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(These notes were compiled from notes taken by different sources during the meeting)

## Notes From Owners Open Forum

### INTRODUCTION

On September 14, 2019, Karen Stone, Unit Owner 1113, called a meeting of the Regency Owners to permit them to voice their concerns about the Regency and to make suggestions that could be relayed to the Board about how we might improve our community going forward. About 75 unit owners, including Board Member Joan DeSantis attended. Agreed upon guidelines were set and followed. Each unit owner was given the opportunity to speak. The meeting lasted a little over two hours. Notes were taken by volunteers and unit owners requested receiving a copy of them when they are written up.

### GENERAL SENSE OF THE MEETING

Many owners commented on the "toxic atmosphere" that has developed in the last year or so, the rumors and gossip circulating in the building, the anonymous material distributed under people's doors, and the animosity and lack of civility among people in the building. "Spying" and reporting on what unit owners are saying was also identified and condemned.

Owners commented that some of the "negative atmosphere" in the condo was attributable in part to the Boards' not sharing information with the owners, the Boards' defensiveness when questioned by the owners, and the fighting at Board meetings, including between Board members.

Owners said we need to talk as we are doing at this meeting, respecting different points of view and having a more collaborative spirit. Owners said people need to participate more at Board meetings and serve on committees and that all who volunteer should be accepted. We need to keep the focus of our interactions on matters of business and not complaints and blame. Often it was said that speaking up at meetings and voting in Regency elections was the way to express concerns and positions.

The lack of "transparency" was repeatedly mentioned.

A number of owners said they thought the condo was going downhill and our financial investment was at risk. Realtors and others outside our community, including banks, are aware of the present problems in managing this condo and this is prompting some owners to consider selling and hurting the sale of units now on the market. Everyone agreed things need to turn around quickly.

### GOVERNANCE ISSUES

A number of owners thought we needed a new Board, term limits for Board members and for the President, and new rules about elections and how unassigned proxies are handled. A few owners said this was the best Board president. A new website was also suggested to enable better communication.



The need for more "transparency" was often noted by owners. The fact that Robert's Rules of Order are not used at our Board meetings and there is no New Business section on the meeting agenda was also stressed. People felt the Board was not always telling owners what they had a right to know. Concern was expressed that what necessitated an "executive session" of the Board was too broadly interpreted by the Board and the owners should know more about the various bids/contracts and other non-personnel matters being handled in executive sessions.

### STAFF ISSUES

Owners were concerned about the loss of two general managers and an assistant manager, who many praised, in 8 months.

Unit owners expressed concern about finding a new general manager and assistant manager and wanted more information on search procedures. It was suggested that the search committee include two or more unit owners to assist the Board in searching for candidates, interviewing, and advising on the selections, with the understanding that the Board will make the final decision. It was also suggested that the search should extend beyond CFM and include a "head hunter" agency in that field.

Owners wanted a farewell party for Neil Toomey and an opportunity to thank him for his service and say good-bye.

### PHYSICAL PLANT ISSUES

Owners wanted the driveway fixed and a full report on the reason for any delay.

Complaints about pool management, the appearance of the pool chaises, and the pool house were made. It was suggested that at the least, the pool house should be painted.

Inquires about the Plaza gravel came from several owners who said it was their understanding that trees would be where the gravel is. Someone stated that it was a problem of money not being available. Again, a request for information from the Board about this change was called for.

Also asked was why so much money was spent on extensive Plaza improvements before elevator repairs were made. Some owners expressed concern that condo fees would not be adequate to pay for all the needed repairs and an assessment might have to be made.

### FOLLOW UP

An owners' committee to summarize owners' concerns for the Board was suggested and several owners volunteered. Formation of a "welcome committee" was suggested as was another owner's open meeting to build on the work of this meeting and hear the Boards response to the unit owners concerns, requests and suggestions.