

The HVLA Disconnect

HVLA has continuously portrayed itself one-way; meanwhile the reality for many members is different. Member service/relations suffers accordingly.

HVLA Board

Reality Disconnect

Governance structure is OK

History of Dirs. unequipped to cope with "job"

Governance structure is OK

No realistic "Plan" for Dir. Edu./In-Service

Governance structure is OK

No realistic Dir. "qualifications"

Governance structure is OK

History of Dirs. overwhelmed; many resigned

Governance structure is OK

Lack of LT, Strategic Planning

Governance structure is OK

Failure to properly review Mgr. performance

Governance structure is OK

Pattern of Mgrs. failure to supervise staff

Governance structure is OK

12 GM's in 25 years

Governance structure is OK

Golf Ops. still losing avg. \$55,000 per month

Governance structure is OK

Environ. Control still ineffective

Governance structure is OK

Chronic history of miscommunication

Governance structure is OK

More "interactive" website pending 7 months

Governance structure is OK

Chronic history of poor continuity yr.-to-yr.

Governance structure is OK

Chronic pattern of personalization

Fire Plan - Pending

Member evacuation routes still unclear

Fire Plan - Pending

Additional Fire-Breaks still?

Fire Plan - Pending

Reduce combustible materials in common areas?

Flood Plan - Pending

None

Nice amenities

Community Center uninhabitable

Nice amenities

Pool and Youth Center closed

Nice amenities

Equestrian riding trail sold-off and deteriorated

Nice amenities

Lake sediment not removed in 47 years

Fair, Impartial Elections	Only 30% of members vote (avg. 2001-2016)
Fair, Impartial Elections	Election Committee Reports withheld by Boards
Improved fiscal standards	No "Business Plan" (Golf Ops.) yet huge losses
Improved fiscal standards	No forensic audit (delinquent accts.) despite advice
Improved fiscal standards	Mgrs. not accountable for dept. budget
Improved fiscal standards	Fiscal conditions misrepresented 2001-2014
"Member safety highest priority"	Member-Member phys. Assault - no sanction
"Member safety highest priority"	Director-Member verbal assault - no sanction
"Member safety highest priority"	Member safety complaint delayed month+
"Member safety highest priority"	No "Workplace Violence" or bully policy
"Member safety highest priority"	Emphasis - enforce most lucrative rules
"Investigation" of Director misconduct	By unqualified staff
Rule 1.07 "Unacceptable Conduct"	Open to HVLA interpretation, only
"Bully Culture" a "remote possibility"	Long pattern of bully-behavior documented
Updating By-Laws	9 months pending
Establishing first HR P/P's	9 months pending
Assn. records "available"	Search/reproduction fees unrealistic for members
Assn. records "available"	Records disorganized; only partially available