved w/modifications.
- Four denied.

## In the Works:

- Fine Policy Rewrite.
- Volunteers.

Respectively Submitted,  
Jasjeet Arneja-Sandhu, Committee Member, Policy Committee



# Committee Report to the Board Communication Committee

Liz Turner, Chair

January 28, 2016

## I. Review of Goals of 2015 from Communication Plan

1. All goals on Work Plan 2015 completed with three exceptions:
  - Videos: in final edits with AAM. Staff change there, project was held as result.
  - Initiated work in October, per 4th quarter plan, to develop materials to assist in the accurate dissemination of information to prospective home buyers/realtors. Will continue this in 2016.
  - Initiated work in October, per 4th quarter plan, to develop materials FAQ/other for vendors who frequent the Club - those with transponders and those without to assist in relaying key information (speeds, where to find RDGs, parking, etc). Will continue this in 2016.
  - In process of planning volunteer recognition for April.

## II. Ongoing Activities and Projects with Other Groups

1. AG&CC: Continue to assist Club in providing Who Does What for their welcome packets, etc.
2. AG&CC: Continue to meet on communication of stop signs, road maintenance, jingle bell cart parade, etc.
3. ANW: Liz met with ANW Board to assist in their communication strategies. ACCCA Communication will continue to assist in getting ANW block captains in Club community and share safety tips.

## III. Activities and Projects

- Prepared by Committee during this quarter:
  - ACCCA News: December 2015 - Past, Present and Future. Special thanks to chairs for their work in proofing/editing drafts related to their Committees. January issue - mailed to include biographies and election material.
  - Emails: October (3), November (2), December (2). Note: Board meeting months, we have three emails which includes a meeting summary - "We Missed You email." January content emails given to Council staff. February email drafts in progress.
  - ACCCA page of Council News: December issue out. Content for January issue sent in November and includes election call and election dates, volunteer request, Board meeting. March issue complete and includes a check list of new year resolutions (sign up for e-News, update gate access, vote in election, etc.) Using written materials to remind people to register for eNews. Will use ACCCA written material, as well in 2016.
  - Developed all written election materials for 2016 election (candidate call, ballot and voting instructions, roles and responsibilities, all website material, etc.) Material with staff for printing and mailing as required.
  - Continued work with LEC on Residential Design Guidelines and form draft.
  - Developed FAQs: Safety, Living with Wildlife and Volunteer. Volunteer and Safety posted in January. Wildlife on hold for additional information from legal as requested.
  - Finalized main Apply to Comply graphics for 2016 communications. The other applications are on hold until AAM staff person able to complete.
  - Continued proofing of all posted material on website, including all minutes, reports, presentations, policies, etc.
- Per our request in April, staff completed the vendor email list for notifications and news: transponders, guidelines to follow, etc. Will develop packet for vendors of key information that may be helpful to them doing business in Anthem Country Club community when approval given to continue work. This was a staff "when you get to it" project and we are appreciative of the work.
- Per our request in April, staff completed email list by residential sections for target emails. We will utilize these in 2016 road maintenance. This was a staff "when you get to it" project and we are appreciative of the work.
- Developed Communication messages and plans for 2016.
- Implemented new resident welcome process and finalized folder design for materials to be implemented in January 2016 or when returned from printer. Welcome materials also included in Council material folder for special events.

- Website Work:
  - Added right margin to website pages (not simply homepage) for news, meeting dates.
  - Edited all Committee presentations/reports to Board and Board guidelines.
  - Initiated the Election 2016 tab and prepared all content for election to be posted.
  - Continue to post and update as needed.

**IV. Website and Email Activity**

Category	Oct. 2014	Oct. 2015	Difference	Nov. 2014	Nov. 2015	Difference	Dec. 2014	Dec. 2015	Difference
Total Hits	2400	2443	+43	2093	2022	-71	1490	2454	+964
About ACCCA	833	862	+29	812	839	+27	658	838	+180
Documents/Forms	373	289	-84	283	294	+11	193	304	+111
Resident Info	272	419	+147	312	325	+13	205	370	+165
Agendas/Minutes	162	163	+1	98	100	+2	73	84	+11
CC Home Maint.	214	6	-208	153	7	-146	46	4	-42
Board/Committee	131	186	+55	143	119	-24	91	115	+24
New Comm. Mgr.								238	+238

**Email Hits with Links:** Continue to get 43-48% hit rate on links to website from emails. This is double national average. 48% hit rate on Year In Review ACCCA News.

**V. Planned Activities and Projects**

- Continue in 2016:
  - Continue work on Residential Design Guidelines with LEC until complete and develop communication plan to inform homeowners.
  - Develop and send emails as needed.
  - Develop volunteer recognition program. April before Annual meeting.
  - Edit material as needed for Committees.
  - Monitor and analyze data regarding email and website usage.
  - Assess text messaging and computer app possibilities with Council Communication. Waiting on Council for this.
  - Develop vendor and realtor packets.
  - Develop materials to drive traffic to website and continue links through emails to Resident Information.

**V. Recommendation**

- Add Meghann Hill and Barbara Lyijynen as members of Communication Committee.

Respectfully Submitted,  
Liz Turner, Chair, Communication Committee

\*\*\*\*\* END OF REPORT \*\*\*\*\*



# Committee Report to the Board Finance Committee

Vice Chair: Bill Fondow

January 28, 2016

## I. Recent Activities and Projects:

Since our last report, the Committee has:

- Reviewed the monthly Financial Statements through December 2015.
- Reviewed the Investments for our Operating Account and Reserve Account funds.
- Reviewed our Accounts Receivables and discussed action on delinquent accounts.

## II. Recommendations:

- Approval of Bill Fondow as acting Chair through April, 2016.

*Respectfully Submitted,*

Bill Fondow, Vice Chair, Finance Committee