

Ideas from Solutions Meeting are in BLACK 11/20/08
UPDATES AND ACTIONS STEPS are in GREEN 1/14/09

✓ **By-Laws need to be Reviewed and Updated**

UPDATED AND ACTION STEPS 1/14/09

1. There are revised By-Laws around that were created within the last few years. Supposedly the Greenway Park attorney has already approved them. We need to find a copy of them and see if more improvements are needed and get our current By-Laws Updated ASAP!
2. Ask current Board Members where these By Laws are? Ask the volunteers that were on that committee if they have copies of the new and improved By Laws.
 - See if Trading Services for Dues would or could be allowed

✓ **Market Pool**

UPDATED AND ACTION STEPS 1/14/09

- City says that it's OK for us to sell PRIVATE Memberships to our pool as long as the money goes into the Capital Reserves Fund.
- Sell Memberships to the pool
- It needs to make enough \$\$ to pay property taxes
- Studies need to be done to see about viability
- Check with City and County
- Check into liability – insurance
- Swim Lessons for GWP residence
- Shut down pool if it's not financially sound
- Birthday Parties
- Family Parties
- Aqua Aerobics

✓ **Marketing Golf Course**

- Drop Green Fees for GWP residence
- Market to Church Groups
- Golf Lessons for kids
- Gold Crown Course
- Glow Ball – Night Time Golf
- Sell Season Pass
- GWP residence pay to use
- Host Tournaments – Youth, Senior, Women
- Beer License/Hot Dog Stand/Food Sales
- Fundraising Opportunities

✓ **Marketing Club House**

- Create a Rental Agreement for all of the Amenities to be used together
- Lower Rental Rate for GWP residence
- Allow Liquor
- Multiple Use Discount
- Easier Calendar Sign Up
- Market to Business Groups & Church Groups
- Community Training Classes – CPR (Red Cross), Babysitting Classes

- Wedding Receptions
- Graduation Parties
- Holiday Parties
- Bingo, Bunko Groups, Poker Clubs, Scrap Booking Retreats

✓ **Marketing Tennis Courts**

- Club Programs
- Sell Season Passes
- Host Tournaments
- Lessons
- Gold Crown

✓ **Building Community**

UPDATES and ACTION STEPS 1/14/09

Block captains:

- **Purpose:** way to communicate to board without the emotion behind the issues. A way to build community one section at a time. This person acts as a liaison between the community and the board. Information must be able to get to board unaltered.
- **To-Dos:**
 - Need map of community
 - Decide how to break community into groups/blocks/sections
 - Each group needs to decide on what number of people are required to support their group
 - Determine responsibilities
 - Determine “term” length that one person serves as “block captain” prior to passing along to another
- **Ideas that feed into build community**
 - “Block Captains” could help efforts to do “block or neighborhood challenges”, “get to know your neighbor” events, recognition for a number of things (best lawn, greatest Christmas lights, most improved etc....)
 - Organize volunteers for block work day
 - Organize activities
 - Able to go door to door for hellos and notices
 - Use Block captains for neighborhood referral system and getting folks into a referral program

Community:

- **Hours of Operation**
 - Put up signs on door or post hours
 - Add hours to each newsletters
 - Office hour ideas:
 - Office hours vs. clubhouse hours – can these be separate
 - Split hours for office workers (one person 7-2, another 2-7 etc)
 - Consider min wage workers to support and salaried office workers to do office, park necessities. Consider using the min wage folks for clubhouse, golf course, tennis courts, etc rather than using the salaried folks to accomplish.
 - Training for min wage workers to set responsibilities and access limitations if any
 - Consider using neighborhood volunteers to support some functions – use neighborhood calendar to schedule and then would know when needed extra help (need to consider backer outers)
 - Determine proper level of supervision for outside hour use
 - Determine liability
 - Communicate expectations up front to homeowners for any vandalism or improper use.
 - Look into keycard access systems.
 - Explore costs of these types of systems

- Consider making homeowners pay a significant deposit to ensure not lost or just given to anyone
- Replacement fee

- **Parents Night Out**

- Not only parents night out but could provide babysitting once/month or on a schedule
- Could prompt teens to baby-sit by providing community babysitting certification course at clubhouse
- Fee would be charged
- Would need to schedule in advance (sign up prior) in order to plan for adequate amount of babysitting
- Set hours
- Parents must provide any required special instructions, all personal needs of the child
- Contact state etc to determine if there are number requirements on how many kids per adult and/or supervisor/babysitter.

- **All Social Events (ideas)**

- For each event – have individual planning committees – no committee or lead no events
- List of house rules
- List of where things are located
- Post instructions for equipment etc
- List of clean up requirements
- Get volunteers to drive folks home if alcohol is involved or encourage folks to walk
- Need to look up alcohol rules if any
- Advertise outside of community (if not enough internal response)
- Consider doing senior events during the day
- Any game nights, scrap booking, football games, group exercise etc any special interest events
- Use interactive calendar or email lists to post and gather interest.

- Change Hours of Operation
- Parents Night Out
- Socials
- Football Games
- Game Night
- Bridge
- Bunko
- New Years Eve Party
- Holiday Parties
- Yoga/Aerobics
- Scrap booking, Bingo, Poker
- Teen Events, Kid Events

- ✓ **Updating Amenities**

- UPDATES and ACTION STEPS 1/14/09**

- **Make a Subcommittee that would start updates on Clubhouse and lower room.**
- **Create a plan that would make the clubhouse a great place for homeowners, teens and outside organizations.**

- **COMMUNITY ROOM**

1. Paint

2. Décor and Television
 3. Solicit Community Artists
 4. Update Fixtures and Lighting
 5. Create Sitting Areas for better entertaining
 6. Find out cost for gas fireplace insert.
- **ACTIVITY ROOM DOWNSTAIRS**
 1. Paint
 2. Updating with Furniture and Computer/Gaming Area
 3. Make it Kid/Teen Friendly – Game Nights, Poker
 4. Television, Wii, Play Stations
 - **UPDATE KITCHEN**
 1. Paint
- What does the board have to approve before subcommittee can start?
 - Can we have community members that have qualifications or expertise in a service area do work and then get a credit to their accounts – A TRADE for SERVICES????
 - Ask SPECIFIC questions of our community to see what TALENT, SKILLS, EXPERTISE exists and would they be willing to help us improve our clubhouse and amenities.
 - Is there a budget that we could start with??
 - Go to other communities that have clubhouses with pools and see what they offer their homeowners and how they work. We then could use this for our plans to improve our clubhouse. (Broadlands, Vista Ridge, Anthem, Legacy Ridge)
 - Display local artists paintings, art work etc. on the walls. (Like a coffee shop)
 - Ask for donations from community - See if someone has the following items - T.V., interior decorating tips, sewing, furniture, flooring, etc. Look at Craigslist
 - If we make the clubhouse nice, we would be able to market renting it out to outside organizations.
 - Hook up wireless internet.
 - Build deck off of the North side of the upstairs clubhouse and have sliding doors to look out over pool.
 - Get BarBQ donated if possible.
 - Find out how expensive a pass key type of system would be to install to allow homeowners to use the facility.
 - New Paint, Update Décor in Clubhouse - **Create plan, ask for donations and ask for volunteers.**
 - New TV, DVD
 - Teen Room/ Kids Clubhouse
 - Music System
 - Let Everyone in GWP know what we have and how they can use it!
 - Bar B Q for pool area
 - Internet Access, Power Point
 - Make the Grounds of the Clubhouse Attractive
 - Fix Golf Course Flagstone Patio Steps
 - Update the lighting in clubhouse
 - New Rubber Floor Mats in Locker Room
 - Pass Cards issued to GWP residence for use of amenities

✓ **Communications**

UPDATED AND ACTION STEPS 1/14/09

Please read Sarah Stoffel's notes as well.

- **Make a Community Directory** for all of the services that could be provided from the homeowners. Have recommendations and referrals listed. Examples would be... Electricians, Plumbers, Heat/AC, Painters, Interior Decorators, Realtors, Landscapers, Seamstress, Computer Experts, Certified Babysitters, etc.

Immediate TO Dos:

- Find each homeowners preferred way to be contacted (email, phone, mail etc) News Letter Request – Submit for January Newsletter “In an effort to communicate in the best possible manner with all homeowners, each homeowner is being asked to chose a communication preference. The request form will be included in the next newsletter. Please respond via the form and return it to the clubhouse or dues drop box.
- Solicit homeowners via newsletter and mail stop postings for volunteers:
 - Communication group participation
 - Webmaster
 - Newsletter group
 - Block Captains
 - Community section liaisons (whatever name we come up with)

Communication:

Organize community to bring people together and to get them more involved.

- Find out everyone’s preferred way to be contacted (email, phone, mail etc)
 - News Letter Request – Submit for January Newsletter
- “In an effort to communicate in the best possible manner with all homeowners, each homeowner is being asked to choose a communication preference. The request form will be included in the next newsletter. Please respond via the form and return it to the clubhouse or dues drop box.
 - Board Meeting Request – from those that attend (Low)
 - Door to door request for those that didn’t respond
- Set up email distribution list
- Website (see below)
- Phone tree
 - Create master phone list
 - Must get people to give information (newsletter etc)
 - Set up phone tree based on communication preferences
 - Consideration: Phone trees do not work if one person is out of town or does not participate....assumes all will do their part
 - Set up phone trees for individual support sections “see block captains”
- Information blasts (phone/email)
 - Reminders
 - Payment notices
 - Community notices
 - Parties
 - Events
 - Volunteer events
 - Activities
 - Etc.....
- Other Communication blasts
 - Signs
 - More frequent newsletters
 - Dear Abby section in newsletter (conversational question answering piece)
 - Form Newsletter committee
 - Form communication committee

- Use posting sites at mailboxes for activities, news etc
- Better use of calendar in newsletter
- Recognition on website or newsletter “kudos here and there” – nicest yard, birthdays, photos, etc....
- Homeowners could take out ads for relatively cheap to post activities, birthdays, individual events, over the hill notices etc....
- If community had high participation of holiday lights/decorations could advertise as great place to view holiday lights
- Newspaper ads for community events
- Door to door – not highly recommended by this group as it is time consuming but “block captains” could help ease burdens
- Other nice to haves via email only:
 - Ability to do email list to those with deviations or infractions
 - Send reminders
 - Use block captains for email distribution lists

Website:

- Need dedicated webmaster or group that are dedicated to updating on daily to weekly basis
 - How are updates done now – find out
 - Poll community – use newsletter or volunteers – to see if any one person or group of people can perform this task
 - Use Office folks to update
 - Hire outside webmaster
- Must be organized and easy to use
- Consider use for homeowners and general public
- Any updates to website will need a permissions access – need to determine who can do updates how want them done
- What is currently on website, what needs to be there
 - Form committee
 - Poll homeowners-what do they want to see
- Do we need an internal homeowner news section and another in which the public can see or can it all be one
- Ability to electronically submit –
 - To website
 - To newsletter
 - Etc
- Ability to do online payments
- Ability to do email list to those with deviations or infractions
- Post reminders
- Use block captains for email distribution lists
- Post ongoing community issues or To Dos list – aid in volunteer days or section volunteer days “ we see that the fence to be painted etc...our section is creating a volunteer day and we’d like to take care of this xxxxxx to do list item”
- Add interactive calendar
- Add reservations calendar (homeowners and external (once worked out))
- Awards, recognition, ads
- Community work day posting
- Advertise that the library has free internet and email access, anyone can access the website from the library
- Volunteer Coordinator site
- Directory of services “Always by Greenway”

- Create section of website to support homeowner talents
 - Create feedback section to rate comment on services
 - Use for homeowner referrals
 - *Volunteer Coordinator*
 - Website Needs to Updated and Set up for better Communication
 - Webmaster
 - Have a Connection on Website for Block Captains/Street Reps
 - Phone Tree/Email Tree
 - Email Blasts to Remind GWP residence about meetings and pertinent information
 - Put up signs around park to communicate
 - Use the Calendar MORE
 - Post accomplishments and what is being worked on and when volunteers are needed
- ✓ **Property Manager/General Manager**
- In House vs. Out of House
 - Need Study/ Estimates/ Referrals
 - Need Better Quality Control, Communication and Accountability
 - Need a Person to Act as a Liaison to the GWP residence, the employees of the park and the Board Members
 - Will this be cost effective or not?
- ✓ **Irrigation**
- UPDATE and ACTION STEPS 1/14/09**
- **Scott Schigur has created an accurate updated map to use for bids and design purposes.**
 - Create a committee to set Short and Long Term Plan
 - Create Master Plan that would insure Quality Control and Breaking it down by Section
 - Professional Bids with Accurate Design
 - Look into City Grants
 - Utilize any GWP residence with labor and knowledge
 - *Xeriscaping* and *Xerogardening* as much of the Park as possible in ways that do not require supplemental irrigation. Less grass to water.
 - Determine Main Feeds – Do an AS BUILT
 - How many taps do we have? Would we sell any of them?

FOCUS GROUPS

- **Marketing Our Amenities**
 - Fran, Rachelle, Linda Jones, Lyn ??
- **Updating Amenities**
 - Kim, Carmen, Susan, Rachelle, Lyn ??
- **Building Community**
 - Susan, Fran, Nicki, Nina, Diane, Laurie, Rachelle, ??
- **Block Captains/Captianettes/Coordinators/??**
 - Patty, Dan, Anna, Sharon, Nicki, Diane, Rachelle, Mark, Lyn ??
- **Communications**
 - Sarah, Donna, Art, ??
- **Property Management/General Manager**
 - Jim, Patrick (Food)☺, Katie Becker, Steve Woodworth, Linda Jones ??
- **Irrigation**
 - Michael, Scott, Eric, Colin, Kerry, Wes, Mark ??

- **Update By-Laws & Get Presented and Approved**