



KPW Communique'

Dear KPW Member:

October 2024

First and foremost, Thank You for your continued confidence in KPW and for being a KPW member. We wanted to provide you with a quick update of what's going on with KPW and share some important information. Over the last 2 years we have been working very hard at KPW to get us onto a sustainable path that provides for the long-term viability of KPW and to provide the best products and services we can for you, our members. Thousands of hours have been spent upgrading our processes and hiring and training employees.

Let's begin with the office. We have completely implemented a new state of the art cloud based secure database system. Our employees and the Board can have up-the-minute data available at any time. Our new system gives us the ability to tell exactly how much money we are spending in every area. For example, if you asked us how much it costs us to provide repairs for dishwashers we can tell you. This is going to be invaluable as we proceed with decisions on pricing and services in our new contract. We have hired and trained outstanding office staff who everyday are taking over more and more of the day-to-day operation, significantly reducing the time the Board must be involved in the daily operations. And things are going much more smoothly than in the past.

As a continued part of the transformation, we find it necessary to update our bylaws. They have not been updated for a decade. For those of you that may not be familiar with governing documents, bylaws are the top-level document. The Board and office staff must follow the bylaws. When you look at the current bylaws, although possibly well intentioned, there are things that just shouldn't be in them. To give just one example, the bylaws require our contractor to stage their vehicles in King's Point to provide a fast response. We can't force a contractor to do this, and we shouldn't attempt to micromanage a contractor that way. Our goal is fast and efficient service, however, if there are no calls at a certain time there is no need for a service truck to be sitting idle here. We would face a terrible conundrum if the contractor didn't want to stage trucks here because we have to follow the bylaws. We are trying to update the bylaws to remove things like this. Bylaw updates must be approved by the members. The Board or office staff can't change them. Only **you**, our members, can approve the final copy. Attached are the improved bylaws we ask you to read thoroughly and approve. Also attached is a ballot, please fill it out completely and return it by mail or drop off at the KPW office as soon as possible. Please clearly print your name, address and phone number on the ballot, this is to validate that only valid KPW members are voting. We also invite comments or suggestions if you would like to send them back with your ballot.

The final subject is there have been thousands of hours of work that your Board has performed over the last couple of years to get us where we are. It has taken a toll on many and some just need a break. If you believe that KPW provides a good and valuable service, please consider volunteering for a Board position. Some of the Board positions do require some specific skills and we've attached the descriptions of what we are looking for. We've made so much progress getting to where we are, that we believe the time commitment would be approximately 5-10 hours per week. This is far from the amount of time current and newly retired Board members spent, which was about 20-30 hours per week. Our busiest times are the registration period and during our work on the annual contract updating. Again, please thoughtfully consider if you can volunteer some time to help us keep KPW running and keep improving the service we provide and the value to our King's Point community. Attached is a Board application. Your completed application can be mailed or dropped off at the KPW office (if closed we have a drop box). Thank you in advance for your consideration and again thank you for being a KPW member. Comments regarding KPW are always welcome at contactkpw@kpwservice.com.

KPW Board of Directors