



# Committee Report to the Board Policy Committee

Chair: Carl Benner

April 28, 2016

## Summary of Appeal Reviewed by the Committee – 1<sup>st</sup> Quarter, 2016:

- Five approved.
- Two approved w/modifications.
- Four denied.

## Completed:

- Completed Board election.
- Rewrote Fine Policy for clarification and understanding.
- Interviewed prospective new volunteers.
- Resolved neighbor-to-neighbor dispute.

## Going Forward:

- Final copy of the Fine Policy rewrite sent to Communication for final edits then to legal to sign off.

## Recommendation:

- **Approve Andy Anderson as new Committee member.**

Respectively Submitted,  
Carl Benner, Policy Committee Chair



# Committee Report to the Board Communication Committee

Liz Turner, Chair

April 28, 2016

## I. Review of Goals of 2016 from Communication Plan

1. All goals on Work Plan 2015 completed with three exceptions:
  - Videos: in final edits with AAM. Staff change there, project 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.

## 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 continues relationship 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. Completed Activities and Projects

- Prepared by Committee during this quarter:
  - ACCCA News: Election edition. Also included policy updates from January meeting and standard LEC reminders, meeting dates and annual meeting date. Mailed, emailed and linked.
  - Annual Meeting format and mailing included the invitation and Who Does What on back. Material emailed, linked and posted on website.
  - Emails: January (3), February (2), March (2), April (3). Note: Board meeting months, we have three emails which include a meeting summary - "We Missed You email."
  - ACCCA page of Council News: March content sent in January and included a checklist on New Year's resolution monitoring: attending meetings, voting, volunteering, etc. Using written materials to remind people to register for eNews. Will use ACCCA written material as well in 2016. May content sent in March with focus on RDGs and Apply to Comply.
  - Updated/revised all election ballot material and voting instructions for mailing.
  - Continued all work with LEC on Residential Design Guidelines and provided finalized versions to chair April 4.
  - Developed FAQs: LEC and Speeding. Made in FAQ and Myth Buster formats. Emailed, linked and to be presented at April meetings. Myth Buster - Speed Enforcement will be include in ACCCA News - May issue.
  - Developed plan for Apply to Comply campaign using new graphics.
  - Continued proofing of all posted material on website, including all minutes, reports, presentations, policies, etc.
  - Finalized prospective homeowner piece. Sent to local realtors for feedback, adapted based on comments. They were THRILLED we have done this for them. Now with legal for final review prior to distribution.
  - Finalized welcome packet folder design and sent to printers and new packets distributed at Java and Jammin, Anthem Days and are prepped and ready at front desk.
  - Planned and executed volunteer recognition program, food, gifts, etc.
- Received list from contractors of information they need to be responsible in community. Initiating work on information packet.
- Adapted communication messages and plans for 2016, as needed.

COMMUNICATION Committee Report – continued

- Website Work:
  - Edited all Committee presentations/reports to Board and Board guidelines.
  - Maintained election tab from January-March. Down in April after announcement of winners.
  - Continue to post and update as needed.

**IV. Website and Email Activity**

Category	Jan. 2015	Jan. 2016	Difference	Feb. 2015	Feb. 2016	Difference	Mar. 2015	Mar. 2016	Difference
Total Hits	2329	2475	+146	2627	1974	-653	3146	1553	-1593
About ACCCA	873	8	-865	859	12	-858	961	3	-958
Documents/Forms	362	297	-65	384	354	-30	428	398	-30
Resident Info	319	444	+125	313	455	+142	429	522	+93
Agendas/Minutes	155	148	-7	84	114	+110	112	96	-16
CC Home Maint.	172	3	-169	293	6	-287	365	3	-362
Board/Committee	118	137	+19	123	140	+17	166	159	-7
Election-Results	82	93	+11	218	534	+316	239	120	-119

**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. The Crime Fact Sheet had an 87% open rate which is almost four times national average.

**V. Planned Activities and Projects**

- Continue in 2016:
  - Develop and send emails, as needed.
  - Edit material as needed for Committees. Fine Policy Schedule rewrite in editing this quarter.
  - Monitor and analyze data regarding email and website usage.
  - Develop plan for text messaging for emergency purposes to present to Board in July or October.
  - Continue work to develop fillable forms in pdf and other means.
  - Develop contractor information packets.
  - Develop materials to drive traffic to website and continue links through emails to Resident Information.

**V. Recommendation**

- Confirm appointment of Jim Walton to Communication Committee.

Respectfully Submitted,  
Liz Turner, Chair, Communication Committee

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



# Committee Report to the Board Finance Committee

Chair: Bill Fondow

April, 28 2016

## I. Recent Activities and Projects:

Since our last report, the Committee has:

- Reviewed the monthly financial statements through April 2016.
- Reviewed ACCCA Operating Account and Reserve Account funds.
- Reviewed our Accounts Receivables and discussed action on delinquent accounts.

## II. Recommendations:

- Recommend the approval of Chuck Bowen as chair of the Finance Committee.

*Respectfully Submitted,*

Bill Fondow, Chair, Finance Committee



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

Chair: Ted Finnell

April 28, 2016

## I. Recent Activities and Projects

- Working with Trident to assign and move speed trailer on as-needed basis (monthly).
- Continued to collect Jamar information on selected basis.
- Continue to establish traffic enforcement/patrol schedules with Trident Security based on data collected by means of the Jamar device, observations, and resident input.
- Final phase of body camera testing ongoing.
- Frank Civil Consulting analysis ongoing. To be completed by end of April. Will develop long range roads maintenance plan from the report and coordinate with finance committee and consultants to determine impacts on Reserve Study and budgets.
- First phase of Storm Water Pros wash/culvert cleanout underway.
- Evaluated small sink hole on Wayne Lane for repair by water company.
- Jo-Ann Greenstein will serve as Committee vice chair.

## II. Recommendations

- Recommend lighting replacement for fountain at Gate 1, NTE \$9000.
- Recommend Rick Kesselman as new committee member.

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



# Committee Report to the Board Lifestyle Enhancement Committee

Chair: Holly Matson

April 28, 2016

## Notices

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

- Courtesy Notices: 536.
- 2<sup>nd</sup> Notice: 109.
- 3<sup>rd</sup> Notice: 56.

## Exterior Change Applications

- There were 132 Exterior Change Applications.
- Approved: 115.
- Not Approved: 6.
- Pending: 11.

## Recommendations

- The Lifestyle Enhancement Committee recommends approving the Residential Design Guidelines. Modifications are for readability, consistency and understanding.
- The Lifestyle Enhancement Committee recommends approving the Paint Guidelines. Modifications are to the two-color paint schemes.

## Updates

- Lifestyle Enhancement Committee has drafted a Request for Proposal for consultant services to review existing Residential Design Guidelines to determine which need to be updated to incorporate resident and market inputs so the community retains its overall consistent architecture and styling.
- Lifestyle Enhancement Committee in partnership with the Communication Committee have developed an "LEC FAQ" and a "Paint FAQ".
- Lifestyle Enhancement Committee with the assistance of ACCCA staff and Communication Committee are developing a training meeting for paint contractors. Training will take place in May. Training tools will include a Paint Guideline PowerPoint.
- Communication Committee and Lifestyle Enhancement Committee have partnered on a "Myth Busters" PowerPoint for Board meeting on April 7 and 28.

Respectively Submitted,  
Holly Matson, Chair, LEC