



Letter from the President

April 16, 2017

Dear CLCC Member,

Greetings CLCC Homeowners and welcome to the Spring edition of the Presidents Letter! We received such an overwhelmingly positive response to our last Board Letter, that we have committed to making this letter a regular means of communication between the Board and our membership. We greatly appreciate the inputs and notes received! In this second installment, as we prepare for the 2017 Annual Meeting, we would like to provide updates regarding key initiatives from the past 6 months, insights into emerging priorities for the 2017 – 2018 fiscal year and a few budget updates.

We would first like to take this opportunity to thank Stephanie Kroepfl for her 7+ years of exemplary service to the Board. She had previously served as our Treasurer, and most recently as our Vice President. Her contributions and well informed viewpoints will be sorely missed. She resigned recently for personal reasons, and her position (as well as the two existing board member positions) will be open for election on this year's ballot. Please review the new candidate profiles on the ballot carefully as you vote, and join us in thanking Stephanie for her dedication and service.

In our last letter, we spoke of the changes in our staff structure, some service and facility improvements that had been completed, and highlights from the Board's Strategic Planning Session in December of 2016. In a continuing effort to understand the needs and priorities of our homeowners, and to address other strategic topics, we engaged the services of a long-term resident and business consultant, Cindi Cunningham, who was uniquely qualified for the task due to her 25 years as a senior executive and change management consultant (*see her bio on the posted summary on our web site*).

This initiative had several specific goals. The first was to find ways to enhance communications and alignment between the Board, our Staff, and homeowners. Secondly, it has been years since we have evaluated our processes, structure and policies. Our changing demographic (with 15+ homes per year changing hands at CLCC), and our need to address the inevitable financial costs of our aging infrastructure (roads and facilities) were key drivers for the initiative.

We are pleased to announce that this assessment is now complete, and available for your review on our website as reviewed in our last board meeting. The consultant engaged in a series of interviews and discovery, and was directed by the Board to provide inputs in 5 specific areas: (1) The Organizational Structure of CLCC, (2) the Fee Structures of CLCC, (3) Capital Improvements (specifically regarding the inevitable costs of our deteriorating facilities, foundational roadways, culverts and drainage), (4) Communications Improvements, and (5) Other Miscellaneous Recommendations.

Having reviewed the recommendations, in conjunction with the outcomes of our December Strategic Planning Session, we are now prioritizing our focus areas for 2017 based on what we have learned. I will review specifics in my presentation at the Annual Meeting. Highlights of the study revealed that there is a growing need for enhanced communications. Additionally, we must address the harsh realities of our inevitable and accelerating infrastructure maintenance by aligning our budget with upcoming costs for these much-needed capital improvements. We are addressing this need by increasing our annual assessment (which has not been raised in 3 years), an increase in Real Estate Transfer Fees from fixed cost to a percentage of sales price (a fee paid by incoming buyers who are purchasing CLCC properties), and changing the New Build Permit Fee to a variable structure (i.e. per square foot fees vs. a fixed fee). This will allow us to significantly offset some of the financial impact that would otherwise be borne by existing homeowners to new buyers entering the community. We also gained insights into what our community feels is going well, what can be improved, and where you would like your Board to focus in coming days.

As always, it is a privilege and honor to serve on your board. We encourage you to attend our annual meeting on May 28th to learn more about these emerging priorities. **We will also be having a "Board Happy Hour" that afternoon.** This will enable you to meet your new and existing board members personally, while communicating your own priorities and insights. We welcome your questions and comments, and look forward to seeing you next month at our annual meeting.

Kind Regards,



Brian D. Owens
CLCC Board President

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