

Cottonwood Palo Verde
Reciprocal Task Force Committee Meeting
April 14th, 2025

Location: Classroom #1

Meeting called to order at 9:55 a.m. by Pat Shouse

Members were present: Pat Shouse, Gloria Combs, Kathy Skrei, Tom Rainville, Ray Overholt, and John Adam. Not present: Wendy Lahr

Also present: Steve Hardesty –Management.

Not present: Tami Ronnfeldt – Board Liaison.

Guests present: Kevin Sullivan.

Introduction and welcome to two new committee members - Wendy Lahr and Kathy Skrei.

February and March minutes approved. No additions or deletions to the agenda.

Chair comments: Pat reviewed the agenda – with major emphasis on the following. Board goals, discussion on collecting data in our major revenue streams, summer assignments, review of meeting times and which days' work for the committee members.

Old Business: Steve Hardesty was asked if he had information on last month's recommendation to management to review scanners for data collection; he has none at this time. We asked this to be pursued.

New Business: The group discussed the Boards wish to collect data by sitting in key areas and asking HO what HOA they are from to gauge usage of our key amenities. The majority of committee saw no value in this, it is too random, and some felt it was not our job, it is that of management, and it would be embarrassing to us and the HO. So, we discussed and looked for other ideas to gather data.

- Consider holding a few Focus groups of random Homeowners in the Fall to get input on how HO's feel about the overall reciprocal agreements, with a focus on questions for key areas. Shows HO input.
- Steve was asked the following 2 things to gain data from current systems as another tool: Many POS systems allow you to add things to it, we want to know if we can have staff designate a 1, 2 or 3 on the bill. Again, we know this is only a small amount of data but anyone paying the bill we could see if they are Phase 1, 2, or 3. Yes others at table we will not capture. Asked him to discuss with Jennifer.
- Next asked if we can pull data from all TAD events, concerts and any food and beverage run through Ticket source as we do enter a specific number for

Phase 1 and 3, we could pull that data. It won't separate out 1 and 3 but gives us a good %. Steve will discuss it with David.

- Steve Hardesty shared the Blue Comment card has been eliminated and there will be QR CODE for any compliments or concerns. This feature may help with the data needed by this committee as they will put in 1,2, or 3. Small numbers but more data.
- A spreadsheet has been created to collect data, and we will now readjust it to post specific numbers from clubs on how many members are Phase 1 or 3. We will only go to clubs who meet on our property. We will continue to look at more ideas and how we tweak current practice to collect data.
- Assignment for summer: Committee members break down areas to research and collect information. Tom Rainville (Bocce Ball, Corn Hole, Billard's and Pickleball), Pat Shouse (Golf and assist others), John Adam (Pools and Fun Lakers), Gloria Combs and Kathy Skrei (Review of the clubs in Phase II and who else to get numbers from), Ray Overholt (Arts/Crafts) and Denny Ballou (Adult Active Lifestyle) list- Lady Putters/Raquetball, and any we collect a fee from).
- Data to be dropped off by June 9th – information to Pat Shouse by June 9th in classroom 1 between 8:30 and 10:30.

Next Business:

- Review of Focus Groups – this will happen in October and November.
- Steve Hardesty meeting in Mid-May with other General Managers of Phase I and III – possibly more information for this committee on reciprocal agreements.
- Adapting spreadsheets for use of new data collected and moved to Wendy Lahr for input.
- Goal is to streamline the Reciprocal Agreements and make them user friendly for homeowner understanding.

Comments from committee members – All felt we have a better plan to move forward. We have discussed potential meeting dates for fall and what works for the group, more on this to come.

Management recommendations -

- Please pursue request on scanner capability in more areas with data collection ability
- Please see if an adaptation can be done to the POS system that can show if the person paying bill is Phase 1, 2 or 3
- Please pull data from Ticket source events, concerts, food and beverage ticket events, and unique events as it can show Phase 1/3. it will not show each but we can see a total of 1/3 at each event from the way we put in the HO number.

Board recommendations – none

Next scheduled meeting will be in September – date to follow.

Meeting adjourned 10:00 a.m.

Minutes submitted by Denny Ballou