

MINUTES					Action Items																								
TIBURON & VILLAGE RESIDENTS ADVISORY COMMITTEE (TVRAC)																													
TIME/ DATE	6 PM – Wed. Nov. 10 th 2021																												
LOCATION	Bossier Central Library																												
MISSION	Provide Resident driven representation to the Tiburon & Village HOA in an advisory role to streamline communication and facilitate future transitions between residents and both HOA administrators.																												
I.	CALL TO ORDER	1810																											
II.	ROLL CALL																												
<p>**Key: A=Absent, NA=Not applicable; P=Present, R=Resigned, Z=Zoom attendance, Strikethrough=member status inactive**</p> <table border="1"> <thead> <tr> <th>Meeting date→</th> <th>7/22/21</th> <th>8/12/21</th> <th>9/9/21</th> <th>10/14/21</th> <th>11/10/21</th> </tr> </thead> <tbody> <tr> <td>Total Members→</td> <td>12</td> <td>11</td> <td>12</td> <td>10</td> <td>10</td> </tr> <tr> <td>Total Present→</td> <td>11</td> <td>9</td> <td>7</td> <td>8</td> <td>6</td> </tr> <tr> <td># Needed for Quorum→</td> <td>1st Intro. Meeting</td> <td>6</td> <td>7</td> <td>6</td> <td>6</td> </tr> </tbody> </table>						Meeting date→	7/22/21	8/12/21	9/9/21	10/14/21	11/10/21	Total Members→	12	11	12	10	10	Total Present→	11	9	7	8	6	# Needed for Quorum→	1st Intro. Meeting	6	7	6	6
Meeting date→	7/22/21	8/12/21	9/9/21	10/14/21	11/10/21																								
Total Members→	12	11	12	10	10																								
Total Present→	11	9	7	8	6																								
# Needed for Quorum→	1st Intro. Meeting	6	7	6	6																								
Tiburon																													
Colbert, Kimberly - KC	P	A	P	Z	Z																								
Cole, Amanda - AC		P	A	A	A																								
Foster, Ty - TF	P	P	A																										
Harshfield, Heather - HH	A																												
Hickey, Patrick - PH		A	P	P	P																								
Lewis, Stephen - SL	P	P	A	P	P																								
Miller, Paul - PM	P																												
Tice, Hilary - HT	P	P	P	P	P																								
Village																													
Berney, Bobby (Bob) - BB	P	P	A	A	A																								
Cousler, Elaine - EC	P	P	A																										
Hamilton, Eddie - EH	P	R																											
Lambert, Lisa - LL			P	Z	Z																								
Pettengill, Sarah - SP	P	P	P	P	A																								
Vonman, TJ - TV	P																												
Whitten, Rhonda - RW		P																											
Wise, Misty - MW			P	P	P																								
Wissmiller, Kathryn (Kat) - KW	P	P	P	Z	A																								
III.	APPROVE MINUTES	Approve minutes from 10/14/21 RAC meeting; approved with requested deletion of zoom information			CB or KW to post approved minutes to Tiburon FaceBook (FB) & HOASpace, HT available to help if needed																								
IV.	APPROVE AGENDA	Approved																											

V.	RECOGNITION OF GUESTS	Carol Burkett (CB), Tiburon/Village Office Manager; Absent	
VI.	UNFINISHED BUSINESS		ACTION ITEMS
<p>1. Door to door neighbor effort: Since numerous members were absent, the committee decided to table this topic until a meeting where better member representation is obtained. Some discussion did occur and included the following:</p> <p>a) block assignments: CB still working on this; CB email communication mentioned that not much changed from previous assignments; HT asked if members want to advocate for all 12 seats to be filled before block assignments are finalized; SL voiced a preference for moving forward with the current complement of 10 members since 12 members may be too optimistic and would add more variables to hinder the committees' ability to implement this task; however, the potential to readdress this at a later date should be left open. Most members in attendance affirmed SL's preference and the committee prefers to move forward with block assignments based on 10 members.</p> <p>b) implementation strategies*: SL voiced a preference to wait until a larger pool of members are present to have this discussion – most members in attendance agreed; SL also discussed potential hurdles of trying to implement this effort during the holidays, colder weather and shorter daylight since daylight savings time has ended and suggested the effort be completed in Mar. 2022; KC suggested that door-to-door walking could occur on the weekends and SL felt that this should be left up to each member individually; KC also voiced a preference for neighbors to be contacted about visits before the committee begins the process; HT mentioned that this will necessitate help from CB and due to her personal issues a delay until Mar. 2022 would further help the implementation process; most members agreed that the committee delay implementation until the holidays are concluded and daylight savings time is active again in 2022 (this should occur in Mar. 2022); SL suggested that in the interim the committee can work on formulating the strategy that will be implemented in March 2022.</p> <p>c) timeframe: target implementation after daylight saving time begins in March 2022; committee to finalize strategy in the interim</p> <p>d) questions for excel document (attachment 1): tabled until Dec/Jan/Feb meeting with plans to refine in the interim meetings, SL mentioned that he would like a push card and paper copies of the questions to fill out for each assigned resident when going door-to-door; SL mentioned that CB has supported the generation and use of push cards; SL also felt that the own/rent question may be a sensitive issue for some residents.</p> <p>e) naming the RAC member resident blocks*: HT mentioned that her submissions are mainly to generate creative alternatives by the RAC members; tabled until future meeting</p> <p>2. Signage: CB's email correspondence indicated she was working on something; SL requested permission to reach out to her in the next few days for an update and share with the committee (either CB or SL can share with the RAC). To expedite</p>			<p>*CB to finalize block assignments and send to RAC members</p> <p>*HT to send out an email to RAC members a few days before the 12/9 meeting to determine member attendance; if most members will be attending then the door-to-door neighbor effort will be scheduled for discussion at that meeting.</p> <p>*SL to continue to work with CB to further implement signage installment for the development; this includes distribution of sign options to RAC members to allow for electronic voting; completion of electronic voting is requested to occur between 11/10 and the 12/9 meeting.</p>

	<p>the selection and implementation of the signage for the development, the committee agreed that voting for selection of the sign could be accomplished electronically between this meeting and the upcoming meeting in Dec. SL clarified that signage would be placed in the exit area when turning onto Swan Lake road from the development. CB has supported this effort, but the details need to be worked out.</p> <p>3. New member newsletter bios: PH mentioned that he has sent CB his bio; other new members present were unsure of a timeline to send bios in to CB; new members were encouraged to initiate the process and send in bios and a picture to CB so that she can use them when needed in the future. PH was asked to resend his to CB as well.</p>	<p>*New members to send in bios and a picture to CB</p>
VII.	REPORTS	
	<p>❖ Social Media: KW; KW was absent, so no report was made; HT mentioned that the email string from the active members in July indicated that there was a preference for a new website other than FB or HOASpace to be developed for the neighborhood. SL voiced a preference for a new website to be formed, giving an example of Tiburonhoa.com; LL mentioned that the financials previously provided to RAC members show a charge of \$12 for each email sent to the residents by the HOA. SL suggested that someone be found to develop a unique website for the neighborhood that is more user friendly and controlled by HOA board +/- RAC members; SL mentioned that other established neighborhoods such as Greenacres Place and Stonebridge have websites that far exceed HOASpace; SL, HT & PH mentioned that the HOASpace websites were cumbersome and not user friendly; PH commented that we could ask Stonebridge what website software they use; SL felt that there are probably numerous individuals in the neighborhood who would be willing to build +/- maintain a website and that the opportunity should be made available to the whole community; MW mentioned that her daughter develops websites; SL suggested that attention be put into selection of administrators for this potential website with the RAC members being included in the selection and approval of them; SL & PH voiced concern that individuals who are no longer residents of the community are being allowed to be administrators of the Tiburon FB page; an example of this is Ms. McCarty who plans the biannual yard sales; SL advocated that she should be taken off as an administrator and replaced with a current Tiburon resident with the skills to spearhead the yard sales; SL voiced a preference that FB administrators should be invested in the neighborhood personally and not from a selling/realtor standpoint; KC questioned the reasoning for having political members from Stonebridge and Mr. Gatti having access to the Tiburon FB page; the general consensus from members present was that not all individuals with access to the Tiburon FB page need to be residents but FB administrators should be residents of the neighborhood.</p>	
VIII.	POTENTIAL PENDING/NEW BUSINESS	

	<ul style="list-style-type: none"> ❖ Open forum: SL brought forward that there have been posts made to FB about upcoming events that have not included the RAC in development or logistics, nor has the RAC received formal communication of these events; SL advocated that if RAC member participation is solicited then members should be included in the development and logistics planning; HT maneuvered to the Tiburon FB website and shared KW’s posts pertaining to the planned December events. Discussion ensued regarding the planned Dec. events. HT mentioned that no communication about these events had been received from either KW or CB. LL stated that maybe there was an underlying assumption that since KW is part of the RAC, she would inform the committee of the events; RAC members in attendance did not indicate they had received communication about these events. SL mentioned that it would be prudent for the RAC members to be informed of these posts; inclusion of the RAC members may lead to more involvement by the community; numerous questions pertaining to the planned logistics to complete the posted activities and whether the RAC members would be asked to participate ensued. ❖ Members were in favor of holding the planned Dec. meeting but soliciting attendance availability a few days in advance. HT to solicit planned attendance via email a few days before the next meeting. 		<p>*HT to solicit planned attendance via email a few days before the next meeting.</p>
<p>IX.</p>	<p>ANNOUNCEMENTS/ AGENDA SOLICITATIONS</p>	<p>**Future Meeting Dates: Dec. 9, Jan. 13**</p>	
<p>X.</p>	<p>ADJOURN</p>	<p>1904</p>	
<p>Key: * = see appendix Attachment(s): 1</p>			

Appendix:

Submitted neighborhood visit implementation strategies

Person submitting	PH	LL	SP	HT
Comments made	As far as introducing ourselves to our neighbors, I suggest a basic letter with our picture, address, bio, and email address or something like that.	<p>I think there needs to be some choice in what each member does as people have different comfort levels with social interactions. Here are my suggestions.</p> <p>Door to Door is great ~ There needs to be some way for us to be identifiable to our block members.</p> <p>Flyers can be left when no one is home.</p> <p>"Block" Party meet and greet in the RAC members front yard.</p> <p>Monthly "office hours" where neighbors could contact block captains via zoom, or other electronic means to express concerns or ask questions.</p>	<p>1) post a letter on each resident's door with contact information and encourage to reach out.</p> <p>2) in said letter, offer a block meet and greet that is COVID responsible. not a block party, but a meet and greet where you can gather resident information.</p> <p>3) go door-to-door. Post on social media and have email sent giving residents a heads up of us coming</p> <p>4) office send out an email with each member's contact information and which areas they represent and encourage residents to reach out.</p> <p>5) I don't think we will be able to get contact information for everyone, but a majority.</p>	<p>1)Before door-to-door visits occur, hold a RAC group meet & greet with the community at the front entrance in conjunction with a Food Truck night; could try to get input from the community on their preferences & interest in individual door to door visits +/- survey responses at that time</p> <p>2)Each RAC member could hold an individual group meeting with their assigned block either via zoom or at the Tiburon Office or Bossier Library History center conference room with zoom as an option; KW?, RAC chair?, others with zoom experience? could help schedule and facilitate zoom meetings with block advisors/captains; during the meeting, block advisors/captains could request that the residents complete the survey questions posted to HOASpace &/or FaceBook, either on paper or electronically and submit them to the RAC block advisors/captain to compile and send to KW.</p>

Submitted RAC resident block names:

Person submitting	KW	HT
Comments made	Area of Record (AOR=TAOR/VAOR)	Assigned Resident Coverage (ARC=TARC/VARC) Resident Area of Coverage (RAC=TRAC/VRAC) Area of Resident Representation (ARR=TARR/VARR)

		<p>Advisors' coverage enclave (ACE = TACE/VACE) Advisors' district (AD=TAD/VAD)</p> <p>If an acronym is not desired by the RAC but a different word other than 'block' is preferred then the following terms could be used: district, precinct, section, sector, territory, tract, region, zone</p>
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[Attachment 1]

RAC previous discussion on questions to include in neighborhood visits

Questions 1 thru 14 below are the last submitted list of questions the RAC discussed to include in the neighborhood visits. During the time this discussion took place between 7/23/21 – 7/27/21 there were 9 out of 12 positions filled since the committee lost 3 members quickly. Out of these 9 members, six members made comments, other than clarification comments, pertaining to the project. A 4th person resigned minutes before the August 12th meeting started but they did not make any comments related to this project. Most members who took part in the discussion felt that questions 11-14 may be too intrusive to ask during an introductory meeting. They felt that if questions 11-14 were included then they should be presented as optional. Members also felt that including questions about potential HOA dues' increase should be held until the RAC members can establish rapport with the community. A survey could be sent to the community about HOA dues increases later.

KW stated the following with regards to generating and compiling information for a spreadsheet. "Once we decide and agree on information to include or not to include I will add it to a Excel Spreadsheet and send everyone a copy. Once everyone gets the information for their zone/AOR/block they can email it to me and I will compile the complete list of all residents from both sides so we have a working database (I will add tabs between Tiburon and Village) and then send it back. If it is easier for Carol I can compile the list in Google Docs when complete so that it is a real-time working copy, I also do not mind continuing to keep up with the database going forward."

1. Last Name (self-explanatory)
2. First Name (self-explanatory)
3. Email Address (self-explanatory)
4. Phone Number (self-explanatory)
5. Own or Rent (Yes or No)
 - Owners Information (
6. Social Media (Yes or No)
7. Registered with HOA Space (Yes or No)
8. Form of Communication (social media, email, newsletter or multiple --- we might want to be careful with the advertisement of a newsletter to all though because printing can incur an additional cost)
9. Copy of HOA Covenants (Yes or No)
10. Front Office Number (Are they aware of the number to contact the front office)
11. Do you have children/ages
12. Birthday (doesn't have to be dd/mm/yy if they aren't comfortable giving that information can just be month... I'd like to start showing appreciation and doing monthly birthdays shoutouts on all the communication channels?)
13. Military (I know Carol had expressed making Tiburon a more military friendly community and possibly doing welcome home posts/signs for deployed members. Not to mention it would be beneficial information to know if a spouse deploys and the left behind spouse is needing assistance)
14. Number of occupants (this can become beneficial when trying to clean up the FB Page because all members will have to be cross referenced with the Assessors page and if only 1 person is on the deed but the spouse or other adults residing in the home request to be on the page we can quickly reference our spreadsheet)

Other comments/decisions discussed:

Request that Carol send an email out to the residents shortly before visits occur.

Produce contact/push cards (size of a business card) to hand out during visits; these can include names of HOA members on the front or back with contact information and then members of the RAC on the opposite side. Cards handed out on Tiburon side will list Tiburon RAC members while those handed out on the Village side will list Village RAC members. These cards can/should contain information on accessing the covenants.

Websites that the HOA/RAC determine will be the official websites for the community should be included on the contact/push cards.