



2017 Work Plan: ACCCA Board and Staff

Pillar	Strategy	Task	Estimated Completion Date	Updates
Stakeholder Satisfaction	Resident Suggestion Review.	<ul style="list-style-type: none"> Community Manager reviews each suggestion using Board approved guidelines. If a resident suggestion is sent to a committee for review, and after the committee has had opportunity to discuss, staff will follow-up with resident to inform them of the action with regard to the suggestion. At the discretion of the committee, resident may be invited to engage in idea vetting. Staff to keep Board updated on all resident suggestions to assist in evaluation. Continue to monitor and improve communications and responses to resident inquiries. Review all policies to ensure that they reflect the ACCCA mission, are in compliance with current legal requirements, consistent with best practices, and are in clear, concise, easily understandable language. Create Governing Policies Document Binder with all current policies. 	Ongoing Staff Process	
	<p>Improve responsiveness to resident inquiries.</p> <p>Improve note taking on all resident issues.</p> <p>Proactive resident dispute management.</p>	<ul style="list-style-type: none"> Continued reinforcement of the Guidelines relating to responding to resident inquires (i.e., emails, phone calls, direct contact, etc.). Require detailed notes be taken of the conversations between staff/Board and residents including time and date. Require detailed notes be taken on all resident issues (i.e., observations on LEC and road issues) including date and time. Seek to identify and address at an early stage potential serious resident issues and to prevent legal involvement. 	Ongoing	
	Amend Violation Letters.	<ul style="list-style-type: none"> Ensure that violation notices contain a friendlier tone and clearer information. 	September 2017	
	Increased Board Participation in Community Events.	<ul style="list-style-type: none"> Board to participate in community events such as Anthem Days, Town Hall meetings and attend ACC meetings. Staff to create calendar of events for Board to schedule 2017 event coverage. 	Ongoing	
	Continue Open Administrative Board Session.	<ul style="list-style-type: none"> Monthly executive and/or Administrative sessions to discuss board business. 	Ongoing	

Financial Stewardship	Review and strengthen the Reserve Fund.	<ul style="list-style-type: none"> • Complete a revised Reserve Study. • Analyze the Reserve Fund and explore options to maintain it at Board-approved levels. 	Q2 2017	
	Annual Budgeting.	<ul style="list-style-type: none"> • Committee and staff input. • Board Administrative Session. • Conduct ongoing review of each budget item to prudently manage revenue, costs and expenses. • Create opportunities for resident review and comments prior to final approval. • Board Approval. 	Beginning July 2017 Ending at quarterly October Board meeting	
Process Efficiency	Review vendor performance.	<ul style="list-style-type: none"> • Ensure that contract renewals and evaluations of vendor performance are undertaken within the framework of the Procurement Guidelines. 	Ongoing	
	Set up email procedure for communicating violation and other notices to homeowners.	<ul style="list-style-type: none"> • Staff notifying owners via email. • Work with AAM to accomplish this improvement. 	March 2018	