

## **Weekly Update from the HOA Board,**

**Date: 9/4/2020**

**We would like to share with you, the event of the week.**

- This week was very trying and a real eye opener for your Board and the office staff. Tuesday, a very small percentage of our community took it upon themselves to represent all of the residents of The Villages and verbally attack your Board representatives. This group misrepresented their intentions and lured the Board into a meeting they called “Board Meeting”. The group had a written agenda and individuals assigned to speak to us about their myriad of concerns. With no prior knowledge of what we were going to be confronted with, we attempted to defend ourselves with attempts to rebut their comments and requests, they did not seem to want to hear our sides of discussion. Conversations got heated and they were persistent in their opinions. It was the closest thing to bullying we have experienced. We listened to this group for approximately 2 ½ hours. Upset and confused, the three of us later met to discuss what had just taken place. After evaluating the verbal beating we had just sat through and recalling all of the many negative and hurtful emails we have received over the past few months and all of the verbal abuse that the office staff have endured, we felt that we were not capable of satisfying anyone and we decided that we had no choice, but to resign. We questioned why we were putting ourselves through this literal hell and for what? We decided that we would all submit our resignations and apologize to the office staff for abandoning them.
- The next morning, we decided to meet and evaluate whether we were all still on the same page. We were in my living room talking it over and low and behold, walking up to my door were the three wonderful ladies from our office. They proceeded to inform us that if we were even thinking for a second that we were going to resign, they were not going to accept our resignations. They confronted us and asked us if we would really allow this select few to deter us from finishing what we had started. They challenged us to continue our united front and plow through this minor roadblock. They reminded us that they would stand up for us just like we had been supporting them. They reminded us that they also get a lot of positive comments from those residents that appreciate us and all we do. They demanded that we give ourselves the rest of the week and weekend to see how majority of residents felt. We then authorized them to put out a robocall to the residents to see how you would respond. Well, a large percentage of you responded and we heard you loud and clear.
- Wednesday evening the three of us received a text message from Ed Newman with a request. His request was that if the three of us would commit to staying on the Board for the remainder of our terms, he would apply to be appointed to the Board and assume the responsibilities of the Treasurer and be the Liaison from the Board to the Budget Committee for the remainder of the term. We accepted his proposal and voted unanimously to appoint him to the position. With his support and the office staff support we are glad to announce and assure the Villages residents that we are united in our efforts to right this ship and navigate us all through the ongoing challenges that becoming self-managed throws at us. We will do our best for every resident and neighbor that lives in this wonderful community. We forgive the small group of “resident representatives” for the unfortunate chaos they caused and be assured that even with the aggressive delivery of your concerns, we hear you. We will continue to learn how to manage this business that is our Community HOA.
- As of Thursday morning, at 9:00am, the number of called in, emailed and handwritten responses expressing your support for the Board and the office staff have totaled 95. We have

read them all and are so thankful for your support and kind words. We appreciate you all and do not take your support for granted. We know we must continue to earn it.

- We ask that you be patient with us and the office staff. The office staff is an extension of the Board and they take their directions from us. We ask that you be good, respectful residents and neighbors and together we will not only weather the global pandemic that is Covid19, but we will continue to make our community the beautiful, friendly, affordable home that you were drawn to and made you want to live here.

Wear your masks and badges everywhere in the community and protect yourselves and your neighbors.

Respectfully,

Your HOA Board members and Office Staff