

Clifftops Property Owners Association

Board of Directors meeting

March 11th, 2007

Board of Directors

President	Doug Dwyer
Vice President	Dennis Raines
Secretary	Earnie Lumpkins
Treasurer	Don Zimmerman
Director	Henry Chase
Director	George Goodwine
Director	Louis Smith

Minutes

Board Members Present

President, Doug Dwyer
Vice President, Dennis Raines
Secretary, Earnie Lumpkins
Treasurer, Don Zimmerman
Director, George Goodwine
Director, Louis Smith

Property Manager Present

James B. Tripp

Call to Order

The meeting was convened at the Clifftops Lake Clubhouse at 2:05pm.

Approval of the Minutes

Vice President Dennis Raines moved to approve the minutes from the January, 2007 Board meeting. The motion was seconded by Treasurer Don Zimmerman and passed without objection.

Treasurer's Report

Treasurer Don Zimmermann stated that the CPOA continues to operate within budget. He expressed appreciation for the 63 members who paid their annual dues in advance and said that as many of the Association's major expenses are due in the first quarter of the year this influx of dues allows us to meet these expenses without drawing from the Reserve funds.

Mr. Zimmermann reported one member's dues account to be 90 days delinquent. He said that a letter requesting payment had been sent.

Mr. Zimmermann then gave the good news that the Clifftops Avenue Road Project is nearing its end. He said that while Jim Tripp would be providing more detailed information he was happy to announce that the project, including paving, was going to be completed under budget and that he wished, on behalf of the CPOA members, to thank Mr. Tripp and his very capable staff for a job well done. Mr. Zimmermann encouraged all present to express appreciation to Charlie, Amos and the other members of the work force for the tremendous job they had done this past winter.

Committee Reports

Web Site Committee:

Current Status of the Clifftops Web Site:

- Susan Peek and Jim Poteet have assumed full responsibility for the Clifftops Web Site.
- The web site content has been updated with current calendar information and current board composition. Updates have been made to committee compositions, but more work is needed in this area. Minutes from recent board and community meetings, and back issues of the Cliffnotes newsletter have also been posted to the site.
- **No significant changes have been made to the basic appearance or design of the site.** (See attached outline.) However, we have made several technical changes to give the pages a consistent look and feel, and to make it easier to implement changes and additions in the future.

Technical and cosmetic changes that are still to be made to the site:

- Update **Association** page content relating to committee composition, whenever this information is provided.
- Add a menu link (all pages) to current Monteagle weather conditions and forecast.
- Add photographs from recent Clifftops events to the **Calendar** page.

- Add maps of the Clifftops trail system.
- Add a link to the Google Earth system.
- Improve the organization and presentation of Board related information.
 - The **Association** page will be used strictly for board and committee organization and composition. (Remove links to documents, and move to new **Documents** page below.)
 - The **Board Meetings** page will be used strictly to archive minutes from board and community meetings. (Remove the redundant board member listings from this page. Rename page to **Meeting Minutes**.)
 - The **Forms** page will be used strictly for links to blank forms for members use. (Move links to forms to new **Documents** page below.)
 - Add a Clifftops **Documents** page which will be used strictly for links to official CPOA documents.
- Improve page printing capabilities.
- Improve format of Cliffnotes newsletter archive index.
- Improve format of meeting minutes archive index.
- Add phone and fax numbers on home page.
- Improve home page “marketing” content by expanding the description of Cliffnotes amenities and member benefits.

FAQs page cleanup:

- The content of this page needs to be cleaned up, and expanded. However, we need clarification from the board on the use of this page. We don’t want to mislead anyone by expanding, shortening, or contradicting information that already exists in official CPOA documents and which had been approved by the board. As an example, on the **Newsletter** page, there is information for dog owners, which logically needs to be on the **FAQs** page. However, this content expands considerably on information which appears in the rules and regulations. The question has been raised as to whether this information represents official board policy.
- Additional content considered for the **FAQs** page includes information re gate hours, after hours access, pool hours, lake hours, clubhouse hours, telephone numbers at the pool and the Lake House, canoe storage, and trails information.

Suggested changes which need board approval or involvement:

- Originally, there had been plans for a **Links and Ads** page which would include recommended service providers, as well as advertising by service providers. Our concern about the second area is the time and effort required to sell and administer ads. Both of these areas are beyond the scope of the web site committee. The Board needs to determine how to proceed with this. Our suggestion is to rename the page to **Community Links**, add a link to the Monteagle Mountain Chamber of

Commerce site, which has a comprehensive listing of businesses and services, and include links to local government sites, to Sewanee and to other non-profits in the area.

- It has been suggested that we add a page with the history of the development of Clifftops. Is there information already available that can be used? If not who will prepare this?
- It has been suggested that we add a page to present the pro's and con's of a potential annexation by the City of Monteagle. We need someone to prepare this content, and then have the board review for objectivity.
- It has been suggested that we "hide" or password protect portions of the website. There are technical issues which make it next to impossible to successfully hide pages. Password protection would require members to use a shared password (most likely published in the directory), which has administrative issues. Our recommendation is to just leave the site open.
- It has been suggested that we add email links for board members. An automatic mail-to link could expose board members to some additional spam. However, the addresses could be listed in a form such as "joe_at_blomand.net," which wouldn't provide an automatic mail-to capability.
- It has been suggested that we add staff biographies and photographs to the **Contact Us** page. This would be comparable to the information published in the last newsletter.

Submitted by:

Susan Peek and Jim Poteet

Managers Report

Old Business

There was no old business discussed.

New Business

The President, Doug Dwyer presented information on the answering service offered by Ben Lomand Telephone Company. Ben Lomand's charge would be nearly one half of what we pay for our current service which is run by a company located in Atlanta, GA. The new automated attendant system would guide the caller, transferring the caller to the staff member best qualified to assist them. A voice mail box will be available if the staff member is on the phone or away from the office. Benefits would include a lower cost and a more efficient service.

Mr. Dwyer inquired about collecting data from the Clifftops community by using online software. He said that he would like to have more participation from the community, and added that everyone's email address should be on file. For the purpose of data collection anyone who does not have an email address would receive a paper copy of the survey.

Adjournment

Vice President Dennis Raines moved to adjourn at 2:48 pm, Treasurer Don Zimmerman seconded and the motion carried without objection.

President

Secretary