

CRA BOARD UPDATE

January 12, 2018

HERE IS WHAT WE'VE BEEN UP TO SINCE THE AGM IN NOVEMBER

1. CREATION OF BOARD COMMITTEES

Two sub-committees of the CRA Board have been created to meet the needs of our members:

1. **Communication Committee: Chair- Stacey Burrows**

Goal – to improve communication to CRA members from the Board and lake staff

2. **Maintenance Committee: Chair- Jeff Parsons**

Goal – to maintain the physical assets of the CRA and to move forward with future plans for improvement

2. COMMUNICATION ACTION PLAN

On January 2, the Board approved an action plan to improve communication to our members.

Action 1- Customer Service Staff Training facilitated by a Human Resource Trainer

Our full and part time staff will take a ½ day training session in the spring on communicating to customers (lake members) and communicating effectively with members

Action 2- Improved Facebook updates and website updates

The Board has directed our Facility Director and Office Manager to make more frequent and informative updates on our fb page and website

Action 3- Office Staff Communication Logistics

The Board has directed the office staff to diligently maintain a communication log so that accurate information can be disseminated effectively to our members.

Action 4- Management Staff Walkthroughs of the Park and Buildings

The Board has directed the Facility Director and Maintenance Manager to do regular walkthroughs of the park and buildings to ensure that any issues are being dealt with in a timely fashion.

3. COMING UP....

1. You will receive regular updates from the Board via email.
2. Maintenance Committee will be meeting next week.
3. Our website profile – we will be working to make our website current and engaging
4. If you have any suggestions on how we can improve lake/park experience of Lake Chaparral, let us know by emailing cra@lakechap.ca