

**Country Creek Patio Home Association
Board of Directors Meeting Minutes
Wednesday, May 22, 2025 @ 9:30 a.m.**

1. Call to Order and Roll Call

- a. Board members present: Joyce Kurt (JK), Joanne Drake (JD), John Rodwick (JR), Jean Citkovic (JC), Kathleen Wilkins (KW)
- b. CIC Management present: Christine Sartoris (CS)

2. President's Remarks (JK)

a. The process for Member Communication:

- i. Communication to the board should be in writing for clarity, and to help the board not forget issues raised. Emails are preferred. However, using Dropbox is suitable for those without email. Request for communication to the board: Please include your name, address, and phone number. A dedicated board email is Villageccpha@outlook.com. All Board communications are received by the entire Board using this email. Operational matters should all be sent to: countrycreekhelp@gmail.com. If you send a note in the Dropbox, please date your communication. It will be scanned and distributed to the board. The goal of both the board and management is to respond to non-emergency emails within three business days. Response times will depend on the matters contained in the communication with the Board. Emergency issues should be reported via phone or text. The emergency phone numbers are in Cat Tales.

b. Leadership Framework:

- i. The Leadership Framework defines the roles between the Board and the Manager. The Manager handles the Operations. The Board handles strategic oversight (planning). The Board ensures the CCPHA is well run by directing and monitoring the Manager. The Board will be writing policies. The Board values are: Transparency, Sustainability, and an appropriate Assessment Rate to ensure a thriving community.

- c. **Board Meetings:** Board meetings are business meetings and will be conducted as such. Member comments will pertain to items on the agenda requiring a board decision. At this meeting, no decisions are being made, so there is no member comment period. Joyce indicated she would meet with the residents who wished to speak. CS provided a detailed explanation of this new procedure.

3. Due to behaviors that did not align with community standards, the Meeting adjourned at 10:03 am

Respectfully submitted, Jean Citkovic, Secretary