

STRATEGIC AREAS OF FOCUS

COMMUNICATION	RECREATION & EVENTS	FACILITIES & GROUNDS	COMMUNITY SUPPORT & DEVELOPMENT	COMMUNITY STANDARDS	FINANCE
Leaders – Grace Fowler/ Christine Bean	Leader – Grace Fowler	Leader – Jeff Smith	Leaders - Wendy Taylor/ All Directors	Leader - Kristi Felouzis	Leader – Wendy Taylor
Strategic Goal	Strategic Goal	Strategic Goal	Strategic Goal	Strategic Goal	Strategic Goal
To provide quality reliable and accessible information for SR residents.	To provide SR a balance of diverse, quality programs and events.	To provide a well-maintained and attractive SR environment.	To provide excellent internal and external customer service while identifying SR residents needs and improving amenities.	To consistently uphold the standards of design, quality and maintenance of all residential property in SR.	To provide SR sound, proactive, efficient and farsighted fiscal stewardship through prudent management and policies.
Objective	Objectives	Objectives	Objectives	Objective	Objectives
1. Daily, use Digital Media to educate, promote and engage SR community.	1. Continuously, evaluate event volunteer experience to ensure adequate community support.	1. Continuously, evaluate and improve SR Facilities and Grounds.	1. Residents: Continuously, recommend ways to improve the quality of life in SR through consistent positive interactions and by identifying and prioritizing projects each fiscal year.	1. Continuously, educate and collaborate with property owners to enable them to remain in compliance and embrace the value of SR community standards.	1. Monthly, review the financial reports and continuously implement a financial plan and policies that secure and preserve resources.
2. Continuously, ensure website is up to date with all current and relevant information.	2. Annually, maintain existing relationships with vendors, sponsors, corporations and government agencies.	2. Continuously, ensure all SR recreation facilities are operational and well maintained.	2. Volunteers: Continuously, evaluate volunteer satisfaction and participation while providing incentives, mentoring and public acknowledgement.	2. Continuously, evaluate the Annual Home Inspection Program and enforcement procedures to achieve compliance with all properties.	2. Continuously, evaluate and revise bidding and contracting procedures.
3. Monthly, plan, develop, and coordinate publication of SR Magazine.	3. By the December Board Meeting, conduct an assessment to ensure continuously enhanced programs and events that are relevant to our community.	3. Continuously, identify and address exposures to risk within the SR community.	3. Staff: Annually, evaluate and ensure staff training including industry best practice that will facilitate positive and professional customer service experiences.	3. Bi-Annually, evaluate the Application Process and Community Standards Committee procedures so they are objective, consistent and timely.	