

## DUTIES, RESPONSIBILITIES FOR AGHA SECRETARY

11/2023

### A. MEETINGS: AGENDAS, MINUTES

#### 1. Agenda-Prepare agenda with the input of the board and president.

- Weekend before monthly board meeting:

Call for board reports and agenda items to include financial reports

- ✓ The treasurer shall send to the board their documents following the call for reports.
  - ✓ It's extremely helpful to have board reports for the accuracy of the minutes and to have a report in the absence of a board member at a meeting.
  - ✓ File all financials and board reports in a dedicated permanent file.
  - ✓ Draft agenda based on input from the board and unfinished business from previous meetings or tabled agenda items.
  - ✓ Include any board votes taken by email under new minutes.
  - ✓ Use minutes from previous meeting to include all unfinished business or unresolved issues.
- Finalize agenda on Monday before the meeting and send draft to the board for review.
  - Send the finalized agenda to the AGHA on the Tuesday before the monthly meeting nlt 5 pm. Include:
    - ✓ Agenda
    - ✓ Draft of previous month's meeting minutes
    - ✓ P&L statement
    - ✓ Zoom link if needed
    - ✓ Other pertinent documents that will be presented at the meeting
  - Save and file all agendas for the permanent record.

#### 2. Minutes

- Take notes as needed.
  - ✓ Record motions and the votes taken.
  - ✓ Include any additional items that are addressed but not on the agenda.
  - ✓ It's helpful to turn around a draft of the minutes to the board in 1-2 weeks for edits.
  - ✓ It's helpful to send the AGHA a "clean" draft of the minutes so the board doesn't spend additional time during the meeting making edits to the draft.
  - ✓ Send a pdf document of the approved minutes to Communications to be posted on the website.
  - ✓ Minutes for monthly meetings and the annual meeting are important documents for title companies and home sale closings; they depend on our website for information. If they're not on the website, you can expect emails asking for this information from realtors and title companies.
- Approval of minutes: only board members who attended the meeting may vote to approve.
- If you are not attending a meeting, arrange for someone to take the minutes. You are responsible for the process of editing, approval and posting on the website.
- Save and file all minutes for the permanent record.

### B. Meetings-governing documents

1. Have all governing documents available for reference at each meeting, either in a notebook or as a digital file.

### C. Directories and email distribution list

1. The Treasurer and Welcoming person will provide you with changes to the directories and contact information based on home sales and information provided by new homeowners.
2. Make changes to the directory and distribution list based on name, location and email address.
3. Double check that all formats have been changed and delete homeowners that have sold their homes.
4. Make changes to mailing labels based on any changes to the directories.
5. Periodically send the board copies of the updated directories.
6. Yearly, at the annual AGHA homeowners' meeting, provide the AGHA with an updated directory with names, addresses and phone numbers if available. Do not include email addresses in this directory.
7. Do not send an email copy of the directory to a homeowner, other than board members, for privacy reasons.
8. Do not provide the email address of a homeowner, upon request by another homeowner or person, unless you have the permission to do so.
9. Give Welcoming some copies of the directory. If they run out of copies, I sent them the updated directory and let them print copies as needed.
10. Save all files for the permanent record.

### D. Email distribution list

1. Send all email address changes to Communications because that person needs an accurate email distribution list for the newsletter.
2. Establish an email distribution list for the board and one for the AGHA on your computer.
  - "BCC" all homeowner's on AGHA emails.
3. In a pinch, the Communications person can also send emails, meeting information etc. to the AGHA.

### E. Emails from homeowners

1. Answer the easy ones yourself or forward to the appropriate board member to answer. Let the homeowner and board member know you are doing this.
2. Forward complaints and suggestions to the board.
3. If there is a challenging email from a homeowner it's best to let the president answer the email after consultation with the board.

### F. Email votes

1. You are responsible for tracking email votes and determining the outcome.
2. You may make a motion but you aren't responsible for making all the motions (that's for the appropriate board member) or generating the discussion.
3. Add email votes and outcomes to New Business on the next month's agenda with date, motion and outcome.

### G. Email messages to the AGHA

1. Draft messages requested by the board and get approval from the president or the person responsible for the message. You may ask the person responsible for the message to draft the message but you may offer edits.

### H. Referrals of Non-Compliance

1. Referrals of Non-Compliance are sent to the secretary per the AGHA Policies and Procedures (P&Ps).
2. The secretary tracks the process (see the P&Ps for the procedures) and communicates with the referring homeowner the status of the referral. The referring homeowner is never identified in the minutes or other documents, and the name of the homeowner making the referral is not given to the recipient of the referral.
3. Draft letter to homeowner for board approval. There are several examples of letters in the permanent files.
4. Mail to homeowner by a mail tracking service (FedEx has been excellent, not so much for USPS).
5. Notify the board of the delivery date, date when investigation must be completed and the response date from the homeowner (see P&Ps.) Ensure that three board members will investigate the referral in a timely fashion per the P&Ps.
6. Make note of a Referral of Non-compliance in the minutes but do not include names, only the address of the recipient.
  - Outcome of the referral should be included in the minutes.
7. You are responsible for ensuring the process is followed from start to finish.
8. You may make a referral. Once you make a referral you must recue yourself from the rest of the process. Same for the other board members.
9. You may be one of the board members who investigate a referral.
10. Keep track of expenditures for mail delivery and submit to the treasurer for reimbursement.
11. Save all files for the permanent record.

H. September Homeowners' Annual Meeting: this will take a lot of your time and attention. There are good records for you to use for next year-just change the dates and some of the wording.

1. Recommend starting the process in July to include general announcements about the date, location and time and recruitment of new board members.
2. Set calendar dates for emails, mailings, deadlines, working backward from the meeting date per the AGHA By-laws. My files have explicit dates and details for what should be included in these mailings.
3. Advise board of the schedule at the July board meeting and in the minutes.
4. Take inventory of supplies needed for mailings: envelopes, stamps, address labels and purchase needed supplies. Submit receipts to treasurer for reimbursement.
5. Have copies of previous years minutes, financial reports, agenda and new directory available at the meeting.
6. Follow calendar dates you have set for sending out email notifications and reminders to include: agenda, previous year's minutes and financial reports. The directory is never provided via email for privacy reasons.
7. Have the annual homeowners' meeting minutes approved at the October board meeting. This allows the minutes to be posted on the website as soon as possible. Also, depending on circumstances, if you wait till

the following year for approval, board members may have resigned or may not have attended the meeting and cannot vote to approve.

8. Make extra copies of the new directory for homeowner's to pick up before or after the meeting and for the new homeowner's welcome baskets.

- I made it possible for homeowner's to pick up directories at my house for about 3-4 weeks, before and after the annual meeting.

10. Because I have a secure mailbox, homeowner's could drop off their ballots at my house without concern and pick up a directory at the same time. Drop off ballots have proved to be a very successful way for homeowners to participate in the election process-absolutely necessary during Covid! If you don't have a secure mailbox, use the address of a board member who does have a secure mailbox.

- I kept the returned ballots in their original envelope (do not open before the annual meeting.)

11. Returned ballots and proxies are counted at the annual meeting by two non-board members. Provide them with tallies for counting. Each person counts all the returned ballots. Ballots are kept in the paper files.

I. Architectural Control Committee (ACC)-Recommend for you to be a part of this committee because you will receive the approved Architectural Request Changes (ACR) anyway and it one less step for everyone. These documents should be kept in the permanent files on your computer.

J. Signatory on banking accounts-Recommend for you as an officer to be a signatory on these accounts.

K. Board Member Code of Conduct

1. Each board member must sign this document (every year they serve on the board) before the October board meeting.
2. You ask for and keep the signed digital or hardcopy documents.

L. Support board members and AGHA events and activities as needed. You'll get to know homeowners more than anyone else on the board so be a friendly presence on the board. Trust in you will go a long way during times of trouble.

M. Keep permanent records that other board members send to you to include: contracts and insurance policies. Board members are responsible for providing documents to you.

N. Old paper files:

1. There are two boxes of old paper files that should be kept in your home and passed on to the next secretary.
2. You may decide to review these files and determine what needs to be saved as you begin or end your term. See attorney file document (Hindman Sanchez) for guidance.
3. For the last three years almost everything has been digital records.

O. Website

1. You are responsible for providing the minutes to Communication for posting on the website. If that doesn't happen it's not your responsibility; cc the president when you send minutes to Communication for posting.

2. The treasurer is responsible for the posting of financials on the website, not you.

#### **N. Correspondence, miscellaneous**

1. Your address should be used on all correspondence but the treasurer will probably want the yearly assessment bills to be sent to that person.
2. You may help the treasurer with the yearly assessment notices or they can take care of the mailing themselves. The letter sent along with the assessments should be approved the president and/or the board.
3. You are responsible for mailing miscellaneous letters to the AGHA as needed. You'll probably be the one drafting most letters; always get board or president's approval before sending out anything!
4. DORA: You are responsible for filing the yearly renewal of our hoa with Colorado Department of Regulatory Agencies (DORA). This is the agency we get notices of webinars for hoa board members. You will need to change the official address for AGHA with DORA.
5. Requests from title companies regarding a Status Letter should be referred to the treasurer.
6. Send homeowner's without email addresses a copy of the newsletter. The newsletter should include all important dates and events and other pertinent information. I did not send email's by mail to homeowner's just the newsletters.
7. Familiarize yourself with Robert's Rules of Order and the governing documents so you know where to look for an answer to a question.  
Covenants must be approved by the AGHA.  
By-laws and P&Ps may be changed by the board.
8. You're the president's right hand person and the person usually responsible for knowing what's going on at all times.
9. The other board members may keep their own files but all pertinent files are kept by the secretary.
10. Be sure your computer is backed up!
11. Call or email me anytime to ask questions. It's a lot when you look at this document but actually it's standard operating procedure for most organizations and it's the same thing over and over again-have a good system to keep you organized.