

BQLC Questionnaire

1. How would you improve communications throughout Bridlewood?

Improving communication is the single biggest action the Board can take to improve resident satisfaction with its performance. On this critical issue no committee needs to be formed, no survey needs to be taken - It's simply a matter of making a commitment and **getting it done!** I would encourage the Board to provide frequent, crisp updates to residents via an email newsletter. I would promote neighborhood attendance at board meetings by publishing on the web site the schedule and agenda. After meetings I would post on the web site detailed minutes and financials. Finally, I would encourage the establishment of a board communication protocol. It would include such items as a commitment on how quickly emails would be returned, and a requirement that a detailed communication plan accompany every substantive board decision/discussion. .

2.) What is your opinion about creating an interactive web site that residents can access to actively communicate with each other and with directors?

A robust interactive web site would be an excellent way to support "community" within our neighborhood. I founded two successful email/web based discussion groups. They work best: when members respect a set of rules around "appropriate" posts, when they are moderated, and when they are directed at a specific subject. (e.g. seniors, home repairs, places of interest, gas drilling).

3.) Why do you think that less than ½ of the residents voted in the last vote?

What will you do to increase the voting turnout?

This level of voter participation is not unique to Bridlewood. People vote when they feel passionately "for" or "against" something. I suspect many of the residents who did not vote, do not feel the impact of the HOA Board on their lives, good or bad. The solution has little to do with voting day. It has to do with engaging people throughout the year - Listening to neighbors, taking action, making positive changes and communicating. Chastising residents for apathy does nothing to remedy this; The Board owns the solution.

4.) Do you support posting the HOA Board meeting minutes on the website?

Please elaborate why or why not.

Yes. Our Board members are elected to represent the residents. Part of accountability to the residents must include transparency of deliberations. The minutes should be detailed and posted. Not everyone is interested in reading these, but they should be readily available to those who are.

5.) Do you support posting monthly, quarterly, biannually, yearly, or not at all, Treasurer reports on the website? Please elaborate.

Income statement and balance sheet variance reports should be posted to the web site. I understand the Board does a review on this information monthly so I would post monthly as reviewed.

6.) How do you feel about committees being created to assist with the various needs of Bridlewood such as Quality of Life, Real Estate Values, Communication, Safety etc.? And if you support forming committees, what would the first committees be and why?

I am an advocate of engaging others in the governance of the neighborhood. No five people, no matter how experienced, have the expertise of 1300. I would use both taskforces and committees. The former would be deployed when we have a specific finite need, a problem to be solved a new idea to be fleshed out. The latter when there is an ongoing need for expertise to advise the Board, such as the Landscape Committee. Initially I would form task forces in three areas:

Property Value Enhancement – Objective: drive a premium to market for Bridlewood properties. Web site enhancements that target homebuyers? Brochure or Flyer downloads for home sellers? Capital improvements that enhance the value of the neighborhood? Maybe these ideas, maybe different ones – a team from within the neighborhood to advise the Board.

Neighborhood Connections – Objective: an improved sense of community within our neighborhood. What will make people feel more connected? Monthly summer parties at the pool? A topic based interactive, moderated, website? Establishment of a social committee? Maybe these ideas, maybe different ones – a team from within the neighborhood to advise the Board.

Gas Drilling Strategy – Objective: A gas defense strategy. A good defense is the best offense. Let's not let this sneak up on us unprepared again. We have gas experts in the neighborhood. Let's tap our resources for a creative plan.

7.) Do you support or not support reviewing our Bylaws, CCRs and related documents?

a.) If yes: Would the board perform the review or would you support a committee to perform the review? How would you define your/their duties...i.e.: make suggestions to clarify, change, delete any needed line items, and/or ready a document for a vote by the Bridlewood HOA Members, etc.?

b. If no: please explain why you don't support a review.

Can I choose (c.)? ☺ A QUALIFIED no. I do not support a wholesale review of governing documents at this time. I support identifying goals for the neighborhood and if document changes are needed to support goals, pursuing them as a means to an end.

In a perfect world our governing documents would be living documents that would be easily modifiable to meet the changing needs of the community. Unfortunately, it has been my experiences that changes to governing documents are a little different than that – they are time-consuming, contentious and expensive. We are coming off a tough year. A huge documents review would send us into another one. Let's identify what's important and get some successes under our belts.

I would support a focus in four areas

1. Financial & Operational performance and transparency – just do it!
2. Property Value Enhancement Task Force
3. Neighborhood Connections Task Force
4. Gas Drilling Strategy Task Force

If the taskforces above identify document changes as needs to accomplish our taskforce objectives we should tackle them at that time.

8.) What is your position on gas drilling and what action, if any should the board take regarding gas drilling?

I am against drilling in Bridlewood. The survey results showed with 95% confidence 92% of our residents are against wells on the golf course. By purchasing a home in a neighborhood with a clear “no drilling clause” in its covenants, 100% of our residents agreed to that objective for our neighborhood. To me the mandate is clear. It is time for action. Gas prices have dropped giving us breathing room. Now is the time to develop some “if, then” scenarios and our strategy so we are ready when prices rise again. “Wait and see” is not a strategy. We have competent and reasonable people in this neighborhood, many with gas expertise, whom we can tap to serve on a task force to advise the Board on this matter.

9.) Please describe one strength that you have and how it would benefit the Board and why?

One strength . . . consensus builder. I'm a trained facilitator adept at helping teams reach consensus. While the by-laws dictate the Board will vote by majority rule, I think an effort at consensus decision-making where minority opinions are heard, and efforts are made to accommodate them, will ensure high quality board decisions. I would work with the existing three board members and the other new board member in a cooperative, not competitive way. I believe people of good will, even when they disagree, can work together respectfully and come up with creative solutions that meet the needs of the community.

Critical to a consensus decision-making approach is that it is participatory and inclusive. I would work to actively solicit the input of homeowners on decisions and when necessary, assign taskforces for detailed study. I will also seek the opinions of residents with divergent views, not the input of just those that happen to agree with me.

While many people believe they work well with others, I have a demonstrated strength in pulling together the unlikeliest of teams for great success. One example I'll give is I led a team in a global redesign of a multi-billion dollar division's sourcing processes and system. Half of my team was in a plant site in the Netherlands and the other half of the team was in NY. They were literally an ocean apart physically and a world apart in expectations but eventually they developed a global process and system to be used across the dozens of plants sites of the division world-wide and much of which was translated to a company-wide project. They used a consensus approach to work together and they earned the buy-in of the other plants because they engaged them throughout the process. The methodology to get there was used for years as a case study at GE's corporate training center.

Please go this web site: www.Leaders4Bridlewood.com to read more about my skills and experience.