

## Minutes

### April 12, 2017 Regency Co-op Annual Meeting

Members Present: Mary Howell, Paul Keyser, Jeannie Inns, Dale Marie Walton, Sue Reitzig (Co-op administrator) and Michael Long (Co-op Legal Counsel and Board Candidate).

Mary Howell, President of the Co-op Board welcomed all to the meeting. She then introduced and thanked current Board members.

The following are Mary Howell's remarks:

"I would like to take this time to thank Al and Kirk for the time and service on the Board. They have worked very hard on your behalf. I would also like to acknowledge Joe McElroy, who was on the board as well, but recently stepped down due to Medical reasons. All of these board members deserve a round of applause.

The Regency Cooperative Association (RCA) Board has been hard at work on your behalf! For those who are not familiar with the RCA – we are a non-profit organization serving the Regency community. Our primary mission is to provide Regency homeowners access to quality, customer-oriented, licensed and insured vendors in a variety of categories to service your home and personal needs at cost-competitive discount pricing. Our website is [www.regencycoop.org](http://www.regencycoop.org). Please be sure to visit us.

I am very pleased to report that the Co-op is sound financially and has really ramped up our Marketing efforts since May of last year.

Our current balance is \$3,731.29

- We now have 566 members: 45 Condos, 151 Georgetowns, 370 Single Family
- 59 new members since May of last year (when the new Board took over).
- We now have 55 vendors adding 23 new Vendors since May of last year

So, as you can see, our marketing efforts have paid off.

We have been very aggressive in our efforts to increase homeowners participation by way of email blasts, information in new resident welcome packets, participation in the September 22 2016 Regency Orientation for new and current homeowners and also having a table at the October 13 2016 “Meet the Regency” Clubs event.

We have also been very aggressive in soliciting new vendors via referrals by many of your neighbors within the Regency Community.

Because of member suggestions & Referrals, Our Board added several new services: Roof Repair, Tree Service, Gas Fireplace Service, Junk Removal/Storage Service, Flooring Contractor, Painter, Window Coverings, Moving & Storage, and Dog Boarding. So keep the referrals and suggestions coming!

What else have we done?

When Toll Landscape declined to do snow removal for the single family homes, the Board got to work immediately and found four smaller companies to do snow removal. This by the way, was at the request of the Regency CMC.

When our limousine company and appliance repair company were unable to renew with us a couple of years ago, the Board replaced them with two new companies.

When residents have an issue with a Vendor, a Board member intervenes immediately to try to resolve the issue in a timely and hopefully positive outcome. Unfortunately, we did have a re-occurring issue with one Vendor and eventually had to remove them from our Vendor list after we had contacted them 4 times with failed promises to improve their performance and honor their contract.

Lastly, I would like to report on the Co-op Website.

The current Co-op website program is very difficult to update and requires a person with extensive website/ programming experience. The Co-op currently incurs a webmaster expense to update the website.

After lengthy discussion and through a thoughtful bidding and vetting process, the board voted to convert to a WordPress based Platform which is a much simpler and user friendly program. The Co-op will be able to use a resident or board member to easily update the website on a voluntary basis. The Co-op will save money in the long run by reducing our webmaster expense.

As part of the process, we are reducing the Vendor categories from 300 to 23 categories to streamline the process for our members. New categories will be added as needed.”

The Board then fielded question and suggestions from the audience. Pearley Eaton suggested approaching chain stores for discounts and Debbie Moore suggested approaching professional services. Mary Howell said the new Board will certainly consider and review these suggestions.

Ken Barter submitted the results of the elections. Mary Howell then announced the election results. It was a close election, but the new members of the Regency Co-op Board are Michael Long, Charles Tucker, and Al Ullman.

Mary Howell thanked everyone for coming and announced the next Co-op meeting will be at on Monday, May 8 @ 6:30pm.