

Good morning, directors and members of the Village Green community. Welcome to the 2017 Annual Meeting and thank you for taking the time out of your busy schedules to be here.

Most of you know me, but for those who don't, my name is Sherri Giles, and I'm the Operations Manager here at Village Green. As the Chinese proverb says, "A journey of 1000 miles starts with a single step"; and my personal thousand-mile journey started at Village Green 17 years ago as the receptionist... Then, I became an administrative assistant, and next, the assistant manager. Several times when it was needed, I stepped into the role of interim manager, and last year, I accepted the board's invitation to become operations manager. My goal continues to be to give the best possible service in whatever capacity I serve.

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Today, I would like to talk with you about the challenges we faced over the past year and what our management team did to meet those challenges, as well as discuss the goals we have for this year.

In 2015 the Board of Directors asked the question, "What can we do to improve and strengthen management's ability to support this community"? In answer, they made the decision to restructure the management team. They replaced the general manager and assistant manager positions with two new positions: Operations Manager, and Facilities Engineer.

A critical element of this plan was finding the right persons for those jobs. With the guidance and support of the board's Transition Committee, Maintenance Supervisor Harold Graves and I interviewed many candidates for the facilities engineer position over several months.

We also faced other staffing challenges during this time of transition. On two occasions we thought we had filled key positions in the management unit only to be faced with unexpected setbacks.

As is often the case, out of setbacks came great success, and in July, we interviewed Martin Breit and knew we had found a valued member of the team. Martin came to us from Sears Holdings Corporation and brings to the Association his experience, which includes an extensive background in construction management. We are very happy to have him!. Martin, would you like to say a few words? (this is where Martin can say something like “I’m excited to be a part of the Village Green family and look forward to working with you in the years to come.”)

When you moved here, you probably learned of the size of the property and maybe also its history dating back to the early 1940s. As you can imagine, the needed “customer service” and upkeep of a 75-year-old property of this size would not be possible without a dedicated staff. Probably everyone in this room knows Harold Graves. Harold is our Maintenance Supervisor and he has served the Green for over 38 years; Stephen Parker is the Facilities Coordinator; Marcia Brown works as our Administrative Assistant; and Patrick Massey is the newest member of our team.

I’d like to thank them all for their hard work throughout the year and the hard work I know they will put forth in the year to come.

In addition, although they are not in attendance, I’d also like to acknowledge the hardworking members of our maintenance staff. Led by supervisor Harold Graves, the team consists of Jose Sosa, Luther Stowe, Raul Ramirez and Byron Perez.

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2016 started with a number of projects that kept us busy. Two were of particular importance: hiring a new arborist, which of course is crucial to maintaining the health of the many trees that contribute to the park-like setting of the Green and helps to set this community apart from other urban housing options; AND completing emergency repair work to the well pump system that was necessary to provide irrigation to our valuable landscaping.

After Martin came on board in August, we were able to shift into a higher gear and complete a good portion of regular operating and reserve projects planned for 2016, including....

1. Rehabilitation of the irrigation well which involved the installation of a stainless steel liner to fortify the wall of the well, perhaps extending the life of the well by 10 to 20 years.
2. Garage Restoration - We restored the garage structures in three Courts --Courts 9, 10 and 11.
3. Sidewalk and patio foundation repair in various *locations throughout the property*.
4. And the one you all love, Annual garage inspections

This year, we will be carrying out the board's decisions to:

1. Re-pipe the interior water supply lines of at least 8 buildings
2. Complete painting of at least 10 buildings.
3. Replace the exterior domestic water supply lines in several courts (the number of courts is still to be determined by the board).

We will also address some of the projects that were deferred during the transition period, including:

1. Completing the process of bidding out the landscape contract
2. Addressing the urgent task of finding a qualified tree pruning company
3. Procuring and implementing a computerized maintenance management system **which will include an online work order component**
4. And, bidding out the insurance for the property

In closing, I would like to express my sincere appreciation to the board of directors for their continued support, during the transition and right up through today, and acknowledge the fact that we, your management team, are better as a result of the volunteer work you do.

I would also like to express appreciation to the community for your patience during the transition and thank you for your time. Your involvement is vital to the lasting harmony of this community, and I encourage you to remain active, whether you volunteer for positions as they arise or just come to meetings. We all lead very busy lives, and sometimes it is difficult to find the time to volunteer. But with your continued involvement, the leadership of your Board of Directors, and the efforts of your management team, I'm confident that the Village Green will continue to be a tranquil, unique, quality living environment for years to come. Thank you.