

September 23, 2021 Summerfield HOA Board Minutes

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Actions:

- Kristin to follow up with property management about initiating change management
 - Timeline for transition
 - Change management tactics and artifacts
 - Need FAQ
- Chelsea to support in developing change management strategy
 - Summerfield website
 - Letters mailed
 - Mailbox mailers

Board members voted to retain the services of EMB community management company. Email has been sent to Barb to let her know that her services are no longer needed.

As we shift to the new property management company, we need to think through change management.

- The new company has letters we can leverage for change management.
- At October meeting, confirm communication plan.
- Need to confirm what is changing and not changing for homeowners:
 - What is different: the way they pay the dues.

Questions for Property Management

- What exactly does the annual fee cover?
- What is ACC compliance or property inspection fee? Is this above and beyond the quarterly inspections?
- How do we coordinate change management?

Violations: retain Barb to continue sending violation notices to homeowners throughout the transition.

For October Meeting:

- Confirm change management plan, begin implementing