

Presidents Report -WMR Annual Meeting 27th June 2023

I would like to win a million dollars in the Florida lottery. So I talk to Bob, who also thinks that is a good idea, as does Patty when I meet her at the mailboxes. I send an email to the Florida lottery telling them about this. The Florida lottery does nothing. Apparently there are rules and procedures that need to be followed for them to pay me that I was unaware of. I then complain bitterly on social media and every other means available that this is totally wrong, there was total agreement that I should win a million dollars, and that the system is broken. In my complaints I also then include everything else in my life that I thought I deserved to have that I didn't receive and include several friends and neighbors in the griping, bringing up everything they ever thought they deserved to get.

Sounds far-fetched in this context? I think it very much explains what has been happening recently when our nicely structured and professional way of operating was dragged back firmly into the unprofessional conduct of times past. Until then, this was our list of achievements, I am happy to provide more details at the end if required:

1. We have been working incredibly hard to counteract stereotypical behavior of HOA boards,
2. we have created a fair and level playing field within the rules applying to an HOA,

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3. we are finding effective ways of controlling regular violators of community rules,
4. we now have a consistent process for handling lease and sale applications,
5. we provided new residents with a direct contact for board and management,
6. we are still trying build a complete database of all owners and tenants,
7. we are working with a reputable local management company that is now able to function effectively after starting from zero in November 2021,
8. we are keeping a separation of finances and management to ensure the prudent supervision of community funds, and
9. through a more structured approach to management and communications we can hire better quality contractors for the community

I have spoken about all the above before many times, so I won't get into all the endless examples, but I am happy to provide details if required.

Basically, we have turned around our community and improved property values not just because the market

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has gone up generally, but because we have applied sound business concepts, a huge dose of personal time, common sense and have tried to fix the big picture. This process will be ongoing as long as Whitemarsh exists, but I feel we have been moving in the right direction.

So for all residents that think the board is a closed shop that makes things up as we go along or just does as I say, I am going to explain how we approach projects and the conduct expected from board members:

- Someone has an idea based on personal needs or conversations with residents, or there is an increasing number of calls to property management on the same subject,
- Board members discuss the subject. Based on these, the board comes to an agreement whether this idea is just a good idea or an actual need, and one or more board members are tasked to further investigate options and possible costs involved,
- If we still think this is a good idea or an actual need, we ask property management to get quotes, or the board gets quotes in directly if property management does not feel they have a better

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starting point than a board member with a google search.

- At no time should a board member contact a present or potential service provider directly and identifying themselves as a board member (or most recently as president!!!!!!) without being requested to do so by me first and copying the board in on what was discussed with potential service providers
- Once we have quotes, the board will have a formal vote to decide if the project should go ahead and who should be hired to do the work. Depending on the project this could be by email or at a board meeting. Only once a full board vote has taken place an idea becomes an actual project which will be implemented as soon as we can arrange it or when it makes sense in the annual diary

We have a rules and regulations governing how our association should be run and how residents should act, and state and county legislation we need to follow. Our very patient lawyer has been of immense help to teach us what is and isn't possible, and how to conduct ourselves in the correct manner. Personally, I also try and include a huge dose of common sense and human decency into my decision making, as do most on the

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board members. Only by knowing the big picture and being aware of the wishes of our residents can we continue to move forward. We have got to where we are by a considerable input of time and personal sacrifice by members of the board, and to see all this destroyed so rapidly by someone hurts.

Under advice of our legal counsel, we have silently endured slanderous social media campaigns in the past and spent years trying to reduce them without being allowed to answer any posts because we were serving on the board. Being on the board means we are expected to act under different rules than individuals, and most of us have educated ourselves in the conduct and behavior expected by board members.

I never volunteered for the role of president but am repeatedly asked to do a very thankless unpaid job that requires almost the same time input as a full-time job to do it right. Personally, I can think of many other things I could be doing with my time, but the feedback from the community and lack of suitable board candidates able to follow a clear path to lead the community has kept me in my post, not some kind of power-crazy dictatorial tendency.

As a final point of clarification, if a resident or board member does not receive an answer from the board or

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property management immediately, we were probably busy with the huge list of projects, requests or complaints ahead of you in the queue, or fire-fighting some issue or other, rather than getting on with planned community business. Or maybe we had personal or professional issues to deal with. At no point should silence be considered consent, no reply does not provide authorization to go ahead, and not being aware of rules and regulations does not mean you don't have to follow them.

If I get caught on the freeway in a different state doing 90 mph because I wasn't aware of their traffic laws, I will have to face the consequences regardless of how great my excuses are. The same logic applies to the conduct of HOA board members.

Thank you for your time and all the help some of you have provided to the Board, allowing us to make so much progress during the year.