

## MGMA Newsletter

May 2011

### President's Message

Since the last President's Message, the MGMA Board has taken several significant actions.

**STAFF AND ORGANIZATIONAL CHANGES.** The first Board action was to decide that a replacement for our Property Manager was necessary. In the interim, the Directors of the Association's Board have assumed the responsibilities and principal functions of the Property Manager, as required by Florida State Statutes. The Board has also decided to support Dianne Gasc, currently the Assistant Property Manager (APM), in obtaining her License for Community Association Management while continuing to perform her APM duties. In a month, we will assess our progress toward filling the PM position. We have decided to keep open a parallel path that would reactivate the Staffing Search Committee with direction to go out to the marketplace to identify experienced LCAM candidates, if that seems best.

**AUDIT OF 2010 FINANCIAL ACTIVITIES.** An audit of all Financial Activities for 2010 through April 2011 was completed by Gerstle, Rosen and Goldenberg, P.A. The Report shows a "clean audit" without any discrepancies identified. Several suggestions were made by the auditor. These will be considered by the Board, as we accept the Audit Report and continue through 2011. Overall, our Operating Accounts and our Reserve are financially sound and our internal controls (financial checks and balances) are good. We maintain good separation of duties thereby ensuring adequate protection of Association funds.

**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". We do recognize that whenever changes are made in an organization or a community, it is sometimes initially confusing and disruptive. But, we believe that these policy and procedure changes will significantly enhance the quality of the Clubhouse facility and the quality of service provided by the staff. The Board also is committed to continued improvements when discovering even better ways of doing business, so nothing is locked in concrete. Residents' input is always welcomed and greatly valued.

**DELINQUENT ACCOUNTS.** We continue to make progress toward collecting delinquent accounts through the encouragement of payment plans and other related actions. Several new payment plans have been entered into by delinquent homeowners during this past month. Further, we continue the development of a foreclosure process that will be applied in selected 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. This 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 HOAs, as we develop this process, further. This has to be a joint effort between the Master and the Villages to be most effective.

**CLUBHOUSE STAFF OPERATIONS.** The Board continues to work with the Clubhouse Operations Staff to improve their abilities to deliver quality service to all homeowners. For example, two weeks ago, most of the Staff completed CPR, AED and First Aid Certification training and now are fully certified in these capabilities. Additionally, the Staff has restocked all first aid supplies and we are in the process of updating our emergency response plans, in preparation for the busy upcoming summer months. Also, we are working to improve our basic housekeeping functions, so that the appearance of and availability of our Clubhouse facilities are absolutely, First Class. And, we have had several discussions about security and enforcement of Clubhouse rules for the benefit of all residents who use our facility. We have had several Staff meetings to discuss other improvements that can be made and how to implement them.

**LEGAL ACTIVITIES.** In the spirit of transparency and to the extent that we do not jeopardize the Association's position as any legal actions go forward, we have one lawsuit that is being dealt with by our Insurance Company, as a claim. An attorney has been hired by the Insurance Company to represent the Association in this matter. We will keep the membership informed as much as we can, as this claim is processed.

**2011 GOALS AND OBJECTIVES.** We continue to make progress toward each one of our 2011 Goals and Objectives. Our volunteer committees have made a great impact on Clubhouse activities. We are always aware of our responsibility to the Association and to the residents, as we institute new activities to ensure they are done properly and effectively. Sometimes we have to take a few steps backward, to continue forward. We thank everyone for their participation and patience as we make necessary changes and move forward with more requested activities. Again, residents' input about ongoing activities and new ones is always welcomed and valued.

And, as always, 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