

AGENDA: **The RAC continues to discuss/determine best implementation strategies for community resident attendance at our meetings, both virtually and in-person; therefore, this meeting will not be open for general community attendance. Once a strategy is in place to allow attendance by the general community, the residents will be informed that the meetings are open and any process/procedures for attendance.**

TIBURON & VILLAGE RESIDENTS ADVISORY COMMITTEE (TVRAC)

TIME/ DATE **6 – 7 PM** – TH Apr. 14th 2022

LOCATION Bossier Central Library Conference Room

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

II. ROLL CALL

III. APPROVE MINUTES 3/10/22 minutes

IV. APPROVE AGENDA

V. RECOGNITION OF NEW MEMBERS/GUESTS Todd Eppler, new Tiburon RAC member

VI. UNFINISHED BUSINESS

- 1. HOA meeting follow-up**
 - a) Door to door neighbor effort:*
 - b) Community Comments & Concern*

- 2. Announcement Sign**
 - a) Member sign-up for changing messages (Calendar)
 - b) Helpful hints/processes

- 3. Tiburonbc.com updates**
 - a) Tiburonbc.com domain emails
 - b) Updates to website/Misc.

- 4. Community attendance at RAC meetings:** Status/updates on virtual FB Live & in-person attendance

VII. REPORTS

❖ Social Media: KW/HT

VIII. POTENTIAL PENDING/NEW BUSINESS

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| 1. HOA meeting items identified for review, not previously discussed | | |
| 2. Open forum | | |
| IX. | ANNOUNCEMENTS/AGENDA SOLICITATIONS | **Future Meeting Dates 2022: May 12 (Conf. Room @ 6 pm), Jun. 9 (History Center @ 6 pm), Jul. 14 (Conf. Room @ 6:15 pm)** |
| X. | ADJOURN | |
| Key: * = see appendix; Attachment(s): 0 | | |

Appendix:

The following comments/concerns have been submitted by community members for review & discussion by the RAC

Submitted 12/2021 & 1/14/22:

Covenant enforcement: a few community members have voiced concerns through RAC representatives pertaining to perceptions of how enforcement of covenants is being handled. Community members have voiced that there doesn't seem to be consistency in either applying enforcement to all areas of the covenants or in holding all residents to the same standards. Some examples shared include: trash cans being left out longer than what is allowed in the covenants, parking of trailers and RVs, and landscaping issues.

Submitted neighborhood visit implementation strategies; tabled until 03/10/2022 meeting

| Person submitting | LL | SP | HT |
|----------------------|---|--|--|
| Comments made | <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. Flyers can be left when no one is home.</p> <p>"Block" Party meet and greet in the RAC members front yard.</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</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</p> |

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|--|--|--|---|
| | <p>Monthly "office hours" where neighbors could contact block captains via zoom, or other electronic means to express concerns or ask questions.</p> | <p>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>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> |
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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.