



THE HBV GAZETTE

Volume 4, Issue 3

Holiday Beech Villas Condominium Association

December 2005



President's Message

Happy Holidays! Thanks to all our board members and to all homeowners who have contributed time and resources to making Holiday Beech Villas a special place to live and visit. We are half way through our fiscal year and we are on target financially with our dues as well as the assessments. Many projects have been completed and many are scheduled for the spring and summer of 2006.

Because none of our progress could have been accomplished without the dedication of staff, board members and homeowners who contribute their time and talents, I would like to encourage each of you to consider serving on a committee or running as a board member in 2006. If you have special interests or talents and would like to become actively involved, please email or send a letter to the Holiday Beech Office. Renee will give the board the information and we will contact you about getting involved in our special community. I wish each of you a very wonderful holiday season! ☺

Seasons' Greetings

This Holiday season we have much to be thankful for at HBV. We continue our transformation as the best value on Beech. Many of the structural repairs have been completed, the property is maintained the best it has in years, and there are many improvements to the roads, grounds and clubhouse. Property values and demand for our community continue to grow. We now have our financial house in order and we have a great new website. None of it would have been possible without our dynamic team. We are thankful for our excellent board of directors Karen, Moe, Yvonne, Jesus, Tom, Diane, Linda and volunteers; office manager Renée; financial consultant Winelda; structural engineer George; and our maintenance contractor and crew; Jim, Dan, Matt, Dave and Leif. From all of us we wish each homeowner and family a happy holiday season and wonderful new year! ☺

Deck Repairs

A&R Metal, Alac Eldridge—owner, has worked hard this summer doing structural repairs to the front decks of all buildings. They have completed buildings B, E, G and presently working on the F building. Jim Frye, our maintenance contractor, completed K Building. C building is next and then D building. ☺



HBV Winter Program Underway

Snow and cold weather season comes early to Beech Mountain. To prepare for the winter weather homeowners should have taken in all springtime items from front decks to make it easier to shovel snow. Homeowners should tag all items with name and unit number and notify maintenance

coordinator if public area beautification gardening pots or supplies need storage for the winter. If there is snow outside the door and the maintenance contractor is not on-site, helping clear it with a shovel from the "shovel station" will prevent ice build-up around the door entrances. Please inform the office and contact rental agent when unit will be rented or in use by the homeowner so that the maintenance contractor can have the entrance ways to those units cleared.

Homeowners should conduct a personal inspection of their unit and make sure that all thermostats are set to a minimum of 50 degrees. Assure that beds and other flammable items are separated and not in contact with heating sources. Take care that all electrical appliances not in use are unplugged and verify that the stove is off as it has been reported that the buttons may accidentally be pushed on the older small stoves. Make sure all windows and doors are closed and locked. "Fall back" time is a good time to change the batteries to all smoke and carbon monoxide detectors. Please assure that you have an ABC fire extinguisher prominently displayed in your unit in case of emergency. The maintenance coordinator may be contracted to improve weather sealing from the inside at the homeowner's expense if needed. Our maintenance staff will inspect unoccupied units according to schedule and after a major weather event. Please report any problems to the staff by completing a maintenance request or contacting the HBV office. ☺

Dehumidifier

Due to excessive moisture we installed an automatic dehumidifier in the clubhouse. What a difference! We highly recommend one for those units that are not occupied regularly. Our maintenance crew can install one in your unit. Call the office if you're interested in having one installed. ☺

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HBV Seeks to Create a Culture of Excellence with Continuous Quality Improvement

By Jesus A. Hernandez

What makes a company excellent? For HBV it is committing to a culture of excellence and identifying a process for continuous quality improvement. This culture includes adhering to the nine principles of excellence (author unknown).

1. Commit to Excellence
2. Measure the Important Things
3. Build a Culture Around Service
4. Create and Develop Great Leaders
5. Focus on Employee Satisfaction
6. Build Individual Accountability
7. Align Behaviors with Goals and Values
8. Communicate at All Levels
9. Recognize and Reward Success

A system for continuous quality improvement focuses on desired outcomes and ways to improve how things are done to get better results. This includes asking specific questions by:

- Identifying the aims of improvement or “what are we trying to accomplish?”
- Examining our current knowledge or “how will we know if a change is an improvement?”
- Describing the cycle for learning and improvement by asking ourselves “what changes can we make that will result in an improvement?”

The organization then plans, does, studies and acts to improve set outcomes and the cycle starts all over again. HBV has been using continuous quality improvement to improve our financial and maintenance processes with measurable success. One key point is that improvement is fluid and never static as we can always find ways to do things we already do well even better. Homeowners can be partners in the process by helping the leadership to identify ways to continuously improve our quality by examining our processes to maximize our outcomes.

“The good always want to get better” Quint Studer ☺



Slopes Open: 7 of 15
Base Depth: 20—30 inches
Surface Conditions: packed powder/frozen granular
Check out Ski Beech Specials on www.skibeech.com



Treasurer's Report

The first quarter of our fiscal year has been successful. For further details, go to the website (www.hbvillas.org) and go to the Minutes section. The latest financial report is

under the minutes for the November 19, 2005 Board meeting.

Homeowners are reminded that the next assessment payment is due the first of December. We currently have two 120 day delinquent accounts and these homeowners have been notified of the process for assuring that these are paid promptly. The board appreciates all homeowners who consistently pay their monthly dues and special assessment on time. Timely receipts of funds enable the board to continue its progress in the renewal of HBV. ☺



From the Office

We've received calls regarding the website and wondering when it would be updated. Well, it's done! Take a look at the newly designed Holiday Beech Villas website at www.hbvillas.org. It'll be changing as time goes on, but if there's anything else

you'd like to see on the website, give Renée a call at 828-387-4740.

Renée often gets calls from folks wondering if there are any units available for rent. She always sends these folks to the rental agencies on the mountain. She will also act as a “go-between” if you would like to rent your unit. She will give interested parties your phone number or e-mail address—which ever you prefer—and let you work out the details. Just e-mail or phone her with your information if you are interested. ☺