

Tools for Trustees Workshop
October 4, 2011
Questions for Facilitated Discussion

We asked the following questions to start a discussion on the best practices or tools that trustees use to address particular subdivision association related concerns. The following responses were provided by trustees that attended the Tools for Trustees Workshop.

1. Annual Meetings

- Are your annual meetings well-run and well attended? How do you do it?
 - Call residents; leave notes on resident's doors; personal contact/word-of-mouth.
 - Start your meetings on-time. Trustees should make themselves available to residents during and after meetings.
 - Door prizes.

2. Common Ground (specify acreage or specific facilities)

- What have you done to reduce costs?
 - A resident cuts the grass and is reimbursed.
 - Some residents will agree to maintain the cul-de-sacs that they live around.
- What tips can you share about seeking bids?
 - Send out numerous bids for service.
 - Sometimes longer contracts result in lower prices.

3. Communications

- What are the most effective ways you get the word out in your subdivision?
 - When e-mailing, just send subdivision related business; nothing else.
 - Post important subdivision information/notices in different areas and in a variety of sources.
 - Request resident e-mails at subdivision events. The e-mail list will grow by word-of-mouth.
 - When e-mailing, send all e-mails via a blind copy (Bcc).
 - Host different events in your subdivision: National Night Out, subdivision picnics, block parties, etc.
 - Newsletters.

4. Amending Indentures

- Have you done a significant overhaul of your indentures? What advice would you give about how best to do this? What are the pitfalls to avoid?
 - Trustees created a collaborative committee and rewrote the indentures, then sent the indentures to a lawyer for review. Trustees saved money by working together to write indentures, instead of paying an attorney.
 - Know what you are doing.
 - Get legal advice.

5. Enforcing Indentures

- What techniques do you use to successfully get voluntary compliance?
 - Trustees do indenture inspections twice a year in their subdivision.
 - Send a letter from the trustees.
 - Send a letter from an attorney.

6. Collection of Assessments

- What enforcement actions do you take? What methods are most effective?
 - Sending a notice.
 - A series of letters; each letter becoming progressively more forceful and listing the consequences for non-compliance.
 - Legal action.

7. Association Governance (General)

- What's the smartest thing you've done in the last year to improve operations for your association?
 - Keeping everyone informed.
 - Creating a subdivision Make A Difference day: a day where people come out and improve the outside of their properties; helping a neighbor improve their property. Handing out awards to most improved properties.
 - Get trustees that want to work.
 - Establish block captains: people that will help to monitor a smaller section of the subdivision and report back to trustees.
 - Create committees. Seek volunteers.