

# KVC Friday Notes ✦

April 11 2025



## Thank You for a Meaningful Town Hall — April 5, 2025

We would like to sincerely thank everyone who attended the Town Hall meeting on April 5, 2025. Your participation, openness, and thoughtful contributions created a meaningful and productive conversation about the future of our community.

Town Halls are at their best when members feel comfortable speaking honestly — even when the topics are challenging — and this meeting was a wonderful example of that spirit. The Board of Directors and Management Company deeply appreciate the care and respect shown throughout the evening.

Following the Town Hall, the Board met to review and reflect on the feedback provided. We are pleased to share that a number of clear, actionable solutions emerged from the discussion. These proposed solutions reflect our shared commitment to improving communication, operational practices, and collaborative governance within our co-operative.

### What We Heard — and What Happens Next

The ideas generated by the community have been organized into four key areas:

#### 1. *Communication & Transparency Improvements*

We heard loud and clear that better communication processes are a top priority. Proposed actions include:

- Circulating a clear Work Order Process to all members, including who handles work orders, decision-making responsibilities, and how emergencies are prioritized.
- Inviting all members to bring in their bylaws to ensure they have the most up-to-date version — available in print or online.
- Clarifying Board Meeting attendance protocols, including start times and guidelines for member attendance.
- Establishing a dedicated Board Mailbox with clear guidelines for its use, including steps for escalating concerns appropriately.

## *2. Operational Response Standards*

Members expressed a desire for clearer expectations around response times and accessibility. Proposed actions include:

- Reviewing response timelines for work orders and member concerns from both staff and the Board.
- Communicating service expectations in the weekly Friday Notes.
- Establishing consistent office hours and an “open door” description to foster accessibility.

## *3. Working Groups for Specific Issues*

We are grateful to the volunteers who have stepped forward to lead important work in two areas:

**Committee Membership Review Working Group:** This group will review the structure, processes, and practices of committee membership: Members: Bernie, Rob, Karen C., Aalieg, Jennifer, and Tom, Leland

**Safety and Health Review Working Group:** This group will focus on identifying and addressing safety and health concerns within the community: Members: Jen, Rob, Jay, and Wayne.

## *4. Committee and Board Collaboration*

We are excited about strengthening relationships between the Board and various committees. One recommendation from the Town Hall was for the Social Committee to schedule a meeting with the Board to discuss future collaboration and community engagement opportunities.

### ***Communication is a Shared Responsibility***

While the Board and Management Company are committed to improving communication and operational processes, we also encourage all community members to stay informed and engaged. Important updates and notices are regularly shared through the Friday Notes (please provide current email addresses) and on our community website: [www.kawarthavillage.ca](http://www.kawarthavillage.ca). (Friday notes are viewable on the landing page.)

We encourage everyone to check these resources regularly so that you remain up to date on news, announcements, and opportunities to participate in community life.

### ***Moving Forward Together***

The Board will be formally submitting these proposed solutions to the Management Company for review and implementation where applicable. We are committed to keeping members informed as progress is made on these initiatives.

Thank you again to everyone who contributed to this important conversation. The April 5th Town Hall was a reminder of the care and passion that exists within our community — and of what we can accomplish when we work together.

Sincerely,

Your Board of Directors

### Administrator Office Hours

Tuesday: 9:00 am - 12:30 pm

Wednesday: 1 pm - 5:00 pm

Thursday: 9 - 12:30 pm

Friday: 11 am - 6:00 pm

Phone number: (705) 748-5188

email address: [office@kawarthavillagecoop.ca](mailto:office@kawarthavillagecoop.ca)

### Community Involvement Opportunities

**Join the Landscape Committee Meeting**

April 30, 2025 @ 1:00 pm

**Join the Bylaw Committee Meeting**

TBA

**Social Committee**

May 6 @ 6:30 pm

**Board Meeting**

April 17 @ 4pm

### The Social Committee

is holding an

**Easter Cupcakes & Crafts for the Co-op Kid's**

on Sunday, April 13th

from 2:00 to 5:00 at the CABCC.



### Next Garbage Pick Up April 25

#### It is Here!

Check out [Kawathavillage.ca](http://Kawathavillage.ca)

You can sign up for the Members only section on your own or the Board can provide you access.

Please make sure your email address is up to date with the office.



**Joke of the Week: "Singing in the shower is fun until you get soap in your mouth."**

**Then it's a soap opera.**