



MISSION, VISION, VALUES AND STRATEGY FOR COMMITTEE CHAIRS, BOARD AND STAFF

Approved August 2015 - Revised October 2021

MISSION

Our enduring mission is to enhance the quality of life in the Anthem Country Club community and preserve property values by

- Effectively managing common areas and infrastructure,
- Encouraging and ensuring resident compliance with Governing Documents and Covenants designed for the common good, and
- Constructively engaging with residents to strengthen the sense of community and volunteerism.

VISION

We envision a thriving community of homeowners committed to achieving an enjoyable lifestyle within a premier country club environment. We take pride in a civic-minded community that is safe and well-maintained, with a reputation as a highly-desirable place to live and enjoy the benefits of family, friends, and neighbors.

VALUES

In undertaking actions to pursue our mission and achieve our vision, we are committed to the core values of integrity, fairness, mutual respect, cooperation, transparency, and accountability.

STRATEGY PILLARS

The following four strategy pillars stand on the foundation of our core values and support our over-arching vision. Our strategic initiatives are organized around these four pillars:

- 1. Stakeholder Satisfaction:** The homeowners and residents of the Anthem Country Club community are our primary stakeholders. As such, we strive to engage with them constructively to strengthen relationships, ensure timely and open communication, and generate a consistently high level of stakeholder satisfaction.
- 2. Financial Stewardship:** We are committed to managing our operating expenditures, capital investments and reserves to the highest standards of fiscal discipline and transparency, consistent with our financial stewardship obligation to the Anthem Country Club community homeowners.
- 3. Process Efficiency:** We seek continuous improvement in the way we manage the ACCCA, by developing efficient processes designed to achieve our business objectives effectively.
- 4. Organizational Resilience:** The ACCCA organization of volunteers, community manager, staff and infrastructure support is vital to the achievement of our strategy. As such, we must ensure the organization is strong and resilient to serve the current and future needs of the ACCCA community. We will do so by, among other things, undertaking training initiatives related to improving knowledge/skills, attracting and retaining capable volunteers, and keeping abreast of current and emerging issues of relevance to the ACCCA.