

**Sylvan Shores Property Owners Association  
Special Meeting of the Members  
Saturday September 5, 2015**

Special meeting of the members was called to order at 2:00 p.m. by President Joel Linker.

Roll Call: All present: Joel Linker - President, Polly Brown - V. President, Betsy Berglund - Treasurer, Ann Dibb – Secretary, Terry Chacos, Judy Fricke, Joan Morphew.

A motion was made to adopt parliamentary rules/general rules for the special meeting documented on the back of the meeting agenda. The motion was seconded. The ten general rules were read. The President asked for a show of hands from the membership to accept the motion. The motion was passed unanimously.

Agenda: As specifically requested via petition of general members:

1. Staff resignations.
  - The following resignations were received, read or announced at the August 1 2015 board of director meetings. Meeting minutes are in draft status pending approval at the next scheduled board meeting October 17, 2015.
    - Sharon Kadlec
    - MaryAnn Donovan
    - JoAnn and Bud Folkert
    - Joan Morphew (resigned as board treasurer, remains as a board member)
  - Leaving the following positions vacated:
    - Staff position of office manager
    - Staff position of Cleaning maintenance
    - Staff position of Event coordinator
    - Staff position of maintenance lead
    - Staff position of pool technician
    - Board president
    - Board treasurer
2. Reasons for the resignations (letters of resignation to be read). The following resignation letters or scrips were read:
  - Sharon Kadlec – Office manager
  - MaryAnn Donovan – Board president, pool technician, pool attendant
  - Joann and Bud Folkert - Event coordinator and cleaning maintenance, maintenance lead
3. What actions are now being taken, or planned to be taken, to restore the proper and legal operations of the Association.

**Accomplishments:**

- Sunday Aug 2:
  - Temporarily closed clubhouse and pool for the purpose of assessing pool access and liabilities
  - Board of directors vote and elect Joel Linker and Betsy Berglund as the appointed 6<sup>th</sup> and 7<sup>th</sup> board member

- Monday Aug 3:
  - Board of directors welcome Joel Linker and Betsy Berglund and officer positions are nominated, voted upon and elected. Joel Linker as Board President. Betsy Berglund as Board Treasurer.
  - Hired a pool technician
- Tuesday Aug. 4:
  - Re-Opened clubhouse
  - Re-Opened pool
- Wednesday Aug 5:
  - Reestablished pool attendant coverage
- Thursday, Aug 6:
  - Payroll processed to accounting firm
- Friday Aug 7:
  - Authorized signatures changed on banking account
  - Payroll checks distributed to employees Checks signed by Board Treasurer and Board President
- Saturday Aug 8
  - Office and computer access secured for office attendant use
  - Hired a part time office attendant
- Sunday Aug 9<sup>th</sup>.
  - Web site updated with new Board member pictures
- Monday August 10:
  - Office attendant starts
- Monday Aug 17:
  - Hired seasonal groundskeeper
- Daily:
  - Contacts with office attendant and board: In person, phone, email
  - Essential business activities are being performed by the board. (i.e. bills, payroll, procedures, maintenance)

**Day to Day activities in progress**

- Pool
  - Tues, Sept 7- Pool closes
  - Wed, Sept 9- Pool winterized
- Campground:
  - Tues, Sept 7- Regular camping closed
  - Sun, Sept 27 - Seasonal camping is closed
  - Electric and plumbing closure activities. Status pending.
- Property:
  - Checking on property violations May, 2015
  - Building complaints
  - Dealings with Todd County
  - A property owner who applied to construct a detached garage that was not approved, Oct/Nov 2014 timeline, may be seeking a legal remedy. The attorney, for the property owners whose application was denied, has informed the association's attorney that the

owners may seek legal action. As of this date, no formal action has been commenced and until such action is formally commenced, any comment is purely conjecture.

#### **Next steps on association management short term plan**

- Post position openings
  - Part time office attendant
  - Maintenance
  - Cleaning/housekeeping

#### **Next steps on Long Term Association Management Plan**

- Long term management solution option are being researched (in process)
- Document standard operating procedures (SOPs)
- Pool technician and backup solutions for 2016

#### 4. Solicit comments and suggestions by members for further action

- Respect our history for past decisions. Some were helpful for growth, others have caused controversy. Recommend the board actively pursue a position on garage and storage buildings, review the proposal given to the last board and find a compromise covenant change that can be supported by majority
- Need a person in the office all day. Hire a single full time person with the same skill set as our former office mgr. Need someone to attend county and city meetings to find out what is going on and how it will affect the community.
- There was a complete turnover of board in May. The association needs continuity in governance. Staff, volunteers and respective buyers must be treated with fairness. Need a knowledgeable resource available in the office.
- Recommend the current board form a team to design board training. Solicit input from members with non profit board and training experience. Process to include training, history, covenants and bylaws, missions, programs, financial s, role of the board. Board responsibility is to set policy not to manage. Attachments and handouts provided to the board.
- Case for removal of board member. From the evidence he has a board member person should resign. If board member does not resign, the board may be considered remiss if he is not removed.
- Stop spreading bitterness so that we can heal and enjoy what the community has to offer.
- Find a solution that we can all live with for the fact that there are issues that have been done in the past, while respecting our history.
- Remove emotion from decisions. Get rid of grey area and base decisions on covenants and bylaws. There is too much responsibility on the manager. Do what is best for the association as a whole.
- Property books are being sold. Property inquiries are being supported. Not all comments heard today are truthful.
- Key issue here is trust: Would like to hear from the board how to re-establish trust with the owners.
- Would like to have back what we lost. Look forward to an undivided community.
- Consider establishing protocol for a formal grievance by staff.
- Problems or concerns should be in the minutes. Don't have visibility to minutes.

- Need continuity as board turns over. Need someone in the office to support transition. Plan for who should be on the board and talents that are needed. Transition plan for one board to the next.
- Document what went wrong to prevent this from happening again.
- Everyone has a vested interest in the outcome. The letter carried a lack of information and professionalism. Learn from failure.
- Hear our concerns and work with us.
- Would like to know how we are going to report back to the members.
- Keep open forum at board meetings.
- Create and Sign a mutual respect clause both Board and staff.
- Suggestion that terms be staggered so that full turnover of board does not occur. Post minutes on the web site.
- Build trust with us. We will work with you (board) but must build trust.
- Would be good to know the board better.
- Problems this board faces were there before this board started. Majority of owners put this board in place. Property owners have the same common goal of increasing property values. Things have changed over the past 40 years and likely need to be updated. Give the board a chance to work with us and work towards a common goal.
- Recommend tearing down of old barn and put up a string of garages, that the association would build. Or add a special set of garages removed from homes for people to use.

Next Scheduled board meeting: October 17, 2015

Meeting ended 3:30 p.m.

Submitted by  
Ann Dibb, Secretary