

## MGMA Newsletter

June 2011

### PRESIDENT'S MESSAGE

A lot of things are happening in the Madison Green Master Association. The Board continues to make good progress toward accomplishing its 2011 Goals and Objectives. Not too surprisingly, many of our current activities have been required by unplanned situations, such as, the need to replace the MG Property Manager (PM). This has been the primary focus of the Board's attention, since the selection of a replacement will have significant, long term impact on our community. Additionally, the Board has taken on performance of statutory PM functions, in the interim to keep things operating as effectively and efficiently as possible. Also, as we are all aware, the economy and, for many of us, our individual financial situations are not turning around as quickly as we would like. Due in part to this troubled economy, there are significant numbers of delinquent homeowners, not paying their quarterly Maintenance Assessments, placing the burden on the rest of us. The Board continues to work to encourage these homeowners to get on a Payment Plan to resolve their delinquency, without jeopardizing their home. It is a difficult problem for everyone.

Taken together, this is a pretty sizeable collection of activities for an all-volunteer group, like the MGMA Board, but we've been doing the best we can, and I think we've been doing reasonably well, under the circumstances.

Here are some specific MGMA updates:

**STAFF AND ORGANIZATIONAL CHANGES.** We are receiving resumes` from many applicants for the PM position through our Craig's List advertisement and two Headhunter organizations. We have established a Search Committee to review each applicant's cover letters and resumes' and determine the best candidates. Each of the best will be contacted for an interview by the Search Committee. The members of this Search Committee have a uniquely qualified perspective which we believe will give us a good basis for the Board's final hiring decision. As mentioned last month, the Board has also decided to support Dianne Gasc, currently the Assistant Property Manager (APM), in obtaining her License for Community Association Management (LCAM), while continuing to perform her APM duties. Dianne has done an outstanding job as APM and has indicated that she looks forward to working with an experience LCAM as our next PM. She will be taking her LCAM Exam, in early July.

**DELINQUENT ACCOUNTS.** As mentioned above, the Board continues to pursue resolution of delinquencies through our Delinquent Accounts collection process with our attorney. As with any process, especially, one dealing with a complex and sensitive matter like delinquency and foreclosure, the process can be and is being improved as we gain more experience with this new economic reality. It is important to note that the collection process we are currently using costs the Association very little up front, mostly administrative filings and some related costs (normally less than \$1000). Attorney fees are paid only when delinquent accounts are settled through Payment Plans or the sale of the property. The Association then collects what is due to it, as well.

While this process seems to have been reasonably successful, the Board determined the need to do more. As you may recall, the Board has been developing a Foreclosure Process to extend the collection efforts to taking property title in the most delinquent and resistant cases. These specific delinquent accounts typically contain the largest amounts due to the Association and have been resistant to all other reasonable efforts to resolve the delinquent situations. Even though more extreme, this new Foreclosure Process is intended to encourage and enable delinquent homeowners to resolve their debt problems, not to remove anyone from their homes. We will continue to work collaboratively with the Village Homeowner Associations, as we develop this process, further. It has been slower than we would have liked, but given the complex and sensitive nature of this issue, it is prudent to be cautious.

Further, the Board is looking into alternative foreclosure processes being used by other Associations. We will keep everyone posted on the status of these attempts to resolve this delinquency problem.

**CLUBHOUSE OPERATIONS IMPROVEMENTS.** The Board has developed documented job requirements for all operating, administrative and management staff positions to ensure everyone understands how and what they are expected to do in their respective positions. This is the first time that any job performance requirements have been documented, except for the PM position. This has been a collaborative effort and has produced some significant changes, already, such as, the new Pool Attendant duty position. This does not require any additional employees but requires one of the two Operations Staff personnel (normally behind the front desk) to be stationed on the pool deck to observe and assist in applying the clubhouse rules for everyone's benefit. As with any new duty/position, it will require some adjustments to make it work most effectively. The Board will use these documented performance requirements as the basis for periodic performance evaluations and reviews for each employee; another first for MGMA.

**NEW POLICIES AND PROCEDURES.** The Board has continued to review existing policies and procedures involving Clubhouse and Association operations. We have developed several new policies and the necessary implementing procedures for the staff to follow. We have announced these new policies and procedures during Board meetings and posted them on Channel 63 and the Madison Green Website. We are currently working on a new policy regarding "Business Use of the Clubhouse".

**MGMA SPONSORED CLUBHOUSE ACTIVITIES.** The Board is also investigating ways that will allow us to continue with the MGMA sponsored classes we began, earlier this year. We apologize for the interruption, but it has come to our attention that there are several liability issues that need to be addressed before continuing.

**LAKES.** It has rained and our lakes appear to be recovering from the drought. The Board's Lakes and Landscaping Committee continue to respond to problems when identified to minimize the long term impacts. We continue to look for substantial, cost-effective solutions to lake problems, as they become apparent.

And, as always, we look forward to Residents' input on all MGMA matters. We will respond and take action on all feedback, as quickly as possible. We invite everyone to find out more about what's going on by attending the MGMA monthly Board meetings, watching Channel 63 and visiting our Website.

Jeff Hmara