

MEMO

TO: KICA Board of Directors
FROM: Joe Bunting
RE: LRP "To Do" List, Status
DATE: 4 April 2001

Prior Status

88 items complete
25 items underway

Present Status

99 items complete
14 items underway

The status changes since the last report have been:

1. **Communication** - Status Change from underway to COMPLETE - "Broaden/Improve KICA website" Website has been broadened to include 24 hour chat rooms, instant message board, and the listserv (mail list) feature that allows quick communication between members. Staff now has ability to send broadcast emails to membership. Our current list of email addresses is 1,500+ and we would like to have 2,500+ by this time next year.
2. **Communication** - Status Change from underway to COMPLETE - "Provide internet classes so members can take advantage of KICA website and other electronic communication tools." Classes provided in spring 2000 by member Stan Novak (thank you, Stan). KICA also has existing computerpyles group which is part of Property Owners Parties (POPs).
3. **Communication** - Status Change from underway to COMPLETE - "Explore the use of local cable and/or FM station to communicate KICA news." This item was studied by the Communications Committee who has tabled the idea in favor of more communications to nonresident members, hence the listserv.
4. **Communication** - Status Change from underway to COMPLETE - "Noted that sources of tension in the community are not abnormal, the lack of civility is." This was first reported as a comment in 12/99 and since that time the board and committees have been conscientious to maintain civility. This is an ongoing consideration. Staff has instituted quarterly, mandatory customer service (member services) training for all employees.
5. **Finance** - Status Change from underway to COMPLETE - "Verify all certificates of insurance twice annually." Staff completed first in 2000, second in 2001 and anticipates third in 2001. Ongoing.
6. **Major Repair and Replacement** - Status Change from underway to COMPLETE - "Hire a third party engineer to validate reserves programs." The interest here was to have a third party audit/validate the work the association has completed to date on its Reserves Data Analysis (RDA). This has been underway since 7/00. Bids were received by committee in fall. And the contract was signed in March 2001 and the work is scheduled to be complete in May 2001.
7. **Major Repair and Replacement** - Status Change from underway to COMPLETE - "Coordinate with ARB re: new hotel site drainage planning." Hotel drainage MOU signed between resort and KICA in winter, 2000.
8. **Administration** - status change from underway to COMPLETE - "Bring Long Range Plan to the fore as a guiding tool for future goals and objectives." Complete (Ongoing.)
9. **Administration** - status change from underway to COMPLETE - "Update Standard Operating Procedures Manual" Complete.
10. **Administration** - status change from underway to COMPLETE - "Improve materials for Spanish-speaking employees. Make Spanish/English classes more readily available to all supervisors and crews." Company forms are available in Spanish. Federal info is posted in Spanish. Health/Dental Benefits forms are available in Spanish. A Spanish interpreter has been on board since 2000 to assist HR Manager and company supervisors in going over all company policies with new Spanish-speaking employees. The

interpreter helps in setting up doctor visits, etc. Spanish classes are now available to all employees. Classes held at Maintenance Department weekly. Ongoing.

11. **Administration** - status change from underway to COMPLETE - "Seek better use of technology to benefit members." This is an ongoing effort, but great strides have been made since this info was first published two years ago. The website now has a 24-hour chat room and an instant message board. KICA can now bulk email messages to 1,500 members for whom we have email addresses. KICA's most successful effort to date has been the listserv which allows members to post messages and receive responses. Members may subscribe by going to www.kiawah-owers.org and clicking the appropriate "Mail List" area on the "FYI" home page (the front page). Internet balloting was introduced for the first time in the first [postponed] annual meeting of 2001 (although this was abandoned for the 2nd meeting because of the necessary changes that would have had to be made quickly to accommodate multiplication of votes and cumulative voting).