

# Report to VGOA Annual Meeting, 02/06/16

Sherri Giles, Operations Manager

Good morning. I have known many of you for years. I have served the Association as a receptionist, administrative assistant, assistant manager, and on four separate occasions, interim manager, including last year for five months.

But today, for the first time, I am standing before you at an annual meeting as the OPERATIONS MANAGER. I am glad to be here, and I pledge to do my utmost to contribute to the successful management of this unique property.

I came to Village Green entirely by accident. I was in transition from a business venture, when a friend told me about a temporary opening at a place called The Village Green. She mentioned that it was a place of architectural significance and thought it might be a good fit for me since I had been pursuing a major in architectural studies at Pratt Institute in New York. I remember thinking, "I don't have property management experience, but if I really apply myself they may want to keep me for a few weeks." That was in April of 2000.

Every year since then I have broadened and deepened my knowledge of property management by completing courses, including California HOA Law, Risk Management in Community Associations, and Ethics for Community Managers. I have earned a California Association of Community Managers certification.

Today I stand before you feeling gratified, humbled, and honored to serve the Association as operations manager, responsible for the day to day management of this 68 acre, 629 unit National Historic Landmark community.

## **Questions and Answers**

The American novelist Zora Neale Hurston so prophetically wrote, "*There are years that ask questions and there are years that answer.*" 2015 was a year that asked a lot of questions of this entire association: of the board of directors, the members, and the management team.

From a management point of view, the most pressing question last year was: "How do we continue to serve the community and provide effective service with the sudden departure of TWO key staff members? With the support of the Directors and the hard work of the staff we were able to complete all of the

reserves and regular maintenance projects that were scheduled for the year – properly, to code where applicable, on time, and on budget.

These projects included:

- Carpentry repair and painting of 10 residential buildings;
- Fumigation, restoration and painting of 3 garage courts;
- Completion of the in-court sewer replacement project;
- The cleaning of all residential and garage roofs.
- Water intrusion repairs to multiple units

All of these projects were finished properly and to code where applicable, on time, and on budget.

2015 was a year of big change and, hopefully, the beginning of meaningful transformation that will assist in providing answers.

### **Looking Ahead**

I am very excited personally and for the future of the Green by the new management structure implemented by the Board of Directors. The Board invested a lot of thought, effort, and care in understanding the needs of the community, forging a vision, then creating and executing a plan to achieve common goals.

This year, my immediate board-designated priorities include first and foremost, hiring and training our new facilities engineer. This position will add a new dimension to the management of the Green. It will provide a pointed focus on all facilities-related functions and added support for our hard working maintenance staff.

Additionally, I will be negotiating a contract with the board-approved arborist and bringing it to the board for approval and I will be putting the landscape and tree-trimming contracts out to bid.

Last but not least, I am looking forward to fostering improvements within the management team, cultivating an environment that encourages and supports professional growth for the office and maintenance staff. I subscribe to the notion that we should not allow ourselves to be content with the status quo. We

will continue adding to our wealth of knowledge in an effort to make certain we have the skills required to manage the ever-changing needs and expectations of this community. We will continue to strive to offer a higher level of service.

In closing, I want to reiterate how truly happy I am to be able to continue to serve the Association in a new role, and I look forward to working with each and every one of you. Thank you for taking time out of your busy schedules to attend this important meeting, and for your continued support. I look forward to a productive year ahead. Thank you very much.