



COMMUNICATIONS COMMITTEE MINUTES
COMPUTER LEARNING CENTER MEETING ROOM #1, 9:30 A.M.
DECEMBER 2, 2024

Board Liaison: Bud Janssen

HOA Staff: Patti Johnston, Steve Hardesty

Members in Attendance: Denise Haynie, Chair, Ricki O’Keeffe, Secretary, Pat Kreiling, Marie Rinaldi-Sarro, Lynn Cox, Susan Hood and Maureen Morrissey. There was a quorum.

Absent Members: Linda Grendahl

Guest: Len Horst, BOD President

Call to Order: The meeting was called to order by Denise Haynie at 9:32 a.m.

Approval of Minutes: A motion was made by Sue Green and seconded by Susan Hood to approve the Minutes of November 4, 2024. Motion carried.

Board Liaison Report: Bud Janssen, Liaison, reported on the BOD meeting of November 6, 2024. The Board approved the following items: (1) replaced four (4) utility golf carts (2) redirected repair costs for the PV pool sound system from operations to reserve funds, (3) the timing of events for the 2025 BOD election, and (4) the employee of the month is Don Goodman, Patrol.

Management Report: Patti Johnston, Administrative Services Manager, gave her report on the Website, The Flyer, email updates, Food and Beverage and White Comment cards. Email subscribers are now at 3,708 and the website is under construction. The blue comment cards were great service, great/bad food reviews, request for old menu items, increased charges and great lunch specials. The white comment cards concerns were FAC TVs, food in the meeting rooms and pet “poop” bag locations and drop boxes.

Comment Card Report: Pat Kreiling had no report for this month.

Library Report: Moe Morrissey gave her first report as the new CWPV Librarian. There are two (2) new volunteers, both with library background. Duties will be changing in the near future to include assigned shelves for maintenance and updating the processes and procedures to reflect current library standards. New header labels will be replaced and a “puzzle” table will be set up for library users.

New Business:

1. Denise called for a committee vote to approve the 2025 Goals. The 2025 Goals were approved unanimously. The 2025 Goals will be sent to the BOD for approval.
2. Denise called for the committee to review the Five-Year Plan and be prepared to approve it at the January 2025 meeting. The Five-Year Plan will then be sent to the BOD for approval.
3. Denise reiterated that the liaison project will officially begin in January 2025. All liaison reports are to be sent to the Committee Chair, General Manager Steve Hardesty and to the BOD Liaison. Due to the Technology Task Force pause, Susan Hood will be moved to liaison with the Reciprocal Agreement Task Force.
4. Denise reiterated that the Web Team continue to review and escalate all issues in the current website and that the web training plan for the new website will begin in January 2025.
5. Denise shared that the Communications Committee Charter was approved by the BOD at their November meeting.
6. Steve Hardesty reported that the Committee Member Orientation format will be distributed to all the committees. Denise took the action to send the Orientation training to the Committee members to be reviewed and discussed at the January 2025 meeting.

Future CWPV Meetings this Month:

BOD Agenda Planning meeting: December 17, 2024, 3 p.m., CLC Lecture Hall
BOD Directors meeting: December 30, 2024, 3 p.m., CLC Lecture Hall

Recommendations to the Board of Directors: The Communications Committee respectfully requests that the Board of Directors approve the Communications Committee's 2025 Goals as attached hereto as Exhibit "A"

Recommendations to Management: There are no recommendations for Management.

Adjournment: The meeting was adjourned at 10:41 p.m. The next meeting will be held on **January 6, 2025** at 9:30 a.m. in the **CLC MEETING ROOM #1**. If you are unable to attend, please email Chair, Denise Haynie at denisehaynie@simplylogic.com

Respectfully Submitted By:

Denise Haynie

Denise Haynie, Chair

Ricki O'Keeffe

Ricki O'Keeffe, Secretary

EXHIBIT "A"

COTTONWOOD PALO VERDE COMMUNICATIONS COMMITTEE 2025 GOALS

1. Develop and recommend to Board of Directors and Management Staff:
 - a. A process for gathering, reviewing, prioritizing content, technology recommendations, and cleanup to the "new" website
 - b. Website training documents for homeowners to use the current and new 2025 website
 - c. Website Classroom training curriculum for homeowners to learn to use online tools to access and use the websites; current and new 2025 websites
2. Identify list of committees, clubs and task forces, then provide monthly or quarterly (dependent on need) Liaison to each entity
 - a. Develop standard operating procedure for liaison to collect communication needs, or assistance from each entity
3. Develop with, and recommend to Board of Directors and Management Staff, a third homeowner satisfaction survey conducted by the Communications Committee in April 2025
4. Develop standard operating procedure for providing to Board of Directors and Management Staff all communications related to the surveys, including planning, announcements, and community follow-ups
5. Analyze, compile and report-out the survey results to the Board of Directors, Management Staff, and the Sun Lakes HOA two residents
6. Collaborate with Individual Committees to offer, develop and deliver 'focus satisfaction or exploratory surveys,' as needed
7. Assist Board and Management Staff with reviewing and revising board rules, and other existing rules, and regulations so that they are complete, consistent, and understandable by homeowners
8. Identify and recommend new and/or improvements to existing methods of communication to/from homeowners
9. Collaborate with HOA Management Staff to continue to select and recommend to Management Staff comment cards for publication
10. Continue to maintain the Cottonwood Palo Verde Library as a self-service library for use by Sun Lakes residents
11. Continue to provide Board of Directors Agenda Building, and Board meeting support